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Volume 8, Number 3

Spring / Summer, 1988

The Bulletin of the Georgia Health Sciences
Library Association

EDITORS: Gail Anderson / Linda Flavin

REMARKS FROM THE CHAIR

The joint meeting with the Florida Health Sciences Library Association in Jacksonville was a success. I would like to thank everyone who had a part in making it happen. It took team work and coordination with the Florida group and everyone involved did an excellent job. *Thanks!*

Now we move on to voting on the Bylaws revisions, setting the committees in motion, and tackling the projects set out for the next year. I am interested in hearing from you, the members, about what you feel we should try to accomplish in the next eleven months. You may want to review the strategic plan set out in 1986 before sending me your concerns, ideas, and projects. I look forward to hearing from you on these or any other matters.

Suzaan Wright, Chair

FROM THE EDITORS

This issue of the **GHSLA UPDATE** is coming out months late due to an unanticipated *early* maternity leave by Gail in the Spring. This circumstance might have been reason to skip publication of the Spring/Summer issue for the Fall issue; however, the state newsletter should act as an *archival record* as well as a current awareness tool. Some of us look back at previous issues to verify information, even years back.

A mailing of flyers soliciting news from the GHSLA members resulted in only a few responses. Separately-mailed flyers and phone calls for news items are costly to in terms of staff time and GHSLA (or sponsoring institution). Please note the following future 1989 deadlines:

Winter-January 31, 1989

Spring/Summer-May 2, 1989

Gail and Linda

Note: *The newly adopted GHSLA Bylaws have reduced the number of issues of the GHSLA UPDATE to three issues per year rather than the previous four.*

GHSLA UPDATE

Bulletin of the Georgia Health Sciences Library Association

Published three times a year.

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CALENDAR

May 10-12, 1988

National Online Meeting
Sheraton Centre, New York City

May 20-26, 1988

Medical Library Association
Annual Meeting
New Orleans, Louisiana

June 11-16, 1988

Special Library Association
79th Annual Conference
Denver, Colorado
Theme: Expanding Horizons: "Strategies for Information Managers"

November 2-5, 1988

Southern Chapter/Medical Library Association
Annual Meeting
Jacksonville, Florida
Theme: "The Shape of Things to Come"

ERRATA

Donna Flake, Director of the Health Sciences Library of Memorial Medical Center, Inc., Savannah, published "Online Searching with a Microcomputer" in *North Carolina Libraries*, Summer 1987 [45(2):87-93].

The correct address for Suzaan Wright in the "Brief Communications" section of the Winter **GHSLA UPDATE** should read "Georgia Baptist School of Nursing, (Box 411) 300 Boulevard, NE, Atlanta, GA 30312."

The recently-revised **GHSLA Bylaws** are being mailed to current members with the Spring/Summer 1988 **GHSLA UPDATE**.

**Reflections on
Southeastern Conference of Hospital
Librarians
April 13-15, 1988
Atlanta, Georgia**

The eleventh annual meeting of the Southeastern Conference of Hospital Librarians (SCHL) was held April 13-15 in Atlanta, GA with 45 librarians in attendance. The theme and focus for the meeting was "Networks: Present Value and Future Adaptability."

John N. Berry III, editor-in-chief of the *Library Journal*, keynoted the meeting with thought-provoking issues of "Testing the Network." Mr. Berry spoke to the issues of "why network?" and "is the network meeting the ultimate test?"—that of providing information to the individual library user.

The medical library network, its history and present status was reviewed by Suzanne Grefsheim, Executive Director, Southeastern/Atlantic Regional Medical Library, Baltimore, MD. She emphasized networking developments in the Southeast and explained current RML efforts in Mississippi and West Virginia and acknowledged existing networks in other states.

A new continuing education course was offered with the support of SE/A RML entitled "Networks—Present Value and Future Adaptability." The course was taught by SCHL "experts" and covered the history of cooperative library services (Jane Lambremont), organization and administration of the local networks (Martha Watkins), needs assessment (Phyllis Gillikin), union listing (Jan LaBeause), and use of technology in networking (Joy Hunter). The syllabus for this course will be offered for purchase by the Regional Medical Library in 1989 for those who want to teach it locally.

Barratt Wilkins, the state librarian of Florida, who has been instrumental in implementing an electronic network for the state of Florida, gave librarians a lesson in organizational politics. He stated that for networking to succeed librarians must become political and he gave pointers on "creative and positive intimidation" for networking.

The final session provided three librarians the opportunity to respond to the ideas presented at the meeting. Gail Waverchak, Chris Jones, and Linda Jacknowitz, drawing upon experiences in Atlanta, the Veterans Administration,

and West Virginia, respectively, provided additional insight to networking activities.

