

the *Chronicle*

Philadelphia Regional Chapter
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Portrait of a Library: Community Health Library, Christiana Care Preventive Medicine & Rehabilitation Institute (PMRI)

by

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Located in Wilmington, Delaware, the Community Health Library of the Christiana Care Preventive Medicine & Rehabilitation Institute at Pelleport (PMRI), serves members of the community, members of the PMRI staff, and healthcare providers throughout the Christiana Care Health System.

The library is mainly a multi-media resource for consumers, primarily Christiana Care Health System patients and families, and members of the general public. The Community Health Library collection focuses on health promotion, preventive medicine, self-care, chronic disease management, and complementary/alternative medicine, as well as other healthcare topics.

Library patrons can browse the collection of books and reference materials for topics of interest, view health videos at a VCR station located in the library, and research health-related issues using computer-based resources. The library offers five PC workstations with Internet access. The library staff is available to help patrons find answers to specific questions and use the computer-based search systems.

Membership in the library is free and the library is open to the general public. Hours of operation are weekdays 9 a.m. to 5:30 p.m., with occasional evening hours.

The Community Health Library's online catalog is a web-based OPAC shared with the Wilmington Public Library, the Delaware Academy of Medicine Library, and the Medical Libraries of Christiana Care Health System. The Christiana Care web site, <http://www.christianacare.org>, offers additional information about the Community Health Library in the Health Guide section, including a link to our OPAC.

The Community Health Library offers Internet classes for beginners. The classes are offered on a monthly schedule and include *Mastering the Basics & Surfing the Web*, *Finding Information & Protecting Yourself*, and *Finding & Evaluating Health Information*. Pre-registration is required. All classes are hands-on, and designed for the novice computer user. Each session lasts two hours. There are both day and evening classes.

Mastering the Basics features a discussion of the different ways to connect to the Internet, various monitor settings, "netiquette," domain names, e-mail vs. web addresses, web browsers, and making bookmarks. *Finding Information & Protecting Yourself* features a discussion of privacy and security issues, evaluating websites, what search engines are and how they work, building a search strategy, and searching for information. Approximately half of the class time is spent in searching using a variety of search engines. *Finding & Evaluating Health Information* features a discussion of how to find medical information, how to evaluate health information on the Internet, and a survey of some key medical sites.

The library is staffed by a medical librarian, Barbara J. Henry, and a library assistant, Debbie Long. To contact the library, please call (302)661-3471. §

Letter from the Chair

As I sit here composing my letter from the Chair, I realize that it is my first one! And time passes so quickly that I'll be writing to you as the outgoing Chair by the next issue! Before that happens I want to update you on our exciting activities over the last several months and provide a preview of what's to come.

First, I want to recognize the newest members of our board who have already been very active on their respective committees: Ruthanne Spatafore, Education and Credentialing Committee Chair; Eric Darley, Membership Committee Chair; and Robert Lyle, Government Relations Committee Chair. You have probably heard from them recently, either by e-mail or regular mail, announcing classes, asking for dues or informing us of relevant government activities.

Our program committee led by Pat Heller began the year with an ambitious and timely program: "The Medical Informationist and Other Roles for the Librarian in the 21st Century." The program was inspired by an article in the *Annals of Internal Medicine* by Valerie Florance of the AAMC and Frank Davidoff of the American College of Physicians entitled "The Informationist: A New Health Profession?" The program planners, Cheryl Capitani, Pat Heller, and Linda Rosenstein, spearheaded by Barbara Shearer, put together a panel of national experts, including the authors of the article. I was unable to attend or moderate the session as planned; Linda Rosenstein was able to take my place, and, by all accounts, the program was a great success. We recently mounted a summary of the panel and the discussion that followed on our website (<http://www.mlaphil.org/informationist.html>). Another exciting outgrowth of the panel is a symposium, "Patient-Centered Librarianship: the Informationist and Beyond," in the *Bulletin of the Medical Library Association* planned for publication in the October 2001 issue. The symposium, sponsored by our Chapter, will be a review of the panel and a collection of papers on new roles for librarians, edited by Barbara Shearer, Cheryl Capitani and myself. What a great way to celebrate the 50th anniversary of the Philadelphia Regional Chapter of MLA!

Two other programs took place this past fall and winter: a teleconference, "The Effects of E-Journals on Your Library," held at the Eugene duPont Preventive Medicine & Rehabilitation Institute on November 15; and Roundtable Discussions at the Vietnam Palace on February 15th, a gathering of our members discussing important topics and enjoying Vietnamese cuisine. Both programs drew good crowds and were well received. Thank you, Pat Heller and program committee members, specifically Barbara Henry, Gina Kaiser, and Martha Kirby.

The CE Committee has been very busy this year despite a change in leadership. Andrea Horne and her committee began the year with two courses ("Licensing Electronic Resources and Creating Web Pages: An Introduction to HTML"); Ruthanne Spatafore, who took over after Andrea's departure for the University of Virginia, and the committee have two courses planned for this spring ("Molecular Biology Information Resources")

and “Resources in Allied Health”). Additional courses are planned for the summer and next fall. There’s something for everyone in the CE lineup, so go ahead and register.

I want to remind everyone of our upcoming Annual Dinner and Meeting on April 3rd at the Down Town Club. Our invited speaker is Michael Homan, President of the Medical Library Association. Pat Heller will be announcing the details soon. I look forward to seeing many of you on April 3rd, if not before.

