

CA VAP

# National Newsletter National Newsletter National Newsletter

## Staying alive: health science library practice in the 90's

**W**ith this issue we commence a new series giving practical hints on coping with the harsh realities of the health library scene in Victoria in the 90's. The ideas included in these articles are based on the experience of health sciences libraries around Melbourne and we welcome any comments or further ideas that you may have on any aspect of the 'real life' situations we will attempt to cover.

Articles planned for the next few issues are:

- \*setting up entrepreneurial services
- \*business planning and benchmarking
- \*self service policies.

Remember, this is your column to help us all improve health library services in a difficult economic environment so please write to the editor if you have anything you wish to add to the debate.

We face a choice in providing library services with the limited resources available in the 90's - we either generate more resources to cover escalating costs, or we limit the supply of our products and services to remain within current or shrinking budgets. Given the service nature of library work and our limited influence with decision makers controlling the purse strings, we are most likely to opt for some form of service limitation. A good place to start is to discipline our users in their expectation of what the library can provide with limited staff and resources.

This is a difficult task in the health services environment because our users come largely from a privileged educational background and have been used to high quality library service at little or no charge throughout the majority of their educational careers. Also, we as librarians have to confront our own attitudes and training which expects us to provide maximum service to us-

*continued page 2*

### ***In this issue ...***

***St Vincents and the microwave Medline ... p 3***

***Conference diary ... p 4***

***From the literature ... p 7***

***Products, Services and New Publications ... pp 8-9***

## Staying Alive

from page 1

ers regardless of whether this may be appropriate to the inquiry or if we have the resources to offer a comprehensive service.

Consider some examples from the area of ILL provision which serve to make the point. You have users coming to you endlessly presenting ILL requests based on CD-ROM searches which they have not read properly or prioritized before placing their demands on the ILL system. Why not consider placing a limit on the number of requests the library will process per week to force them into better study habits?

An RMO comes to the library desk clutching an ILL form begging for an urgent FAX request for a ward lecture he has to deliver tomorrow. Do you consider it your duty to provide an urgent fax for every situation even though this creates extra work and perhaps costs for your library and similarly affects other libraries? Why not consider providing a definition of what you consider "urgent" in your library orientation pamphlet and GRATIS sheet (perhaps urgent could be related to patient care problems only), and then everyone, including other libraries, should know where they stand on this issue and lecture material could be obtained well in advance rather than expecting information technology to bail users out of difficult situations!

These examples point to the importance of developing policies and procedures about service levels users can expect and making sure these are known widely by users - not forgetting to make room for a little compassion every now and then for borderline cases.

Such policies could be developed cooperatively at library staff meetings where problems can be identified and the appropriate policies developed by the people who actually encounter situations like the ILL examples cited. Perhaps policies will be more likely to be revised with Accreditation exercise, or the need for business plans or service contracts are forced upon us by administrators giving us occasion to rethink how we conduct routine business. Either way, in today's environment a little economic 'navel gazing' about the type and level of service you provide is mandatory though painful for those of us who are trying to be 'all things to all men (and women).'

So what about it? Is the library going to continue to respond passively to every demand placed upon its services or are we to rationalise services and the supply of available products. Short of bringing back thumb screws and the Guillotine - what do you think?

**Andrew Rooke and Adam Clark**  
**Monash Medical Centre Libraries**

*This series of articles originally appeared in Health Inform, the newsletter of the Victorian Health Librarians' Group of ALIA.*



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# MEDLINE AND MORE

## Sydney's St Vincent's Hospital microwave their Medline

**W**hen the bombshell was dropped that there would be no more Australian Medline Network after June 1993, we didn't foresee that this would come in the midst of immense opportunities. The closing coincided with the explosion of worldwide computer networks. And here at St. Vincent's, as one of the NSW Teaching Hospitals, we were carried on the impetus of the University of New South Wales into an amazing new venture.

