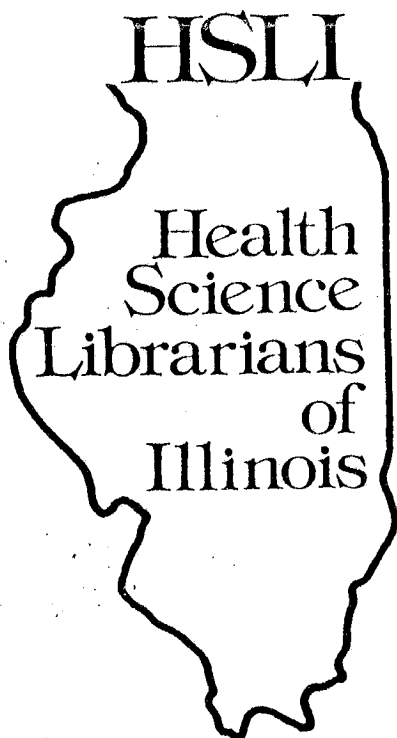


HSLI Newsletter

Volume 12

Number 3

September 1992



THREAT OR OPPORTUNITY

Tight economic conditions threaten all of us. Most of our libraries are being called upon to do more with less. We will probably have to pay more for interlibrary loans in the future. Drastic cuts in library system funding eliminated services and jobs. Somehow I can't help but think the funding situation will get worse before it gets better.

But it will get better. All that information is still out there and eager people are still anxious to "retrieve" the facts they need. Wherever there is a need, there is an opportunity. You are a creative lot and I'm sure some among you will help the rest of us turn current threats into opportunities and find innovative new ways to deliver health care information. Meanwhile, HSLI has a long tradition of cooperation that has made us a strong organization and will, I think, get us through current tough times. We can be an example to other libraries.

We still have each other, we have the MN/LM and Docline, we have SILO and our Health Science Libraries in Illinois Union List. SILO members who are "Selective Users" may soon be able to participate in a "no charge" GAC (see details on becoming a Selective User later in this newsletter). Technology is making information delivery more exciting every year.

I'm looking forward to seeing many of you at our Fall conference.

Nancy Cole

ARE YOU SELECTIVE?

If you have your journal holdings in the SILO database so that they will be listed in our Health Serials List, but you did not elect to be able to dial up OCLC for interlibrary loan purposes, then your library is not a "Selective User." Selective Users are able to search the entire OCLC database and to enter requests to borrow items from any other member of their group or GAC. The SILO GAC includes all types of libraries in Illinois so its scope is much larger than just health science. It's great for finding those non-health items our patrons need or for locating health items in non-health science libraries. College libraries which are not listed in our printed list hold many health science titles. You can locate not only serials but also books and even AVs. If the item is not available in an Illinois library, you can route it to the Illinois State Library and they will search for it out of state.

If you are a Selective User via SILO, you can also join other GACs--most notably the GAC for the Greater Midwest Region. Then you can search for holdings in other Midwestern medical libraries. Soon you may be able to join yet another GAC of libraries in Illinois and Missouri which agree not to charge each other for interlibrary loans.

I am hooked on supplementing Docline with our SILO Selective User capability. With system interlibrary loan capability in varying states of disarray, this might be a good time for others of you who did not become Selective Users when you entered SILO to reconsider. I would be happy to answer questions you may have from a user's point of view. Suzanne Schriar at the Illinois State Library (217-758-1532) has provided a fact sheet on selective user access to OCLC for this newsletter.

Nancy Dale
(815)395-5191

The HSLI NEWSLETTER is published by the Health Science Librarians of Illinois. It is published four times per year and is distributed free of charge to members.

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Advertising rates are available from the Editor on request. Information for the NEWSLETTER should be submitted to the Editor.

DEADLINES FOR FUTURE ISSUES

November 27, 1992

February 26, 1993

May 28, 1993

August 27, 1993

Institutional Membership Application

No charge for this membership

Voting Representative _____

Department/Library Name _____

Institution _____

Address _____

City and Zip Code _____

Telephone (_____) _____ ext. _____

Fax number (_____) _____ New 1992 ___ Renewal 1992

Please check one of the following:

My institution is a:

- a) _____ GMR resource library
- b) _____ Consortium member Consortium name _____
- c) _____ None of the above

Individual Membership Application

\$10.00 for regular members/\$5.00 for library science students

Last name _____ First name _____

Address _____

City, State, Zip Code _____

Day/Work Telephone (_____) _____ ext. _____

Fax number (_____) _____ New 1992 ___ Renewal 1992

Please be sure to include your check made payable to HSLI

Send your completed form (with check if for individual membership) to:

Laura Mueller, HSLI Treasurer
Shriners Hospital/Professional Library
2211 North Oak Park Avenue
Chicago, IL 60635

WANTED!

We have not received renewals for FREE 1992 HSLI INSTITUTIONAL MEMBERSHIP from the following libraries. It is essential that you renew in order to remain an institutional member. Let the country know and hear your voice -- your participation will and does affect national policy. Make HSLI a responsible and active winning team. Ask your director to designate a representative and to send the no charge institutional application on the next page today!

