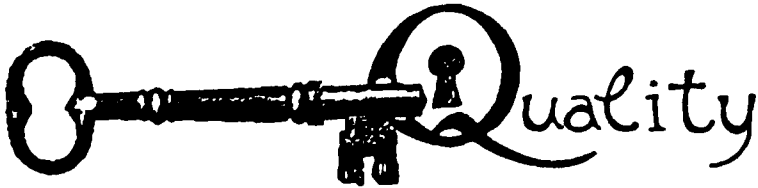


*Cindy Gockygn*



**UNYOC 1990**  
Rochester, NY

**Finding the Key to Quality  
in the Nineties**

October 14-17, 1990  
Holiday Inn/Genesee Plaza

Conference Program

Dear UNYOC members and friends,

Welcome to Rochester and the 1990 Annual Meeting of the Upstate New York and Ontario Chapter of the Medical Library Association!

Join us in finding the **Key to Quality for the Nineties!** Herbert S. White will lead the way with his keynote address entitled "Making Friends with the Locksmith". His innovative ideas will show us that not only our administrators but also our patrons can hold the keys to our creating a quality library.

This year we have added several features to the Annual Meeting which will enhance your conference experience. The **Quality Circle** discussion groups give you an opportunity to learn from the session leaders and share your ideas concerning standards for hospital libraries, technical services and public services. There are tickets in your conference packet for your assigned sessions.

Added to the second set of Quality Circles is the **UNYOC Exchange of Ideas**. Here is your chance to bring your thoughts about UNYOC and where it should be headed to the attention of the UNYOC Executive Committee. The **Micro Lab** spotlights computer software to make our work easier. Applications demonstrate real solutions to everyday problems. The software exhibited ranges from HyperCard tours to desktop publishing to searching slide show demonstrations. Concurrently the **Vendor Demonstrations** will be taking place in the Exhibits Hall.

Visit the Exhibits and try your luck at the **Keys to the Treasure game**. Redeem your game brochure for a key to the treasure chest. The 15 prizes include a Rochester breakfast basket, sweat shirt, local cookbooks, cordless screw driver, handy auto vacuum, and more.

Join us for the fun in finding the Keys to Quality!

Kathryn Nesbit  
UNYOC Chair

## Sunday, October 14, 1990

Registration Desk Noon - 6:00 p.m.

Continuing Education Course

**Supervisory Skills:** Getting Quality Performance  
from Your Employees Instructor: Herbert S. White  
1-5 pm Downtown Room

✕ **Welcome Reception** sponsored by Aries

5:00-7:00 pm Rochester Suite on 14th Floor

✓ UNYOC Executive Committee Meeting I

7-9 pm Lilac Room

## Monday, October 15, 1990

✕ UNYOC Executive Committee Meeting II

8-9:15 am Lilac Room

Registration Desk 9 am-6 pm

Exhibits Hall 9:30 am-5 pm Crossroads Room

✕ **EXHIBITS HALL OPENING** sponsored by Ballen

9:30-10 am Crossroads Room

✕ **Welcome to Rochester** - Kathryn Nesbit

10-10:10 am Downtown Room

✕ **"Making Friends With the Locksmith"**

Keynote Speaker: Herbert S. White

10:15-11:30 am Downtown Room

Visit the Exhibits

11:30-Noon Crossroads Room

✕ **ISI Lunch**

Noon-1:30 pm Windsor Room

## Monday's Events Continue

**Quality Circles I:** Check your Conference packet for assigned sessions. Concurrent discussion groups that explore what current standards are and how we measure them.

