Information Behavior & The Librarian's Role

The Shape of Things to Come

the annual meeting of

The Upstate New York & Ontario Chapter of the Medical Library Association

October 3-5, 2001

The Riveredge Resort Hotel
Alexandria Bay, New York
Welcome

On behalf of the Planning Committee for the Annual Meeting of the Upstate New York and Ontario Chapter of the Medical Library Association, welcome to Information Behavior and the Librarian's Role: The Shape of Things to Come. The Committee has been working diligently to bring together a group of thought-provoking, and invigorating speakers, energizing activities, and wonderful hospitality!

Expect our invited speakers to challenge your notion of library service and information behavior, and to stimulate you to reconsider your point of view. Please take some time to visit with our vendors and network with new and returning UNYOC members. I hope you will also find some time to enjoy the beautiful surroundings of Alexandria Bay while attending the meeting.

Sue Bretscher
UNYOC Chair

Meeting Planning Committee

Ellen Detlefsen
Program Planning Committee Co-Chair

Sue Bretscher
UNYOC Chair

Ellen Darabaner
Local Arrangements

Peggy Falls
Committee Vice-Chair

Bill McCall
Exhibitors/Sponsors

Jeff Garvey
Program Planning Committee Co-Chair

Kay Root
Program Planning Committee

Michele Shipley
Continuing Education
## The Conference

### Wednesday, October 3

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 - 4:00</td>
<td>Harborview A</td>
</tr>
<tr>
<td>1:00 - 5:00</td>
<td>Harborview B</td>
</tr>
<tr>
<td>5:30 - 8:00</td>
<td>Thousand Islands Park</td>
</tr>
</tbody>
</table>

### Thursday, October 4

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 - 9:00</td>
<td>Frontenac Room</td>
</tr>
<tr>
<td>7:30 - 9:15</td>
<td>Foyer</td>
</tr>
<tr>
<td>9:15 - 9:30</td>
<td>Harborview Room</td>
</tr>
<tr>
<td>9:30 - 9:45</td>
<td>Harborview Room</td>
</tr>
<tr>
<td>9:45 - 10:30</td>
<td>Harborview Room</td>
</tr>
<tr>
<td>10:30 - 11:00</td>
<td>Foyer</td>
</tr>
<tr>
<td>11:00 - 11:45</td>
<td>Harborview Room</td>
</tr>
<tr>
<td>11:45 - 1:15</td>
<td>Jacques Cartier Room</td>
</tr>
<tr>
<td>1:15 - 1:30</td>
<td>Harborview Room</td>
</tr>
<tr>
<td>1:30 - 2:15</td>
<td>Harborview Room</td>
</tr>
<tr>
<td>2:15 - 2:45</td>
<td>Foyer</td>
</tr>
<tr>
<td>2:45 - 3:30</td>
<td>Harborview Room</td>
</tr>
<tr>
<td>3:30 - 4:30</td>
<td>Harborview Room</td>
</tr>
<tr>
<td>4:30 - 6:00</td>
<td>Frontenac Room</td>
</tr>
<tr>
<td>6:00 - 7:00</td>
<td>Jacques Cartier Room</td>
</tr>
<tr>
<td>7:00</td>
<td>Jacques Cartier Room</td>
</tr>
</tbody>
</table>

### Friday, October 5

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 - 9:15</td>
<td>Harborview Room</td>
</tr>
<tr>
<td>9:15 - 10:15</td>
<td>Harborview Room</td>
</tr>
<tr>
<td>10:15 - 10:45</td>
<td>Harborview Room</td>
</tr>
<tr>
<td>10:45 - 12:15</td>
<td>Harborview Room</td>
</tr>
<tr>
<td>12:15</td>
<td>Frontenac Room</td>
</tr>
</tbody>
</table>

## AT A GLANCE

### Continuing Education Classes:

- **Building & Managing Your Digital Library**  
  Scott Garrison

- **From the Trenches: Consumer Health Information on the Internet**  
  Jo-Ann Benedetti

- **Welcome Reception; Rendezvous at the River**

### UNYOC Executive Committee

- Registration
- **Welcome**
  - Introduction to the Morning Session - Ellen Detlefsen
  - Topic to Be Announced - Lynda Baker
  - BREAK in Exhibit Area
- **Informationists and Beyond: Reflections on 21st Century Information Services**  
  Valerie Florance

### LUNCH

- Midday Review and Introduction to Afternoon Session
- **Hospital-Based Clinical Librarianship in the Electronic Era**  
  Diane Wolf
  - BREAK in Exhibit Area

### The Convergence of the Information Professions

- Jana Bradley
  - Panel, Audience Commentary and Wrap-Up
  - UNYOC Executive Committee

### COCKTAILS

### BANQUET

- UNYOC Business Meeting and BREAKFAST
- **CISTI Update**  
  Beverly Brown
- **MLA Update**  
  Linda Watson
- **NN/LM Update**  
  Mary Mylenki

### BREAK

- **Your Place or Mine: Public Library/Hospital Library/Health Care Agency Collaboration**  
  Joan Pellicka, Susan Frey, Donna Winkelman, Jo-Ann Benedetti

- UNYOC Executive Committee
Wednesday, October 3

BUILDING AND MANAGING YOUR DIGITAL LIBRARY

Scott Garrison  9:00 - 4:00  Harborview A
Learn to create and manage a digital library consisting of a set of networked electronic services, databases, and collections. Gain an understanding of digital library affordability, and current and near-future concepts, including metadata, Internet and database technologies, consortial licensing, and profile-driven access.

