



# the *Chronicle*

Philadelphia Regional Chapter  
Medical Library Association, Inc.  
Volume 26, Number 2, Summer 2008

## From the Chair



I've only recently joined the Board. Thanks go to the Board and especially to our Chair, Jackie Knuckle, who gracefully shouldered

the program chair responsibilities when that position was vacant. The chapter had an active and successful year thanks to their efforts.

Good stuff happened, particularly in the area of enhanced communications. A lot of work went into the Communications Survey and we are indebted to Rachel Resnick, Kevin Block, and Gary Kaplan for their efforts. Between the e-mail discussion list, the website, and the *Chronicle*, our chapter has excellent and easy to use communications channels. The *Chronicle* is always timely and informative thanks to the clever and dependable editors and columnists who come up with interesting content and meet deadlines.

The web site is admired by all. At the Social Networking Task Force Forum in Chicago, MLA President Mark Funk declared it a fine example of effective Web 2.0 technology use and the most attractive of all the chapter web sites. Kudos to Gary!

Thanks also to Laura Koepfler, Membership Committee Chair, for tackling ongoing chapter recruitment issues, and Stephanie Ferretti, Treasurer, for making our lives easier with online payment options.

I am looking forward to my year as Chapter Chair, to the exciting prospect of working with new and returning Board members and planning a Tri-Chapter Meeting, and the pleasure of spending a professionally and socially rewarding time with you all.

*Etheldra Templeton*  
Chair, 2008-2009

## In this Issue...

2	..... From the Editor
2	..... Treasurer's Report
3	..... Member & Library News
5	..... Contact the Contributors
6	..... New & Returning Officers
6	..... Development Report
7	..... AHIP Roster
8	..... Annual Meeting Recap
9	..... Member Profiles
10	..... Calendar
13	..... MLA'08 Linkable Resources
14	..... Librarian Families
15	..... Patient Safety Resources
17	..... Editor & Staff

# From the Editor



*Rachel R. Resnick  
Communications  
Committee Chair,  
2007-2009*

Summer marks the end of many things—the end of school, the end of a fiscal year, and the end of terms of office for several of our chapter officers. As we review the end of this chapter's year, we can enjoy a sense of accomplishment and reward—for ourselves, for our colleagues, and friends.

This issue celebrates all that is worthy of recognition. We recognize the hard work performed by board officers and appointees. We thank the corporate sponsors who have supported us this year, enabling us to maintain the quality programming that we have relied on to improve our professional lives. We congratulate the award winners, whose hard work carried on chapter initiatives, improved service to their clients, and furthered their own education. We also honor chapter members who are also members of the Academy of Health Information Professionals. There are more than a dozen who have added their names to the roster since the list was last published in the *Chronicle*.

For the *Chronicle*, we have a new begin-

ning: I would like to formally welcome new editors Jo-Ann Babish and Sheryl Panka-Bryman, who are sharing editorial duties for the Member Profiles and Member & Library News columns, carrying on the editorial excellence of Linda Katz, who remains on board as an editor-at-large.

This issue wraps up some loose ends from the annual conference. Rebecca Landau provides us with a recap of a patient safety resources seminar provided by the MAR this past spring.

Just for fun, Gina Kaiser writes about librarians, relatively speaking. While we have reports from our outgoing treasurer and development chair, we also have a welcome from our new Chapter Chair, Etheldra Templeton.

If you are planning to improve your education in the coming year, be sure to check Janet Clinton's calendar for worthwhile programs. The TechnoHumanist Corner will return in the fall. Enjoy your summer.

## Treasurer's Report



*Stephanie Ferretti,  
Treasurer,  
2006-2008  
Philadelphia  
College of  
Osteopathic  
Medicine*

As of June 30, 2008, we have \$14,992.23 in our PhilaMLA bank account.

In our Invest program we have \$5,650.26.

**The next deadline is November 1  
for the Fall 2008 issue.**

# Member & Library News

**Karen Albert** of the Fox Chase Cancer Center Talbot Research Library, Philadelphia, has been promoted to Senior Director for Education and Information Services. In this role, she will be responsible for the Library, the Continuing Medical Education department, and a Special Services department responsible for graphical arts, multimedia, and audiovisual functions. Additionally, she will oversee the implementation of a Learning Management System.

**P.J. Grier**, Director of the L.B. Flinn Library of the Delaware Academy of Medicine, received an Exhibit Award from the National Network of Libraries of Medicine, Middle Atlantic Region, for the Delaware State Fair exhibit, Healthy Kids Day at the Fair (July 22, 2008).

**P.J. Grier** of Newark County, Delaware, and colleagues from Kent and Sussex Counties shared three Small Project Awards from the National Network of Libraries of Medicine, Middle Atlantic Region, for Consumer Health Information Services for an exhibit at the Delaware Library Association Annual Meeting (May 9, 2008).

