

MDMLG NEWS

Winter 2013



www.mdmlg.org

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President's Message from Jill Turner

A few weeks ago, I attended the MHSLA Annual Conference. I go as much for the socialization as I do for the education. (I hate the term networking; it sounds so calculated and formal.) I like to visit with colleagues I don't get to see that often and hear about what is going on with them. I also usually meet at least one new participant, and this year was no exception. I even managed to rope him in to assisting with the 2016 conference. How's that for planning ahead? There are quite a few newer members becoming more active in MDMLG as well. Those of us who have been around for a while (and after ten years, I still count myself somewhat of a newbie compared to some of you all) tend to forget how intimidating it can be to join a new group, especially one whose members have been together for as long as much of the MDMLG membership. I am so happy to see new (or new to me) members volunteer to serve our organization. I would like to extend a formal thank you and welcome to our newest executive board member, Stephanie Stebens. Stephanie has graciously agreed to step into the position of Public Relations Chair. Additionally, Ellen O'Donnell has volunteered to fill the position of Auditor. So, if you are a long time member and see someone you don't recognize, please introduce yourself and make them feel welcome.

I have gone to the MHSLA Annual Conference for the past seven or eight years. I really look forward to going every year, and I always learn something new. On Thursday, I attended Erika Oliver's breakout session "More Happy Crap". Erika teaches that happiness is a choice. During the session, Erika discussed how managing your personal energy is critical to choosing happiness. She spoke about the importance of energizing yourself with play. To illustrate her point, Erika had several "play" activities that participants could engage in during the session, one of which was coloring. MHSLA even provided brand new 24 packs of the "Cadillac" of crayons ... Crayola. My family knows that one of my favorite things in the world is a brand new unused pack of Crayola crayons (preferably 48 or more). I am going to divulge a closely held secret. So closely held that, until that session, I had forgotten about it. I colored until I was well into my 4th year of college. Yep, crayons and a 50¢ Disney coloring book. Many people will consider a session like that fluff. But for me it was an important reminder of how I used to de-stress during a very stressful period of my life. As I sat there enraptured by the fabulous array of colors displayed in that small box, I realized how much I missed coloring. We are heading into the holiday season, another stress-inducing period of time for some people. As we are attending MDMLG meetings amidst Thanksgiving preparation and Christmas/Hanukkah shopping, it is important to remember to take a bit of time to re-energize. Hike, knit, assemble a puzzle, play Candy Crush on your smartphone; whatever works for you. I might even splurge and buy the 120 box with the lame sharpener.

Jill Turner
 MDMLG President
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Join us for the November General Business Meeting

When: Thursday, November 21, 2013 from 11:30am-3:30pm

Program Topic: Affordable Care Act Initiatives: Perspectives from Public Libraries

Where:

Royal Oak Public Library.
222 E. 11 Mile Rd.
Royal Oak, MI 48067
248-246-3700

[Parking](#)

[Map](#)

Agenda:

11:30am-12:00pm Sign In

12:00-12:30pm Lunch and Discussion

12:30-1:00pm Lunch and Business Meeting

1:00-1:15pm Break

1:15-2:45pm Health Care Exchanges Panel

2:45-3:00pm Break and Refreshments

3:00-3:30pm Small Group Wrap-Up

Cost: \$7 if ordering a lunch from Ridley's, free without lunch

Please register if you plan to attend

Register Here: <http://www.mdmlg.org/November%202013%20Registration.pdf>

Payment Methods: PayPal - <http://www.mdmlg.org/paypal-november-meeting-2013.htm>

Check - make out to MDMLG, may be mailed to
Angela Sponer
Henry Ford Hospital
Sladen Library K-17
2799 West Grand Blvd.,
Detroit, MI 48202

Please register by **Friday, November 8** . See the registration form for complete contact information.

We hope you can join us

MDMLG Programming Committee

[Angela Sponer](#)

A DAY AT THE MICHIGAN LIBRARY ASSOCIATION'S 2013 Conference

#MLA13AC

by Karl Ericson

I had a difficult decision to make a couple of weeks ago, attend my first MHSLA conference and continue expanding my network into the wonderful world of health science librarianship, or reconnect with many of my colleagues and friends at this year's MLA conference? On paper MLA didn't look that great and in discussions with my fellow librarians at UDM it seemed we were in agreement, not much of interest was being offered at this year's conference for academics. However, this time MLA won, due in large part to my desire to reconnect with colleagues at Lansing Community College, only a couple of blocks away from the Lansing Center. I know that I made the right decision for this year, because I had the best time! As well, I had great takeaways from each session I attended on that rainy mid-October Thursday.

