

## University of Connecticut Health Center Library



# Update

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### CONFERENCE REPORT

#### **TEACHING, LECTURING AND LEARNING IN SMALL GROUPS**

by Ralph D. Arcari, MLS, PhD., Assistant Vice President for Academic Resources & Services and Director of the Library

This article summarizes my attendance at a three-day medical education conference in January at Duke University, the focus of which was to explore how learning processes are facilitated through group presentations. In attendance were forty physicians, educators and academic administrators whose goal was to improve their teaching and facilitation skills through observation, group discussion and role-playing.

The opening session highlighted the basics of effective presentation skills for use with both large and small groups. When lecturing, attendees were encouraged to utilize the following steps:

1. Establish a "learning contract" with the audience by informing them of the major themes of the lecture; outline major points that will be made. Actively encourage participation in the learning process. Prepare a series of specific or open-ended questions for discussion.
2. Provide the audience with brief background material on the topic. The purpose of this section of the talk is to bring members of the audience to a near-equal level of understanding so that questions are more informed.
3. Initiate a series of questions to the audience intended to advance the content of the lecture.
4. Reinforce and acknowledge audience responses by repeating appropriate answers. Chart audience response by writing on a flip chart or using overhead transparencies so that everyone can hear and see topics under discussion.

The second session was devoted to improving presentation and lecturing skills. Participants were asked to divide into groups, then each person was required to write and present a lecture on the topic of their choice and act as their own facilitator in leading subsequent group discussion. Overhead transparencies were used; each presentation was videotaped. Written evaluation forms were completed by and for each member of the small groups.

The final session focused on discussing our videotaped presentations, and how improvements could be made in public speaking, facilitation skills, encouraging audience participation and fostering group process. Here are several presentation tips developed by groups: Be thoroughly prepared! Practice the presentation until you are at ease with its delivery. Expect to be nervous for the first few minutes of the presentation. Practice effective breathing techniques. Anticipate problems and be ready to implement a "back-up plan" in the event of power failure, broken

equipment or remote connectivity problems. If possible, visit the facility where the presentation will be given to gauge room size, environmental constraints. Recommendations for small group facilitators were as follows: do not introduce new information or answer questions immediately after a need appears; wait several minutes to allow the group to discuss an issue. Members of the group should speak directly to each other (not through the facilitator). Direct comments to other members of the group through non-verbal communication. Pose open-ended questions rather than ones answerable by simply 'yes' or 'no'. Truncate multiple conversations by asking one group member to summarize. Allow silence to occur. Silence indicates to the group that continuation of the discussion is *their* responsibility.

The most significant benefit of attending this workshop was the opportunity to interact with other educators as peers and gain information from small group interactions. Ideally the suggestions and recommendations presented here will be useful to those faculty and staff at University of Connecticut Health Center who have teaching or facilitating responsibilities.

## AHIP ? THE ACADEMY OF HEALTH INFORMATION PROFESSIONALS

by Kathleen Crea, MLS, 6th Year, AHIP

The Academy of Health Information Professionals (AHIP) is a professional credentialing and development program begun in 1989 by the Medical Library Association. Admission, retention and advancement to the Academy is based on educational qualifications, documented knowledge in identified core health science areas, professional experience in a health science library, and networking with peers. The Medical Library Association is the second oldest professional library association in the United States, founded by four librarians and four physicians in 1898. Currently there are 5,000 individual or institutional members throughout the world. Members can affiliate with one of 14 regional US chapters; there are diverse special interest groups available to join. Institutional members are health sciences libraries operating within academic, hospital, pharmaceutical or research settings. Three librarians at UCHC are members in the Academy.

**Marion Holena Levine** has been a Distinguished Member since 1989. She has been past chair of the International Cooperation Committee and the MLA Membership Committee. She continues her high involvement level in the New England regional chapter of MLA. **Elizabeth Connor** was accepted into the Academy in 1994. Ms. Connor is Editor of the Newsletter of the International Cooperation Section of MLA and is also an Associate Editor of the Bulletin of the Medical Library Association. She served on the Planning Committee which brought the annual regional MLA chapter conference to Greenwich, CT last October. **Kathleen Crea** joined the Information Services staff at UCHC in 1996, having previously worked at Fairfield University. Ms. Crea was awarded provisional status in the Academy in 1996. She serves on the Executive Board of the College & University Libraries section of the Connecticut Library Association.