Finally, I am continuing the tradition set by my predecessors of encouraging ALL members of the Chapter to become involved. There are committees that can use your valuable talents, either as members or as Chair. Think about participating, running for office, or accepting an appointment on the Board. I’m happy to suggest ways to get involved and I guarantee you won’t regret it—our Chapter is full of wonderful people who are terrific to work with. §

Anne Seymour
Chair, Philadelphia Regional Chapter of MLA
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From the Editors

This is the third electronic issue of the *Chronicle*, and we sure are saving money! We’re state-of-the-art, and doing just fine. Now that you’ve had some time during which to acclimate yourselves to the new format, we’d really be interested in hearing your feelings about it. Are you reading it from start to finish? Do you read it online or do you print it out? Do you like the electronic publication? Please take a moment and send us your impressions, preferably as “letters to the editor,” which we can include in the next issue. Please communicate them to me at linda.katz@drexel.edu.

Thanks to all of the contributors to this issue. We encourage all Chapter members to participate in the *Chronicle*, and would appreciate your suggestions and submissions. §

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To the Editors

Karen Albert's article in the Fall 2000 issue of the *Chronicle*, "California Dreamin' – New Library Conference Becomes Reality" was very well done and thought provoking. Thanks for providing us with a synopsis of the conference at Stanford. Many of the issues and ideas within the conference were universal to our profession. As information specialists and librarians of the 21st century, (whether medical, special, public or academic), we are jointly working through the diverse access, content, copyright, management, technical and economic issues discussed at the conference and summarized by Karen.

I would like to highlight the fact that Karen used the Chapter's Grant Program for Professional Development to help defray the cost of the course. The grant, in the amount of \$300. is offered twice a year in February and August, and is made available to Chapter members with a graduate degree in library/information science or information systems. For additional information on the grant program, please contact me or a member of the awards committee, or see a description online at: <http://www.mlaphil.org/grantpro.html>. §

Patti Insetta-Rath
Chair, Nominations and Awards
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Roundtable Discussions at the Vietnam Palace

This year's annual Asian dinner took place on February 15th at the Vietnam Palace in Chinatown. With 32 participants, we were pleased to be able to fill four discussion tables. The topics chosen were those that the attendees had selected as being of most interest to a majority of them. A brief summary of some of the major discussion points follows:

E-Books and E-Journals

Universities seem to be using e-journal aggregators, while others are purchasing on a title-by-title basis. Keeping track of licensing agreements and passwords can be quite complex. One MLA member is using an Excel spreadsheet to keep track, and she is using a common password for all e-journals. It was discussed that the least successful licensing model, from our perspective, is the one that allows only a specified number of concurrent users. The staffing implications are of concern, in that none of us has gained any additional staff members to deal with the added work involved in maintaining electronic as well as print subscriptions. The university libraries have started adding e-books to their collections, and netLibrary is being used by one of the local institutions.

Librarians' Salary/Image

As far as image goes, we are all familiar with the fact that jokes abound. Our profession is still female-dominated, and there was some discussion about why men often rise

through the ranks more quickly and tend to make more money than women. It was noted that money isn't everything, and that job satisfaction and environment are also very important to many of us. Some of the influences on salary discussed included the geographic region, a second Masters degree (although it was noted that this is not always beneficial from a salary standpoint), and being an AHIP holder. We need to educate our clients by demonstrating our worth. Sometimes where the library falls in an organizational hierarchy has an impact on how it is valued institutionally. This can also affect the salary issue.

Management Issues

Topics discussed included flex-time, family leave, and working a compressed schedule. More discussion followed about working at home and the distractions involved. Vacancies also came up as an issue, with the resultant recruiting and salary implications. Also discussed was the management of student workers, the documentation necessary for firing personnel, dress codes, theft, substance abuse, and tattoos/piercings. Good customer service is a very important value to stress to staff members, as is empowering the library user.

Technology

How are questions from users being affected by technology? One way is that we now receive e-mail reference questions from around the world. We have to decide what is an appropriate commitment of time for those types of requests. Wireless technology is an upcoming innovation. It was mentioned that Blue Tooth Technology is coming soon. As e-journals become more prevalent, libraries will be dropping their print subscriptions. Managing costs through consortial arrangements and the use of aggregators was discussed. Problems with linking from the OPAC to the e-journals, along with the increasing patron demand for broad band access to the Internet, was also discussed. §

Patricia Heller
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CHI Celebrates its 25th Anniversary

The Consortium for Health Information & Library Services, CHI, is getting ready to celebrate its 25th anniversary this fall, with 17 Full Members and 17 Associate, i.e., Audiovisual Members. For those who may be unfamiliar with us, we are a unique video lending library for hospitals, academic institutions, medical and health care businesses, and not-for-profit organizations; as well as a resource-sharing and training network for library and information professionals. We're no longer just a local organization. Our geographical boundaries have expanded to include libraries in hospitals in Minnesota and California.

Since our foundation, Crozer Chester Medical Center has generously supported CHI by providing space for the administrative offices and the continuously-growing video

lending library. We are especially proud of the grant we received last year from the Ethel Sergeant Clark Smith Foundation. We will use this award to increase our collection of videos in the areas of long-term care and assisted living. We are presently engaged in a marketing campaign directed at these facilities. Another grant recently received from the Arcadia Foundation will be used to update our website. Visit our current site at <http://www.chi-info.org> and look for more news about CHI in future issues of the *Chronicle*.