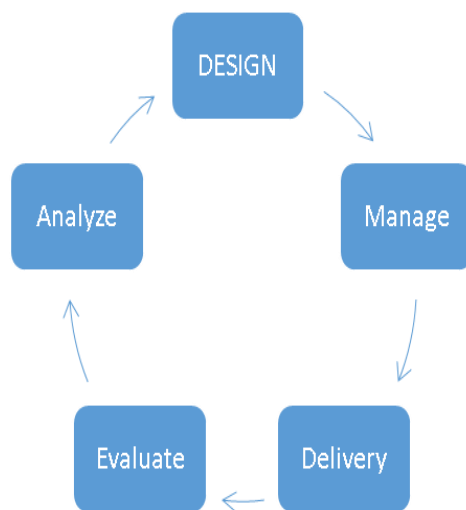
The first session I attended was about virtual reference best practices and chat transcript evaluation. The presenters filled their time with lots of interaction as we practiced evaluating sample transcripts (stripped of all personal information) for how well the librarian inserted best practices. We all received a copy of two transcripts and a long list of best practices developed for their virtual reference collaborative. Instructions were given to participate in group discussions and to submit responses via wireless device, or simply with pen and paper. Whether or not your institution collects chat transcripts, or even participates in some type of virtual reference, the best practice list provided much food for thought as to how best to interact with a patron online or face-to-face. They included such things as: "I connected to the student promptly"; "I sent an initial greeting"; "I restated the patron's topic"; "I asked how much time the patron had"; "I asked open ended questions about the patron's research"; "I established and maintained a professional tone"; "I suggested improved search strategies, if necessary"; "I encouraged the patron to come back for more help if necessary".

There was a lively discussion and some differing opinions as to which transcript most closely met the ideals of the best practices list. I personally felt rather strongly that the one I had chosen had come much closer to achieving the aims of the best practices. But then the presenters revealed that both transcripts had been chosen as winners in the yearly "best transcript" contest held each year for their collaborative. I was forced to admit to myself that evaluations or judgments, even ones based on predefined "best practices", are always subjective. The value we derive from the exercise is in the opportunity it presents to make improvements in our daily practices.

The second session I attended was called "Government Information Doesn't have to be Scary". This session was designed for non-experts and I definitely fit that bill. The presenter kicked off her presentation with an interesting fact, 98% of U.S. government information is born digital. Amazing. And so was this session. I was pleasantly surprised by not only a very engaging presentation, but also by a wealth of government sites that covered topics such as general information, history, kids and education, census, and health. One of the coolest things I learned was about a site called Digitization Projects Registry (<http://registry.fdip.gov/>) where you can browse categories and project titles, or search for digitization projects done by institutions making their government documents collections publicly accessible. I was genuinely impressed with the passion that the presenter clearly had for her subject matter and appreciated her approach and her thoughtfulness in organizing much of her material at <http://libraryhush.com/mla-2013/> where there's a complete list of sites covered.

The third session I attended was about developing a workshop series. The presenters detailed the process they took in creating and managing a series of workshops on the use of EndNote. My interest in the session stemmed directly from the idea of presenting a workshop, or series of workshops on using a citation management tool. Many of the students and faculty at UDM have fairly high level of needs in terms of collecting and organizing citations and often could use instruction in the use of our particular product. Wouldn't it be nice to get a group of interested participants together in one room?

The session started by asking “what is your fear” about starting a workshop. Will no one come? Will your teaching be up to snuff? Will the participants follow your instructions? Will everyone follow along and stay awake? Many of these fears, the presenters asserted, could be overcome with the proper planning and evaluation, which they described as a cyclical process with the following guideposts:



Key points from the initial **design** phase include:

1. Define your audience
2. Understand their particular needs
3. Design a lesson plan that includes learning goals and specific methods used to achieve those goals.

In the **manage** phase of the process, items to consider are:

1. Logistics - scheduling, space availability, and staffing concerns
2. Publicity - determine needs and means
3. Registration - manually, automated, availability of space for drop-ins, how to send reminders

The **delivery** phase includes the following concerns:

1. “Day of” prep - review plans and goals, review materials, arrive early to test technology
2. Teaching - take learning styles into consideration, use in-process, ongoing assessment and adjustment, observe participant responses and body language
3. Technology - enhance don’t distract, consider using lecture capture (ex: Camtasia) for future online use, other online tools (ex: Libguides, Google Hangouts)

In the **evaluation** phase the presenters suggested:

1. A participant evaluation form available in both print & electronic
2. Detailed instructor reflections on what went well, what could go better, what failed
3. Consider using a tracking tool (ex: LibAnalytics)

Finally in the **analyze** phase it was suggested:

1. Review basic data, participant evaluations, and instructor reflections
2. Make improvements to the design, management, delivery and evaluation process

As you can see, there's a lot to consider when planning a brand new workshop. But, as the presenters noted, once you've established a baseline product and process, it's really just a matter of tweaking things. What the presenters did nicely was to establish a systematic approach to achieving incremental improvements throughout the process of developing, planning, implementing and evaluating the product with the end goal of serving our patrons even better.