ALEXIAN BROTHERS MEDICAL CENTER, ELK GROVE VILLAGE
ALLIED AGENCIES CENTER, PEORIA
AMERICAN INTERNATIONAL HOSPITAL, ZION
AMERICAN MEDICAL ASSOCIATION, CHICAGO
ANDREW MCFARLAND MENTAL HEALTH CENTER, SPRINGFIELD
AURORA UNIVERSITY, AURORA
BLUE CROSS & BLUE SHIELD ASSOCIATION, CHICAGO
BRADLEY UNIVERSITY, PEORIA
BROMENN HEALTH CARE, BLOOMINGTON
BURNHAM HOSPITAL, CHAMPAIGN
CARL SANDBURG COLLEGE, GALESBURG
CHILDRENS MEMORIAL HOSPITAL, CHICAGO
CHRIST HOSPITAL, OAK LAWN
CONDELL MEDICAL CENTER, LIBERTYVILLE
COPLEY MEMORIAL HOSPITAL, AURORA
DELNOR COMMUNITY HOSPITAL, GENEVA
DOCTORS HOSPITAL, SPRINGFIELD
DUPAGE COUNTY HEALTH DEPARTMENT, WHEATON
EDGEWATER HOSPITAL, CHICAGO
ELGIN MENTAL HEALTH CENTER, ELGIN
FAYETTE COUNTY HOSPITAL, VANDALIA
GALESBURG COTTAGE HOSPITAL, GALESBURG
GLENBROOK HOSPITAL, GLENVIEW
GOOD SAMARITAN HOSPITAL, MOUNT VERNON
GOTTLIEB MEMORIAL HOSPITAL, MELROSE PARK
HIGHLAND COMMUNITY COLLEGE, FREEPORT
HOPEDALE MEDICAL COMPLEX, HOPEDALE
HOWE (W.A.) DEVELOPMENTAL CENTER, TINLEY PARK
ILLINOIS CENTRAL COLLEGE, EAST PEORIA
ILLINOIS ENVIRONMENTAL PROTECTION AGENCY, SPRINGFIELD
ILLINOIS MASONIC MEDICAL CENTER, CHICAGO
ILLINOIS STATE LIBRARY, SPRINGFIELD
ILLINOIS VALLEY LIBRARY SYSTEM, PEKIN
ILLINOIS WESLEYAN UNIVERSITY, BLOOMINGTON
INGALLS MEMORIAL HOSPITAL, HARVEY
JACKSON PARK HOSPITAL, CHICAGO
JERSEY COMMUNITY HOSPITAL, JERSEYVILLE
JOHN WOOD COMMUNITY COLLEGE, QUINCY
KISHWAUKEE COLLEGE, MALTA
LAKE FOREST HOSPITAL, LAKE FOREST
LINCOLN LAND COMMUNITY COLLEGE, SPRINGFIELD
LORETTO HOSPITAL, CHICAGO
MACNEAL MEMORIAL HOSPITAL, BERWYN
MEMORIAL HOSPITAL, CARTHAGE
MEMORIAL HOSPITAL, BELLEVILLE
MEMORIAL HOSPITAL, WOODSTOCK
MERCY HOSPITAL, URBANA
MILLIKEN UNIVERSITY, DECATUR
NORTHEASTERN ILLINOIS UNIVERSITY, CHICAGO
NORTHERN ILLINOIS UNIVERSITY, DEKALB
NORTHWESTERN MEMORIAL HOSPITAL, CHICAGO
NORTHWESTERN UNIVERSITY MEDICAL SCHOOL, CHICAGO
NORWEGIAN-AMERICAN HOSPITAL, CHICAGO
OAK FOREST HOSPITAL, OAK FOREST
OLYMPIA FIELDS OSTEOPATHIC MEDICINE, OLYMPIA FIELDS
OUR LADY RESURRECTION MEDICAL CENTER, CHICAGO
PREVENTION RESOURCE CENTER, SPRINGFIELD
PROCTOR COMMUNITY HOSPITAL, PEORIA
QUINCY COLLEGE, QUINCY
REHABILITATION INSTITUTE OF CHICAGO, CHICAGO
RESURRECTION MEDICAL CENTER, CHICAGO
ROCK VALLEY COLLEGE, ROCKFORD
ROCKFORD PARK DISTRICT, ROCKFORD
ROLLING PRAIRIE LIBRARY SYSTEM, DECATUR
SHERMAN HOSPITAL, ELGIN
SIEMENS GAMMASONICS INCORPORATED, HOFFMAN ESTATES
SOUTH SUBURBAN HOSPITAL, HAZEL CREST
SPOON RIVER COLLEGE LEARNING RESOURCE CENTER, CANTON
ST. ELIZABETH HOSPITAL, CHICAGO
ST. FRANCIS HOSPITAL, LITCHFIELD
ST. FRANCIS HOSPITAL & HEALTH CENTER, BLUE ISLAND
ST. JAMES HOSPITAL, PONTIAC
ST. JOHNS HOSPITAL, SPRINGFIELD
ST. JOSEPH HOSPITAL, ELGIN
ST. MARGARET HOSPITAL, HAMMOND
ST. MARY OF NAZARETH SCHOOL OF NURSING, CHICAGO
ST. MARY'S HOSPITAL, CENTRALIA
ST. MARY'S HOSPITAL, GALESBURG
ST. MARY'S HOSPITAL, STREATOR
STALEY (A.E.) MANUFACTURING COMPANY, DECATUR
SWEDISH COVENANT HOSPITAL, CHICAGO
TRIBROOK GROUP INCORPORATED, WESTMONT
UNIVERSITY OF HEALTH SCIENCES, NORTH CHICAGO
VETERANS ADMINISTRATION LAKESIDE MEDICAL
CENTER, CHICAGO
VETERANS ADMINISTRATION NORTH CHICAGO, NORTH CHICAGO
WESTLAKE COMMUNITY HOSPITAL, MELROSE PARK

