



# Nursing and Allied Health Resources Section

Medical Library Association

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## From the Chair

### Susan Bader, MLS, AHIP

Director, Learning Resource Center, Baylor University Louise Herrington School of Nursing

I write this in late December as 2011 is about fully wound down. In ancient Roman mythology, Janus, the god of beginnings and endings, is usually shown as having two faces, one looking forward and one looking back. The month of January takes its name from him. 2012 begins with the new calendar for us all, a new semester for those in academic settings and preparations for the MLA annual meeting kicking into high gear. For your chair, January also brings our 30<sup>th</sup> wedding anniversary and my birthday, so the New Year begins on a high note.

Looking ahead for NAHRS, Janus-style:

The NAHRS election for new officers was held earlier than usual in order to have a new chair-elect/program chair in place to coordinate planning the 2013 meeting. We had a wonderful slate of exceptional candidates, in part to the tremendous response to July's Survey Monkey Call for Volunteers. Congratulations to our officers-elect:

Program Chair / Chair Elect: Stephanie Schulte

Treasurer: Lin Wu

Potential NAHRS MLA Nominating Candidate: Michele Klein-Fedyshin

Stephanie Schulte will pick up the 2013 NAHRS program planning duties from interim 2013 program planner David Nolfi. Thank you, David for stepping in when NAHRS was thrown a curveball with the compressed 2013 planning calendar. Here's a sneak preview for a sidebar activity in May. On May 20 NAHRS will cosponsor a yoga class at 6:30 a.m. Marilyn Rosen and Sue Gray, co-conveners of the Complementary and Alternative Medicine SIG, approached NAHRS about supporting this activity. Look for more information as details develop.

2011 was a full year for NAHRS. Here are just two highlights:

HLS and NAHRS jointly supported Michele Klein-Fedyshin as the NAHRS/HLS joint representative to the ANCC Magnet Conference in October 2011. Michelle will be reporting on the conference to both sections.

The NAHRS Selected List of Nursing Journals, edited by Pamela Sherwill-Navarro and Peg Allen was submitted as the NAHRS candidate for Section Project of The Year. Look for news on that closer to the annual meeting.

And finally, here is a coda to my column in the last NAHRS newsletter on the power of networking. As it worked out, I was not available to go on the Baylor University Louise Herrington School of Nursing trip to India from December 27<sup>th</sup>, 2011 through January 6<sup>th</sup>, 2012. Through networking, I found a well qualified librarian at the Georgetown University medical library to accompany the Baylor nursing school faculty on the trip. I look forward to hearing how it went from all parties involved and will report on it in a future issue.

Best wishes to all NAHRS members for a healthy and happy 2012.

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## RefWorks vs Endnote: A Comparison of Bibliographic Management Software

Marcia Rapchak MA, MSLS, Gumberg Library, Duquesne University

Choosing the best bibliographic management service to meet your research needs can present a challenge; users need to consider ease of use, citation organization, and integration with word processing, among other attributes. RefWorks 2.0 and EndNote X5 are two widely used bibliographic management tools, so I used them both for several months to assess and compare them.

### Set Up

To use RefWorks, users purchase

the product at \$100 for a 12-month subscription and create a new log-in and password to access the product online ("Purchase RefWorks," 2009). Write-N-Cite and RefGrab-It, discussed later, require additional downloads. EndNote requires more time for the initial set-up. Users purchase the software download for \$249.95 and pay \$99.95 for an upgrade ("Endnote purchase," 2011). Users who purchase Endnote X5 may sign up for EndNote Web at no additional cost. A separate download is

not required for Cite While You Write on the offline version of EndNote, but it is required for the online version.

### Online Versus Offline

EndNote's computer program does not offer many advantages over the web version. EndNote allows researchers to search several databases from the program, to automatically insert references or to find the full-text of an existing record, but this is less effective than searching the