The decision to choose one conference over the other was a difficult one and one I hope to avoid in the future (at least for statewide conferences!). While I had only limited time to attend sessions, I felt that there was not a bit of wasted time. This included the luncheon I signed up for about networking. It turned out to be a primer on the etiquette and social strategies to use at networking events, and for me, in my sometimes daily work connecting with faculty liaisons in various disciplines. Once again the presenter was top notch, incredibly engaging, and extremely pertinent to my current duties. It's interesting, I walked into this conference with essentially zero expectations and I walked away feeling like it was one of the best days I've had at any conference.

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FROM GRADUATE TO FIRST PROFESSIONAL POSITION – OJT

by Laura Bollman

I have obtained my MLIS and had the good fortune of my practicum site hiring me as an adjunct three days a week covering the information desk. The activity in a community college library has drawn me in and there is one situation grad school didn't really prepare me for: the role of instructor. Students attending community college courses have a wide range of technological and educational experiences or lack of experience. For many of the students I work with, the computer commons area of the library is the only access students have to computers and the internet. The students I work with may be enrolled in lifelong learning, general studies, or health science programs such as nursing and EMT. No matter their program, I spend a great deal of my day aiding students with MS Word, Excel, Power Point and Google Docs.

My MLIS program required me to create a tutorial in each of my classes but creating a slide show intended for classroom instruction is not the same as face to face instruction with a student. I had the good fortune that my former occupation required lots of one-on-one contact with the goal of encouraging individuals to trust themselves to solve their need, approving government benefits if applicable or referring them to other community resources. As a result, I have little to no difficulty in making students comfortable in approaching me with their questions. However, as a librarian, it turns out I am the community resource and it can be a challenge to not go in search of a seasoned librarian.

The User Education/Experience librarian has been very helpful in giving me a heads up on upcoming class assignments and providing insight when I'm not really sure of how to best improve the way I handled a situation I deemed less than sufficient. My sense of needing to strengthen my teaching skills has me searching for articles on teaching in the library. For the most part I am finding material on how students learn and how library space may or may not encourage the institution's mission. The material is interesting but I haven't found it too beneficial in helping me boost my confidence as an instructor.

Grad school probably is not the optimum place to learn how to teach. All education students spend time in a classroom student teaching before getting their degrees. Perhaps MLIS students are expected to get this training during their practicums. In my case, it is On-The-Job training. Students looking for help on creating hanging indentations for their references and similar needs get the opportunity to sit next to me as I explore the help button and the Web to find the answer to their question. Together, the student and I learn how to meet their need. In this case, there is also talk of utilizing citation software. After all, one of the benefits of using one is that it will create the reference/bibliography page complete with indentations.

Next semester the college is upgrading to Word 2013. I'll be spending my winter break learning the new features. Sometimes providing instruction is a good thing. Sometimes just providing the answer can be a great thing.

Laura Bollman
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Bracing for Change: Preparing Users for a New Computer System

by Courtney Mandarino

Over the last year, our hospital has been upgrading computers hospital wide to run on the Windows 7 operating system and use Microsoft Office 2010. Although many users have been using this OS and software on their personal computers at home, we wanted to make sure that we could answer some of the tech questions that came up during the transition. As embarrassing as it is to admit, prior to the upgrade our hospital was still using Microsoft Office 2003, and there were many changes that came with the upgraded software.

A huge campaign was launched by our IT department to prepare users for this change, and our library staff began preparing as well. To start, we went with the obvious: order the books. We picked out books on the new version of Microsoft Office programs to replace the relatively ancient books we had on the shelves that covered earlier versions of the software. As the date for the switch approached, I also attended webinars and read over the job aids created by our IT department detailing some of the most notable differences between the old system and the new. When we finally received word that the library computers would be upgraded, I made sure to put the announcement on the library blog.

Finally, I printed off several informational packets on using the new system and left one at each computer work station for reference.