For information concerning membership or the AV Resource Center, please contact Barbara Devlin, Executive Director, at (610)447-6161, or by e-mail at chi@hslc.org. §

Janet Clinton, President, CHI
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Benchmarking Project Update

As of December 1, 2000, only 85 libraries had completed the benchmarking beta-test data collection forms via MLANET. Apparently, a mix of large and small libraries have participated thus far. The Benchmarking Task Force will examine these results, along with comments regarding the process, and then attempt to streamline the online data collection tool. Based on the preliminary results, the Task Force will decide how to proceed. Project costs, along with the comprehensiveness and integrity of the data, remain important considerations that will no doubt affect future plans. System designs to permit extraction of the data are also being investigated.

At some Chapter meetings this fall, Benchmarking Chapter Educators (BCEs) gave PowerPoint presentations explaining the project. This presentation is available on MLANET in the members' section at:
http://mlanet.org/members/benchmark/bce_help.html

Questions at most Chapter meetings involved the issue of whether or not individual (rather than just institutional) MLA members should be able to input and access benchmarking data. Also at issue is the question of what to charge for the resulting data. No decisions have been finalized regarding access options or fees.¹ The project continues in the test phase. You can still enter your data at: <http://mlanet.org/members/benchmark/>. Additional information will be forthcoming at the Annual Meeting, and at that time, a special meeting of the BCEs will take place to set specific benchmarking goals for each Chapter.

Suggestions or comments can be directed to the MLA Board, Benchmarking Task Force members <http://mlanet.org/members/benchmark/tf.html>, or to our Benchmarking Chapter Educator, Marion Chayes (chayes@amh.org). §

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1. Long, Susan Schweinsberg. "MLA Benchmarking Task Force Update," *National Network* 25(3) January, 2001, p. 10.

National Library Legislative Day Alert

The 27th Annual National Library Legislative Day will be observed on April 30 and May 1, 2001. That's right-- two days! It's that important.

What's it all about? It's about reminding our legislators what libraries mean to this country and what funding and legislative support libraries need in order to continue making a positive contribution to society.

What can you do? Librarians from all over the United States will travel to Washington DC to meet with legislators and their staff to communicate their library-related wants and needs. The first day of the event is devoted to educational briefings designed to inform attendees of the major relevant issues. On the second day, groups of information professionals meet with Congressman, Senators, and their staff to discuss the issues at hand. To make it easier for area librarians to attend Legislative Day, the Delaware Valley Chapter of the Association of College and Research Libraries is subsidizing a bus from the Plymouth Meeting Mall to Washington DC and back. To reserve a place on the bus, please contact either: Debbie Malone (dm03@desales.edu) or Barbara Casini (casini@hslc.org).

For more information about National Library Legislative Day and how you can participate even if you can't go to Washington, visit the ALA website: <http://www.ala.org>. From the ALA Home Page, do some browsing and follow the links to Legislative Issues, the Washington Office and to the ALA Legislative Action Center; or go directly to <http://www.ala.org/washoff/legday.html>. This page has links to information about state efforts, registration forms, and special hotel rates in Washington. There is also a link to a Legislative Day flyer (PDF File) that you can print and hang in your library.

The ALA site also has a handy search engine (<http://congress.nw.dc.us/ala/>) for identifying Congressmen/women by the constituent's address. You don't even need to know the Congressional District. You simply type in a zip code, and the search engine provides information about the district and the congressional names and addresses. This site should be bookmarked! §

Bob Lyle
Chair, Government Relations Committee
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Academy of Health Information Professionals Update

Here are some recent statistics on AHIP membership, both on the national and chapter levels. This information came from Ann Greenspan, MLA headquarters, in the fall of 2000.

- The total AHIP membership in MLA is 1,275.
- 32% of MLA personal members are also AHIP members.
- In the Philadelphia Regional Chapter, 56 chapter members are members of the Academy, with the following break-down by level:

Provisional	-- 1
Member	-- 13
Senior	-- 17
Distinguished	-- 25
- 33 Philadelphia Regional Chapter members were due for AHIP renewal in 2000. At least 16 of these members did renew by the end of the year.
- 5 chapter members are due to renew AHIP in 2001.

Applying for and renewing AHIP certification is much easier than in previous years. The process has been streamlined, and you can find all necessary forms on the website at: <http://www.mlanet.org/academy/index.html>

MLA offers the following tips on applying and renewing:

- Review the requirements for your membership level at least once a year.
- Create and continually update a folder for your portfolio.
- Use the most current forms possible, available from the Academy web site.
- Take advantage of the downloadable forms for use.
- Read instructions carefully, especially the requirements for point distribution for the level at which you are applying.
- Make sure the activities you are documenting have occurred or were completed in the five years covered by the portfolio.
- Make sure you send appropriate supporting documentation.
- Please make sure your name is on each document. Highlight your name on pages from programs and officer or committee lists.
- Document a few more points than you need, if possible. If there is a problem with some of the points you've claimed, you will have extra points as a cushion.

If any of you have questions about renewals or any other AHIP related questions, please feel free to call (570)340-2125 or e-mail me about them. §

Jo-Ann Babish,
AHIP Credentialing Liaison
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Member & Library News

Carol Hansen Montgomery, Dean of Libraries, Drexel University, has written “Measuring the Impact of an Electronic Journal Collection on Library Costs: A Framework and Preliminary Observations,” which was published in the October 2000 issue <http://www.dlib.org/dlib/october00/montgomery/10montgomery.html> of *D-Lib Magazine*.