Friday, November 13, 1992

7:30am-9:00am	Illinois State Council
8:30am-9:30am	Registration
9:30am-11:00am	"Brief History and Overview of QA" Jan Aleccia, Joint Commission on Accreditation of Healthcare Organizations
	"Rush-Presbyterian-St. Luke's Medical Center Uses TQM" Trudy Gardner, Rush-Presbyterian-St. Luke's Medical Center
	"Librarian and the Quality Improvement Mold" Christiane J. Jones, Chief, Library Services, Department of Veterans Affairs Medical Center
	"Comments on Quality Service from a Law Librarian" Lou Covotsos, Director of Legal Information Services, McDermott, Wills and Emery
	"Implementing CQ in a Healthcare Setting" Michael Jarotkiwicz, Director of Respiratory Care, St. Francis Hospital
11:00am-11:15am	Break
11:15am-Noon	Users Group Discussion: BRS, CD-Plus, Dialog
Noon-Close	Lunch
	"RML Activities" Jan Ahrensfield, Greater Midwest Region of the National Network of Medicine
	Business Meeting

**REGISTRATION BROCHURES WILL BE
FORTHCOMING NEAR THE END OF SEPTEMBER!!!**

**TOTAL QUALITY LIBRARY
HEALTH SCIENCE LIBRARIANS OF ILLINOIS
FALL MEETING, NOVEMBER 11-13, 1992
KNICKERBOCKER CHICAGO HOTEL
CHICAGO, ILLINOIS**

Wednesday, November 11, 1992

1:00pm-4:00pm "Prism Interlibrary Loan: A Preview" sponsored by the ILLINET/OCLC Services...to be held at Library of the Health Sciences, University of Illinois at Chicago.

Thursday, November 12, 1992

7:30am Registration

8:00am-5:00pm "Continuous Quality Improvement and the Hospital Library"
Christiane J. Jones

8:00am-3:30pm "PsycINFO Online for Professionals"
David DeLuca

2:00pm Architectural Tour

5:30pm-6:30pm Wine and Cheese Reception

7:00pm HSLI Board Meeting

ARCHIVES GUIDELINES APPROVED

At the April 30, 1992 meeting, the HSLI Board approved the guidelines put forth by the Archives Committee to assist it in its work. These guidelines are printed below as they will aid members when preparing HSLI papers for transfer to the Archives.

The items listed below are considered to be of value and will be included in the Archives:

- Labeled photographs
- Bylaws
- Historical reports
- Policy manuals
- Procedure manuals
- Minutes
- Newsletters
- Reports
- Speeches
- Correspondence
- Meeting packets
- Presidential papers
- Final annual membership lists
- Council information

The following items are not considered of value and should **not** be forwarded for the Archives:

- Duplicates
- Checks, invoices, accounting records, bank statements
- Correspondence relating to the meeting program
- Forms or drafts for which a final version is available
- Supplies

When sending HSLI materials for transfer to the Archives, it is important to include identifying information on a separate sheet of paper. Materials for the Archives should be sent to: Victoria Pifalo, Library of the Health Sciences-Urbana, 102 MSB, 506 South Mathews, Urbana IL Urbana, Illinois 61801. For ILDS delivery, either UIUC or LTLS may be used.

Any questions about the guidelines or the HSLI Archives may be directed to one of the committee members:

Nancy Bishop	217/337-2283
Jan Cronkhite	217/443-5270
Arlis Dittmer	217/223-5811x1050
Victoria Pifalo	217/333-4893

WRITE NOW FOR NLM!

Funding for the National Library of Medicine is at stake! Legislation is now in preparation which will re-authorize funding for many important programs at the National Institutes of Health, including NLM and valuable research projects in subjects such as heart disease, cancer and child vaccinations. Previous bills to re-finance these important programs have been approved by Congress, but have been vetoed by President Bush.

We need to let our legislators know that we support the new bills coming up for consideration, **H.R. 5495** and **S-2899**. Write to your Congressional representative at:

Rep. _____
U. S. House of Representatives
Washington DC 20515

Write to our incumbent Senator at this address:

Senator Paul Simon
462 Dirksen Office Building
Washington DC 20510

It's an election year, so let the Senatorial candidate of your choice know where you stand!

For Democrats:
Carol Moseley Braun
201 North Wells 9th Floor
Chicago IL 60606

For Republicans:
Rich Williamson
29 South LaSalle Street
Chicago IL 60603

If you believe in the National Library of Medicine and the National Institutes of Health, write and send some letters to support re-authorization of their funding!



Illinois State Council Report
Submitted by Linda Feinberg, Chair

The Illinois State Council met July 10, 1992 after an Open Forum to discuss the Draft of the Illinois Interlibrary Loan Code. Both meetings were held at the University of Illinois at Chicago (UIC). The morning session was well attended, with some lively debate on various issues. The Illinois State Council meeting continued the discussion and endorsed these points. I am including the letter I sent to the Illinois State Library Task Force that summarizes our discussion.

The State Library report was presented by Suzanne Schriar. There have been state budget cuts for FY93 that will (they already have been felt) effect the state library systems. An across the board 1/3 cut is in effect. The State Library has made delivery (ILDS) and bibliographic access (ILLINET) some of its top priorities. See letters in this issue from Secretary of State George Ryan, and Barbara McFadden Allen, Networking Consultant.

The State Library has stated that it will publish the May 1993 HSLI/SILO union list. The last date to update your holdings for this list will be April 30, 1993. Plan to get your updates in sooner. Suzanne said to try updating via your library system if your library is not an OCLC full member. If this is no longer possible because of the budget cuts contact the Greater Midwest Region (GMR) office or then Suzanne.

Prism (OCLC) workshops are in process. If you need training get in touch with Suzanne for an updated schedule. There will be a workshop on Wednesday November 11, 1992 held at the Library of the Health Sciences, University of Illinois at Chicago. See registration information elsewhere in this issue.

The State Library is considering forming a new Group Access Capability (GAC) group. This would consist of multi-type Illinois and Missouri libraries who do not charge for article photocopies of up to 30 pages or for books. See letter in this issue for more information.