In August 1990, Monica Davis, then the Biomedical Librarian, recommended to the Dean of Medicine, amongst many important recommendations, that the Teaching Hospital Libraries, should have direct connection with the University's Campus Wide Network (CWN). This recommendation was fortunately taken up with enthusiasm by the academics and computer science staff both at the University and at the Hospitals. Of the Teaching Hospitals, Prince of Wales/Prince Henry was first, and St. Vincent's the second in May 1993, to be connected with the CWN by microwave link.

Concurrently with these technical developments, all Librarians had been deciding which MEDLINE version to use after the demise of the Australian Medline Network. It soon became obvious that the only way for the Teaching Hospitals to go would be to access the Medline available through the CWN. By the end of 1992, Monica was negotiating with CD Plus for their magnetic tape version, and she organised a trial to run in early 1993. This trial proved to be an amazing success.

### **Monica Davis, June 29 1993:**

"CD-Plus provided 10 years of Medline data and the OVID/UNIX software, IBM provided the RISC 6000/360 machine and necessary operative system software and the UNSW Computer Services Department together with CD-Plus provided support and maintenance ...

"The trial at the Biomedical Library is running in parallel with the first three installations in the world ...

"The trial has largely demonstrated the need for this type of service to be made available as widely as possible to optimise the use of available resources and time management for academic staff and students."

The cost of setting up the system was covered

by a special grant. The Teaching Hospitals share proportionally the ongoing costs including additional institution fees which allow hospital staff to use Medline.

The extension of the CWN to the Teaching Hospitals at such a time now means that all staff at St. Vincent's have access to an excellent version of MEDLINE at public PCs in the Library and throughout the St. Vincent's campus wherever there are network connections to the CWN. In addition, because we connect through the University to AARNet and the wider Internet, we have access to all the world wide resources.

Over the last two years our library practices and procedures have been revolutionised by e-mail, and by access to world wide library and information resources through telnet, gopher and mosaic. Library activities such as cataloguing, reference work and document delivery have been transformed by these Internet services. Our plans in the near future include offering library services to the total St. Vincent's campus through a Mosaic server.

*Judith Weaver is the Librarian at  
St Vincents Hospital in Sydney.*

### **More changes in the subscriptions business**

While its sale of FAXON has been finalised it now appears that Dawson's the new owner may not maintain an Australian office.

On the other hand Swets Subscription Service has opened an office in Melbourne and has appointed ex-Faxon Australia General Manager Carolyn Cohn as their Australasian Manager. Carolyn Cohn has more than 20 years experience as a librarian and 5 as a serials subscription agent. Carolyn can be contacted on tel 1 800 644 203 or on fax (03) 326 9808.

EBSCO Australia has also expanded its Melbourne office with the appointment of ex-Faxon employee, David Feighan. David will take responsibility for the sales and support of EBSCO's CD-ROM products and can be contacted on (03) 596 8118 or fax (03) 596 8109.

# Conference Diary 1994 .. 1998

**1995 is a busy time for ALIA conferences and if you are a conference junkie you will find plenty to occupy your time and budget for the next year.**

Four cities are playing host to ALIA conferences in Australia, Sydney, Melbourne, Darwin and Adelaide, and the more adventurous librarian can also take off for Ankara or Beijing.

For more details about ALIA conferences call Carolyn Cherrett at ALIA National Office or the contact people listed.

## **Copyright in the Asia Pacific Region: Reprography and Digital Copying**

16 -18 January, 1995. Hotel Inter-Continental, Sydney. Contact: Copyright Agency Limited tel (02) 394 7600 fax (02) 394 7601

## **International Association of Agricultural Information Specialists (IAAID) World Conference**

23-26 January, 1995. University of Melbourne. Contact: Mr M Sullivan tel (03) 344 4490 fax (03) 344 6122

## **Information Online and Ondisc: The Virtual Information Experience**

31 January - 2 February, 1995. Darling Harbour Convention Centre. Contact: Wael Foda tel (02) 332 4622 fax (02) 332 4066

## **Global Cultural Diversity Conference**

26-28 April, 1995. Darling Harbour Convention Centre. Contact: NSW Ethnic Affairs Commission, Conference Sec. tel (02) 262 2277 fax (02) 262 2323