The Small Project Awards are small awards of up to \$1,000 that are awarded to network members to enhance their services and provide seed money for ongoing or one-time projects through the purchase of displays, brochures, presentations, materials, equipment, supplies, or presentation of small programs.

**Barbara J. Henry**, Community Health Librarian at the Helen F. Graham Cancer Center, part of Christiana Care Health Systems, Newark, Delaware, also received a Small Project Award from the NN/LM Mid-Atlantic Region to purchase Quark XPress software to allow the library's newsletter, pathfinders and other publications to be produced with a professional appearance.

**Gary Kaplan**, Information Services Librarian, Scott Memorial Library, Thomas Jefferson University; **Dan Kipnis**, Education Services Librarian, Thomas Jefferson

University; **Jeanette de Richemond**, Medical Information Specialist, ECRI Institute, Plymouth Meeting, PA; and **Nina Long**, Director, Library/Curator, The Wistar Institute, collaborated on a poster for presentation at the 2008 Medical Library Association Annual Meeting in Chicago, entitled "Philadelphia Regional Chapter of MLA Website Uses Web 2.0 Features."

The poster presented the genesis of and steps taken to redesign the chapter's website with the goal of employing Web 2.0 features to facilitate collaboration and sharing between users. The new website has the potential to improve member communication, to promote the profession and chapter to library school students and other non-members, to recruit new members, and to provide education about careers in health science librarianship.

<[http://www.mlanet.org/am/am2008/e-present/20080519\\_117\\_kaplan.pdf](http://www.mlanet.org/am/am2008/e-present/20080519_117_kaplan.pdf)>

**Linda M.G. Katz**, Associate Director, Drexel University Health Sciences Libraries, has agreed to serve a second three-year term as editor-in-chief of *MLA News*, beginning in January 2009.

**Jackie Knuckle**, Library Director, Medical Library, Chestnut Hill Hospital, Philadelphia, is a member of the MLA Scholarship for Minority Students Jury for 2008-2009.

**Barbara Kountouzi**, Coordinator of Education and Research Services, and **Robert Cagna**, Department Head, Access and Document Delivery Services, both of the University of Pennsylvania, Philadelphia, presented at the 2008 Computers in Libraries conference, held in Arlington, Virginia April 7-9, 2008.

Their session, entitled "Customizing Blackboard," looked at the use of Blackboard at the University of Pennsylvania towards the development of a course for storing library training documents for student workers and new library staff in com-

*Edited by  
Sheryl Panka-  
Bryman,  
Temple University  
Health Sciences  
Center Libraries,  
Philadelphia*

*Library News continues on page 4*

bination with Google Spreadsheets to allow for a collaborative scheduling environment.

**Catherine Mason** joined Virtua Health as the Health Sciences Librarian at the West Jersey Hospital, Voorhees Campus on April 7, 2008. She was previously employed as a Library Specialist at the Cherry Hill Division, Kennedy Memorial Hospital.

**Mark Puterbaugh**, Information Services Librarian, Warner Memorial Library, Eastern University, presented a poster session at the 2008 Medical Library Association Annual Meeting in Chicago, entitled "Another Life: A Survey of Health and Medical Sites in Virtual Three-Dimensional Worlds."

The poster described the beginnings of research to determine how social environments are being used as tools to connect healthcare professionals and to educate the public and other professionals. The authors looked at several health-related environments in Second Life including NESIM: The Nursing Education Simulator, Health-Info Island, Second Health: The Future of Healthcare Communication, and the Interactive Trauma Trainer.

[http://www.mlanet.org/am/am2008/e-present/20080519\\_065\\_puterbaugh.pdf](http://www.mlanet.org/am/am2008/e-present/20080519_065_puterbaugh.pdf)

**Jeanette de Richemond**, Medical Information Specialist, ECRI Institute, Plymouth Meeting, PA; and Ph.D. Student (Rutgers University's School of Communication, Information and Library Studies) presented a poster at the 2008 Medical Library Association Annual Meeting in Chicago, entitled, "Assessing the Impact of IAIMS on the UMDNJ 'Information Workspace'."

The objective of the study was to review and analyze search methods used by various Cochrane Review Groups by comparing published documentation of their search strategies. The study identified similarities in methods of search construction, and use of controlled vocabulary and text words among Cochrane Review Group search protocols. The study examines differences between Cochrane Review Groups in dealing with search factors that may bias retrieval.

[http://www.mlanet.org/am/am2008/e-present/20080519\\_021\\_barrett.pdf](http://www.mlanet.org/am/am2008/e-present/20080519_021_barrett.pdf)

**Jeanette de Richemond**, Medical Information Specialist, ECRI Institute, Plymouth Meeting, PA received a Margaret Denton Wagner Fellowship. The Fellowship is awarded to an alumna of Douglass College studying for an advanced degree. This is the fourth year that Jeanette has received this award in support of her studies towards a Ph.D. at the Rutgers University, School of Communication, Information, and Library Studies. The Fellowship will be used to support pre-dissertation research and the presentation of a paper to the Medical Sociological Division at the National Conference of the American Sociological Association. Her work looks at clinicians and medical trainees and their use of a variety of electronic and other information resources.