Ann Weller gave a report for the GMR. Illinois health science libraries have only a 49% active DOCLINE participation. For libraries who depend heavily on their library system for interlibrary loan and will be adversely effected by the budget cuts, this should be a major alternative. If your library can't pay for ILL's the DOCLINE cost field can be utilized to advantage (by entering 0 or free). Contact the GMR office for more information.

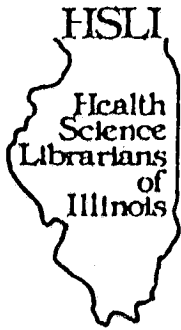
The committee for Health Sciences Library Representation on ILLINET/OCLC Steering Committee consisting of Jan Mixter, Trudy Gardner and Priscilla Swatos presented their findings. A motion was passed to have the subcommittee nominate a valid candidate (from a health science library who has full OCLC membership). Then all the other health science voting OCLC members in Illinois will be contacted and asked to consolidate their votes so we will have representation for our special needs.

The Regional Advisory Council (RAC) meeting was held July 16, 1992 at UIC. Reports were presented from staff members at GMR and committees. Much of the information talked about will be published in 3-Sources, so check upcoming issues. GMR has a traveling exhibit that can be individualized via velcro. If you know of meetings where you would like to use it get in touch with Kim Goldman.

The GMR GAC will have the microfiche of the Union List of Serials 1991 available for members soon. Check 3-Sources for the date of distribution. Libraries who have not updated their Serhold holdings since 1989 will be contacted by the GMR to see if they wish to continue their participation.

Overall, the last few months have been very active ones. Illinois State Council, Regional Advisory Council, Illinois State Library, state library systems have all been meeting, distributing information, and trying to keep us all up to date on fast moving changes. Hopefully a lot of the changes will be settled by the time we meet in the fall and we can hear results from various sources.

Illinois
State
Council



TO: Illinois State Library Advisory Committee

FROM: Linda Feinberg, Chair
Illinois State Council

DATE: July 30, 1992

RE: Comments on the Draft Revision of the ILLINET
Interlibrary Loan Code

On July 10th, 1992 an Open Forum to discuss the draft of the ILLINET Interlibrary Loan Code was sponsored by the University of Illinois at Chicago, Library of the Health Sciences and the Illinois State Council. Held at the University of Chicago, it was attended by approximately 30 people including directors of several academic libraries, and librarians and interlibrary loan staff from various universities and hospitals.

In another session held the same day, the Illinois State Council met, discussed and moved to recommend these changes to the Task Force.

The following list details the changes suggested, with notes about sections which caused mixed discussion.

Section II. SCOPE

Comment: Scope #1, 2nd sentence is "Best statement in proposed code".

Change order of numbers - move #6 to be #2 and renumber the rest accordingly.

#3 - change wording to read "Libraries shall not request types or formats of materials which they own and do not make available to other libraries through interlibrary loan."

#5 - change wording to read "Each library shall have an interlibrary loan policy statement, including overdue policies, which shall be available..."

Section III. RESPONSIBILITIES OF REQUESTING/BORROWING LIBRARY

#3 - add note to "ALA standards for bibliographic citation" that refers to bibliography at end of code with location of these standards.

#5 - change wording at end to "...and such requests may be routed to the regional library system agency..."

#6 - change wording of the first sentence to read "The borrowing library shall know and honor the lending library's conditions of loan including observation of dates and duration of loans, recall notices, special handling



OFFICE OF THE SECRETARY OF STATE

SPRINGFIELD, ILLINOIS 62756

GEORGE H. RYAN
SECRETARY OF STATE

July 15, 1992

Dear System Directors & Presidents:

I know you are aware that the state's extreme financial condition has forced difficult and unprecedented cuts within Illinois government. Last week, the governor asked me, along with others, to take additional cuts in the FY93 budget approved a week earlier by the General Assembly.

In a normal year, I would not have considered a reduction in funding for the 17 regional library systems. This, obviously, is no normal year.

Hardly a line item in my office's budget has escaped reductions in the past couple of years. Last July, when cuts were made in our budget at the 11th hour, we were forced to eliminate pay raises for our employees. We also eliminated funding for equipment for the second consecutive year. That same round of cuts meant a 14 percent reduction in funding for local public libraries last year, but we protected the systems' funding, holding their overall cut to about 1 percent. As you will recall, systems received a 5.5 percent increase the previous year.

This year, I pledged to do all I could to achieve a partial restoration of grant funding for local public libraries. I also felt bound to honor the terms of a wage agreement with employees who unselfishly voted last February to give up negotiated pay raises to avert a massive layoff and shutdown of state drivers license stations. The budget signed last week by the governor allows me to make good on both of those pledges.

Before signing that budget, however, the governor asked our office to trim an additional \$8.9 million from our proposed general revenue spending. We had already eliminated funding for 200 positions from our budget and assumed a longer lag in filling vacant positions. We are eliminating funding for another 120 positions this year. We had already put funding for all new initiatives on hold. We had already eliminated funding for new equipment for the third year in a row. We had already cut spending for travel, commodities, postage, electricity and other contractual services. There was nowhere else to turn. The only option left us, after trimming another \$1.7 million from operations, was to take the remaining \$7.2 million from grants.

provisions, and fees.

Section IV. RESPONSIBILITIES OF LENDING LIBRARY

- #2 - change wording to read "The lending library should search, locate and reply, refer, cancel or send all ILL requests...".
- #2 - there was discussion on whether to delete "search, locate". The consensus was to leave it in.
- #3 - "requester" should this be spelled requestor?

Section V. FEES

- #1 - change wording to read "...delivery fees for loans of originals sent by ILDS to other ILLINET libraries,...".
- #3 - change wording to read "Libraries may use the statewide delivery service...".