*(Continued on page 3)*

## Oh Nifty Nifty NAHRS is Fifty! ...and the Archives Committee needs your help

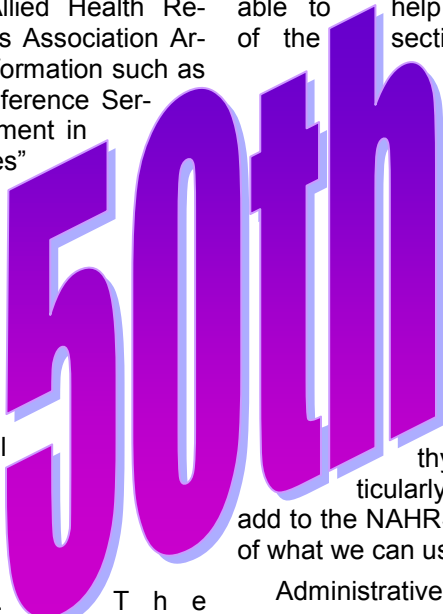
Juliette Ratner, Health Sciences Library, Mountinside Hospital & Mary Shah, Horblit Health Sciences Library, Danbury Hospital

How many times have we read on a listserv, "...I don't want to re-invent the wheel"? In knowing our past, we can better understand where we are and what direction we are heading. The Nursing and Allied Health Resources Section of the Medical Libraries Association Archives is the perfect place to look for information such as "Preparing Nursing Students to use Reference Services" or "A Hospital Library's Involvement in Research Projects of Practicing Nurses" not just from last week, but back to 1990 and earlier.

NAHRS will be celebrating its golden anniversary this spring. The NAHRS Archives Committee is working in several ways to bring this historical collection of archives to life. Peg Allen, a founding member of NAHRS, is designing a scrapbook for the semi-centennial commemoration. Wanda Anderson, chair of the Archives committee, has created finding aids for the holdings. Constance Williams and Lin Wu are working on having these posted online. The committee is also planning to tag the online finding aids with metadata, so searching will be easy for all researchers, from the beginner to the librarian.

Though we will be celebrating our fiftieth anniversary, the holdings of the archives are less than comprehensive. The archives contain membership lists back only to 1984. Business meeting information starts in 1988. We are requesting that if long-time members or their families have documents they would like to contribute or allow the com-

mittee to borrow and scan, please let the committee members know. If you know of retired members who might not receive these communications and might be able to help expand our understanding of the history of the section, we would like to contact them.



We are fortunate to have this collection thanks to the Section's belief in the retention of information. We can have a much richer future in celebrating our golden anniversary with an archive enriched with more resources—from print materials to memorabilia and photographs—of librarians finding the best ways of meeting the information needs of nursing and allied health providers today and tomorrow as well.

Do you have an NAHRS treasure worthy of preservation? We are looking particularly for records pre-1984 and post-2000 to add to the NAHRS archives. The following is a partial list of what we can use:

- |                          |               |         |
|--------------------------|---------------|---------|
| Administrative Files     | Research      | Grants  |
| Business Records         | Memorabilia   | Minutes |
| Newsletters              | Calendars     | Memos   |
| Correspondence           | Photos        | Papers  |
| Public Relations Notices | Death notices |         |

If you have anything to add to the archives or aren't sure if what you have is needed, please contact the Archives Chair, Wanda Anderson [wanda.anderson@bc.edu](mailto:wanda.anderson@bc.edu)

## RefWorks vs Endnote cont...

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databases from the web version or searching the database itself and exporting the citation. The computer interface is clunky and not very aesthetically appealing, and it requires time and patience to learn to use well. EndNote Web 3.1 provides a more user-friendly version. Tabs at the top of EndNote Web allow navigation to different sections of the resource, and users can easily search databases and catalogs. However, users will find difficulty in juggling the web and computer versions. EndNote does not integrate these versions and requires the user to transfer references from one version to the other.

RefWorks 2.0 is housed online, and it has a more appealing interface than both EndNote X5 and EndNote Web. Three buttons at the top allow users either to create a new folder, create a bibliography, or add a new reference, and tabs above the buttons allow navigation through the resource (Figure 1). Like EndNote, RefWorks has a search function that allows users to search online catalogs and databases. RefWorks does not provide an offline option, but Write-N-Cite can be used offline.



Figure 1: Navigational Tools for RefWorks

### Adding and Organizing References

Both EndNote and RefWorks users can add a new reference manually. Several databases allow direct exporting to one or both services, which is more convenient than a manually-added reference. EndNote users can import a PDF from their computer files, and this will create a new record in EndNote, which makes this one of the few perks of EndNote X5. EndNote Web does not provide this function, nor does RefWorks 2.0. EndNote X5, EndNote Web, and RefWorks 2.0

allow users to import references, but exporting references directly is preferable.