**Maura Sostack**, Medical Libraries, Virtua Health, Voorhees, NJ, spoke to the LILRC (Long Island Libraries Resources Council) for its the Health Literacy Series #4 topic, Health Literacy Issues and the Aged, at the Farmingdale Public Library, Farmingdale, NY on Tuesday, April 15, 2008. She also gave a lecture to the Camden County School Nurses Association, Camden, NJ on Web Resources for School Nurses: Access and Evaluation on Wednesday, April 16, 2008.

**Maura Sostack**, Medical Libraries, Virtua Health, Voorhees, NJ, published an article in the April 2008 issue of *MLA News*: (MLA News 2008 April, Number 405, p. 28) entitled "From Removal of the Broad Street Pump Handle to Geographic Information Systems: Mapping for the Public Good."

The **Delaware Academy of Medicine** received the 2008 Library of The Year Award for its outstanding support of and achievement in delivering medical library services to staff and patrons of Delaware's medical and public libraries. The award was pre-

*Library News continues on page 5*

sented by the Program Committee of the Delaware Library Association at its 2008 conference. The Academy funds and continues to provide consumer health information services at all public libraries, clinical information services to community hospitals and the Division of Public Health via DelMIRA (Delaware Medical Information Resource Alliance) <<http://www.delmira.org>> and maintains and operates the GoLocal Database, a searchable electronic resource of local health agencies and support groups at <<http://www.mediclineplus.gov>>.

### Staff Changes

**Robert Cagna** resigned his position as the Department Head of Access and Document Delivery Services for the Penn Biomedical Library at the end of April 2008. In May, he began serving as the Director of the West Virginia University, Robert C. Byrd Health Sciences Library, Charleston Division.

**Robert D. Hicks** will assume the Directorship of the Mütter Museum and become the Measey Chair for the History of Medicine on July 15th. Dr. Hicks has a Ph.D. from the University of Exeter, UK, in his-

tory, focusing on the development of historic themes in museum-based educational outreach and exhibits, from the University of Exeter, UK. He earned master's and bachelor's degrees from the University of Arizona in anthropology and archeology, respectively.

Dr. Hicks has extensive managerial and administrative experience in government and the nonprofit world and has directed programs and projects on exhibits, collections management, archives, historical scholarship, and educational outreach. His most recent position was as director of the Roy Eddleman Institute for Interpretation and Education, Chemical Heritage Foundation.

**Robert Lyle** retired as Library Director of the Philadelphia VA Medical Center as of June 27, 2008.

**Rebecca Pernel**, formerly Manager of Access Services for the Scott Memorial Library, Thomas Jefferson University, is now the Head of Access Services for the Cecil H. Green Library, Stanford University, California.

**Jeffrey Wheeler** joined the staff of The Wistar Institute as the new Staff Librarian on June 30.

## Contact the Contributors

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# New and Returning Officers and Appointees

**Chair** Etheldra Templeton  
**Chair-Elect** Cynthia McClellan  
**Nominating Committee Chair** Jackie Knuckle  
**Secretary** Rebecca Raszewski  
**Treasurer** Linda Katz  
**AHIP** Esther Dell  
**Archives** Joan McKenzie  
**By-laws** Lenore Hardy  
**Chapter Council Representative** Anne Seymour  
**Chapter Council Alternate** Barbara Henry  
**Communications** Rachel Resnick  
**Development Coordinator** Ellen Justice  
**Education & Credentialing** Jeanette de Richemond  
**Government Relations** – open  
**Membership** Laura Koepfler  
**WebMaster** Gary Kaplan

## Development Report

*Cynthia S.  
McClellan  
Development  
Coordinator,  
2006-2008*

The following is a summary of donations the chapter received for the 2007-08 fiscal year. We thank our generous supporters.

### **Gold Sponsors** (\$500-\$749)

Elsevier  
HSLC  
Thomson Scientific

### **Silver Sponsors** (\$300-\$499)

Massachusetts Medical Society (NEJM)  
Rittenhouse Book Distributors  
STAT!Ref

### **Bronze Sponsors** (Up to \$299)

ExamMaster  
Palinet

# Academy of Health Information Professionals Roster for Philadelphia Regional Chapter, MLA

Congratulations to all of the individuals listed below and to the Philadelphia Regional Chapter for excellent representation in AHIP! For assistance with AHIP questions and/or portfolio preparations, contact Esther Dell, AHIP Liaison, at eyd1@psu.edu or 717-531-8633.