This credentialing program allows librarians to use the acronym "AHIP" after their names. In a rapidly changing information environment, Academy members readily accept the challenge of keeping current, networking and pursuing diverse professional development activities. For more information on the Academy or MLA, go to this Web site: <http://www.kumc.edu/mla/>



EXPANDING DOCUMENT DELIVERY

## SERVICES AT THE LIBRARY

by Arta Dobbs, MSLS, Collection  
Development Librarian

"Access" vs. "Ownership" is one of the ongoing debates in the library community these days. Are patrons served better by providing "just in time" delivery of journal articles or by building a journal collection and acquiring titles on a "just in case" basis? Lyman Maynard Stowe Library provides both types of document delivery services to its patrons. Faced with ever upward spiraling costs of journal subscriptions, in 1991 the Library was forced to cancel 450 journal subscriptions. A document delivery program was initiated in 1992 which allows patrons to order from a group of fifty high-cost journals at no charge (the library subsidizes the cost of these interlibrary loan requests). Continued expansion of this program now offers access to 183 journal titles. Most articles can be delivered within 48 hours from the date of the request. Here are several ways to determine which journals fall into this "**document delivery**" group:

1. Search the LYMAN catalog for individual journal title. The holdings statement will identify such a title with the term "DOCUMENT DELIVERY".
2. A blue binder shelved at the journal "Daily Receipts Table" (in the Reference area) has a copy of the list.
3. The Library's Web home page has a listing of these journals and can be found at:

[http://www3.uchc.edu/~uchclib/  
departm/techserv/docdel.html](http://www3.uchc.edu/~uchclib/departm/techserv/docdel.html)

The library also provides an electronic document delivery order form on the UCHC web page. Turn your browser to the following URL:

[http://www3.uchc.edu/~uchclib/  
departm/ill/docdel.html](http://www3.uchc.edu/~uchclib/departm/ill/docdel.html)

Comments or questions regarding this program may directed to Arta Dobbs at 679-2432 or e-mail to: DOBBS@NSO.UCHC.EDU.

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## INFORMATION SERVICES LIBRARIANS SUBMIT GRANT PROPOSAL

**Elizabeth Connor** and **Nancy Carter-Menendez** submitted a grant proposal in 1996 entitled *Internet Nurse Preceptors*, in response to a request for outreach proposals from the National Network of Libraries of Medicine. Although the project was not funded, Ms. Connor and Ms. Carter-Menendez have started this year to work with UCHC nursing personnel to implement a modified version of the original proposal. Feedback has been quite positive!

Watch future editions of **UPDATE** for more news on this outreach program targeted towards clinical care staff.



To view a list of UCHC Library classes currently available or to register online for a class taught by the Information Services staff, turn your browser to the UCHC Library Web Page at this URL:  
**<http://www3.uchc.edu/~uchclib/eduoff/regis2.html>**

You can also register for a class by email. Send your message to: **REF@NSO.UCHC.EDU**. Or, give us a call! If you have questions or would like to register by phone, call **679-4051**.

## NEWS BREAK ! NETWORKED DATABASES YOU WON'T WANT TO MISS

by Marion Holena Levine, MLS, MS, AHIP, Associate Director

In addition to our **CURRENT CONTENTS®** databases, which are described elsewhere in this issue, the UCHC Library Network has added two other networked databases: **HealthSTAR®** and **CINAHL®**. These new products extend the breadth and depth of health literature coverage available to our faculty, staff and students. **HealthSTAR®** contains approximately 2.5 million records from 1975 through the present, focusing on clinical and non-clinical aspects of international health care delivery. The clinical literature emphasizes the evaluation of patient outcomes and the effectiveness of procedures, programs, products, services and processes, whereas the non-clinical literature covers health care administration, economics, planning and policy. While overlap between the database and **MEDLINE®** exists, **HealthSTAR®** indexes much original literature ranging from full book and book chapter references to technical and government reports, theses, clinical practice guidelines and health care technology assessment literature. **HealthSTAR®** is produced cooperatively by the National Library of Medicine and the American Hospital Association. If you are looking for literature on the above topics along with the administration and planning of health facilities, manpower, health insurance, financial management, laws and regulations, personnel administration, quality assurance, licensure or accreditation, check out **HealthSTAR®**.

**CINAHL®** (Cumulative Index to Nursing and Allied Health Literature) is the database to search for access to bibliographic citations taken from 650 English-language nursing and allied health journals published from 1982 to the present. Subject treatment in **CINAHL®** covers all major aspects of nursing care, nursing administration, issues in nursing and allied health education in addition to cardiopulmonary technology, emergency services, medical and laboratory technology, medical records, research, tools and instrumentation, physical therapy, radiological or surgical technology and physicians assistant. Check out both of these new resources out to see how they can improve your access to the health literature!