Both RefWorks and EndNote provide a function that allows users to save bibliographic information from websites. EndNote's version, EndNote Capture, appears as an icon on the browser toolbar that users may click to save the reference. EndNote Capture will save either to EndNote Web or to the EndNote program. RefWorks's RefGrab-It does not appear in the browser, but can be accessed with the right click of a mouse. RefGrab-It and EndNote Web work with Internet Explorer and Firefox and are easy to

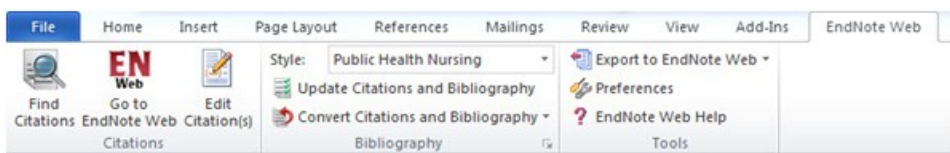


Figure 2: EndNote Web Cite While You Write Tab

use. They also can be used to save article information on certain databases that do not allow a direct export. For example, ISI Web of Knowledge does not include direct export to RefWorks, but RefGrab-It allows users to save the bibliographic information of an article when viewing the database record of the article. Though this function does not work for every database, I found it to be very valuable.

Organizing becomes essential when the references begin to pile up. Both services allow users to create and share folders (in EndNote, these are called "groups"), but RefWorks provides a much easier method of creating folders with their "New Folder" button. RefWorks also includes a "Last Imported" folder, which is very convenient for researchers who have been on an exporting spree. Most researchers will be organizing their references into a bibliography, and RefWorks 2.0 and EndNote Web allow users to create bibliographies in different formats and different styles. RefWorks provides a slight advantage in this area over EndNote with their "Create Bibliography" button.

### Inserting Citations

EndNote's integration with Microsoft Word for Cite While You Write is very smooth. It has its own toolbar, which includes an "Insert Citation" quick button and a dropdown menu to change your citation style. In-text citations appear automatically in the style you choose, and the bibliography is generated as you insert your in-text citations. Users can also download the web plug-in for Cite While You Write (Figure 2), which allows connection between EndNote Web and the word processor. However, this does not include an "Insert Citation" button; instead, users must search for the

citation and then insert it.

Write-N-Cite for RefWorks does not work as seamlessly as EndNote's version. With Write-N-Cite, users must toggle back and forth between the Write-N-Cite window and the word processor. Write-N-Cite offers the option to appear "Always on top," which makes the toggling easier. Users can view their references in the Write-N-Cite Window, and then click the "Cite" button next to the reference to cite the resource in the text. The citation does not automatically appear in any style, and only after choosing to create a bibliography are the citations processed and changed into the appropriate format.

### Final Judgment

RefWorks is easier to use and has the convenience of automatically appearing online. The drawback with RefWorks is the Write-N-Cite feature does not work quite as smoothly as Endnote's Cite While You Write. RefWorks also has fewer output styles, but the hundreds of styles they do provide served my purposes. Ultimately, users must decide for them-

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## Library User Connections: Making the Library Visible

**Karen Wiederaenders, MLS, Saint Luke's Hospital of Kansas City  
& Kathy Fatkin, RN, MLS, AHIP, Eastern Idaho Regional Medical Center**

Any management book will tell you that staying close to your customers is a winning strategy. Librarians used to be the masters of this because people had to physically come to the library to check things out. We could recognize our patrons. Now, we email or post on Facebook, and the personal interaction is lost.

Is this so bad? Yes it is. Hospital libraries are closing every day because some decision makers view them as an unnecessary expense. The larger the institution, the more out of sight and out of mind we are. There is a whole generation of people who think information only exists on the internet, and they aren't particularly informed about what constitutes a good study. To them libraries seem like a quaint relic. We've got to find ways to compete with the other sources of information available to our user.

The Saint Luke's Hospital Library is a part of the Saint Luke's Health System that serves patients in both Kansas and Missouri. In 2010, using a grant from the National Network of Libraries of Medicine, the librarians and staff at the Health Sciences Library put themselves in the spotlight



**The stacks at Saint Luke's**

with a survey of staff about their information needs and library use. The survey was designed to identify current and potential library users and their information needs. The results were used to plan exemplary information services that surpassed competing information resources. The survey itself and the drawing for prizes for completing the survey increased awareness about the library for hospital system staff. Here are some of the strategies that have worked for St.

Luke's. All of these are variations on a theme and that theme is *Be Visible*.