Albert, Karen M. (D)	Iobst, Barbara J. (M)
Asbury, Edith M. (D)	Justice, Ellen M. (S)
Babish, Jo-Ann (D)	Katz, Linda M. G. (D)
Brazin, Lillian R. (D)	King, Cynthia (M)
Burstein, Karen (M)	Kirby, Martha Z. (S)
Capitani, Cheryl A. (S)	Lingle, Virginia A. (D)
Cecchino, Nicola J. (D)	Long, Nina P. (S)
Chastain-Warheit, Christine (D)	Lovett, Deborah G. (D)
Chayes, Marion C. (D)	Mackes, Robert T. (D)
Chopra, Swaran L. (M)	Marchok, Catherine W. (M)
Cleveland, Susan (D)	Miller, Debra (S)
Clinton, Janet C. (D)	Muellenbach, Joanne M. (D)
Coldsmith, Elizabeth E. (S)	Nanstiel, Barbara (S)
Dalrymple, Prudence W. (D)	Petre, Kristine (S)
de Richemond, Jeanette (P)	Ratti, Michael John (P)
Deaven, Barbara E. (M)	Robinson, Cynthia K. (D)
Dell, Esther Y. (D)	Robishaw, Susan M. (D)
Delozier, Eric P. (D)	Roth, Britain G. (D)
Easterby-Gannett, Sharon (S)	Schott, Michael C. (M)
Fitzsimmons, Marie (S)	Sostack, Maura (D)
Garfield, Eugene (D)	Taylor, Rosemarie Kazda (D)
Grier, P.J. (S)	Warner, Elizabeth R. (D)
Gross, Valerie A. (M)	Wolf, Diane G. (D)
Hardy, Lenore K. (D)	Wood, M. Sandra (D)
Henry, Barbara J. (D)	Zglinicki, Ann Marie F. (D)
Heyd, Michael (S)	

M= member  
S= senior member

P= provisional member  
D= distinguished member

More information on AHIP levels can be found at  
<<http://www.mlanet.org/academy/summ.html>>.

# Recap of the Annual Meeting

Nearly fifty attendees participated in the 57th Annual MLA Philadelphia Regional Chapter Business Meeting and Luncheon, held Thursday, April 18, 2008 in the Eakins Lounge in Jefferson Alumni Hall at Thomas Jefferson University in Philadelphia.

Prior to the meeting, attendees were treated to a tour of three reproductions of Thomas Eakins' works. The tour was led by docent Susan Mooers, who is a research assistant in Jefferson's Department of Molecular Physiology and Biophysics. She is also a weekend guide at the Philadelphia Museum of Art. Ms. Mooers provided us with information regarding the history of medicine in the era in which Eakins worked. She also told us something about Eakins himself and the subjects of his paintings, and shared the various—and sometimes unusual—interpretations of his works.

Following the tour, outgoing Chair Jackie Knuckle presided over the business meeting. She indicated that although the chapter has welcomed eleven new and returning members, she reiterated the points made in her column in the winter issue of the *Chronicle* regarding our overall declining membership.

<<http://www.mlaphil.org/wp/wp-content/uploads/2008/03/winter2008.pdf>>

Although membership has declined, outgoing treasurer Stephanie Ferretti reported chapter assets of over \$18,000.

The following board members were recognized for their service to the chapter this year:

Etheldra Templeton, Chair-Elect (2007-2008)

Nina Long, Nominating Committee (2007-2008)

Stephanie Ferretti, Treasurer (2006-2008)

Esther Dell, AHIP Chair (2006-2008) Renewed Term

Joan McKenzie, Archives Chair (2006-2008) Renewed Term

Lenore Hardy, Bylaws (2006-2008) Renewed Term

Melanie Cedrone, Chapter Council Representative (2005-2008) [*left, shown with Jackie Knuckle*]

Barbara Henry, Chapter Council Alternate (2005-2008) Renewed Term

Cynthia McClellan, Development (2006-2008)

Lynne Joshi, Education and Credentialing Chair (2006-2008)

Maura Sostack, Government Relations Chair (2006-2008)



Additionally, Jackie Knuckle completed her term as chair this month, and as immediate past chair is taking over the duties of the Nominating Committee from Nina Long.

Election results were shared at the meeting:

Chair Elect: Cynthia McClellan

Treasurer: Linda Katz

Chapter Council Representative: Anne Seymour

Alternate Chapter Council Representative: Barbara Henry

Education and Credentialing Committee Chair: Jeanette de Richemond

The complete list of the Board of Directors, and chapter officers and appointees is available elsewhere in this issue.

The following individuals received awards to further their education or to recognize their service to the chapter or to the patrons they serve:

Kevin Wall received the Beatrice Davis Education Award.

<<http://www.mlaphil.org/wp/15/grants-and-awards/bea-davis/>>

Gary Kaplan received the Chapter Achievement Award.