## **Asia Pacific Conference: Gateway to the Future**

28 May - 1 June, 1995. Brisbane Convention Centre. Contact: Robert Pestell tel (07) 358 4588 fax (07) 358 3365

## **Techs at the Top: ALIA Library Technicians Section**

11 - 14 July, 1995. Darwin. Contact: Kaye Bartlett tel (089) 466 179 fax (089) 451 317

## **Central Queensland State Conference**

13 - 14 July, 1995. Rockhampton. Contact: Graham Black tel (079) 309 414 fax (079) 361 361

## **61st IFLA General Conference: Libraries for the Future**

20 - 26 August, 1995. Ataturk Cultural Centre, Ankara, Turkey. Contact: Altinay Sernikli, President National Library, Bahcelievler, 06490-Ankara, Turkey.

## **Synergy in Sydney: Specials, Health and Law**

27 - 30 August, 1995. Darling Harbour Convention Centre. Contact: Wael Foda tel (02) 332 4622 fax (02) 332 4066

## **Fantastic Futures: Virtual and in the Flesh: Reference and Information Services Librarians Group.**

13 - 15 September, 1995. Ramada Grand, Adelaide. Contact: Pievin and Assocs tel (08) 379 8222 fax (08) 379 8177

## **Reinventing Cataloguing: ALIA Cataloguers Section**

18 - 20 October, 1995. Sydney. Contact: Wael Foda, contact numbers as above.

## **Public Libraries, What are they Worth? ALIA Public Libraries Section**

20-22 November, 1995. ANA Hotel, Sydney. Contact: ICMS Australia tel (02) 241 1478 fax (02) 251 3552

## **VALA Conference 1996**

30 January - 1 February, 1996. World Congress Centre, Melbourne. Contact: Anne Beaumont tel (03) 669 9938

## **Reading the Future: 4th ALIA Biennial Conference**

6 - 11 October, 1996. World Congress Centre, Melbourne. Contact: Convention Network tel (03) 646 4122 fax (03) 646 7737

## **The Challenge of Change: Libraries and Economic Development. 62nd IFLA General Conference**

Date TBA. Beijing International Conference Centre.

## **1998 VALA Conference**

27 - 29 January, 1998. World Congress Centre, Melbourne. Contact: Anne Beaumont tel (03) 669 9938

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# Wellington: Wonderful or Woeful?

*Jo Marshall  
Walter & Eliza Hall Institute  
Melbourne*

**By the time you read this most of you will have read the two opposing views of the ALIA-NZLIA conference in Wellington this past September.**

In the New Librarian Virginia Maxwell presented a journalist's view and in Incite Bruce Davidson gave us a very different perspective. I have to admit that I agonised over the writing of this piece so the former articles made it easier for me to take the middle ground.

Yes, the weather was wet and windy, but the hospitality was warm in its intention. Fresh from a recent European conference in Oslo I really felt much more foreign in New Zealand than I expected. For an Australian the lengths to which the bicultural aspects of society dominated the conference were quite a shock. At least in Oslo we were always offered translations of foreign speakers. In Wellington there was no translation of the Maori speakers. The NZLIA appears to have taken up the Maori culture with gusto and I must agree with Virginia Maxwell that there was an overdose of Maori protocol.

From a health perspective at least we were included in the program! I felt, however, that there was little new. Following the ALIA HLS AGM Australians joined their New Zealand colleagues at a seminar on consumer health information. This I found disturbing as among the panel of speakers was no librarian. I have to admit that I did not stay for questions as I was not impressed by the content.

NSW health librarians had their opportunity to tell NZ how it is done in Australia, but where were the speakers from the other States? New Zealanders, I gather, were envious of our GRATIS scheme, CD-ROMs, networks, etc.

With reference to overall speakers there were too many general and seemingly irrelevant speakers in the keynote addresses. It seems as if those such as Jon Dawkins and David Lange forgot their target audience at times.

Socially the conference was very busy. Though the less said about a buffet for 2000 people the better! What the conference venue lacked on the catering side was more than made up for by the great coffee shops and bars in close proximity.