Section VI. EXPRESS REQUESTS

- #1 - there was discussion on expanding the meaning of EXPRESS to include "c. the requesting library receives delivery of the item via special delivery methods (UPS, messenger, etc.)".

Section VII. VIOLATION OF THE CODE

- #2 - variation in spelling of the words "can not" and "cannot" should be corrected.
- #2 - add "c. Suspension of ILLINET interlibrary loan borrowing privileges toward an individual library may be initiated by another individual library if the lending library's policies are consistently not being followed.

GLOSSARY

Add definitions for:

FOUR WORKING DAYS -- day one being the day after the request is received in the library.
REFER -- ?

Expand and be more specific on definition of VERIFICATION.

BIBLIOGRAPHY

Expand the three citations under the GLOSSARY. Include ALA standards, library ethics, codes, protocols.

POLICY

Provide model policy as a guide for including uniform information in each libraries' policy statement.



OFFICE OF THE SECRETARY OF STATE

SPRINGFIELD, ILLINOIS 62756

GEORGE H. RYAN
SECRETARY OF STATE

ILLINOIS STATE LIBRARY
300 South Second Street
Springfield, Illinois 62701-1796

July 28, 1992

Ms. Linda Feinberg
Chair, HSLI
Evanston Hospital
Webster Library
2650 Ridge Avenue
Evanston, Illinois 60201

Dear Ms. Feinberg:

As you may know, the Illinois library systems budgets have been hit particularly hard by the state's fiscal crisis. As a leader within the Illinois Library and Information Network (ILLINET), I am sure you are concerned with the impact this may have on network services, and I am hopeful this letter will serve to explain the current situation.

I have enclosed a letter recently distributed by Secretary of State/State Librarian George Ryan to the system presidents and directors. I have also enclosed a letter drafted by Bridget Lamont, Director of the Illinois State Library in response to some of the correspondence recently forwarded to us regarding this situation. These letters should serve to clarify recent events. In addition, I wanted to assure you that the staff of the Illinois State Library is working closely with the systems to ensure the highest level of network service possible. To that end, we have identified the following services as priorities for systems during FY93:

- Delivery
- Bibliographic Access/Automation
- Interlibrary Loan

We recognize that some modification in these services may be necessary - even desirable - from both a system and member library view. However, we are hopeful that libraries which have come to rely on these services to support local document delivery will still see a high level of support with as little diminution of service as possible.



GEORGE H. RYAN
SECRETARY OF STATE

Illinois State Library
(217) 785-1532

MEMORANDUM

TO: OCLC Members (Full and Selective)
FR: Suzanne Schriar, OCLC/SILO Coordinator
DATE: June 24, 1992
RE: ILLINET/MLNC - No Charge Group Access Capability (GAC) Group

The Illinet/OCLC Services of the Illinois State Library and the Missouri Library Network Corporation (MLNC) are planning to organize a NO CHARGE Group Access Capability (GAC) group for the purpose of providing "free" resource sharing options in Illinois and Missouri. Although the current ILLINET Interlibrary Loan Code requires ILLINET libraries to provide no charge monographic loans to other ILLINET libraries, participation in the GAC would add the following requirements:

1. Provision of no charge loans of monographic items to participating Missouri libraries.
2. Provision of no charge photocopies for up to 30 pages per bibliographic citation, to all participating libraries.

BENEFITS of participating in the MLNC/ILLINET GAC are major and include the following:

1. Greater workflow efficiency. Libraries can quickly and easily identify NO CHARGE libraries, and therefore, streamline ILL transactions.
2. Greater load leveling. The NO CHARGE GAC will strengthen the formation of local ILL networks and therefore, help to decrease the lending burden of major research libraries.
3. Greater resource sharing alternatives. The NO CHARGE GAC will supplement the ILL Code by providing effective resource sharing options for those libraries that desire an overall NO CHARGE policy for ILL transactions.
4. Broader ILL scope. The NO CHARGE GAC will broaden the geographic ILL scope by encouraging interstate borrowing practices.

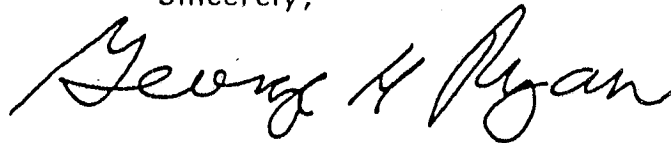
I fully appreciate that this cut will be painful and may require some systems to spend down their reserves. I have asked my staff to work closely with the library community, particularly during the next few weeks.

While I understand that spending decisions are issues for the system boards, these reductions must be made within the framework of statewide library development programs. I urge you to attempt to absorb the cuts in a way that will have as little impact as possible on the daily functions of local libraries.

We are reviewing our procedures, standards, and regulations to see where we might make modifications to assist you in FY93, and my staff will discuss some of those with you at the meeting we have called for July 20.

I assure you that these difficult times have been felt at all levels of government, and I appreciate your continuing commitment to our library network and services. Please don't hesitate to call Bridget Lamont with your questions since she will be providing me with updates on the situation.

Sincerely,

A handwritten signature in cursive script that reads "George H. Ryan". The signature is written in dark ink and is positioned above the typed name.

GEORGE H. RYAN
Secretary of State
and State Librarian

page 2

It is imperative during this difficult time that we all unite to ensure continued cooperation among the Illinois multitype library community. We hope you will remain a vocal proponent of multitype library networking and cooperative services sponsored by the Illinois regional library systems, and ask you to work closely with your system in order to maintain network services.

Do not hesitate to contact me if I can provide additional information regarding this, or other networking matters.