So far, the computer upgrades have been fairly painless. The fact that many users were already familiar with the new OS and software undoubtedly helped. Still, it's important to remember that when changes are happening within the hospital or institution, the library can play a part. Having an educated library staff and informational resources will help ease the transition for other members of our institution while allowing us to provide an additional service--even if that service is simply knowing where to go for assistance.

Having an educated library staff and informational resources will help ease the transition

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National Network of Libraries of Medicine offers online classes; Learn at your own pace

[http://nmlm.gov/training/schedule/index.html?_prefs=&go=Y&areq=nnlm&keyword=&location\[\]=XX#results](http://nmlm.gov/training/schedule/index.html?_prefs=&go=Y&areq=nnlm&keyword=&location[]=XX#results)

MY BOOKTOPIA WEEKEND

by Mary Jo Durivage

For a few years now, I have been a fan of a podcast called “Books on the NightStand” (BOTNS) <http://booksonthenightstand.com/> created by Random House booksellers Ann Kingman and Michael Kindness. Three years ago, Ann and Michael sponsored a weekend for booklovers in Vermont they called “Booktopia” – a weekend to meet authors and converse with them and other BOTNS fans. It sounded so very fun as they talked about it on the show. I promised myself that when it was scheduled close to home, I was THERE. So this was the year that happened.

Several months ago, it was announced that one of the three 2013 weekends would take place in Petoskey, in cooperation with McLean and Eakin Booksellers. On the sign up day (only 75 can participate in the weekend), I was on the website at noon and got in. I heard later that the weekend was booked up in fifteen minutes. I was so excited.

So the weekend of September 27th finally came. I took the train and bus to Petoskey which gave me lots of time to read the books of two of the authors I would be conversing with. I stayed at Stafford's Perry Hotel which overlooks Little Traverse Bay – so beautiful. I spent Friday morning sitting in back of the hotel with a coffee looking at the water and finishing my second book. This was after breakfast at the hotel with MDMLG librarian *Alexia Estabrook* who had come with her mom. What a surprise to see her there.

The official weekend events began after lunch. Here are the authors who were there for Booktopia and their newest books: Melanie Benjamin (*The Aviator's Wife*), Jamie Ford (*Songs of Willow Frost*), Peter Geye (*The Lighthouse Road*), Susan Gregg Gilmore (*The Funeral Dress*), Jill McCorkle (*Life After Life*), Edward Kelsey Moore (*The Supremes at Earl's All You Can Eat*), Bill Roorbach (*Life Among Giants*), Mary Doria Russell (*Doc*). The two sessions I attended Friday afternoon were spent listening to book recommendations from two booksellers and then from the bookstore owners – a real librarian's holiday.

At 4:00, we all met at the Perry Hotel and divided into two groups for the Yankee Swap. Participants had brought one wrapped gently used book to swap. It was called a swap because whoever's turn it was to pick a book could take someone else's book if they did not want the one they picked. I ended up taking another book because the one I chose I had literally just listened to (*Silver Star* by J. Walls). But someone “stole” my book which sounded really good. Oh well. It was so fun – every time a really good book was unwrapped and the title was read, the room was full of groans from people who had read the book and loved it.

That evening there was a reception for all the Booktopia attendees at the hotel – great appetizers and wine. Most of us ended up on the porch for great conversation on a lovely night. As I came back to the porch after a refill, I caught up with Alexia again who was sitting with author Jamey Ford and his wife. We were able to sit with him for about twenty minutes before they needed to leave for dinner with the other authors. Again, it was so fun.

On Saturday, I was with groups listening to Jill McCorkle, Melanie Benjamin, Susan Gregg Gilmore, Jamie Ford, and Peter Geye. Saturday evening's event was *A Celebration of Authors* where each author spoke for a few minutes about their book. This happening took place at the amazing McLean and Eakin Booksellers. Each participant had been given a \$50.00 gift certificate so we were all busy browsing and making our purchases after the talks. I bought two Detroit oriented books and *Poisonwood Bible*.

That was the end of the weekend for me as I was leaving early in the morning for the bus. During my free time, I walked a bit near the water, visited the public library which was right downtown, and had a few meals at a great place next to the bookstore called "Roast and Toast". The weather was perfect. On the way home, after looking out the window as we went through Traverse City and Charlevoix, I settled down for some relaxing reading time. I so enjoyed my weekend and wanted to share it with my MDMLG friends.

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Public Libraries and the Affordable Care Act

by Mary Kordyban

Public libraries have a long history of assisting customers with all types of information that can benefit their education and everyday lives. Internet access is available at most libraries, and librarians can often use this to steer customers towards proper tools and vetted websites. Often, the public library can act as liaison between the person and agencies which can provide personal, in-depth help. It can educate by hosting speakers and programs.