In summing up all I can say is Melbourne ALIA 1996 will promise delegates no 8:30am starts, a greater emphasis on information technology and professional issues, and simultaneous translations where required. I am also seeking assurances from the conference committee that we will not have to sing *Waltzing Matilda* (I agree that in the vocal department the New Zealanders won hands down).

By the way, Wellington has the most spectacular new public library and a great Wellington City Council Gopher. Find this on the Internet through the World Wide Web or Mosaic and you will be able to see pictures and information for yourselves.

## Wanted

### A gallery of Australian Health Librarians

The 7th International Congress on Medical Librarianship will be held in Washington DC in May, 1995. As a feature of the Congress they want 35mm slides (colour or black and white) of medical libraries and librarians from all over the world to show before and after breaks in opening, closing and plenary sessions.

The emphasis is on up-to-date pictures so get your cameras clicking and make sure that Australia is well represented. Send slides with a brief caption to:

Jo Marshall  
Walter & Eliza Hall Institute of Medical Research  
PO RMH 3050  
Melbourne VIC 3000

Jo will collect the slides and send them on to Lois Ann Colaianni at the National Library of Medicine. Slides cannot be returned.

## President's Column

Members may recall that Linda Mulheron chaired a Committee which gathered material for an application for the International Medical Library Congress to be held in Sydney in the year 2000.

This proposal was submitted to the executive of the IFLA Section of Biological and Medical Sciences, chaired by Frances Groen of McGill University in Montreal, but has been, unfortunately, declined.

Some of the reasons for declining our application are expressed in the following extract.

"I regret to inform you that Sydney, Australia was not the selected site for the Eighth International Medical Library Congress. The Committee was most impressed by many factors of the proposal, not least of which was the personal warmth of the invitation being conveyed by the Australian health library community. However, the level of association support, although evident in the Australian proposal, was not fully developed. Members also felt that the proximity of the Olympic Games both strengthened and weakened the desirability of Sydney's invitation. Although Sydney was seen as a convenient location for health librarians from the Pacific rim countries, it was also considered very costly for North and South American, European and African medical librarians."

The latest AGM of the Health Libraries Section endorsed the proposal that we make another attempt to hold this conference in Australia in 2005. I ask all members to support the bid to hold the conference in Melbourne and begin to think about what we should do to make it successful.

*Ian Stubbin  
NPOW*

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### HLS National Executive 1994.

**President**, Ian Stubbin, Ph: (02) 399 4902 Fax: (02) 398 9782 Prince of Wales Hospital, Sydney.

**Secretary**, Virginia Staggs, Ph: (02) 438 7495 Fax: (02) 437 5292 Royal North Shore Hospital, Sydney.

**Treasurer**, Toni Silson, Ph: (02)488 0180 Fax: (02) 449 6973 Lady Davidson Hospital, Sydney.

**Newsletter Editor**, Grahame Manns Ph: (02) 977 8642 Fax: (02) 977 8098 (11/90 Darley Rd Manly 2095) or (02) 230 1485 State Library of NSW.

## Editor's Note

### Stop thief!

There are a number of issues that should have occupied your professional minds through the year but one of the most important is that of document delivery and copyright.

These two issues are closely linked and there have been many new services introduced through year that will challenge budgets, will force librarians to evaluate just how they will be providing information to users in the not too distant future, and how the specialist publishing industry will survive the "wild west" of the internet.

Just imagine you wrote a book that every library had to have. A potential goldmine of sales for you and, no doubt, a suitable compensation for your intellectual effort and the risk of publishing. What happens when you find that your book has found its way onto the internet and your potential customers are simply downloading your precious information free of charge. Annoyed? A lot of publishers are, even those with the scant protection of copyright agencies.

Specialist publishing can only continue if users are prepared to pay a fair price and to respect the intellectual and commercial rights of the author. If specialist publications are "pirated" on the internet or copied for home use on disk or by photocopy, specialist publishing will die, and we will all be much poorer.

There is no way individual publishers or authors can effectively police the internet. Once information is out there, it is effectively public domain and everyone can get it free.

**If you see information on the internet in the course of your travels that you think may have been uploaded illegally - do something. Call a publisher, your local network group, ALIA, Pegasus, Compuserve or even the Copyright Agency or The Australian Publishers Association.**

It is only through your actions that intellectual and commercial theft can be stopped.