Sincerely,

A handwritten signature in cursive script that reads "Barbara McFadden Allen/jlr". The signature is written in dark ink and is positioned above the typed name.

Barbara McFadden Allen,
Networking Consultant

Enclosures
BMA:jltr

ILLINET/OCLC GROUP ACCESS/SELECTIVE USER FACT SHEET

WHAT IS GROUP ACCESS?

The OCLC Group Access Capability extends the Interlibrary Loan Subsystem access to cooperative ILL groups so that all ILL group members can use the OCLC Interlibrary Loan Subsystem to interact with each other. For SILO members, this means that all non-OCLC SILO participants can now access SILO records and all ILLINET/OCLC holdings online, as well as conduct automated Interlibrary Loan transactions, without becoming full OCLC members. These libraries can instead choose to become "selective users" of the OCLC Interlibrary Loan Subsystem. Essentially, OCLC has created this special "selective user" status in order to increase the capability for resource sharing and to accommodate the non-OCLC union list member.

WHAT IS THE ADVANTAGE OF JOINING GROUP ACCESS?

Upon becoming a "selective user," a library will receive: 1) improved ILL service and reduced costs by eliminating labor-intensive tasks associated with traditional methods of borrowing and lending; 2) enhanced interlibrary communication through electronic transmission of requests; 3) increased fill rates ensured by consecutively routing requests to as many as five potential lenders; 4) increased fill rates ensured by utilizing the ILLINET/OCLC Referral symbol "zzz" to transmit unfilled requests to OCLC libraries outside Illinois; 5) online access to over 20+ million bibliographic records for books, serials, and other non-book materials, such as sound recordings and A-V material; 6) online access to the complete SILO Union List of Serials; 7) location holdings of all ILLINET/OCLC libraries; and 8) an online directory of libraries, publishers and vendors across the nation.

REQUIREMENTS?

To qualify for "selective user" status of the OCLC Interlibrary Loan Subsystem, a non-OCLC ILLINET library must first be a SILO participant and must possess the following:

- 1 computer terminal and communications capabilities (OCLC-PASSPORT Software available at no-charge.)

DOCUMENTATION?

When becoming a "selective user" of the OCLC ILL Subsystem, a library will receive the following:

- 1 Copy of PASSPORT Software
- 1 Interlibrary Loan User Manual
- 1 Name-Address Directory User Manual
- 1 copy of Searching the Online User Catalog
- 1 ILLINET-OCLC/SILO Directory For Selective Users
- 1 SILO Reference Card
- OCLC Reference Cards for the Interlibrary Loan Subsystem and the Name-Address Directory

TRAINING?

A "selective user" will receive the following:

Day-long regional training sessions will be available at no charge.

ILLINET/OCLC GROUP ACCESS/SELECTIVE USER FACT SHEET

CBT (Computer Based Training) Program on diskette will be available on loan at no charge or can be purchased for \$40.00.

COSTS?

"Selective users" pay the following costs associated with the use of the Interlibrary Loan Subsystem:

Dial-access authorization - \$50.00 per year, for password
Dial-access connect time - 7.80 per hour

OCLC Interlibrary Loan Subsystem Charges:

Produce = \$.60 (The command the borrower uses to transmit an ILL request)
Display holdings = \$.28 (The second section of the bibliographic display showing the 3-letter symbols of the holdings libraries)
ULS (Union List of Serials) display = \$.24 (SILO union list records)
Bibliographic record display = \$.21 (However, a user is allowed 1.5 searches at no charge for each Produce before the \$.21 charge is applied)
Lending credit = -.28 credit for every item loaned

AVERAGE COSTS OF INTERLIBRARY LOAN TRANSACTION?

The average cost of one Interlibrary Loan transaction is \$1.50 or \$.30 per location. (ILL requests are routed to as many as five locations, if necessary.) If a library requests 50 items per month, the average monthly cost for the use of the OCLC Interlibrary Loan Subsystem is \$75.00 for as many as 250 locations.

HOW DO I JOIN?

You can become a Group Access Member by becoming a "selective user" of the OCLC Interlibrary Loan Subsystem. For more information, contact:

Suzanne Schriar
ILLINET/OCLC Services
Illinois State Library
300 South Second, Room 410
Springfield, Illinois 62701-1796
(217) 785-1532
FAX: (217) 782-1877

PRISM INTERLIBRARY LOAN: A PREVIEW

November 11, 1992

1:00 - 4:00 p.m.

Library of the Health Sciences, University of Illinois at Chicago
1750 West Polk Street, Room 303
Chicago, Illinois

This half-day workshop will provide an overview of the PRISM ILL enhancements and attempt to provide the foundation for mastering PRISM search operations. Since no new ILL functionality will be introduced on the December 14 PRISM ILL Cutover, the major focus will be on the PRISM search strategies and system navigation. Those PRISM features that will be particularly beneficial to ILL users will be demonstrated. They include:

- >>> The display of descriptive, bibliographic information in the "D11" screens
- >>> The ability to bypass the bibliographic records and search the holdings displays directly
- >>> The new brief entry displays, which contain all the necessary information for bibliographic verification
- >>> Use of the new "log" command for more efficient searching in the "D11" displays
- >>> Use of the two new PRISM searches
 1. The combined search key
 - 2> The title browse capability
- >>> Use of stacking command capability

Send registration form and check to: Marti Martin, ILLINET/OCLC Services, Illinois State Library, 300 South Second Street, Springfield, IL 62701

FEE: IOUG Member \$10 - each workshop
 IOUG Personal Member \$10 - each workshop
 Non-IOUG Member \$20 - each workshop

FAX registration accepted with payment to follow (217-785-1877)

NAME _____

INSTITUTION _____ OCLC _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE _____ FAX _____

NOTE: Advance registration is required. As arrangements are sometimes subject to change, please do not come to the workshop without having registered by mail or phone. For more information on the above workshop, call the ILLINET/OCLC Services Office at 217-785-1532.