Martha C. Watkins

You Are Invited...The next meeting of the SCHL will be May 3-5, 1989 in Nashville, TN in conjunction with the Southeastern Hospital Conference. The theme of the meeting will be resource sharing. For more details, contact Mary Fielder (912/354-9211).

**Reflections on
Special Library Association
Annual Conference
June 11-16, 1988
Denver, Colorado**

This meeting was a great opportunity to meet and talk with other librarians from a special library setting, but not necessarily a health science setting. It was fun to visit the exhibits and see familiar faces such as, Bob Holder (Readmore), some of the EBSCO crew, MARCIVE reps, and others; but the products and services not displayed at MLA were very interesting. There was a broader range of automation-related booths and on-line search services.

The CE course I attended, "User Surveys as a Marketing Tool," proved to be very informative and helpful. It provided many practical hints and useful comments on writing surveys and using surveys to determine user needs and the quality of your services. Several of the conference sessions, as well as the ten poster sessions, also centered on the marketing theme and produced interesting ideas and potential projects.

The keynote address was divided into two parts, each given by a different speaker. I was only able to attend part 2, given by Roger Von Oech and entitled, "Do We Need a Whack on the Side of the Head?" Mr. Von Oech is the author of several books on creativity. In this speech he discussed how creative abilities can be improved by dislodging hang-ups and blocks to creative impulses—a figurative "whack on the side of the head." He discussed, also, techniques for overcoming the most common inhibitions to creativity and for developing new ways of looking at problems and meeting challenges in the "changing world of information."

Suzaan Wright

Summary of Reports

Georgia Health Sciences Library Association Minutes from the Business Session

March 17, 1988

Jacksonville, Florida

The session was chaired by Kimberly A. McInnis. The minutes were taken by Shelley E. Davis acting in the absence of Secretary, Anita Bell.

GHSLA Treasurer—Jett McCann reported the Association's checking account was moved to Georgia Federal from Bank South to insure state-wide access by future GHSLA treasurers. The savings account in Atlanta was closed since that bank stated they had no record of an account for the Association. The sum of \$569.63 was deposited into interest-bearing checking account making a total of \$5,552.68. There were no 1988 expenditures to date.

GHSLA Education Coordinator—Marilyn Barry stated that two courses were given concurrently on March 16: (a) "Collection Development and Use" (MLA CE 112) with 21 registrants, and (b) "Writing for Publication" (MLA CE 653) with 15 registrants. In choosing these courses, consideration was given to members' preferences, previous course availability in the area, and cost. It was anticipated that the amount received would cover expenses. Members were urged to complete forms indicating their preferences for future courses.

GHSLA UPDATE Editors—Linda Flavin, co-editor with Gail Anderson, reported two issues were published—Fall 1987 (10 pages) and Winter 1988 (22 pages). Numbering of volume and issues followed precedents set in previous years. Two hundred copies of each were photocopied and issues were sent to all who had appeared on a mailing list of GHSLA members, other Georgia librarians, etc. Complimentary copies were sent to MLA, SE/A RMLP, etc. The costs of mailing has been absorbed by the Medical College of Georgia Greenblatt Library. Printing costs have not yet been charged to GHSLA.

GHSLA Consortia Council—Mary Fielder had no report.

GHSLA Coordinator of Vendors—Suzaan Wright reported for Eugenia Abbey. E. Abbey worked with Clarissa Pickett of the Florida Health Sciences Library Association. C. Pickett did the major portion of the work. Ten vendors/exhibitors attended.

GHSLA Membership Committee—Susan Statom reported that the Membership Committee sent out over 300 flyers in 1987. GHSLA had 80 members as of March 11, 1988—a loss of five members since 1987. There are 49 individual members, 21 institutional members and 10 combined members. The latter received a \$1.00 discount.

GHSLA Resource Sharing Committee—Marilyn Barry and Susan Statom reported. The committee was formed in response to a strategic planning session held at the 1986 GHSLA Annual Meeting. Committee members worked with the Medical Association of Georgia's (MAG) Committee on Continuing Medical Education on the *document delivery survey*. This survey was designed to assess the extent of Region 2 union list participation, use of DOCLINE and other related activites, and needs in Georgia health sciences libraries. Out of 360 surveys mailed, 100 were returned. The final results will be printed in the *GHSLA UPDATE*. Out of 40 responses tabulated to date, eight libraries were interested in joining consortia, fifteen were interested in ILL training, and six wished to get more information from GHSLA. Survey results will be used to address the Committee's second charge of enhancing and marketing document delivery service, and providing document delivery training.

