

Health Libraries Section

Australian Library and Information Association

Sept 1994

National Newsletter National Newsletter National Newsletter

Document Delivery: welcome to the virtual library

Any discussion of document delivery in the 90's assumes that information managers have moved from a view of information provision based on the acquisition of all information required for users, to a view of providing access to information, wherever it might be housed or stored.

Interlibrary loans began for the exchange of valuable items with the implication that they would be returned; today the term 'document delivery' is becoming more common because of its focus on the delivery of both returnable and nonreturnable items.

Neither term is really satisfactory and suggestions from readers for a new term would be most welcome. The best I can come up with is SOD (search, order and deliver)! The process can be summarised as follows:

- finding locations;
- making requests;
- tracking and managing requests for lending and borrowing;
- managing associated payment; and

- document delivery.

The process hasn't changed all that much, but, as a consequence of the information explosion and cuts in funding, the volume of work certainly has. Though the process is similar, the means of performing the activities has certainly changed, with technology and standards playing an important role.

How has technology helped? What are its limitations? What are some of the issues and challenges facing information managers? These questions have been examined in the literature by working parties within organisations and at national and international levels.

The North American Interlibrary Loan/Document Delivery Project (NAILDD) is just one such initiative. It is looking at the whole process and the way in which technology and standards might be used to streamline the process. A Developers/Implementers Group (DIG) was set up in mid-1993 to look at the search, retrieval and delivery parts of the process; it includes a

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Document Delivery

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standards working party to address issues in that particular area. The Australian Standards Committee is also investigating document delivery standards.

Australian Initiatives

The ILL module on ABN allows libraries to identify locations and make requests. This module also has a payment services option, providing automatic invoicing of charges which appear on ABN monthly statements.

The National Library has developed a new package, still in prototype form, which will replace SPRINT and allow members to convert, sort and store ABN ILL records in DOS files on their local PC (using SimPC, the communications software which allows access to the NLA using a PC). ABN with OZLINE News for January/February 1994 (no. 73) announced a link between SOFI and the ABN ILL system which enables users to order a document found on SOFI.

Mention should also be made of ILANET, an electronic network which is used by many libraries and information professionals for making ILL requests and which provides access to a range of electronic information resources and services.

From the user perspective, such developments can only be applauded, as they will enable libraries to process electronic ILL requests and manage payments in a way which will avoid rather cumbersome and outdated manual systems. We have further to go with document delivery which might be realised by sending items through the mail (photocopies or items), electronic delivery using ARIEL or via fax.

Globally

Other libraries and consortia are developing packages similar to that of the NLA; the Research Libraries Group (RLG) in the US, for instance, is developing a management system for handling requests and similar moves are in process in Europe.

There are a number of electronic

document delivery services at the global level which allow browsing of document citations (mainly journal articles), on line ordering and delivery, usually via fax.

Anyone with access to the Internet - no only librarians - can use the document delivery services such as the CARL Corporation UnCover service which allows users to browse/search and order journal articles from the US, UK and (soon) Australia, from a database of more than 4 million articles from 1989 to date.

"Anyone with access to the Internet..can use CARL UnCover..and order journal articles from the US, UK and Australia."

UnCover Complete was released in February this year and allows users to order items not included in the database, and on 6 April UnCover Reveal was released, providing a contents alert through e-mail. Users with an UnCover profile can create a list of journal titles they are interested in and will automatically receive a listing of the table of contents when the issue is entered into the UnCover database. Items of interest can be ordered, for a charge, via e-mail.

Anyone may search the UnCover database by making a telnet connection to database.carl.org, and browse and order material which is then delivered by fax. Payment can be made by credit card or accounts can be set up for registered users who then receive a discount.

The NLA announced a cooperative arrangement with UnCover in which the NLA will provide UnCover with table of contents data from about 500 Australian and NZ journals. This service should be available mid-year as will a gateway from ABN/Ozline to UnCover. This means that ABN users not yet connected to AARNet can gain access to UnCover and other services via ABN. As part of this development the NLA will also provide a billing and administrative service.

The virtual library moves one step closer!