### ENCYCLOPEDIA BRITANNICA ONLINE

A statewide contract negotiated by the Connecticut State Library has allowed us to provide Health Center faculty, staff and students with access to the online version of the **Britannica Online**, an electronic encyclopedia. It is available to be searched from any web browser in the Health Center. To get into the Britannica, point your browser at: <http://www.eb.com/>

Choose the option "search the first encyclopedia on the Internet" for subscribers. In order to be recognized as a subscriber you must be using a terminal with an IP address registered in the Health Center. Note: If you dial in from home and connect to the Internet via a machine in the Health Center, you will still be seen as coming from a Health Center IP address. Note that response time is sometimes quite slow.

For best results, be sure to read the "How to Search" instructions. The "natural language query" is easiest to format, but takes the longest to process. Boolean operators must be capitalized--i.e., AND, OR, ADJ. Search statements are also case sensitive, so use proper capitalization when typing in search queries. Please call Lorna Wright at 679-4058 with questions or comments about this product, or send a message via Email to: [wright@nso.uchc.edu](mailto:wright@nso.uchc.edu).

### **NOW AVAILABLE ON THE NETWORK: CURRENT CONTENTS®**

by Elizabeth Connor, MLS, AHIP, Head of Information Services

This article highlights two new products produced by the Institute for Scientific Information (ISI) and added to the UCHC Library Network in December 1996. Each of these new databases are searchable in the library or via remote access by UCHC-affiliated staff, faculty and students.

**CURRENT CONTENTS® CLINICAL MEDICINE** covers tables of contents from journals in seven multi-disciplinary areas by indexing 900+ clinical journals in the fields of internal medicine, anatomy, clinical psychiatry and psychology, anesthesiology, nuclear medicine, oncology, pediatrics and surgery. **CURRENT CONTENTS®-LIFE SCIENCES** indexes over 1200 journals in disciplines such as biochemistry, biophysics, endocrinology, genetics, immunology, microbiology, molecular biology, neuroscience, pharmacology, physiology and toxicology. Although coverage in **CURRENT CONTENTS®** overlaps slightly with the **MEDLINE®** database, ISI indexes more basic science publications, employs faster indexing processes and provides current awareness services essential to researchers, scholars and authors.

The Telnet connection for CINAHL, HSTAR and CURRENT CONTENTS is **stowe.uchc.edu**, the same Telnet address used to connect to the MEDLINE database. Once at the main screen, use your down arrow key to select a database to search. To request login/password and connection instructions, please send an Email message to: [wang@nso.uchc.edu](mailto:wang@nso.uchc.edu) or call 679-2942.

Access to UCHC networked databases is restricted to persons affiliated with the University of Connecticut Health Center.

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## NEW AUDIOVISUAL TITLES

by Nancy Carter-Menendez, MLS

- Barbara Bates' ***A Visual Guide to Physical Examination*** (WB 205 V834 1995 VHS) now in 3rd edition (1995) has been purchased by the Library. It is part of a series of 12 videocassettes demonstrating the Bates method of physical examination, each tape being dedicated to a specific body system.
- ***HIV/AIDS Clinical Trials: Knowing Your Options*** (WC 503.2 H676 1996 VHS) published in 1996 by the National Institute of Allergy and Infectious Diseases and NLM's AIDS Clinical Trials Information Service (ACTIS).
- ***MSDS for Healthcare*** (WA 465 M525h 1995 VHS), an 18-minute video detailing the multiple components of Material Safety Data Sheets, of interest to those

health care personnel handling hazardous substances.

- ***Video Atlas of Human Anatomy: Volume 1, the Upper Extremity*** (QS 4 V652 v.1 1996 VHS) and ***Volume 2, the Lower Extremity*** (QS 4 V652 v.2 1997 VHS) by Robert D. Acland, are two volumes from a series showing dissections of unembalmed bodies in a 3-D rotating view.

Suggestions for audiovisual acquisitions are welcome and can be directed to Nancy Carter-Menendez at 679-4052 or Email to [menendez@nso.uchc.edu](mailto:menendez@nso.uchc.edu).

## LIBRARIANS AND HEALTH INFORMATICS AT UCHC

by Kathleen Crea, MLS, 6th Year, AHIP

During the Fall 1996 semester, Information Services librarians Elizabeth Connor, Nancy Carter-Menendez, Hongjie Wang and others developed and taught components of a popular elective entitled "Health

Informatics" (MES497), the fourth time this class has been made offered. Targeted for the information needs of graduate students in the Public Health Program, the 3-credit course is coordinated and taught by Associate Library Director, Marion Levine. Students are introduced to biomedical literature resources, optimal research strategies, techniques for effective end-user searching and ideas on how improved computing applications will direct and change how libraries will look in the

21st Century. Regional Medical Library professional staff demonstrated Grateful Med, an interface to the databases available from the National Library of Medicine.