Judith Schaeffer-Young, Director, Arthur Bedell Memorial Library, Wills Eye Hospital, was a contributor to the development of revised standards for vision science libraries, which were published in the *Bulletin of the Medical Library Association*, July 2000.

Barbara Bernoff-Cavanaugh, Health Sciences Libraries Liaison, University of Pennsylvania Biomedical Library, reviewed *Dealing with Difficult People in the Library*, by Mark R. Wills, published by the American Library Association, in the January 2001 *Bulletin of the Medical Library Association*.

Brad Long, Senior Information Services Librarian, Scott Memorial Library, Thomas Jefferson University, has been appointed Chair, Library and Information Science Editorial Review Group for Doody Publishing. If you are interested in reviewing new books for Doody publications, including its online notification service, please contact him at (215)503-7676 or Bradley.Long@mail.tju.edu.

Staff Changes:

Three outstanding librarians have announced their upcoming retirements. See future issues of the *Chronicle* for profiles of them and their important contributions to our field. They are:



Carol Hansen Montgomery, Dean of Libraries at Drexel University, plans to retire on December 31, 2001. She says, “Right now, I just want to...spend more time playing with my grandson and... winters in Florida...Later I may do some writing and become active in the senior fitness movement...”



Mary Pat Wilhem, Reference Chair, University of Pennsylvania Biomedical Library, expects to retire on June 1, 2001. She says, “I plan to take the summer off to do many, many neglected chores in my home and enjoy the swimming pool. In the fall, I’m planning on looking for a part-time job...work to keep me out and about. What I’m really looking forward to is quiet weekday trips to Longwood, the Museum and Friday afternoon symphony concerts.”



Gail Gill, Director of Library Services, Lewis B. Flinn Library, Delaware Academy of Medicine, will retire on June 30, 2001. She says, “I am looking forward to a couple of months off and then to [work] on a part-time basis to do the history of medicine and dentistry in Delaware. So I will have a contract with the Library, but not the responsibility...what can I say?? Apply for the job...”

Jacquelyn Knuckle is now Library Director, Medical Library, Chestnut Hill Hospital; she had been Manager, Access Services, Scott Memorial Library, Thomas Jefferson University.

Rachel Resnick has joined Doylestown Hospital in Bucks County, PA, as Manager of the Library Services. She was formerly Assistant Librarian at the Devereux Foundation, Villanova. §

Linda M.G. Katz
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Orlando Beckons

“MLA 2001: An Information Odyssey” is the theme of this year’s Annual Meeting, May 25-30, at Walt Disney World, Orlando, Florida.

Besides offering an escape to warmer temperatures, the meeting will provide excellent speakers, continuing education, and peer networking opportunities. Dixie B. Baker, Ph.D., an internationally recognized leader in electronic medical records safeguards, will present the John P. McGovern Lecture. She will speak on patient information and the difficulties associated with access versus security and confidentiality concerns. Another featured speaker, Carol Kinsey Goman, Ph.D., organizational change expert and author, will discuss leadership in changing times.

Full-day CE offerings include: Open-Source Software: The Digital Library on a Shoestring; XML for Librarians; Providing and Evaluating Electronic Full-Text Information Delivery, and Teaching the Adult Learner in the Library Setting. Half-day courses include: Planning and Managing the Consumer Health Library, Teaching Evidence-Based Health Care Resources, and Continued Success for Consumer Health Libraries (to be taught by Sharon Lezotte, a former Philadelphia Regional Chapter member). Check the full list of offerings at:
<http://www.mlanet.org/am/am2001/ce/index.html>

The complete preliminary program is on MLA’s website at: <http://www.mlanet.org>, and it is updated frequently. All necessary forms are downloadable in pdf format, or you can register online

An incredibly useful new feature of the online preliminary program is the Itinerary Builder, which allows you to search presentations and sessions for the meeting, select items you wish to attend, and then print or download your personalized meeting schedule. Your plan can even be transferred to a Palm™, Windows CE™ device, or Web-enabled phone.

The conference hotel, the Walt Disney World Dolphin, is located within walking distance of Epcot and close to other parks and attractions. You can order advance Walt Disney World tickets on the MLA website. The conference takes place on Memorial Day weekend, so if you are bringing your family, advance tickets might be a good idea.

Don't forget to register for the Chapter Sharing Roundtables luncheon on Sunday, May 27th. Besides providing a delicious lunch, this session offers a myriad of excellent discussion topics. New tables for 2001 include: Fundraising, License Negotiation, One-Person Libraries, Training People: General User Education, Virtual Reference Service, and Retirement. §

Karen Albert
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Susan Couch
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Philadelphia Chapter Get-Together in Orlando

The MLA Annual meeting is always great for networking with colleagues from around the country, and it also provides a wonderful opportunity for socializing with fellow Philadelphia area information professionals. As the designated organizer of such get-togethers, I suggest a dinner out on Saturday, May 26. I am busily researching restaurant options in Orlando. Please contact me by May 15 if you are interested in joining in the festivities. §

Andrea Kenyon
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Informationist Panel Transcript Available

Thanks to the herculean efforts of Barbara Shearer, the transcript of "The Medical Informationist and Other Roles for Librarians in the 21st Century," our Chapter's fall program, is available on the Chapter website: <http://www.mlaphil.org/>.