1:30-2:45 pm (Repeated at 3:15 pm)

**Hospital Libraries** - Leader: Jan Greenwood  
Fairfax Room

**Public Services** - Leader: Marion Levine  
Exchange Room

**Technical Services** - Leader: Liz Bayley  
Genesee Room

Chocolate Temptations sponsored by Login Brothers and  
PaperChase 2:45-3:15 pm Crossroads Room

## Quality Circles II

3:15-4:30 pm

**Hospital Libraries** - Leader: Jan Greenwood  
Fairfax Room

**Public Services** - Leader: Marion Levine  
Exchange Room

**UNYOC Exchange of Ideas** - Open Discussion about  
UNYOC - Leader: Nancy Fabrizio  
Genesee Room

Visit the Exhibits 4:30-5 pm Crossroads Room

## UNYOC Committee Meetings

5-6 pm Rooms arranged by Committee Chair

**Cocktail Party** 6:30-7:15 pm Tiffany Room  
sponsored by Ebsco and CanebSCO Subscription Services

**Banquet** 7:15 - Windsor Room

8:45 - **UNYOC Awards Ceremony**

9-10 pm Selections from Gilbert & Sullivan operettas by  
the Off Monroe Players. Sponsored by the Rochester Area  
Libraries in Health Care. Flowers donated by CD Plus.

# Tuesday, October 16, 1990

Continental Breakfast sponsored by Readmore

7:30-8:30 am Downtown Room

Registration Desk 7 am-3 pm

Exhibits Hall 9 am-2 pm Crossroads Room

## UNYOC Annual Business Meeting

8:00-10 am Downtown Room

*visit exhibits*  
Coffee break sponsored by Faxon

10-10:30 am Crossroads Room

## Reconfiguring of RML Region I

- Mary Mylenki

10:30-10:45 am Downtown Room

## "Where Would I Be?" - Lucretia McClure

10:45-11 am Downtown Room

## Products on Review: Concurrent sessions

11 am-Noon

### Micro Lab: Demonstrations of software

applications including desktop publishing, statistical analysis, teaching demonstrations and much more.

Exchange Room

## Vendor Demonstrations

Crossroads Room

## Microcomputer Users Group Lunch

Computer Consultants: How can they help you -  
Jack Harris

Noon-1:30 pm ~~Algonquin Room~~

*Ballroom*

*held at Ballroom  
May 10 1991*

## Tuesday's Events Continue

### Contributed Papers I

Moderator: Mary Beth Klofas  
Exchange Room

- 1:30-2:00 **Thriving In an Era of Downsizing** - Susan Grossman  
2:00-2:30 **Health Information Sharing Without Walls** - Hannah King  
2:30-3:00 **Hospital Library's Contribution to Quality Through Value Added Services** - Ray Banks

### Contributed Papers II

Moderator: Lucretia McClure  
Fairfax Room

- 1:30-2:00 **Integrating End-User CD-ROM systems Into Reference Services** - Sharon Murphy  
2:00-2:30 **Quality Education for Health Sciences Librarians** - Ursula Poland  
2:30-3:00 **Selecting High Quality Librarians** - Charlene LaGrange

### Self Guided Library Tours

1:30-4:30 pm (Directions available at Registration Desk)

### UNYOC Executive Committee Meeting III

(New and Old Members) 3-5 pm Lilac Room

## Wednesday, October 17, 1990

Coffee break sponsored by BRS Information Technologies

Research Methods for the Health Science Librarian MLA CE 683

Instructor: Joanne Marshall 8:00 am-5 pm Exchange Room

Customer Service In Libraries Instructor: A. Barry MacMillan

8:30 am-12:30 pm Fairfax Room

BRS Regional Review Instructor: Michael Driscoll

8:30 am-12:30 pm Genesee Room

## Invited Speakers

### **Liz Bayley**

Head of Cataloguing at the Health Sciences Library at McMaster University in Hamilton, Ontario. She recently completed a survey to determine staffing trends over the last 10 years of cataloguing departments in Ontario academic libraries. Her Technical Services Quality Circle will include evaluating technical service vendors.

### **Nancy Fabrizio**

UNYOC Chapter Council Representative and former UNYOC Chairman. Associate Director at the Health Sciences Library of SUNY at Buffalo.