"Health Informatics" is being offered in Summer Session 1997. For more information on this class or how to register, contact the UCHC Graduate Program in Public Health at (860) 679-3446.

### **GOOD NEWS: EXTENDED LIBRARY HOURS EFFECTIVE 3/14/97 !**

Because many patrons have asked for extended library hours, and because GOOD LIBRARY SERVICE is our priority, additional operating funds to support increased hours of operation at Lyman Maynard Stowe Library have been made available. Here are our new hours of operation:

<b>Monday - Friday</b>	<b>7 am to 12 Midnight</b>
<b>Saturday</b>	<b>9 am to 12 Midnight</b>
<b>Sunday</b>	<b>10 am to 12 Midnight</b>

### **CONFERENCE REPORT: Telemedicine in Vermont**

by Hongjie Wang, MLIS, MA, Information Services Librarian

The Second Annual Information Connection Conference was held February 5-7, 1997 in Burlington, Vermont with the theme of "Emerging Technologies Linking Patients and Providers". Over 25 presentations from leaders in applied medical informatics and telemedicine illustrated practical applications currently in use throughout the United States and internationally. My participation, by juried invitation, included the presentation of an electronic poster session entitled "**MSDS: Material Safety Data Sheets Internet Providers: Which One to Trust?**" It was attended by over 100 conference-goers. The keynote address given by James Rosser, M.D. of the Yale School of Medicine, featured discussion of several telemedicine projects currently underway at Yale. Fletcher-Allen Health Care (FAHC) presented an online demonstration illustrating the varied utility and application of an open telemedicine system. Participants watched live demonstrations and held interactive discussions with treating physicians, observing in one example an actual surgical procedure from the FAHC Operating Room. Other demonstrations were on total knee replacement, ileostomy repair and abdominal wall reconstruction. Tom Ferguson, MD, of Harvard University School of Medicine, discussed "Health Online and the Empowered Medical Consumer" after which a panel of four related their institutions' use of Consumer Health resources as a tool to create more effective patient-provider collaborations.

### **EDUCATIONAL RESOURCES INFORMATION CENTER: AskERIC**

by Lorna Wright, MLS

Educational Resources Information Center (ERIC) is a federally-funded information resource intended for use by professional educators working in all settings from Pre-K through college.

**AskERIC** is an internet site offering information from the ERIC database, such as full-text summaries (or "digests") from 16 subject-specific Clearinghouses. The site, indexing ERIC digests published between 1991-1997, is sponsored by Sun Microsystems. Each clearinghouse compiles and publishes their own digests which give a brief overview and bibliography of specific research topics. Following are some sample titles from the October 1996 ERIC Digest Update:

- Collaborative Peer Review: The Role of Faculty in Improving College Teaching (ED 378924)
- Supporting and Facilitating Self-Directed Learning (ED 312457)
- Locating and Evaluating Career Assessment Instruments (ED 391989)

To search this site, go to: <http://ericir.syr.edu>. For more information, call 1-800-LET-ERIC.

## WHAT'S HOT IN THE COMPUTER EDUCATION CENTER ?

by Lynn White, MLS, Head of the CEC

Current favorites include anything to do with anatomy and histology! The new curriculum correlates anatomy with each organ section rather than presenting anatomy as a separate course. In the CEC there are several multimedia programs which provide detailed medical illustrations, dissection images, 3-D animations, and diagnostic imaging. Other academic/medical sites have put up extensive anatomy sites on the Internet sites within the past year. Another source in the CEC is an anatomy bibliography which highlights related print or online based sources of anatomy and histology information. Stop in and tell us what you are looking for.

## and.... WHAT'S NEW IN THE COMPUTER EDUCATION CENTER ?

Several titles from the Multimedia Medical Series produced by the University of Montreal are now available in the CEC, including *Muscular Dystrophies* and *Inflammatory Myopathies*. These are part of the series entitled "Neuromuscular Disorders" which present aspects of inheritance, clinical manifestations, pathophysiology, pathology, electrophysiology and treatment. Video clips of actual patients with major clinical signs and classic EMG features can be seen. Medical and dental students may find the *Anatomy of Nerves and Muscles* program particularly helpful, with detailed anatomy, functional animations and medical illustrations. Did you know there are over **300** multimedia and software programs in our CEC collection provided as teaching/learning tools for all levels of practitioners and students?

**Regarding Our New Editor.....** Kathleen Crea, MLS, 6th Year, AHIP, a member of the Information Services staff, is actively involved in teaching and planning library use classes, reference service and working with School of Medicine/Dental Medicine faculty to improve instructional services to students. Suggestions for the UPDATE can be sent to her at: [CREA@NSO.UCHC.EDU](mailto:CREA@NSO.UCHC.EDU) or 679-2942.


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