Christine Goodacre
University of Tasmania

(This article originally appeared in New Librarian)

Conference Update

**The Sixth Asian Pacific Specials, Health
and Law Librarians
Conference and Exhibition.
27-30 August, 1995.
Darling Harbour, Sydney.**

Call for Papers

YOUR PROFESSION NEEDS YOU! ... YES, YOU!

This is the first call for papers for the Sixth Asian Pacific Specials, Health & Law Librarians Conference and the conference committee for the Health Librarians Section want you all to consider submitting a paper.

We want to hear from all sectors of the profession: from the one person library to the major teaching hospital library; from librarians in the commercial sector to those in non-profit organizations.

- * Is there a new technique or system you have been using that you would like to tell others about?
 - * Do you have an opinion about the direction our profession is taking that you'd like to share?
- If you feel that you have something valuable to contribute to your colleagues, we want to hear from you!

The conference committee has would particularly like to see contributions on:

- * Management issues, TQM, performance measurement and resource sharing.
- * Marketing.
- * Ethical and legal issues, like consumer health and copyright.
- * Demystifying the Internet for everybody; access and its applications in different kinds of libraries.
- * Defining our professional role and services, including alternative roles.
- * Doing more with less.
- * Networking.
- * Poster sessions on unusual libraries and networks, consumer health etc.

The theme of the conference is "Synergy in Sydney". In my dictionary, synergy is defined as "combined action" or "working together". So let's all work together and combine our talents and knowledge to make this an entertaining, informative and memorable conference.

Abstracts of 300 words indicating streams of interest and with speakers' brief biographical details, any expressions of interest from exhibitors and sponsors, and proposals for pre/post conference events should be addressed to:

**ACMS, PO Box 468, Paddington NSW 2021 Australia
Telephone: (02) 332 4622. Facsimile: (02) 332 4066.**

Abstracts of papers due: 22 October 1994 Notification of accepted papers: 15 December 1994

President's Column

By the time we go to press the ALIA/NZLA Conference in Wellington will be over. When the Australian Health Libraries Section Annual General Meeting is finished, the delegates present will accept the invitation of our New Zealand colleagues to take part in their Annual Meeting. I cannot recall any other occasion when so many health librarians from Australia and New Zealand have been together on one meeting floor.

Being a unitary state, New Zealand is able to do things quickly which, here in Australia with the various State and Territory perspectives to be considered, require much labour and lobbying. In many circumstances the concept of a national standard is almost impossible to comprehend in Australia.

However, the Australian committee which has drawn up the national minimum standards for hospital libraries has now had its work endorsed by a majority of the postal voters at a referendum. That some have voted against their ratification is a sign of healthy interest; far more than no vote at all. We look forward to the input of dissenters into the next edition.

That this document has been written at all must be regarded as a major achievement in the Australian context. We owe much to the labours of the committees who wrote both the first edition and this enlarged second edition. The ratified standards will now be submitted to ALIA for publication.

Electronic Mail

It is a matter of some concern that only about a half of our library members are using electronic mail.

In some places the health authorities are providing a lead but in others they are not, especially in those States where it is not politically fashionable. The Synergy in Sydney Special Libraries Conference in Sydney (for which planning is well underway) will hopefully convince those libraries not using electronic mail, for whatever reason, that it is an essential tool in our profession through the papers that will be presented, networking with our colleagues

Ian Stubbin
NPOW

NLM Classification and AIDS

Rolf Schafer from Sydney's St Vincents Hospital was a delegate at the recent MLA Annual Meeting in San Antonio and reports on proposed changes due in the 5th edition of the NLM Classification Schedules.

On the last day of the NLM Annual Meeting I attended a session which previewed the new edition of the NLM Classification Schedules. This session proved to be so popular that a larger meeting room had to be found before we could commence.

Winnie Kao, principal cataloguer of the NLM, presented the preview and outlined the objectives for the new edition and the timetable for its release.

Timetable

May 1994+: Final draft ready for review; review of schedules and editing of introduction.

Early September 1994: manuscript to printers.

November/December 1994: ready for distribution.

Objectives

1. To incorporate additions and changes made to the classification schedules since the 4th rev ed in 1978.
2. To make revisions to selected schedules which need updating, eg. AIDS.
3. To integrate into the classification index all appropriate MeSH descriptors.