### Answer your phone promptly

Well, duh, you say. Isn't this obvious? It should be, but it's not. How many of you like voice mail? (our answer – none). How many companies have them? (our answer – all of them). This is a really easy way to stand out in the crowd. Assign someone to answer the phone when the library is open and you can instantly

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## RefWorks vs Endnote continued

*(Continued from page 3)*

selves which product suits their specific individual or institutional needs; I suggest requesting a trial version of both products before making a decision. See Figure 3 for a further comparison between RefWorks and EndNote.

### References

EndNote purchase.(2011).*EndNote*.Retrieved October 12, 2011, from <http://www.endnote.com/enbuy.asp>

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Purchase RefWorks. (2009).*RefWorks*. Retrieved October 12, 2011, from [https://www.refworks.com/content/path\\_learn/purchase.asp](https://www.refworks.com/content/path_learn/purchase.asp)

Refworks (Version 2.0). [Computer Software].Ann Arbor, MI: ProQuest. Available from <http://www.refworks.com/>

	RefWorks 2.0	EndNote X5 / EndNote Web
Find and remove duplicate records	✓	✓
Link to Open URLs from reference	✓	✓
Mark up PDFs		✓
Add Attachments to Records	✓	✓
Automatic Updates	✓	
Mobile Site	✓	✓
Webinars and Tutorials	✓	✓

**Figure 3: Additional Features Comparison**

## Author! Author! - NAHRS Member Activities

### Publications

Carlson, K. (2011). Using Adobe Connect to deliver online library instruction to the RN to BSN program. *Journal of Library and Information Services in Distance Learning*, 5(4), 172-80.

Leman, H. (2011). E-resource roundup: Twitter madness and tweeting like mad: how I use Twitter to keep up on developments in web services. *Journal of Electronic Resources Librarianship*, 23(4), 399-404.

Schulte, S.J. (2011, October). Eliminating traditional reference services in an academic health sciences library: a case study. *Journal of the Medical Library Association*, 99(4), 273-279.

Vrabel, M. (2011, August). Oncology nurses' pivotal role in establishing best practices for CML therapy: a workshop symposium based on national survey results. *Spotlight on Symposia*, 5-6.

### Reviews

Reviewed by Hope Leman, MLIS:

MacKellar, P. H., & Gerding, S. K. (2010). *Winning grants: a how-to-do-it manual for librarians with multimedia tutorials and grant development tools*. New York: Neal-Schuman Publishers.

Robinson, L. (2011, October). Understanding health-care information. *Medical Reference Services Quarterly*, 30(4), 435-436.

### Posters

Beth Auten, Michele R Tennant, presented by Hannah Norton—"Using NLM exhibits and associated events to engage library users and reach the community", contributed poster, Southern Chapter Medical Library Association, 7 Oct. 2011. This poster received the 2011 Southern Chapter/Medical Library Association Annual Meeting Research Poster Award, 3rd Place.

Blevins, A., DeBerg, J., & Childs, C. (2011, October). *Building a best practices team: creating stronger online tutorials together*. Poster presented at the Midwest Chapter MLA/IHSLA Annual Meeting, Indianapolis, IN.

Ennis, Lisa & Tims, Randy S. Help Central: Using Sharepoint as a Help Desk & Knowledge Base Portal. Poster presentation at the Annual meeting of the Southern Chapter of the Medical Library Association October 6-9, 2011.

### Presentations

Beth Auten presented "The friends you didn't know you had: partnering between nurses and librarians to advance research and evidence-based practice at an academic medical center", a contributed paper, on November 3, 2011 with Gale Danek at the Florida Organization of Nurse Executives Conference.

Blevins, A., DeBerg, J., & Childs, C., et al. (2011, October). *Simulations, outreach and health sciences libraries: a triple play for success*. Paper presented at the Midwest Chapter MLA/IHSLA Annual Meeting, Indianapolis, IN.

Gregory, A., Hughes, T. L., & Nolfi, D. A. (2011, December). Using alumni surveys as a practical solution to building a culture of assessment and quality improvement. Paper presented at the Middle States Council on Higher Education Annual Meeting, Washington, DC.

Mark Vrabel, MLS, AHIP, ELS, presented the "Finding the Evidence" session and assisted the faculty of the "Group Work: Refining the Clinical Question" session during the ONS Foundation Institute for Evidence-Based Practice Change (<http://www.ons.org/CNECentral/Conferences/IEBPC/IEBPC2011>) held on October 13-16, 2011, in Pittsburgh, PA.