Please take some time to review the transcript. If you missed the program last fall, this is a fine way to catch up.

Look for a follow-up to the program to be published in the October 2001 issue of the *Bulletin of the Medical Library Association!* §

Anne Seymour
seymoura@mail.med.upenn.edu

Spring CE Opportunities

Early this spring our chapter will host two continuing education events. We hope you will consider attending.

"Molecular Biology Information Resources" will be presented at the University of the Sciences, Philadelphia, PA, **March 13, 2001** by Renata Geer, MLS, National Center for Biotechnology Information, National Library of Medicine. This course provides an introduction to four domains of information generated by the field of molecular biology: nucleotide sequences, protein sequences, three-dimensional structures, complete genomes and maps. An overview of search systems available at the National Center for Biotechnology Information, particularly Entrez and BLAST, emphasizes how your current search skills apply to molecular biology databases. The course, approved for 8 CE credits by MLA, concludes with a discussion of levels of molecular biology information services provided by librarians.

Fees: Chapter members: \$40 Non-members: \$55 Students: \$30. Lunch and snacks are included. Registration deadline is 2/28/01.

For more information, contact: Ruthanne Spatafore, (215) 898-5816, e-mail: rcw@pobox.upenn.edu; to register, contact: Barbara Kuchan, (215) 707-3738, e-mail: bkuchan@astro.temple.edu.

On **April 20, 2001**, Elizabeth Warner MSLS, AHIP, Thomas Jefferson University, and Ellen Hall, MLS, AHIP, University of Vermont, will team-teach "Allied Health Professionals: Information Issues and Resources" at Thomas Jefferson University in Philadelphia. Certified by MLA for 8 CE credits, this course provides background on the evaluation and assessment of the current status of information needs for the non-nursing allied health professions. Included is a review of information resources and services designed for allied health, including books, journals, and Internet materials. A discussion of historical developments, current controversies, forecasted changes for the fields and the role of government agencies, professional associations, interdisciplinary efforts, and the managed environment. Recent research findings regarding learning and practice in each of the professions will be presented.

Fees: Chapter members: \$135 Non-members: \$150 Students: \$80. Lunch and snacks are included. Registration deadline is 3/30/01.

For more information, contact Betty Warner, (215) 503-2826, e-mail: betty.warner@mail.tju.edu; to register, contact: Marjorie Smink, (610) 356-4600, x 1071, e-mail: msmink@pmi.org

Please feel free to contact the Continuing Education Committee in care of Ruthanne Spatafore (contact information below) about courses you would like to see us offer in the coming months. §

Ruthanne Spatafore
rcw@pobox.upenn.edu

From the Membership Committee Chair

As of February 1st, 123 people have paid Chapter membership dues for 2001. *Chronicle* readers who have not yet renewed their membership, please send your membership renewal form and \$15 check to Eric Darley, c/o College of Physicians of Philadelphia, 19 South 22nd Street, Philadelphia, PA, 19103. The membership renewal deadline is February 28, 2001.

I want to welcome back several MLA Philadelphia members who renewed after a one- or two-year hiatus: Jacquelyn Knuckle, Director of the Chestnut Hill Hospital Library; Betty Maute, Circuit Librarian at the Delaware Academy of Medicine; Susan Cavanaugh, Reference Librarian at Sharp Library, Cooper Health System, New Jersey.

Questions about membership? Contact me at the above address, or by phone at (215)563-3737 x 203, or by e-mail. §

Eric Darley
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The TechnoHumanist Corner

Do you picture yourself sitting in the Piazza di San Marco, Venice, shouting and trading stocks over the Wireless Internet? Perhaps you see yourself walking with sheep and ordering books from Amazon.com. If you do, then, as the television ads suggest, you want to be on the Wireless Internet. The Wireless Internet (WI) is one of the hottest pitches being made by Madison Avenue today. It is the “Second Coming” of the Internet. But, is it? Are we there yet?

What is the Wireless Internet? The WI is composed of wireless telecommunications networks. These networks are not to be confused with Personal Area Networks (PAN) where you can network machines in a building or campus using wireless technology. Wireless Internet networks are regional and/or local. Unlike the Internet that is free and not owned or governed by anyone, the Wireless Internet is private property. Various companies, such as Verizon, Sprint, etc., own the networks that comprise the WI. In sharp contrast to the Internet, where most information can be freely exchanged or accessed, information on the Wireless Internet is not free. You pay to access and receive information by subscribing to an Internet Service Provider that supports wireless communications and information. The Wireless Internet was created to generate a profit.

What equipment do you need to get on the Wireless Internet? The key operative word for WI equipment is handheld. There are a variety of handheld devices that you can use on the WI. These handheld devices fall into three groups— pagers, personal digital assistants (PDAs), and cell phones. All of these devices have a model that can send and receive messages. But, only PDAs and cell phones have versions that let you use the Internet.

There are several things to remember about handheld devices. One of the most obvious things is the size of the screen. Unless you play with a Nintendo GameBoy, you will find the screens are smaller than you imagined. Therefore, you are not going to view large images on your Web phone or PDA. Screens on a PDA are larger than Web phone screens. Also, graphics are not in color. Everything is monochrome. Another factor to remember is that not all handheld devices will be able to communicate with your desktop computer. This will be important to people who want to transfer documents back and forth between their computers and handheld devices. Finally, all of the devices have a small amount of memory. Therefore, you will not be able to create or store large documents on your device. The type of device you choose will depend on your needs.