This mission makes the public library an obvious place for customers to learn about the Affordable Care Act (ACA) and to fill out forms to purchase insurance. Libraries have expected the influx, and have taken advantage of the many tools available to educate themselves, so as to properly assist their customers. The [American Library Association](#), in partnership with the Institute of Museum and Library Sciences, have provided links to important information to prepare public librarians for the open enrollment period starting October 1.

Resources available through public libraries include among others, links from [Healthcare.gov](#), the official site to apply for individual insurance:

- [What Is the Health Insurance Marketplace?](#), designed for those assisting people with the applications, a new way to find health insurance coverage. With one application, you can see all your options and enroll.
- [Health Insurance Marketplace](#), designed for professionals, including librarians, interested in learning about the Marketplace and helping people apply. The site includes PowerPoint presentations, fact sheets, brochures, talking points and more.
- A phone number to reach a customer service representative, available 24/7: 1-800-318-2596 (TTY: 1-855-889-4325). On calling, you'll be welcomed to the Health Insurance Marketplace and asked to give your state, as some states have state-sponsored marketplaces. <https://www.healthcare.gov/contact-us/>

Other agencies providing information

[eHealth](#), a project by WebJunction to provide information to the library community regarding opportunities and resources to connect patrons to health and wellness information

- [Sign-up opportunity](#) for anyone interested in receiving project activity updates, new online resources, webinar registrations and archived webinar recordings from WebJunction;
- [FAQs for library staff](#) with more information about WebJunction resources and the Health Insurance Marketplace;
- [Webinars](#), both upcoming and archives of those already held;
- [Info widgets for library websites](#), which will lead users directly to U.S. government information, available [in English](#) and [in Spanish](#).

Kaiser Family Foundation. [Information on Health Insurance Marketplaces](#), as well as a [Subsidy Calculator](#). (Accessed September 23, 2013)

[MedlinePlus](#), administered by the US National Institutes of Health, which presents information on medicine and healthcare in easy-to-understand language.

Centers for Medicare and Medicaid Services (CMS): a video entitled **Understanding the Health Insurance Marketplace** http://www.youtube.com/watch?v=zsqu_Ce8qec

Michigan specific information:

The Library of Michigan has a PDF document listing resources:

http://www.michigan.gov/documents/libraryofmichigan/lm_Lib_Initiatives_2013_ACA_433005_7.pdf

Wayne State University Physician Group: <http://www.upgdocs.org/healthexchange>

In addition, the Detroit Public Library will host ACA navigator volunteers from local area agencies, who are trained to assist customers in a confidential atmosphere. Volunteers have completed a 23 hour training course, which certifies them to be able to help customers with choosing their medical plan, and completing applications. Agencies include the Wayne Metro Community Action Agency, the Wayne State University Physicians Group, and the Centers for Medicare and Medicaid Services.

Current Schedule:

Main Library, Social Science, Education & Religion Department – Tues – Fri, 12-4 PM

The Detroit Public Library branches will also host ACA Navigators, please call for dates and times. Here is the branch list and contact information: <http://www.detroitpubliclibrary.org/branch-locator>

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ANNOUNCEMENTS

Upcoming Events

November 20, 2013

[MLA Webcast](#) : Addressing Hospital Needs & Goals in the Era of the Affordable Care Act and Meaningful Use
Wayne State University
Detroit, MI
Undergraduate Library, Bernath Auditorium

November 26, 2013

[Grey Literature CE Course](#)
Wayne State University
Mazurek Medical Commons
Detroit, MI

January 24 - 28, 2014

[ALA Midwinter Meeting](#)
Philadelphia, PA

April 7-9, 2014

[Computers in Libraries](#)
Washington, D.C.

May 16-21, 2014

[Medical Library Association Conference](#)
Chicago, IL

June, 9 – 12, 2014

[SLA 2013 Annual Conference](#)
San Diego, CA

News about our colleagues

Audrey Bondar of Henry Ford Hospital Sladen Library is a member of the OCLC E-Resource Advisory Council

Daria Drobny, Director of the Learning Resources Center at DMC's Rehabilitation Institute of Michigan, is retiring after 43 years! During her career, Daria developed the first patient education library in a hospital in Michigan in 1982 with major funding from the Skillman Foundation. Daria has also been an active member of MLA, MHSLA, MDMLG and served as a DALNET board member. Future plans include filling her planner with projects, events and catching up with friends. She also plans on pursuing a part time job that fits her new lifestyle. Her last day was October 25th, and we will miss her and her dedication to libraries.

Newsletter Committee 2013 - 2014

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