Jennifer Walker and Jeff Coghill presented the paper *Connecting with new technology: The iPad 2 project* at MAC-MLA 2011 Annual Meeting in Richmond, Virginia.

Cutshall, Tom C.; Bandy, Sandra L.; Blake, Lindsay. Creating a Mobile Library Website. Paper presentation at the Annual meeting of the Southern Chapter of the Medical Library Association October 6-9, 2011.

### Awards

On October 18, Susan Gerding Bader, NAHRS chair, received the Distinguished Service Award at the annual meeting of the South Central Chapter/MLA. The Distinguished Service Award recognizes outstanding service to the South Central Chapter. Recipients are selected on the basis of their contributions in measurable ways to Chapter achievement and effectiveness.

NAHRS member, Lisa Huang, has been elected chair-elect of HealthLINE, a Dallas/Fort Worth organization of librarians and information professionals involved in the health and medical fields. HealthLINE includes institutional members such as UT Southwestern Medical Library, UNT Health Sciences Library and Texas Health Resource Libraries.

## Be Visible continued

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become the most popular department in your institution. Voice mail is still great when you are closed, but a warm and friendly response will make your loyal users call you during library hours to have that important interactive reference interview.

### Eat in the cafeteria

Everyone goes to the cafeteria and you should too. They won't forget about you if they see you at lunch every day. You don't have to be "on duty" when you go to the cafeteria. The point is just to see and be seen. However, you may just get the chance to provide information resources a busy coworker does not know about and help solve a problem they were stuck on. Use your cafeteria space to advertise as well. Bulletin boards and the flat screen display systems are great locations to reach out to people who might forget the hospital has a wonderful library ready to serve them. Have some nice power points and posters for rotation. Don't forget to keep a few of your business cards with the library's URL in your pocket to hand out when you make your offers of assistance during lunchtime chats.

### Volunteer

Are they looking for someone to put up Christmas decorations? Go help. Your reputation as a person who helps can get you on more than just the Christmas committee. It can get you on to committees such as Nursing Research or Informatics where you can be a major player. Bring your laptop (or if you are lucky enough to have one; your *iPad* or tablet computer) to those key committee meetings and begin a search on topics that come up during the meetings. Send a completed and library branded search to the chair when you get the minutes. You will demonstrate to everyone how fast and easy it is to get information when they need it. No one is going to cut out the library when the researchers in your institu-

tion use it all the time and can't imagine how they could possibly match your speedy and effective search skills.

As you learn more about the research interests of your staff, keep a running list of topics and contacts. Watch for articles on their topic and route them proactively. Make sure you scan the tables of contents of items that arrive in the library. Notify by email the people that match the resources of the new sources available for their research projects. Close the loop between the searches you send out and the arrival of articles by

partment to try using the library. Be sure to welcome any new user and make it a point to serve them well. When they have a good experience, they tell their co-workers.

Send out annual reminders about your willingness to visit. Set up blocks of time in your calendar to make scheduling these sessions easy. When you go to visit outlying facilities in your system, try and schedule meetings with as many managers as possible while you are at their location. Even if you cannot attend their staff meeting in person, remind the manager where the links are on their



Space to sit, read, research and relax at Saint Luke's

doing another search for recent additions or set up an automatic search in My NCBI for each researcher's topic and forward items that match their interests.

### Visit departments

Years ago Karen made an appointment with the manager of the rehabilitation department to tell her staff about the library. Many of them did not know the library existed, much less that it existed for their use. After that talk library use by the physical therapists went way up. Now they use it all the time. You only have to get one or two people from any de-

desktop and share how to find a *popular resource*. This may lead to a few new users as you impress leadership with the easy access you provide to information.

Find out when those managers are coming to visit the main campus, see if you can schedule a library session before or immediately after their scheduled meeting. Offer to serve a light snack in the library during break time to allow people a time to stretch their legs and see the physical library. The St. Luke's library is in a historic building just off the main campus,

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## Be Visible continued

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which makes it ideal for a break from the hectic pace of the hospital unit. Forget the old taboos of no food or drink in the library make it a welcoming spot that encourages staff to relax and read, just like their favorite bookstore.