Personal digital assistants, also known as palmtops or pocket computers, are handheld devices that can provide you with telephoning and computing capabilities. If you want to have a personal organizer, create small documents, do some record keeping, number calculating and access the Web, you will probably opt for a PDA. Depending on the model of the PDA, you may have a small keyboard or a stylus to compose text. Just as you do for their large counterparts, you can buy peripherals and additional software programs.

Cell phones, also called mobile phones, were originally developed for voice communication. Phones that link up to the Internet are also known as Web phones. Adapting that technology to receive and send data requires constant fine-tuning of the technology. This makes that technology very ephemeral. In other words, you will need to upgrade your cell phone more frequently than the software programs on your computer. The latest generation of cellular phones, which will appear on the market this year, also known as third generation (3G), have been designed to carry data as well as voice communications. These phones will not only be able to carry data, but they will receive information faster than the existing present speeds. Currently, information on the wireless networks travel at a much slower speed than the 56K modems. However, this will soon change as the telecommunications networks change their standards and increase their bandwidths.

How do mobile phones and PDAs link up to the Wireless Internet? Well, that has been a bit of a problem. Companies developed or used different data transmission standards. One standard does seem to be emerging. That is WAP (Wireless Application Protocol). WAP takes information from the Internet and translates it so that it can be displayed on the small screen of the handheld device. This means your device must have WAP technology. However, even if your device is WAP enabled, you do not access the Internet directly. Your device goes to a WAP gateway that serves as an intermediary between your device and your mobile network. This is where the translation takes place. By the way, the web site you are requesting must also be WAP-enabled in order for the conversion to happen. For instance, if you want to access the *New York Times Online*, on a regular computer monitor, the front page will have color graphics, moving advertisements, photos and columns of text. If you use your Web phone or PDA, you will see, all in monochrome, a small column of text, and no complex images or graphics.

You might think that the strategy to bring people onto the Wireless Internet would be to heavily market PDAs, but that is not so. If you look and listen to television and radio commercials, they are heavily slanted towards the use of cell phones. Why? The answer is that the cell phone market is enormous. It is estimated that by 2003, here on planet Earth, one in six persons will own a cell phone; that's a billion cell phone owners. Combine that statistic with the fact that computers and the Internet have become an important part of our society and you have a high tech version of the movie *Field of Dreams* – “If you build it, they will come.” The telecommunications industry thought if it built a Wireless Internet, the consumers would flock to it. In the United States, the companies are still waiting and the customers have not come.

The Wireless Internet – are we there yet? The answer is no. There are a variety of reasons why the WI has not gained a foothold in the United States. One of the reasons is the slowness. The fastest you can currently travel on the WI is the same speed as a 56K modem. It will take a long time to download a large document or that simple graphic. Companies are increasing transmission rates by developing new standards for their wireless networks, but they are not all using the standard. There is no uniformity as exists in Europe. This relates to my second reason the WI has been slow to develop, namely, constant change. As the standards change, the equipment has to change in order to provide enhanced functionality. In addition to these factors, there is the question of expense. Depending on the plan you pick, your wireless connection can be expensive, even costing over \$40.00 per month depending on the telecommunications plan you choose. Finally, I think one of the barriers to WI use is our rising expectations about the Web.

We have become accustomed to fast Internet connections, colorful images, and large displays on our monitors. A lot of information on the Internet is free. It will be hard for consumers to give up these features. If the WI is to succeed, companies will have to compensate for loss of these technological advances; WI companies may have to provide consumers with more value-added services than are available today.

Is the Wireless Internet doomed to failure? No. I think it will flourish once the technology stabilizes and people are shown what they can do with it. Currently, WI users are generally highly-mobile people who need access to their desktop computers, but cannot get to them because they are always on the go. These are salespersons, managers, lecturers, etc. who always have a plane to catch, another meeting to attend or another office to visit. Those of us whose daily lives are not as mobile will need to be shown the way to the WI.

If you are interested in learning more about being Wireless, I suggest:

“Wireless Internet Special Report,” *Scientific American*, Oct., 2000

<http://www.sciam.com/2000/1000issue/1000alpert.html>;

“The Wireless Primer” <http://ojr.usc.edu/content/story.cfm?request=319> by Patrick Dent in *OJR: Online Journalism Review*;

“A Wireless Primer” <http://www.pocketpcmag.com/July00/seibold.htm> and

“A Wireless Primer – Part II” <http://www.pocketpcmag.com/July00/seibold.htm> by Andrew M. Seybold in *PocketPC Magazine*. You should also visit WAP.com <http://www.wap.com/>, a site dedicated to the Wireless Application Protocol (WAP).

Well, it's time to go. Now I am going out with my Border Collie, Scamp, to round up the sheep and see what's for bidding on eBay. See you next time.