On a brighter note I would like to thank those people who contributed to the newsletter this year and I look forward to many unsolicited contributions in 1995 (please). I would also like to thank our advertisers this year for their generous support; DA Electronic Information, The Haworth Press, Standish Prideaux and Pye, and, especially, ISA Australia.

*Grahame Manns*

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# From the Literature

*by Ian Stubbin Group Librarian  
Eastern Sydney Area Health Service*

**The standard work on stress among librarians is quite a good summary, but not a lot of reference to librarians in particular as distinct from other professions.**

**Capuoto JS**

Stress and burnout in library service. Phoenix: Oryx Press, 1991. 172pp.

This book is reviewed in the following;

**Tanner K**

Australian Library Review v.9 Nov 1992 371-2

**Breaks M**

Library Review (Glasgow) 41(2) 1992 52-3

**Jaffe ME**

public Libraries 31 Jan-Feb 1992 634-5

**Carpenter KH**

Library Journal 116 15 Apr 1991 p131

There are two theses which I have not been able to examine, though they appear rather slight.

**Blevins B**

Burnout: a history of the concept and an analysis of its presentation in library literature. MSLS Thesis, University of North Carolina at Chapel Hill, 1988. 55pp.

**Schwalbe E**

The growth of stress in librarianship: a content analysis of the literature 1974-1990. MSLS Thesis, University of North Carolina at Chapel Hill, 1991. 65pp. The periodical literature is very uneven in quality and most of the papers I examined were long on what a tough time librarians have and short on psychology.

**Bunge CA**

Stress in the library. Library Journal 112 15 Sept 1987 pp47-51. One of the earliest and clearest papers, not overwrought with jargon.

**Grosser K**

Stress and stress management: a literature review. LASIE 15 Mar/Apr 1985 2-24; 15 May/Jun 1985 2-23; 16 Jul/Aug 1985 2-22. Series defines concept of stress and outlines the concerns of different disciplines. Physical effects of stress and its cost to organisations, to help librarians recognise the symptoms and suggest ways of handling them.

**Grosser K**

Burnout amongst librarians and information workers. LASIE 18 Sept/Oct 1987 32-41.

**Nauratil MJ**

Causes and cures: librarian burnout and alienation. Canadian Library Journal 44 Dec 1987 385-9.

**Nelson VC**

Burnout: a reality for law librarians? Law Library Journal 79 Spring 1987 267-75. Applies equally to health librarians in context.

**Newell G**

Stress levels among university and college librarians. Australasian College Libraries 6(2-3) Jun/Sep 1988 51-58. Surveys 523 librarians showing that requirement to do more with less creates extra pressures inducing stress. Work environments should be restructured to handle changing technologies. This was the first time round and is now being matched in health libraries again.

**Smith N**

Reference: rewards or regrets, believing makes it so. The Reference Librarian 16 Winter 1986 271-281. Attitude to work and workload a principle cause of burnout.

**Smith N**

Burnout and the library administrator; carrier or cure. Journal of Library Administration 9(2) 1988 13-21. Points out the role of management in increasing or lessening staff stress.

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# Products, Services and New Publications

## **Film and Video Finder on CD-ROM Contact Informit on (03) 667 0285**

The Film and video Finder is a guide to the availability in Australia and New Zealand of films and videos on all subject areas for both locally produced and overseas titles.

The database includes all categories of films and videos which are available for purchase, loan or rental.

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The basic single user, single CD annual subscription is \$125.00, or \$225.00 for the six monthly update subscription.

## **G Protein-Coupled Receptors by Tiina P Iismaa and John Shine Garvan Institute of Medical Research, Sydney. ISBN 1-57059-058-3 A\$153.00 Contact Williams & Wilkins Australian on tel (02) 438 3155**

This book focuses on recent advances in the structural and functional characterization of receptors that influence intracellular GTP-binding proteins (G proteins). Molecular cloning of members of the G protein coupled receptor superfamily has complemented pharmacological investigations by providing an awareness of the structural and functional diversity of these receptors.