### **Jan Greenwood**

Manager of Corporate Records and Library Service at the Ontario Medical Association in Toronto. She chaired the Canadian Health Libraries Association's Task Force on Hospital Library Standards which last year published the *Standards for Canadian Health Care Facility Libraries*.

### **Jack Harris**

President of Seneca Computers Systems, Inc. in Geneva, NY. Associate Professor of Sociology at Hobart and William Smith College.

### **Marion Holena Levine**

Associate Director of Lyman Maynard Stowe Library of the University of Connecticut Health Center and Chair-elect of the North Atlantic Health Science Libraries Chapter of MLA. Former Head of Reference of the Countway Library of Medicine of Harvard University.

### **Lucretia McClure**

President of the Medical Library Association. Librarian of the Edward G. Miner Library of the University of Rochester School of Medicine and Dentistry.

## **Mary Mylenki**

Associate Director of the Greater Northeastern Regional Medical Library Program.

## **Herbert S. White**

Professor and former Dean of the School of Library and Information Science of Indiana University and author of the White Papers column in Library Journal. Nationally known author and speaker on library management issues.

## **Contributed Paper Presenters**

### **Ray Banks**

Librarian at the Michener Institute for Applied Health Sciences in Toronto.

### **Susan Grossman**

Corporate Library Director at the Millard Fillmore Hospitals in Buffalo.

### **Hannah King**

Cataloger at the SUNY Health Science Center Library at Syracuse.

### **Charlene LaGrange**

Head of Public Services at the Schaffer Library of Health Sciences at the Albany Medical Center.

### **Sharon Murphy**

Assistant librarian in the Information Services Department at the Health Sciences Library at SUNY at Buffalo.

### **Ursula Poland**

Librarian Emerita of the Schaffer Library of Health Sciences at the Albany Medical Center. Fellow of UNYOC.



## **Exhibitors and Sponsors**

\* = sponsor of events or materials

Exhibit Security sponsored by Rittenhouse Book Distributors

Aries Systems Corporation\* (sponsor only)  
Ballen Booksellers International, Inc.\*  
BRS Information Technologies/Maxwell Online\*  
Compact Cambridge  
CD Plus, Inc.\*  
Data-Star  
Ebsco and Canebsco Subscription Services\*  
Faxon Company\*  
Greater Northeastern Regional Medical Library  
Institute for Scientific Information\*  
Kernan Library Office Group, Inc.  
Login Brothers Book Company\*  
Majors Scientific Books and Subscriptions, Inc.  
Marchive, Inc.  
Medical Library Association and UNYOC  
PaperChase\* (sponsor only)  
Readmore\*  
Rittenhouse Book Distributors\*  
Rochester Area Libraries in Health Care\* (sponsor only)  
SUNY/OCLC Network

## **Conference Organizers**

\* = Committee Chairpersons

**Chair:** Kathryn Nesbit  
**Secretary:** Diane Robbins  
**Treasurer:** Elinor Reynolds  
**Program:** Kathryn Nesbit\*, Bernie Todd Smith\*, Lucretia McClure, Mary Beth Kiofas  
**Continuing Education:** Sally Gerling\*, Mary Daniel, Ed Lewek, Julia Sollenberger  
**Registration & Hospitality:** Michele Shipley\*, Betsy Morris\*, Eileen Shirley, Mary Daniel, Anne Borch, Grace Easterbrook, Lana Rudy, Deb Tiberio, Tami Hartzell, Frances Rescher  
**Facilities, Meals & Special Events:** June Glaser\*, Margaret Chretien, Lisa Mavromatis, Brian Smith, Helen Murphy  
**AV Coordinator:** Ed Lewek  
**Exhibits & Sponsors:** Angela Scarfia\*, Joan Thomas, Mary Jo Wolf, Julie Baart  
**Publicity:** Diane Robbins