Scott Garrison is Operations Manager, Health Sciences Library, University of N.C. Chapel Hill

FROM THE TRENCHES: Consumer Health Information on the Internet

Jo-Ann Benedetti  1:00 - 5:00  Harborview B
Those librarians working in hospitals have great resources for the clinician but often find themselves coming up short when consumers have requests. This course will describe the special problems that consumers present to the librarian. Discover specific consumer health databases and learn how to evaluate consumer-oriented websites and quickly find the most relevant, easy-to-read, and clinically accurate information.

Jo-Ann Benedetti is Director, Health Information Services, Crandall Public Library, Glens Falls

WELCOME RECEPTION  5:30-8:00  Thousand Islands Park

Join us for a relaxing evening of hors d'oeuvres and cocktails at the scenic Pavilion and Gazebo at Thousand Island Park on Wellesley Island. This 125 year old restored Victorian vacation community began as a summer religious colony and was recently listed on the National Register of Historic Places. Transportation will be provided. Dress for a walking tour and al fresco reception in the fall foliage of an historic community.

Thursday, October 19

An application for 4 hours of Medical Library Association C.E.U. credit has been submitted for the Thursday Session.

EXHIBITS OPEN/REGISTRATION  7:30 - 9:00  Foyer
UNYOC Executive Committee  7:30 - 9:00  Frontenac Room

WELCOME  9:15 - 9:30  Harborview Room

INTRODUCTION to Morning Session  9:30 - 9:45  Harborview Room
Ellen Detlefsen PhD, Associate Professor, School of Information Sciences, University of Pittsburgh

TOPIC TO BE ANNOUNCED
Lynda Baker, PhD  9:45-10:30  Harborview Room

Lynda Baker is a former nurse and librarian. She is currently an Associate Professor in the Library Science Program at Wayne State University
INFORMATIONISTS AND BEYOND:
Reflections on 21st Century Information Services

Valerie Florance, PhD 11:00 - 11:45 Harborview Room

Easy access to computer-based information in clinical settings and research labs has changed the landscape for information professionals. In the past, data, information, and knowledge resources could be thought of as discrete entities and managed accordingly. Now, boundaries between information types are permeable. If the information has moved out of the library, where should the librarian be? This presentation will explore some of the options.

Valerie Florance is a Program Officer, Division of Extramural Programs at the National Library of Medicine, where she is responsible for information systems and access grants, including IAIMS and the Internet Connection. Previously, she was Director of Better Health@here,now and IAIMS: The Next Generation at the Association of American Medical Colleges. Prior to her work at AAMC, she was Director of Academic Information Services at the University of Rochester.

LUNCH 11:45 Jacques Cartier Room

MIDDAY REVIEW AND INTRODUCTION TO AFTERNOON SESSION

Ellen Detlefsen PhD, Assoc. Professor, School of Information Sciences, Univ. of Pittsburgh

HOSPITAL-BASED CLINICAL LIBRARIANSHIP IN THE ELECTRONIC ERA

Diane Wolf 1:30 - 2:15 Harborview Room

This presentation will review the evolution of clinical librarianship, with an emphasis on hospital-based clinical library services. Services offered by the Christiana Care Medical Libraries will be described along with other models of clinical librarianship. Electronic tools currently in use by clinical librarians will be discussed, as will the implications of newer technologies (such as PDAs and electronic patient records) on clinical library service.

Diane Wolf, Associate Director of the Medical Libraries at Christiana Care Health System in Wilmington, Delaware, has been providing clinical library services for over ten years. She received a M.S.L.S. from Columbia University and her forthcoming article, “Hospital Librarianship in the United States: At the Crossroads”, will appear in a forthcoming issue of The Journal of the Medical Library Association.

THE CONVERGENCE OF THE INFORMATION PROFESSIONS

Jana Bradley, PhD 2:45 - 3:30 Harborview Room

Librarians are working with information systems and systems people are working with content. This presentation explores the similarities and differences between these two information professions and potential roles and relationships in the workplace.

Jana Bradley is a faculty member at the Syracuse University School of Information Studies and the Director of the Library Science program. She was a hospital librarian for many years and has been an active member of MLA since 1975, serving as President in 1996.