If you have any comments or topics for discussion in this column, please send them to me. §

Carlos Rodriguez
rodrigue@pobox.upenn.edu

Calendar

Who: PALINET Spring Workshops

Full details at <http://www.PALINET.org>

Location: PALINET Headquarters, Market St., Philadelphia, PA (unless otherwise noted)

Date/Topic:

02/28/01 – Interlibrary Loan Tips

03/01/01 – Cataloging Basics: Part II/Editing

03/07/01 – OCLC ILL Direct Request Service & the FirstSearch/ILL Link

03/08/01 – Descriptive Cataloging for Paraprofessionals

03/16/01 – Adobe PhotoShop Basics

03/28/01 – Computer Hardware Basics

04/03/01 – Cataloging Micro Enhancer Basics

04/04/01 – HTML & Web Page Design Basics

04/05/01-04/06/01 – OCLC Institute: Library Management In The Knowledge Age: An Introduction For First-Time & Aspiring Managers

04/10/01 – HTML & Web Page Design: Beyond the Basics

04/19/01 – Cataloging: Advanced Editing Techniques

04/20/01 – Ariel Basics

04/25/01 – Windows Network Security

04/27/01 – Ariel: Beyond the Basics

05/02/01 – WorldCat Advanced Searching

05/07/01-05/08/01 – PALINET OCLC Users Conference, Location: Harrisburg/Hershey Holiday Inn, Grantville, PA

04/11/01 – Cataloging Micro Enhancer Tips

04/18/01 – NT Server Basics

05/23/01 – Cataloging Basics: Part I/OCLC-MARC Tags

06/01/01 – Cataloging Basics: Part II/Editing

06/04/01 – Ariel Basics

06/05/01 – Cataloging Micro Enhancer Basics

06/06/01 – Ariel: Beyond the Basics

06/07/01 – Interlibrary Loan Basics

06/08/01 – Digital Licensing Seminar, Location: College of Physicians of Philadelphia, Philadelphia, PA

Date: **March 2001**

Sponsor: SLA, Philadelphia Chapter

Topic: Communities of Practice and Knowledge Management

Location: Additional details to follow

Contact: Barbara S. Wilson

Barbara_S_Wilson@rohmmaas.com

Date: **March 1-3, 2001**

Who: Public Library Association, Spring Symposium

Location: Chicago, IL

Contact: PLA, 50 East Huron Street, Chicago, IL 60611, Phone: (800)545-2433, ext. 5PL. For more information and registration forms: <http://www.pla.org/spring01.html>

Who: Dialog Training

Location: Dialog Office: 2005 Market Street 10th Flr., Philadelphia

Information/Registration: (800)334-2564

Date/Time/Topic:

03/06/01, 9:00 a.m.-12:30 p.m. – Search Basics Using Dialog Web

Cost: \$70.00 Instructor: Louise Dagit

03/28/01, 9:00 a.m.-12:00 p.m. – Pharmaceutical Science Information

Cost: \$70.00 Instructor: Dan Segal

03/28/01, 1:00 p.m.- 4:00 p.m. – Pharmaceutical Business Information

Cost: \$70.00 Instructor: Dan Segal

Date: **March 7, 2001**

Who: SCIP (Society of Competitive Intelligence Professionals), 2001 Annual International Conference & Exhibit

Location: Seattle, WA

Contact: SCIP, 1700 Diagonal Road, Suite 600, Alexandria, VA 22314

Phone: (703)739-0696, Fax: (703)739-2524; e-mail: info@scip.org

For more information and registration online: <http://www.scip.org/seattle/>

Date: **March 7-11, 2001**

Sponsor: Special Libraries Association

Topic: MLS Renewal 2001

Location: Boston, Massachusetts

Cost \$995 for SLA members; \$1,095 for non-members

Information: e-mail: learning@sla.org or see:

<http://www.sla.org/content/learn/withcolleagues/renewal.cfm>

Who: Derwent (Producer of DERWENT WORLD PATENTS INDEX)
(2 locations)

Location: Dialog Office: 2005 Market Street, 10th Flr., Philadelphia, PA

Date/Time/Topic:

March 7, 9:30 a.m.-4:00 p.m. – Derwent Basics

March 8, 9:30 a.m.-12 noon – Advanced Patent Searching

March 8, 1:00-4:00 p.m. – Biotechnology Discovery

March 9, (contact Derwent for time) – Competitive Intelligence

Location: West Group: Market Street, Philadelphia, PA

Date/Time/Topic:

May 10, 9:30 a.m.-4:00 p.m. – Derwent Basics

May 11, 9:30 a.m.-12:00 noon – Advanced Patent Searching

May 11, 1:00-4:00 p.m. – Competitive Intelligence

Who: NLM National Online Training Center

Location for all classes: Bethesda, MD

Cost: Free

Date: **March 12-13, April 2-3, 2001**

Topic: Introduction to Web-Based Searching: Using PubMed, the NLM Gateway and ClinicalTrials.gov (2 days)

Date: **March 14, 2001**

Topic: ToxNet on the Web (1 day)

Date: **March 13, 2001**

Sponsor: Philadelphia Regional Chapter/MLA

Topic: Molecular Biology Information Resources – full day continuing education course

Instructor: Renata Geer, MLS, National Center for Biotechnology Information; National Library of Medicine

Location: University of the Sciences, Philadelphia, PA

Cost: Chapter members: \$40; Non-members: \$55; Students: \$30

Information: Ruthanne Watson Spatafore; e-mail: rcw@pobox.upenn.edu

Phone: (215)898-5816; Fax: (215)573-2075

Date: **March 14-16, 2001**

Topic: Computers in Libraries 2001

Location: Washington, DC

Contact: Information Today, Inc., 143 Old Marlton Pike, Medford, NJ 08052

Phone: (609)654-6266, e-mail: custserv@infotoday.com

For more information and registration online: <http://www.infotoday.com>

Date: **March 15-18, 2001**

Who: Association of College and Research Libraries (ACRL) 10th National Conference – ACRL X