An in depth review of each class schedule was undertaken, the most significant of these being WD308, Immune Complex Disease and Immunologic Deficiency Syndromes in the 4th ed. This schedule is being discontinued for AIDS/HIV, the new schedule will be WC503 - 503.7, retrovirus disease. All AIDS/HIV related material will be assigned to this number.

Cataloguing in publication data will not reflect these new numbers until after the schedule has been published. I will maintain contact with the NLM cataloguing section for advice on the implementation of the new schedules which, should any relevant information be forthcoming, will be published in future issues of this newsletter.

HLS National Executive 1994.

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UnCover Australia from the National Library of Australia

The National library of Australia, through an alliance with the UnCover Company (USA), now brings a special information service to Australian libraries - *UnCover Australia*.

UnCover Australia is a rapid document delivery service which supplies up to date information within hours of your request.

This service enables you to search *UnCover*, a broad multidisciplinary database containing table of contents information for more than 17 000 journals, including Australian and New Zealand titles. Once requested, copies of articles found by searching this database will be faxed to you within 36 hours.

Hundreds of Australian and New Zealand journal titles are already indexed by *UnCover* and are included in the database. This number will grow steadily as the National Library adds new titles and provides its collections as a source of document backup.

Access to the *UnCover Australia* service is via AARNet. But for libraries who don't have access to this network, the National Library provides a gateway to all telenet services including other library OPACs and major on-line services.

Some Australian health journals that can be found on *UnCover Australia* include the Aboriginal Health Information Bulletin, Australian and NZ Journal of

Family Therapy, Australian Health Review, Australian Journal of Mental Health Science, and the Australian Nursing Journal. *UnCover* is also an excellent source for locating those overseas articles that may not readily be found in Australian libraries.

More than 400 libraries are already using the *UnCover* service, many using the new ABN ILL payment module to simplify their finances. To join the service will cost non-ABN users \$145 (free if you are already an ABN user) or just \$25 to upgrade from Search only to the Search and Products category. A monthly charge of \$20 is also levied (no charge to existing Full service users), and if you need to upgrade your software SimPC comes at \$235 and for larger users Sprint software costs \$400.

User courses are available at \$260 per person for a one and a half day course.

While user of *Uncover Australia* must pay a variable copyright fee of between US\$2 and US\$20, users have found that the average cost of an article including the copyright fee is around A\$18.00.

Uncover Australia is very aggressive in its pricing and will lead the market for document delivery. At A\$10.50 per article plus a variable copyright fee (usually between \$5 and \$10), *UnCover* promises to be not only fast but economical too.

For details call (06) 262 1531 or 1 800 026 155.

Dawson Plc to purchase Faxon Subscriptions

Faxon Subscription Services non-European business is about to be purchased by Dawson Holdings PLC of Folkestone in the UK.

After a number of attempts at finalising the sale of Faxon's international subscription and information business it would appear that this latest announcement will be final.

Faxon's European business was purchased by Swets Subscription Services in about August of this year, leaving the US domestic and "rest of the world" business on the market.

The US domestic business was to have been purchased by Donnelly, a major US printing and IT company, though the sale was never finalised and Faxon US decided to retain this market.

EBSCO Industries, the parent company of EBSCO Australia Subscription Services, was interested in purchasing the non-US domestic business but this deal also fell through in early-September.

According to Dawson's press release the purchase of Faxon will make Dawson the second largest library information services company in the world with sales of more than a half billion US\$. (The other companies in the top 4 would be any of EBSCO, Blackwells or Swets.)

Australian libraries should welcome the entry of Dawson into the Australian market. With the disappearance of many smaller subscription agencies, the addition of a large competitor to the existing companies should promise better service and pricing.

From the Literature

by Ian Stubbin Group Librarian
Eastern Sydney Area Health Service

Bennett, V.M. Use of group 3 level memory telefacsimilies for enhanced interlibrary loan, part 2: network application. *Bulletin of the Medical Library Association* 81 (3) 265-70, Jul 1993.