The Illinois State Library would like to know your reactions to the ILLINET/MLNC GAC. So that we can identify potential members and be made aware of your comments and concerns, please complete and return this form by July 30, 1992, to Suzanne Schriar, ILLINET/OCLC Services, Illinois State Library, 300 South 2nd Street, Springfield, Illinois 62701-1796.

CHECK ONE:

Yes, my library would like to join the ILLINET/MLNC GAC. I understand more information will be forthcoming.

No, my library is not interested in joining the ILLINET/MLNC GAC.

NAME _____

NAME OF LIBRARY _____

ADDRESS _____

OCLC SYMBOL _____

TELEPHONE _____

COMMENTS _____

LIBRARIAN'S FORUM ON LOANSOME DOC

Kim Goldman, Greater Midwest Region National Network of Libraries of Medicine

Loansome Doc is an enhancement to GRATEFUL MED which provides users with the option of tagging citations on their GRATEFUL MED screen in order to electronically route requests for photocopies via NLM's computer to a (DOCLINE) library with which they have established a service agreement.

The Health Science Librarians of Illinois and the Greater Midwest Region NN/LM co-sponsored a Librarian's Forum on Loansome Doc at Rush University on January 24, 1992. Approximately 40 Illinois librarians attended the forum. During the first part of the program, attendees expressed their concerns and posed questions regarding Loansome Doc. They generally fell into the following categories: charges, workload, copyright, hospital library viability, and library cooperation. The questions/comments and the responses appear below. As a point of clarification, an LDX is an actual Loansome Doc request, one which is sent by the GRATEFUL MED user to their pre-arranged ordering library. Once a library staff member re-enters the LDX identifying number into the DOCLINE borrowing module, the request is transferred to DOCLINE and its identifying number begins with LDD.

The second part of the program consisted of presentations by Jo Dorsch, University of Illinois at Chicago, Peoria; Priscilla Swatos, Illini Hospital; and David Keddle, Ingham Medical Center, Lansing, Michigan, on their experiences offering Loansome Doc service. Their presentations appear in the August 1992 issue of 3 SOURCES.

For more information on Loansome Doc or DOCLINE, contact Kim Goldman or Laura Sklansky at the RML Office, 800/338-7657.

I. CHARGES

What is the cost to the receiving library to accept Loansome Doc requests?

There is no cost for receiving Loansome Doc requests from a GRATEFUL MED user. The Loansome Doc receipt and status modules are a part of DOCLINE, and therefore free.

Do you have to be willing to refer Loansome Doc requests to another library? (i.e., transfer your GRATEFUL MED user's requests to DOCLINE and accept the fill charges)

No. A library may restrict service to filling requests from its own collection. However, GRATEFUL MED users that cannot find a hospital library willing to refer their requests to additional libraries may be motivated to just sign up with the largest libraries at the outset.

Does using Loansome Doc place restrictions/rules on your library's charging structure?

No. Each library sets its own charges for Loansome Doc service, just as each library that uses DOCLINE is free to set its policies and charges for any aspect of its interlibrary loan service. It may be worthwhile to coordinate charges with your fellow consortia/local group members.

How can I tell which requests are fee-for-service?

There is no automatic way to designate a request as "free" or "fee" on Loansome Doc (LDD) or regular DOCLINE requests. The comments field may be used to indicate the user's status and/or fee. Another option is to have the Loansome Doc user add a code such as "Affil" or "Unaffil" to their address on the Loansome Doc configuration screen. Of course, there must be some coordination among the participating libraries as to how "fee" users will be designated.

If a hospital provides ILLs for free, why should they give free fills to libraries charging a fee for service for their outside users? I am uncomfortable with another library making a profit from my work.

I am concerned about being charged a fee by the other DOCLINE libraries for filling my Loansome Doc requests (LDDs) when I am providing my users with free ILL service.

Some librarians are concerned about the marketing potential of Loansome Doc versus library cooperation and hospital competition, especially for free fills.

These comments reflect both sides of the same coin. One cannot assume that because a DOCLINE request begins with "LDD" that the borrowing library is charging the user. DOCLINE libraries provide Loansome Doc service to their primary users as well. In fact, many libraries restrict it to just their affiliated users. Loansome Doc is another means of transmission used to send requests on behalf of users they may have been serving all along. The problem can be resolved in part by establishing standard ways of identifying "for fee" or unaffiliated users. However, since the volume of Loansome Doc traffic is rather low, it may not be worth the extra work or the possible disruption of existing borrowing patterns to set up separate billing procedures for the LDD requests.

II. WORKLOAD

Librarians fear being overwhelmed by GRATEFUL MED users calling them for the service.

I assume the potential problem would be unaffiliated users requesting service. Each library is free to set a ceiling on the number of GRATEFUL MED users they are willing to serve via Loansome Doc. The number of LDX requests generated in Region 3 in January through March 1992 was 1,568 among 50 libraries, an average of only slightly more than 10 requests per month per library.

As a Resource Library, I am concerned with the potential for increased volume to my library when LDXs get transferred to DOCLINE. Firstly, I am worried about GRATEFUL MED users not letting the system route requests automatically, and secondly, how will the increased volume affect the 85% fill rate that Resource Libraries are expected to maintain?

The GRATEFUL MED user never accesses DOCLINE. The decision to transfer a request to the regular DOCLINE system is made by the originating library's staff. Once transferred, the request routes automatically like any other DOCLINE request. Routing accuracy and the fill rate should not be adversely affected. Since the overall volume of Loansome Doc requests is low, and only 22%-24% of the LDXs are transferred to DOCLINE, this has not been a problem.