Dan Kipnis received the Chapter Appreciation Award.

*Annual Meeting continues on page 13*

# Member Profiles

*Edited by  
Jo-Ann Babish*

## **Esther Dell**

### **Present professional position:**

I am currently (and have been for almost 20 years) the Interlibrary Loan/Reference Librarian at the George T. Harrell Library at the Penn State College of Medicine in Hershey. In addition to managing the interlibrary loan operation, I rotate on the Reference Desk and teach a variety of workshops. My "routine" job duties provide plenty of opportunities to interact with local library users and ILL partner libraries. Our affiliation with Penn State University Libraries provides access to a broad spectrum of resources as well as keeping us aware of library trends in general, a bonus.

### **Past professional experience:**

Prior to coming to Hershey, I had worked in community hospitals in Central PA, Huntingdon and Altoona. During my two-plus years in Altoona, in addition to managing the hospital library, I also provided services to eight small area hospitals that did not have a librarian on-site, sort of a mini-circuit program. It was a great experience.

### **What do you find most interesting about your work?**

Over the years, out of necessity, I have had to be aware of copyright laws for the many library functions with which I am involved. Despite the exasperation, intellectual property issues fascinate me. Sigh!!

### **What qualities or traits are most helpful in your work?**

In addition to being always willing and ready to learn, I think that it is most important to listen and understand the patrons' needs--and be excited about getting to the solution/goal with them.

### **What do you enjoy doing for fun?**

Serious fun--classical music. Silly fun--bargain hunting. Fun fun--traveling. Regular fun--reading. (But I am not a cataloger.)

### **Is there anything about you that others might be surprised to know?**

I was born and raised in Hong Kong, learned English with a British accent, and can still get by with three Chinese dialects

to get a good bargain in any Chinatown.  
**Why would you encourage members to become actively involved in the Philadelphia Regional Chapter?**

The local chapter is a great place to meet colleagues, collaborate, learn, get support, and even commiserate with people on a local level. You also tend to see things happen faster on a local level, and your participation inevitably makes your chapter more relevant.

## **Rosemarie Taylor**



### **Description of professional position:**

As Manager of the Wyoming Valley Health Care System's Library Services, I am in charge of the Hospital Library, the Health Resource Center, and the hospital archives. Our library is a very busy service, but there are only two librarians (myself included), and except for four wonderful volunteers, no support staff. So in addition to the management functions, I'm a pair of hands in the trenches. We have an excellent print collection, and have been shifting more and more resources to electronic holdings. Our department provides service to approximately 400 medical staff members, more than twenty Family Practice residents, students in our four schools, students in many other affiliated health care programs, the entire system staff, and the general public. We order and process books and journals for the entire system, as well as for our students in-house. I currently serve on several committees including the Admissions Committee for the School of Nurse Anesthesia and the End of Life/Palliative Care Committee.

*Member Profiles continues on page 12*

# Calendar

*Compiled by  
Janet C. Clinton,  
Mercy Fitzgerald  
Hospital,  
Darby,  
Pennsylvania*

## **PALINET Workshops**

Location: PALINET  
3000 Market St., Suite 200  
Philadelphia, PA 19104  
Registration & Information for all locations: (215) 382-7031 or  
[http://www.palinet.org/ep\\_workshops\\_results.aspx?Type=FTF](http://www.palinet.org/ep_workshops_results.aspx?Type=FTF)

### **Workshops at the Philadelphia site:**

**July 22, 2008** Motivating employees through improved performance appraisals  
**July 25** Practical statistical applications for library work  
**September 18** Cataloging maps  
**October 14** Using CONTENTdm  
**October 16** Open Source 302: creating website content using the Joomla Content Management System (CMS)  
**October 23** WorldCat Collection Analysis for new users  
**October 24** Integrating resources cataloging (SCCTP)  
**November 5** New reference: delivering reference service in the 21st century  
**November 13** Library budgeting fundamentals: terminology, methods and managing  
**December 11-12** Advanced series cataloging (SCCTP), Parts 1 & 2

To register for online workshops:  
[http://www.palinet.org/ep\\_workshops\\_results.aspx?Type=Live](http://www.palinet.org/ep_workshops_results.aspx?Type=Live)

### **July 30-31, 2008**

A Learning Healthcare System Workshop: IOM Roundtable on Evidence-Based Medicine  
Sponsor: Institute of Medicine of the National Academies  
Location: National Academy of the Sciences Building Lecture Room  
2100 C Street NW  
Washington, D.C.  
Information: <http://www.iom.edu/CMS/28312/RE-EBM?55282.aspx>  
Hotels: <http://www.iom.edu/CMS/28312/RE-EBM/55282/55285.aspx>

### **September 22-23, 2008**

WebSearch University  
Sponsor: Information Today, Inc.  
Location: Washington Marriott, Washington, D.C.  
Information: <http://www.websearchu.com>  
Registration: <https://secure.infotoday.com/forms/default.aspx?form=wsu08>