The Interlibrary Loan, Document Delivery and Union List Task Force of the Health Science Library Consortium accepted the charge of maximising the use of the advanced features of group 3 level memory facsimilies. A pilot study was initiated to address the task force's recommendations to the Consortium Board that all non-rush interlibrary loan documents be transmitted within 48 hours of request of receipt. This paper describes the project which assesses a network application for unattended overnight transmission of documents. In determining whether this technology could be used as the primary medium for ILL of photocopies, the following criteria were used; the speed, quality and reliability of service, and the impact of fax on document delivery costs. Discussion of the project history, best use of equipment features for library applications, full scale implementation and operational issues that accept ILL policy.

Broering N.C. Meeting the urgency for document delivery in clinical medicine. *Proceedings - Annual Symposium on Computer Applications in Medical Care*. 1993, 576-580.

A document delivery network was devised for the Washington-Baltimore area to improve delivery of full text ILL in the clinical arena facilitating access for practitioners and clinical investigators. Objectives were; 1. Design, develop and implement a comprehensive document delivery system for the library information system which included ILL photocopying services and fax transmission, 2. Establish a multi-university library knowledge network for resource sharing; 3. evaluate the result. Services are described and project data and outcomes reported. Users have responded favourably.

Brandon A.N. Selected list of books and journals in allied health (6th ed.) *Bulletin of the Medical Library Association* 82 (3) 247-64, Jul, 1994.

415 books and 76 journals are selected and listed for both clinical and academic settings. Core items are shown with an asterisk (177 books, 32 journals) Current purchase price for the entire collection is around A\$34 000. The list is appropriately indexed by authors, journal name and speciality. There are 31 categories, from allied health to terminology.

Huth E.J. Is the world ready for electronic journals? *Online Journal of Clinical Trials* (July 1) Doc #7, 11 paragraphs, 1559 words.

New technologies offer new ways to deliver scholarly information, perhaps advantageously compared with paper journals, which have been accustomed mode of scholarly communications for 300 years. Paper journals offer conveniences in handling and reading and the economic constraints on their length tend to ensure that this constraint is important. Electronic journals are not yet as easy to use but paper journals are economical and cost effective; their space constraints prevent the publication of information not important to most readers but important for some. Electronic journals offer new advantages for readers including the capacity to carry more and longer papers, linkages between related documents, and hypertext functions. The editors of this online journal welcome comments on its features and content: these should be sent to *ML Lebron, Managing Editor, CCT, AAAS, 1333 H St NW, Washington DC 20005 USA, Fax: 202842 2868* [but how do we get this paper?]

McGaugh D.L. The effect of DOCLINE on interlibrary loan volume and patterns among health science libraries in Michigan: preliminary analysis. *Bulletin of the Medical Library Association* 78 (2) 124-30, Apr 1990.

Six years of statistics after the introduction of an electronic lending/borrowing system in MI are analysed. A trend analysis of predicted volume was made and the actual volume compared. ILL were checked to see if annual volume increases were significant, and the number of libraries charging form net lenders to net borrowers tracked. Results fail to support the expectation that electronic ILL systems produce major changes to volume or pattern of ILLs.

Davis F.L. The use of independent information brokers for document delivery services in hospital libraries. *Bulletin of the Medical Library Association* 80 (2) 185-7, Apr 92.

Though under different conditions, this library in Georgia, USA, found that there were cost savings and quality enhancements.

Walker M.E. Maslow's hierarchy and the sad case of the hospital librarian. *Bulletin of the Medical Library Association* 82(3) 320-2 Jul 1994.

How to feel positively towards your manager and motivate your administrator to need you.

Don't like the source of this!

Products, Services and New Publications

Pegasus Health Gopher

Pegasus Networks is an online service provider which allows users to access a wide range of health related databases around the world.

The largest single network available on through Pegasus is the Public Health Network which involves individual practitioners, workgroups on international and community health issues, a communicable diseases network, as well as a variety of health related subgroups.

The Pegasus Network will allow access to the National Library of Medicine, but it is its other links through their Health Gopher gateway that is of interest to librarians and their users.

Other services include access to:

- The American Heart Association;
- DNA databank of Japan;
- HIVNET;
- National Inst Cancer Reseach in Genova, Italy;
- Maternal Child Health Network;
- National Cancer Center, Tokyo;
- various specific health collections at Johns Hopkins University, University of Pennsylvania, Yale, and the University of Minnesota;
- World Bank and the WHO;
- Health Libraries Consortium; and,
- Victorian Institute of Forensic Pathology.