Additionally, NLM has waived the SERHOLD requirement for hospital libraries with fewer than 25 titles so they can get on DOCLINE and offer Loansome Doc service, so that their patrons need not seek the service elsewhere.

V. COPYRIGHT

How does one count LDX requests once they are referred to DOCLINE? It doesn't seem fair that the library offering this service has to count those requests in their copyright count.

Once a request is transferred into DOCLINE, it should be counted like any other DOCLINE request that your library initiates. Libraries are free to set a ceiling on the number of requests that unaffiliated users may submit, or charge a fee to be paid to the Copyright Compliance Center.

VI. ILLINET

Some librarians are concerned about the effect of the Loansome Doc controversy on library cooperation in the Illinois health science library community. Is Illinois unique or are other states having similar problems?

Some groups in other states have expressed concerns regarding copyright and the "fee versus free" issue. There seems to be less concern in the more rural states such as North and South Dakota. The findings of the Loansome Doc roundtables scheduled for the combined meeting of the Midwest and Midcontinental Chapters of MLA should provide a more comprehensive answer to this question.

Some Illinois DOCLINE librarians have stated that they are on the verge of dropping out of the system due to Loansome Doc; they are waiting for input from the State Library.

No Illinois library has dropped out of DOCLINE since the official implementation of Loansome Doc in Region 3 in October 1991. Two Illinois libraries were deactivated because they closed altogether, and four new libraries have joined the system.

How should LDD requests be treated under the ILLINET guidelines?

I am not an expert on the ILLINET guidelines, but I see nothing in them to justify discriminating against certain requests because of the means of transmission. Libraries with reciprocal agreements may want to distinguish between filling requests for another library's primary users and their fee-for-service users. This distinction may be made on the LDD requests by using the comments field or having the GRATEFUL MED user add an identifying code to their address on the Loansome Doc configuration screen.

Which method of delivery are GRATEFUL MED/Loansome Doc users requesting the most?

Direct mail was the method of delivery selected for 81% of the requests generated between October 1, 1991 and March 31, 1992. Pickup was requested for 12% of the requests, and FAX for 7% of the requests.

III. RML REFERRALS TO LIBRARIES FOR SERVICE

What procedure does the RML follow in giving library names to GRATEFUL MED users? How many Loansome Doc libraries does the RML recommend to each GRATEFUL MED user?

When the RML receives a call from a GRATEFUL MED user, we first try to identify a participating library at a hospital or academic institution with which the user is affiliated. The other criteria are proximity, user specialty, and user preference. (If a health professional has his/her heart set on using the dear old alma mater, we give him/her that number as well.) We usually recommend three libraries.

Can a GRATEFUL MED user select more than one library for service?

Yes, a user might have a strong interest in two different collections.

Have commercial (for-profit) firms tried to sign for Loansome Doc service?

The RML did receive one call out of 171 calls from a nurse that was trying to establish an information brokerage service.

Can one limit Loansome Doc service just to patrons that ask for it directly (i.e., we don't want the RML to refer callers to us)?

The RML will not refer users to a library that tells us not to make referrals. It is best, however, to tell us what your policy is, rather than risk confusing patrons with conflicting information.

IV. THE EFFECT ON THE VIABILITY OF HOSPITAL LIBRARIES

Some librarians have expressed the concern that Public Access Libraries may be left out of the loop in the future. Will Loansome Doc promulgate the elimination of library services? Will GRATEFUL MED users go directly to NLM or Resource Libraries for requests? Will NLM enable GRATEFUL MED users to go right to Resource Libraries and/or NLM via Loansome Doc without using the health science libraries?

Loansome Doc was designed to keep public access libraries in the loop. The GRATEFUL MED user cannot send requests directly to NLM, ever. The RML always refers users back to their primary institutions first. Users are free to shop around and some may choose a Resource Library, but their primary institution usually offers the most complete services for the lowest price. In the user survey conducted by Beta Tester, Region 7, price was a major consideration.

VII. Recommendations

A mechanism for keeping charges equitable should be devised.

The GMR NNLM Document Delivery Committee is working on a new Interlibrary Loan Manual which could include some guidelines. Send your suggestions for charges, unaffiliated user codes, etc., to Kim Goldman.

Add the ability to put a limit on a GRATEFUL MED password so that it may be offered in a department with a ceiling on the total amount billed annually.

This suggestion was forwarded to NLM. NLM has already begun experimenting with a flat-rate charge for individual users in cooperation with the American College of Physicians. Perhaps a flat-rate charge for a department with several users could be the next experiment.

MEDLINE REFRESHER AND REVIEW

Southern Illinois University School of Medicine Library will be hosting a **Medline: Refresher and Review** course on Friday, December 4, 1992 from 8:30 am - 12:30 pm.

A trainer will be coming from the Regional Medical Library to present the latest update and information about the MEDLARS system for 1993. A fee of \$30.00 per person will cover the cost of the workshop and workbook.

Registration is required at least one month in advance.

For more information and to register, please call Rhona Kelley at 217-782-2658.

LATE-BREAKING, EARTH-SHATTERING NEWS

Dorothy Rowe has agreed to complete the term of Legislative Committee Chair Karen Kaluzsa.

Karen has stepped down because she is now working as a lawyer and no longer has any library affiliations.

The following quote from Secretary of State and State Librarian George Ryan will appear in the September 1992 issue of The ILA Reporter:

"At a meeting with ILA leadership on August 25, Secretary of State and State Librarian, George Ryan, pledged that he 'would make effort' to seek restoration of System funds which were reduced early in July by 34%. In addition, he said he would 'prevent further deterioration of system funding in the next year'."



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