### **October 20-22, 2008**

MCA 2008: Almost Heaven...Exploring New Vistas  
Sponsor: Mid-Atlantic Chapter, MLA  
Location: Morgantown, WV  
Information & Registration: <http://www.cbil.vcu.edu/mac/events/2008/>

**October 24-29, 2008**

ASIS & T 2008 Annual Meeting: People Transforming Information - Information Transforming People

Sponsor: American Society for Information Science & Technology

Location: Hyatt Regency Columbus, Columbus, Ohio

Information & Registration: <http://www.asis.org/Conferences/AM08/>

**November 8-12, 2008**

AMIA 2008 Annual Symposium: Biomedical & Health Informatics from Foundations to Applications to Policy

Sponsor: American Medical Informatics Association

Location: Hilton Washington & Towers, Washington, D.C.

Information & Registration: <http://www.amia.org/meetings/f08/>

**November 9-12, 2008**

2008 Annual Pennsylvania Library Association Conference

Location: Valley Forge Scanticon Hotel & Conference Center, King of Prussia, PA

Information: <http://www.palibraries.org/events-conf/>

**Ongoing Educational Opportunities**

DIALOG training workshops in the United States are now web-based.

For upcoming classes: [http://training.dialog.com/sem\\_info/calendar/webtraining/#us](http://training.dialog.com/sem_info/calendar/webtraining/#us)

**Health Sciences Libraries Consortium [HSLC]**

Location: 3600 Market St., Suite 550, Philadelphia, PA

Information: (215) 222-1532 or [http://www.hslc.org/classes\\_intro.html](http://www.hslc.org/classes_intro.html)

**NN/LM workshops**

For locations, dates, topics & registration: <http://nmlm.gov/ntcc/classes/schedule.html>

For all educational opportunities: <http://nmlm.gov/mar/training/#A2>

**Special Libraries Association online courses** <http://www.sla.org/calendar/>

**Past professional experience:**

I'm a fixture in my hospital; I've been here 34 years. However, throughout this time my job has been enhanced with many fascinating and fulfilling projects. I've served on or led many interesting committees outside of the library. This has given the library broad exposure and given me a deeper understanding of health care issues. After receiving my MBA I was given additional responsibility for the Communications Department, where I managed all the telecommunications and data lines for the hospital, as well as the telephone operators. This was at the time of the AT&T breakup when companies were just beginning to be responsible for handling their own switches, lines, and service. It wasn't that incongruous. I received a certificate in "Telecommunications and Networks" from Drexel University's College of Information Studies. After Wilkes-Barre General Hospital merged with Nesbitt Hospital I moved back full-time into the library and coordinated the merger of both libraries on the WBGH campus.

**What do you find most interesting about your work?**

I enjoy learning and there is something new to learn every day. The job is so varied that no day is like another. I began my career in the days just before hospital librarians could search the MEDLARS database. We were still handwriting bibliographies for our patrons. The library was the first department to use a terminal, fax machine, PC, and the Internet. Since then I've seen many other advances in technology and I'm still pushing the technology envelope. The history of the hospital is also interesting to me. I've been working on many recent administrative projects that have involved research in our hospital archives.

**What qualities or traits are most helpful in your work?**

I think the ability for big-picture thinking while handling the details has been extremely helpful. As a manager, it is my job to plan for the future of the library and its

services and then make it happen. However, envisioning the future must take place while dealing with the realities and practicalities of the present, and it has to work within the larger context of the organization. I also think communication and organization skills, flexibility, hard work, tenacity, and a sense of humor have helped me guide the library through some tough times without compromising our mission.

**What do you enjoy doing for fun?**

Some of my happiest times are spent on picnics with my family. I enjoy hiking and camping. I also like to keep busy, so I volunteer for several organizations. In my downtime, I love to read.

**Is there anything about you that others might be surprised to know?**

Some people are surprised when I tell them I have been a registered Scouter for over 13 years. I served as a den "mother" for one of my brothers many years ago and then started again with my son, who earned his Eagle badge several years ago. I was his den leader and later served on the troop committee. I'm still involved on the district level as a unit commissioner and chairman of the popcorn sales ("popcorn kernel").

**Why would you encourage members to become actively involved in Philadelphia Regional Chapter?**

Being active on the local, regional, or national level is important for meeting other librarians, networking, learning new things, and reinforcing our connection with and giving back to our profession. I had the opportunity to volunteer on the national level on two different committees and I learned about and was able to work on issues affecting the profession. I met many wonderful people and felt that the work accomplished really made a difference.