PANEL, AUDIENCE COMMENTARY AND WRAP-UP

3:30 - 4:30 Harborview Room

UNYOC Executive Committee 4:30 - 6:00 Frontenac Room

COCKTAILS 6:00 - 7:00 Jacques Cartier Room

Entertainment provided by the Trillium Trio

BANQUET 7:00 Jacques Cartier Room

Information Behavior & The Librarian's Role

The Shape of Things to Come
UNYOC BUSINESS MEETING 8:00 - 9:15 Harborview Room
AND BREAKFAST

UPDATES 9:15 - 10:15 Harborview Room

CISTI - Beverly Brown, Coordinator, DOCLINE and Special Projects CISTI
MLA - Linda Watson, President-Elect, Medical Library Association
NN/LM - Mary Mylenki, Associate Director, National Network of Libraries of Medicine, Mid-Atlantic Region

YOUR PLACE OR MINE:
Public Library/Hospital Library/Health Care Agency Collaboration
Joan Pellikka, Susan Frey, Donna Winkelman, Jo-Ann Benedetti 10:45 - 12:15 Harborview Room

Consumer health information is in demand. The media bombards the public with conflicting and confusing tidbits of health information. Public libraries, hospital libraries, and health agencies are now joining together to provide this information when and where the customer needs it. Discussion will focus on the South Central Regional Library Council's Community Health Information Alliance, the Langeloth Convalescent Information and Education Center at Crandall Public Library and the Crandall Public Library – Glens Falls Hospital Collaboration.

Joan Pellikka, M.L.S. is the Health Information Reference Librarian at Tompkins County Public Library in Ithaca. She was formerly a reference librarian at Jervis Public Library in Rome and has a background in social work.

Susan Frey, M.L.S. is the Assistant Director at the Tompkins County Public Library. She was previously the Assistant Director and Coordinator of the New York State Hospital Library Program at the South Central Regional Library Council in Ithaca.

Donna J. Winkelman, M.L.S. is Manager of the Health Sciences Resource Center at Glens Falls Hospital in Glens Falls. She chairs the Capital District Library Council’s Hospital Library Service Program Committee.

Jo-Ann Benedetti, M.A., M.L.S. is the Director of the Health Information Services at Crandall Public Library in Glens Falls. She also provides health/medical reference training to librarians and physicians in the southern Adirondack region and was formerly the Education and Technology Librarian at Albany Medical College.

UNYOC Executive Committee 12:15 Frontenac Room

Information Behavior & The Librarian's Role
The Shape of Things to Come
The North Country:
What To Do During Your Visit

The Thousand Islands
As a vacation paradise, the 1000 Islands are world-renowned. The St. Lawrence River, 15 miles wide at its source, gradually narrows to five miles in width, and the islands, over 1800 of them, vary in size from mere points of rock to those of several square miles in area.

Attractions include: the Antique Boat Museum in nearby Clayton www.abm.org, Boldt Castle on Heart Island (shown below and at left) www.visit1000islands.com, and in Sackets Harbor, the War of 1812 Battlefield and Madison Barracks www.sacketsharbor.ny.com. In nearby Watertown, the New York State Living Museum (Zoo) at Thompson Park www.gisco.net/tpc/ and The Jefferson County Historical Society at 228 Washington Street are worth a look. Ogdensburg is home to the Remington Art Museum which boasts an extensive collection of painting and sculpture by renown western artist Frederic Remington www.remington-museum.org. Across the T.I. Bridge in Canada, Kingston Ontario www.kingstoncanada.com and Fort Henry beckon. For shoppers, the Salmon Run Mall home.imcnet.net/Salmon_Run/dir.htm is located off the Arsenal Street exit of Interstate 81 in Watertown.

For further information and additional attractions, visit www.alexbay.org, www.watertownny.com and www.1000islands.on.ca/gan/directory/tourism.html

The Adirondack State Park
An hour by car to the east, The Adirondack State Park covers six million acres— an area larger than Grand Canyon, Yellowstone and Yosemite combined. It is roughly the same size as the state of Vermont to the east. Biking, canoeing, climbing, and scenic driving on Routes 3, 28, 30, 86, or 9N are favorite activities of visitors to the Adirondacks. Fall foliage will be at its peak during your visit. Please visit www.roundthebend.com/nysfoli.html and www.thousandislands.com for foliage updates and more complete tourist information.
The North Country: 
How To Get Here

The Riveredge Resort Hotel is easily accessible from both the 401 in the province of Ontario and interstate 81 in NY.

Coming from Syracuse and points east or west via the NYS Thruway (I-90), take Route 81 N. Just 99 miles north of Syracuse take exit 50 N (Alexandria Bay - 1000 Islands). This exit ramp merges onto Route 12 N, which will take you to the signal light and intersection for the Village of Alexandria Bay.

From the province of Ontario, take the 401 E or W to the Ivy Lea exit, Bridge to the USA (#659). After the Canadian tollbooth you will cross the Canadian span of the International Bridge System and report at U.S. Customs. Once customs has been cleared, you will be on route 81 S and must cross the U.S. span of the International Bridge System. Exit at 50 N, merging onto Route 12 N.

At the intersection of Route 12 and Church St. in the Village of Alexandria Bay, turn left on Church St., right onto Walton St. and left onto Holland St. Follow Riveredge Resort signs.

From points in NY State, The Riveredge Resort Hotel is 100 miles from Syracuse, 103 miles from Utica, 158 miles from Rochester, and 195 miles from Albany. From points in Canada, the Riveredge is 98 miles from Ottawa, 165 miles from Montreal and 225 miles from Toronto.