Topic: Crossing the Divide

Location: Denver, Colorado

Contact: ACRL, 50 East Huron Street, Chicago, IL 60611, Phone: (800)545-2433, ext. 251. For more information, see: <http://www.ala.org/acrl/denver.html>

Date: **Spring 2001**

Sponsor: The College of Information Science and Technology, Drexel University

Location: Drexel Univ., 3141 Chestnut St., Philadelphia, PA 19104; (215)895-1070

Cost: Varies

Contact: Avis A. Taylor, Coordinator Continuing Professional Education

e-mail: Avis.taylor@cis.drexel.edu

For information, see: <http://www.cis.drexel.edu/grad/Cpe/page3.html>

Dates/Time/Topic/Cost:

March 16, 9:30-4:30 – User Interface Design (\$295.00)

March 20, 9:30-4:00 – Beyond Search Engines (\$185.00)

March 21, 9:00-4:00 – Walking a Fine Line: Teaching Web-based Research Skills (\$195.00)

March 22, 9:30-4:30 – Creating Web Pages With Dreamweaver: Level I (\$205.00)

March 23, 9:30-4:00 – An Introduction to XHTML and Web Page Design (\$160.00)

March 29, 9:30-4:30 – Creating Web Pages With Dreamweaver: Level II

March 30, 9:30-4:00 – XHTML II – the Next Level (\$160.00)

April 6, 9:30-4:30 – XHTML III – Cascading Style Sheets (\$175.00)

April 9, 9:30-4:30 – Spicing Up Your Web Pages with JavaScript (\$295.00)

April 9 & 11, April 16 & 18, 6:00-9:00 – Fundamentals of Data Warehousing for Executives (\$395.00)

April 16, 9:30-4:30 – Web Development with XML (\$295.00)

May 4, Library Technology Management (\$205.00)

Date: **March 23, 2001**

Who: NY/NJ Chapter/MLA and Metropolitan

New York Library Council

Topic: Finding the Best Resources to Answer Nursing Questions

Instructor: Peg Allen, MLS, AHIP,

Resource Librarian Consultant for CINAHL Information Systems, Inc .

Location: Metropolitan New York Library Council (METRO), 57 E. 11th Street, 4th Floor, New York, NY

Cost: \$65 MLA members; \$80 non-members

Contact: Tanya Shkolnikov

Phone: (631)444-3995

e-mail: Tanya.Shkolnikov@sunysb.edu

Registration deadline: 3/16/01

Who: Greater Philadelphia Law Library Association (GPLLA)/SLA

Topic: Internet Trainers Forum

Dates: **March 23, April 20, May 18, 2001**

Time: 12:30-2:00 p.m.

Location: TBA

Contact: Susan Charkes

Phone: (215)994-2156
e-mail: susan_charkes@dechert.com

Date: **April 3, 2001**

Time: 5:30-8:30 p.m.

Who: The Philadelphia Regional Chapter of MLA's Annual Dinner/Business Meeting

Location: Down Town Club, 6th & Chestnut Streets, Philadelphia, PA

Contact: Pat Heller

e-mail: heller@pobox.upenn.edu

Who: Dow Jones Interactive Seminar

Date/Time:

April 3, 9:00-12:30

May 8, 9:00-12:30

June 20, 9:00-12:30

Location: West office – Suite 1600; Mellon Bank Center; 1735 Market Street, Philadelphia

Cost: Free

Instructor: Brian Demarchi

To register: <http://ask.djinteractive.com/training/register.htm>

Phone: (800)530-4504

Date: **April 5, 2001**

Topic: International Special Librarians Day

Theme: A World of Information Within Your Reach

For more information, see:

<http://www.sla.org/content/memberservice/communication/pr/isldweb/index.cfm>

Date: **April 20, 2001**

Who: Philadelphia Regional Chapter/MLA

Topic: Allied Health Professionals: Information Issues and Resources

Instructors: Betty Warner and Ellen Hall

Location: Thomas Jefferson University, Philadelphia, PA

8 MLA CE credits

Date: **April 30 and May 1, 2001**

Topic: 27th Annual National Library Legislative Day

Sponsor: American Library Association and

District of Columbia Library Association

Location: Holiday Inn on the Hill

Phone: (800)638-1116

Contact: PA Coordinator, Barbara Casini

e-mail: casini@hslc.org

Phone: (610)687-1124

For more information, see: <http://www.ala.org/washoff/legday.html>

Date: **May 15-17, 2001**

Sponsor: InfoToday 2001

Topic: The Global Conference and Exhibition on Electronic Information and Knowledge Management

Featuring: National Online 2001 • KnowledgeNets 2001 • E-Libraries 2001

Location: New York Hilton & Towers

For information, see: <http://www.infoday.com/it2001/default.htm>

Date: **May 25-30, 2001**

Who: MLA Annual Meeting

Location: Orlando, Florida

Information: <http://www.mlanet.org/am/am2001/program/index.html>

Date: **June 9-14, 2001**

Sponsor: Special Libraries Association

Topic: 2001 San Antonio Annual Conference

Information: <http://www.sla.org>

Phone: (202)234-4700; Fax: (202)265-9317 §

Treasurer's Report

The Philadelphia Regional Chapter/MLA Mellon bank account, as of February 12, 2001, has a balance of \$9715.23, with all transactions recorded in Quicken. §

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