Susan Statom reported on Georgia libraries using DOCLINE, GaIN, ONTYME and VALNET. Out of a

1988 GHSLA ANNUAL MEETING BUSINESS SESSION

total of 210 institutions listed, 24 (11%) use DOCLINE, 18 (8%) use GaIN, 12 (5%) use ONTYME and 3 (1%) use VALNET.

GHSLA Nominating Committee—Suzaan Wright reported the committee met via telephone. The following slate was presented: (a) Chair-elect—Jett McCann, (b) Secretary—Donna Flake, and (c) Treasurer—Betty Clements. The slate was elected by acclamation.

GHSLA Program Committee—Suzaan Wright reported activities were coordinated with the FHSLA Program Committee. The Georgia group met via telephone and mail this year. S. Wright met with the FHSLA group in July and she, Linda Flavin and Jett McCann met with them again in October to choose the theme, logo, and facilities.

GHSLA Registration Committee—Fay Boyer, GHSLA Registration Coordinator, met with the GHSLA Executive Committee several times during the year to plan the 1988 joint meeting with the FHSLA. She said that Pat Monahan, FHSLA, coordinated all details for the registration and mailing of packets to all members of both organizations.

RML Clearinghouse—Martha Watkins reported the Regional Medical Library no longer has the post of Education Coordinator, so the RAC Education Committee was formed. Its purpose is four-fold:

1. **Record-keeping**—The Committee plans to register all CE courses offered in the Southeast so that librarians can call to find out: (a) what courses have been taught under the auspices of the Regional Medical Library, Special Library Association, Medical Library Associa-

tion, etc., (b) which courses offered continuing education credit, (c) who taught the courses, and (d) the number of attendees. An "800" telephone number will be available.

2. **Evaluation**—The Education Coordinator for the group offering the CE course is to evaluate it afterward. One form per course will be completed and will be kept for three years. An evaluation form will also be sent to attendees after they return to work. The factors of interests, cost, and timing will also be considered.
3. **CE Needs Assessment**—A CE needs assessment will be printed this summer in *SE/A CURRENTS* and shared with the states in the region.
4. **Local Programs**—An attempt will be made to publish listings of local programs. Hints on how to do such programs will also be included. This information would only be mailed to those responsible for program planning. It will not be copyrighted and can be freely circulated.

GHSLA Annual Meeting Site 1989—The proposed joint meeting next year with the Tennessee Health Sciences Library Association was postponed to 1990. Jett McCann issued an invitation to GHSLA to come to Augusta in 1989. Since there were no other invitations, this suggestion was passed by acclamation.

GHSLA Bylaws—A quorum was not present to vote on the proposed Bylaws. After minor changes were discussed, Suzaan Wright suggested that these changes be mailed out to the membership with an accompanying ballot. This motion was approved.

**Reflections on
American Association of Law
Libraries
Annual Meeting June 26-29, 1988
Atlanta, Georgia**

For me the highlight of this four-day meeting came on the last day, Wednesday afternoon. The session was entitled "Beyond Hardware and Software: The Psychological Implications of Working in an Automated Environment." Since we had received our first computer the previous September (1987), I was interested in how this "machine" had affected and would affect the staff.

The session was conducted by a panel of three:

Paul Bernstein, Attorney & Automation Consultant,

Founder & President, Lawyers Microcomputer
Users Group, Chicago

Dr. Edward John Kazlauskas, Associate Professor,
Department of Educational Psychology & Technology,
University of Southern California; Senior Partner,
Pacific Information, Inc.

**Dr. Craig Brod, Psychologist, Author of
TECHNOSTRESS.**

These three were to examine the psychological implications of working with computers. The questions they had been asked to address were:

1. Does working these machines affect personality changes, which in turn, affect our off-the-job personal relationships?

2. Are our perceptions of ourselves or our jobs affected?

3. What factors should be taken into account when developing training programs to enable staff to utilize computers effectively and minimize "technostress?"

Mr. Bernstein stated that technostress does not exist and spent most of his time addressing how lawyers must computerize and how librarians should push them to do this.

Dr. Kazlauskas talked above my level of knowledge. I really cannot report on his portion of the presentation.

Dr. Brod hit home—at least with me. His talk was geared to the information professional and centered around the five psychological changes that may be experienced with

automation. These are:

1. Machine Dependence

This occurs when people begin to believe anything that appears on the screen and doubt the word of humans. People begin to have the sense that the machine is really an extension of their nervous system.