For more details about Pegasus Networks call (07) 257 1111.

Nutrition and AIDS

Watson, Ronald Ross CRC Press 288 pp ISBN 0-8493-7842-7 A\$169.50

This is one of the first books dedicated to the nutritional requirements of the AIDS patient. The book not only presents those nutritional changes which occur in the HIV infected person, but also discusses the potential benefits of using supplements to overcome nutritional deficiencies. Thus, vitamin, mineral, protein, and carbohydrate depletion and replacement are addressed.

The authors present a scientifically balanced explanation of why some AIDS patients become malnourished and then present treatment regimes and methods (such as parenteral elimination) to overcome the loss of muscle mass. The management of the nutritional needs of the AIDS patient is also addressed.

For more details call Williams & Wilkins on (02) 438 3155, or fax (02) 438 3094.

ACEL Occupational Health & Safety File on CD-ROM

ACEL OHS Plus on CD-ROM has until now only concerned itself with details of legislation, guidelines, codes of practice and standards has recently been expanded to include suppliers of OHS products and services.

More than 600 companies have been listed covering products from absorbents and chemical spills, to wrist supports and ergonomic furniture. Services providers include acoustic testing companies, safety equipment suppliers and many more.

Entries can be searched by product name or company name; you can even search by brand names of imported products to find out who the local distributor is and where to find them. The CD-ROM also includes a hypertext link from any of the regular subject areas on OHS Plus to see related products and their suppliers.

For more details call ACEL on (03) 826 6099 or fax on (03) 826 6886.

Food and Nurtirion Encyclopedia Second Edition

Ensminger A H et al. CRC Press, ISBN 0-8493-8980-1, A\$593.90

This is an updated and expanded edition of the classic work in food and nutrition. The two volume work of 2432 pages includes some 1700 illustrations (96 in colour) and 462 tables in addition to its 2800 entries. One of the tables, the food composition table listing more than 2500 foods, covers 187 pages alone!

Several new topics have been included in the 2nd edition such as new dietary guidelines, nutritional analyses of 314 popular fast foods served in chain restaurants, recommended daily allowances of vitamins and minerals, as well as an examination of new USDA food labelling legislation and tips on how to reduce the risk of dying from heart disease, stroke and cancer.

Other subject areas include; steroid alternatives for athletes, child/adolescent nutritional allowances, infant diet and nutrition, gerontology, selenium, the food guide pyramid, fibre in the diet, stress, and the world food situation.

For more details call Williams & Wilkins on (02) 438 3155, or fax (02) 438 3094.

Products, Services and New Publications ctd.

Environment Management

Hallmark Hallmark Editions, Melbourne.
Tel: 03 598 7387 Fax: 521 0280
11pa A\$110.00 issue 1 August 1994 40pp

With the increasing importance of the environment in all aspect of work and community affairs comes a new publication covering both the Australian scene and key international environmental issues.

Environment Management is aimed largely at management in a wide variety of industries and covers changes and initiatives on local, State and Federal legislation, legal matters, research and technology, and, importantly for hospitals, hazardous materials.

The aim of the publication is to provide coverage of important environmental initiatives undertaken by corporations and government business enterprises and to provide an independent coverage.

Environment Management is a good background publication for all management staff and at only \$110 pa will not put too much pressure on your budget.

The Occupational Health and Safety Directory

Newsletter Information Services, Sydney
Tel: 02 977 7500 Fax: 02 977 3310
Annual A\$130.00 1994/5 issue released Aug 94

The latest edition of Australia's most comprehensive occupational health and safety directory was published in August.

The OH&S Directory, now in its eighth year, lists all key contacts in OH&S Commissions and government departments, workers compensation tribunals and insurers, rehabilitation consultants and providers.

The annual directory is compiled by Newsletter Information Services, Australia's leading industry newsletter publisher. Their other titles include Occupational Health Newsletter, Workforce, Human Resources Report, and Environmental Manager.

For more details about the OH&S Directory or any other titles contact the publisher on the numbers above.



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