Mary Pat Wilhelm received the Randy Brenner Consumer Health Award. <<http://www.mlaphil.org/wp/15/grants-and-awards/randy-brenner/>>

Lastly, the following retirees were recognized:

Lynne Joshi (A.I. DuPont Hospital for Children)

Bob Lyle (VA Medical Center)

Leopoldo Montoya (Drexel Hahnemann Library)

Valerie Pena (University of Pennsylvania)  
Linda Rosenstein (University of Pennsylvania Biomed Library)

Eileen Smith (Frankford Hospital School of Nursing)

Diane Wolf (Christiana Hospital)

Corporate support for the chapter was acknowledged at the meeting. The list of supporters is provided elsewhere in this issue.

While this article contains a few of the photos taken by Archives Committee Chair Joan McKenzie, the complete pool of photos is available at <<http://www.flickr.com/groups/363552@N22/pool>>.

Please feel free to sign in to Flickr and identify anyone who is not already named in the photos' metadata.

Thanks to everyone who attended and congratulations to everyone who was recognized for their service. We hope to see everyone again next year!

## MLA '08 Linkable Resources

If you attended the Annual Conference this year, please feel free to share your photos online in the MLA 2008 Group on Flickr at <<http://www.flickr.com/groups/mla2008/>>. The group name is "MLA 2008." If you were unable to attend, there are various URLs from which you can access the posters, which are available as PowerPoint slides or in PDF:

1. <<http://files.abstractsonline.com/SUPT/14/2086/PosterPDF.html>>
2. <<http://www.mlanet.org/am/am2008/e-present/?C=M;O=A>>.

This is a condensed URL that provides access to the posters by session:

3. <<http://tinyurl.com/3rgc2s>>

Presentation slides from plenaries and other sessions are online at

1. <<http://www.slideshare.net/event/mla2008/slideshows>> and at
2. <<http://www.slideshare.net/event/mla2008>>.

A few more presentations are linked from here:

3. <[http://del.icio.us/RachelLibrarian/MLA\\_2008--presentations](http://del.icio.us/RachelLibrarian/MLA_2008--presentations)>

The MLA'08 wiki is one-stop shopping for the blogs that were maintained throughout the conference by the official MLA'08 conference bloggers. Read all about the conference here: <<http://mla08.wetpaint.com/?t=anon>>.

# Is there a librarian in your family?



*Gina Kaiser  
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As *Chronicle* editor Rachel Resnick reviewed the member profiles in the Winter 2008 issue, she noted that one of the people profiled was the daughter of a librarian. She wondered if other chapter members might have family members who were librarians and asked the editorial staff if anyone was interested in pursuing this. Since I come from a family of librarians, I volunteered. As you will see, for at least four members of our chapter, the decision to become a librarian was strongly influenced by the career choices of others in their family.

My first profession was as a chef. Because my sister was in Philadelphia and the city was just beginning a culinary renaissance at the time, it seemed like a good place to settle. However, the lack of benefits, the physicality of the positions, and the lack of intellectual stimulation all caused me to rethink my career choice. Both my mother and sister had library degrees, my mother a retired school librarian and my sister working in both public and school libraries. Drexel was right here and it seemed like a good fit for me. I have been gainfully employed and, I might add, intellectually stimulated, every since. I am now Coordinator of Technical Services at the University of the Sciences in Philadelphia.

Marion Chayes' mother was a librarian who worked in both school and public libraries and Marion often hung out with her in the summer. Marion got her undergraduate degree in history, but was not sure what she would do with it. At the time, her mother was a librarian at Wills Eye Hospital. A neighbor told her about the new Villanova program in library science. Knowing her mother's satisfaction with her career, Marion decided to pursue this path. When Marion completed her degree and the opportunity presented itself, she went to work at the College of Physicians. Three years later she moved to Abington Memorial Hospital. Initially she was a solo librarian. But shortly, her mother volunteered, basically assisting full time for 10 years, so that Marion had the flexibility to expand serv-

ices and start additional programs, such as LATCH. She is currently Director of Library Services.

Gretchen Kuntz had an earlier career as director of social work in hospitals in Florida, none of which, incidentally, had a library. Her brother and sister-in-law are both public librarians in New York state; her aunt was head librarian at an academic library; all were content with their choice of profession and encouraged Gretchen to follow it, too. So she pursued her MLS in Florida, including a course in medical librarianship and an internship at a Florida academic health sciences library. She wanted to use her healthcare background, so medical librarianship was an appropriate choice. She currently works at Penn Biomedical Library as the Clinical Liaison Librarian.

Jeanette de Richemond began her first career as a medical writer, including doing writing for journal articles, hospital websites, Congressional testimony, and patient education. Her mother was an academic librarian, first in Wisconsin, then at Concordia College in Bronxville, NY, and then at the Medical College of Pennsylvania here in Philadelphia. Jeanette, while working as a newspaper columnist, used to stop by MCP for help with research, and her mother would do batch searches for her so Jeanette became familiar with the searching process. As her children approached the age when they would leave home, Jeanette no longer wanted to continue her home-based business. Knowing how much her mother loved her profession, Jeanette decided to attend Rutgers to get her MLS. She is now employed as a medical information specialist at ECRI Institute where her primary activity is, what else, searching.