### Teach classes on how to use the library

Every quarter Karen teaches a class on how to use the library. Students come to the library, sit down at a computer, and explore the St. Luke's web page. She spends quite a bit of time showing them how to search PubMed, how to download articles and how to make requests for items that are not in full text online.

great way to market the library to key users who find the library a favorite spot to visit before or after work. Build on these relationships; keep in touch with staff development educators. The staff development specialists are one of the colleagues that busy staff turns to first for information. Make sure they have evidence-based information at their fingertips. Keep them alerted about new procedures and treatments, add them to an email alert list of your resources. Send them the Cochrane Journal Club articles on their interests as they appear.

### Find champions

One of our instructors at the College of Nursing became concerned about the quality of materials her students were using. She banned Wikipedia from their reference lists

two years of college, but some were surprised to learn that we still had print resources. All of them become library users after this experience.

Your champions may be the most important part of your marketing plan. These are the people who know what you do, know that you do it well, see your value to the organization, and will tell others about it. Our survey of health care professionals from physicians to social workers, identifies their preferred source of information is a trusted colleague. Nearly 80% asked a colleague for information when they have a need and nearly 30% asked someone else to search for information on their behalf. At Saint Luke's we use this informal channel of communication to spread the word about the library by providing "extreme" services to those stakeholders that others identify as their go to sources of information.

Make sure you have at least one *super-user* at each outlying facility. Find those champions in the education department or pharmacy that connect with you. If you can't name someone at the location that contacts the library frequently for information, you need to start making a new connection! Consider creating an advisory board that has a representative from each location you serve. Work with those members to raise awareness of the library and services. Offer personalized instruction on the library to each member of your advisory board to keep them current on all types of services, move them beyond their primary information sources. Set up additional access points for users outside the main library. Make sure the virtual library is on every desktop and end each e-mail with a signature file that includes the library link.

### Send letters

#### to advanced degree students

We know this is a sore spot with some solo librarians, when staff monopolizes the library resources for class work that should be available at their school. If that is your policy, ig-

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Saint Luke's Library, located in a historic building just off campus

The Nursing Staff Development department gives CE credit for the sessions and they handle publicity. The same class is repeated for the incoming nursing students. The students adore the St. Luke's library staff. Once they understand the difference between peer-reviewed journals in subscription databases and the results they find on the Internet, they never go back to the 'net (their professors won't let them).

These show & tell sessions are

and sends the students to the library for a scavenger hunt. She requires them to demonstrate the simple skills that every high school student used to know: how to use the book catalog, where to find a book on the shelves, and locate a copy of *International Journal of Nursing Studies* (she would put a bowl of candy on the shelf by it). She expects the students to make a microfiche copy and identify the librarians by name. These are nursing students who had already completed

## Be Visible continued

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nore this tip. Our facilities encourage staff to obtain advanced degrees and we are a big part of that. At the beginning of the fall semester, Karen gets a list of the people working on advanced degrees and sends them an email reminding them that the library is ready and willing to help them in their formal courses toward a new degree and with information they need to care for our patients. The requests start coming in immediately and they are so grateful. Many of them are taking courses at universities that are hours away. The materials are supposed to be online, but busy staff can't always find the information they want quickly. We can make life easy for them.

### Emphasize the difference between the library and Google

When you talk to groups always include these two words: peer reviewed. You know that good medical information is not cheap. Help others realize that what they find on the net may only be worth what they paid for it. Our nursing students have to find peer reviewed articles in nursing journals. Without the library, they find it nearly impossible to find these resources. Make sure your hospi-

tal staff also understands the value of peer reviewed content. It doesn't hurt to tell people how much libraries pay for journals. It makes them realize how much they would lose if the library were to close. They have all had the experience of finding something on Google but not being able to get the full text without accepting a \$30 charge for access. Show them how the library solves that problem for them. Explain how the interlibrary loan system lets them borrow from thousands of libraries. It's not hard to show how your services are vastly superior to Google, but you can't assume they already know it. They don't, and they won't, unless you tell them.

In our survey we asked how confident people were that they could find quality-filtered information using general Internet search engines such as Google: 30.2% were reasonably confident; 27.9% were confident; and 11.6% were completely confident (over half of those surveyed). The percentage should have been zero because there are no quality filters on Google. In fact, you know that Google is biased towards giving you whatever it thinks you want. It does not look for quality; it's all about speed. We need to be explaining that *the librarian* is a reliable quality filter.

The fact is our product is superior to any other information source in marketplace. We only need to make that known.

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officers.html](http://nahrs.mlanet.org/sectorg/officers.html)

### NAHRS Newsletter 32(1) January 2012

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