An increased understanding of the involvement of particular receptor subtypes in normal and pathophysiological processes represents exciting possibilities for the development of highly specific and effective therapeutic agents.

## **EBSCO Medline and Cinahl on CDROM EBSCO Medical Package of CD-ROMs Contact: David Feighan at EBSCO Australia tel:(03) 596 8118 fax (03) 596 8109**

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Users can also search by MeSH Subheadings, core concept, NLM unique identifier, CAS Registry Number, country, gene symbol, ISSN, year published, author, article title, and journal title. Additional fields allow limited searches by specific NLM journal subsets, language of publication, check tags, date range, publication type, abstract availability and local holdings. Searching can be limited to local holdings or the entire database. EBSCO Publishing medical products are also able to keep statistics on usage.

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## **Products, Services and New Publications ctd.**

### **Australian Guide to Consumer Health Information**

**Compiled by Moira Bryant, ALIA Press, 3rd ed, 1994. ISBN 086804 5063 index \$9.95 plus \$5.00 p&p (paper) \$60.00 dis-kette.**

This is the latest edition of an important guide first produced in 1985 by Westmead Hospital's health Link in response to a dearth of information in this field.

The latest health strategies outlined in the "Health 2000" document together with the increased focus on preventative medicine and patient information and support highlight the need of such a publication.

Health Link set a national benchmark for its provision of information to patients, relatives and staff about health issues. In similar style this work has proven to be a major bibliographic guide to health books written specifically for the general public.

The guide is divided into two sections, the first being books and the second a list of organisations and support groups.

This first section is arranged by broad subject areas such as "Women's Health" and then by more specific headings, such as "menopause".

Details include publication information, price where available and whether the item is written for children.

The second section lists support groups (many of whom provide leaflets, resource lists, etc.) under specific headings such as "multiple sclerosis", and then by States where applicable. Addresses and contact numbers are also supplied.

This book is very easy to use and contains the latest information in an area where the demand from library patrons and others is increasing daily.

### **A Hospital Handbook on Multiculturalism and Religion by Neville A Kirkwood, Millenium Books, Sydney, NSW. ISBN 0 85574 921 0 \$6.95**

Clergy, medical and nursing staff in hospitals are confronted with caring for people from a wide variety of previously unencountered beliefs and customs. In matters such as diet and hygiene, in ways of handling illness and death, the different practices of these health service users can be extremely impor-

tant for the maintenance of their cultural integrity. This is a user friendly guide to a multitude of beliefs and customs from family planning in Islam to modesty in Sikhism.

The book has been adopted by a number of nursing courses around Australia and is used widely in many other undergrad courses. While aimed at nursing staff the book is also a good guidebook for anyone who is in contact with patients.

### **Lessons from the First Enterprise Agreements**

**by Cathy Bolt et al. Newsletter Information Services, Manly NSW. \$45.00**

This casebook sums up the experience of 19 organisations who have completed their first enterprise agreements and, in many cases, have started to negotiate or have implemented their second agreements.

The case studies reflect the state of play at the various worksites taking in both union and management points of view but reporting from an independent standpoint. Agreements studied include those by the Commonwealth Bank, Email, BHP and Toyota.

Some important points covered include productivity based wage rises and performance based pay, training programs, breaking down demarcation barriers, and environment improvement clauses.

This is an important publication for any organisation negotiating an enterprise agreement and those undergoing restructuring of conditions of employment.

### **Mastering the Maze: how to use your library to break the information barrier by Christine Fogg. Centre for Independent Journalism, University of Technology, Sydney. ISBN 1 86365 130 6**

Mastering the Maze is a practical guide to developing library skills and is aimed at students of journalism and writing but claims a wide audience for students of other disciplines.

The book is aimed at students with only a cursory knowledge of library and information services and particularly aims to help students take advantage of computerised methods of information storage and retrieval. It would be particularly useful to students who are re-entering the workforce and have not used libraries or computer systems for some time.

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# Medical Reference Services Quarterly

## Editor:

**M. Sandra Wood, MLS, MBA**

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Volume 13, No. 1—Spring 1994.

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Volume 14, No. 1—Spring 1995.

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