How do we decide what we want to be when we grow up, or, when we need to make a career change? For the four of us, seeing the satisfaction and contentment of family members who became librarians clearly influenced our choice of profession.

# Patient Safety Resources Seminar: Librarians on the Front Lines

Arpita Bose of the Middle Atlantic Region of the National Network of Medical Libraries led the workshop, Patient Safety Resources Seminar: Librarians on the Front Lines at Scott Memorial Library, Thomas Jefferson University on Monday, March 31, 2008. Having worked as hospital manager at Childrens Hospital, Los Angeles prior to joining NN/LM, Arpita has first-hand knowledge of this subject. A dozen librarians from Philadelphia and the surrounding area attended. This workshop was geared towards librarians working in a hospital setting.

In the overview Arpita pointed out that patient safety was an issue in ancient times. Hippocrates remarked, c.400 BCE, that he would give great praise to the physician whose mistakes are small. An early reference to medical errors, "Traditional Errors in Surgery," an article by RJ Levis, JAMA, 1888, was also the Presidential address to the Medical Society of the State of Pennsylvania, on June 6, 1888.

Patient Safety became a larger concern as a result of a 2000 report from the Institute of Medicine, *To Err is Human: Building a Safer Health System*. The report estimated that perhaps as many as 98,000 die in hospitals each year as a result of medical errors that could have been prevented.

Next, Arpita presented definitions in patient safety. Patient safety concepts have come from the aviation and the transportation sectors. While there are working definitions of patient safety, she stated that it is important to know your own institution's definition. Some key terms are:

- Near Miss - An event caught before harming a patient
- Adverse Event - Commission or omission resulting in unintended harm to a patient
- Sentinel Event - Event causing or risking serious injury or death.

She also discussed two types of errors

that occur and the differences between them: System Errors (Latent Errors) and Human Mistakes (Active Errors).

In the second half of the workshop Arpita described seven types of resources available to librarians:

## 1. Legislation

As of October 2007, twenty-seven states including Pennsylvania have passed legislation requiring the reporting of adverse events. Pennsylvania is among four states requiring patient safety officers.

## 2. Research

Government agencies (e.g., Agency for Health Research and Quality, Department of Health and Human Services, National Institutes of Health, National Institute of Nursing Research, National Science Foundation), and private and nonprofit foundations (e.g., Commonwealth Fund, National Patient Safety Foundation, Robert Wood Johnson Foundation) grant funds for patient safety research. Health Services Research Projects in Progress, <<http://www.nlm.nih.gov/hsrproj>>, lists over 500 patient safety related projects. JCAHO maintains a website of statistics of sentinel events at <<http://www.jointcommission.org/SentinelEvents/Statistics/>>.

## 3. Recognition

Recognition relates to accreditation, certification, degrees and awards. The Joint Commission has established certification for national patient safety goals. Recertification requirements for health professionals include patient safety topics. Pennsylvania requires physicians to get twelve hours of CME credits every two years in patient safety topics. Various organizations present awards for safety.

## 4. Patient Involvement

The patient can advocate for himself by creating a list of his medications, health problems, and questions and sharing these

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with his or her health care professional. A patient advocate is one who accompanies a patient to clarify issues and ask questions for the patient at medical and hospital appointments. Some patient representatives serve on hospital committees and boards. Patient representatives work to improve safety at the organization and for individual.

### 5. Education

Some opportunities to learn about patient safety are through conferences, workshops, seminars, web-based self learning modules, and the literature. Five journals that focus on patient safety are : *International Journal for Quality in Health Care*, *Quality & Safety in Health Care* , *Joint Commission on Journal on Quality and Safety*, *Patient Safety & Quality Healthcare*, and *Journal of Patient Safety*.

### 6. Tools

There are different ways to examine events. Five ways covered in the workshop are RCA (Root Cause Analysis), Incident

Decision Tree, FEMA (Failure Modes and Effects Analysis), PRA (Probabilistic Risk Analysis) and Six Sigma.

### 7. Library Connections & Advocacy

Suggestions for librarians to be involved include participation on hospital patient safety committees, providing support on rounds, sharing information (brochures, flyers, newsletters, blogs, create alert services), and creating information pages on the website for patients, families, employees, and health professionals.

This seminar was a condensed version of the 4-hour seminar. Participants did not have the opportunity to check on-line resources during the session. Fortunately, all of the accompanying resources are available online at <<http://nlnm.gov/training/patientsafety>>. The on-line resources are well worth exploring. They include a wealth of Internet links, a list of abbreviations for organizations, a list of state health and patient safety organizations, and the course material for the seminar.

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