2. Altered Sense of Time

You begin to internalize a different sense of time. Time flies by; it's lunch time and the next thing you know you should have been home for dinner (4 hours seems like 40 minutes). Also, your time expectancy changes, so that what was "rapidly" processed in 3 seconds when you were learning to use the machine or software package becomes an intolerable delay when processing requires a second and a half once the machine or package is mastered. Or, what was acceptable taking five minutes before computerization, becomes unacceptable taking three after computerization.

3. Altered Performance Standards

You begin to internalize a different sense of performance standards, for yourself and for those around you. This will happen to everyone in your environment. Machines do not take sick leave, vacation, etc. The performance demands you will expect of yourself and your fellow employees will increase substantially because the machines can always do more than you. Also, your sense of perfection will be an extension of this.

4. Yes and No Cognition

Machines have a yes and no logic fashion. Machines do not tolerate ambiguity. Your standards begin to change and you become very judgmental. If it is not yes or no, if it is not specific, if it is not direct, if it does not lack ambiguity, you want to attack immediately.

5. Aesthetics Standards Change

It used to be totally acceptable to have hard copy in which one had used a black pen of matching ink color to correct a letter. That is totally forbidden today. It then became acceptable to have white-out corrections. Today having one-eighth of an inch of white-out on a sheet of paper ruins the whole sheet. The aesthetic standards are changing. More and more the psychology of information will play an important role in the display of information. You will begin to have expectations about the layout of the information itself, its color, its brevity, its beautiful lines. You will spend more and more time on the *aesthetics* of the information.

The more information that you handle, the more information that you process, the more you will take on machine standards. You will begin to seek perfection in others.

You will become more demanding. You will request information that is unambiguous.

Studies have shown that in traditional work (where typewriters and non-electronic devices prevail) workers' adrenalin levels rise in the morning and drop after lunch. They rise a small amount in the afternoon and then drop off at the end of the day. What has been found with information workers is that their adrenalin levels are still high at the end of the day. It takes another hour and a half for them to fall after leaving work. Unless you have a two-hour commute, this has implications for your home life. When you arrive home and someone says, "Hello," your response is likely to be, "Oh, please! No more information!" Or someone says, "How are you?" and you may respond, "Leave me alone, I can't stand it any more!"

Dr. Brod made it clear that he was not suggesting everyone has a "techno-centered personality," but there is a definite, subtle change that takes place internally and externally. This change is caused by the fact that people, including yourself, now see you as simply a provider of information to be used rather like a database. You will also begin to see and respond to patrons as people who are requesting data. He feels we need to be aware of these possible reactions and to try to monitor them.

Dr. Brod explained that "electronic space" is very new in terms of its effects on our nervous systems, very new in its demands on our "brain work" and adrenalin flow, and new in lots of other areas that we do not know about yet. A tip that he had for living in an electronic space was to ask yourself some questions:

1. What is the technology supposed to do for me/us?
2. Is it actually improving the quality of my/our work life?
3. Is it giving me/us more time to discuss the issues in my/our life?

Dr. Brod feels it is very important to discuss the quality of your work; how technology is impacting the quality of your work life; the changes in personal relationships which may be influenced by technology; whether you're getting smarter (is that really happening?); and whether there is really less drudgery.

Remember: the technology is supposed to enhance your life so that you do not become a peripheral for other people to use. It has become commonplace for anyone questioning technology to be put on the defensive and considered a dinosaur. But Dr. Brod feels it is important to question technology and how it is affecting you.

Suzaan Wright

Medical College of Georgia Names Library

On January 13, 1988 The Medical College of Georgia announced the naming of the Library in honor of Robert B. Greenblatt, M.D. An endowment in his memory has been established by the Greenblatt family.

A native of Montreal, Canada, Dr. Greenblatt completed undergraduate work at McGill University and earned his medical degree from the same institution in 1932. After time with the University of Montreal, Beth Israel Hospital in Boston, and Englewood General Hospital in New Jersey, he began his 50+ year career at the Medical College of Georgia. He came to MCG in 1935 as a research fellow in pathology and resident in Obstetrics and Gynecology, served MCG as Assistant Professor of Pathology and Gynecology, as Professor of Experimental Medicine, and was made Professor and Chairman of the country's first independent Department of Endocrinology in 1946. He held the position of Professor Emeritus of Endocrinology at the Medical College from 1974 until his death on September 17, 1987.

Dr. Greenblatt's first contribution to medical research was a report in 1939 of a cure for Granuloma Inguinale, a heretofore incurable venereal disease. His finding that clomiphene citrate, which inhibits ovulation and spermatogenesis in laboratory rats, could be used to stimulate ovulation in non-ovulating women led to the "fertility" pill, acknowledged in the *Journal of the American Medical Association* as the first major breakthrough in endocrinology in twenty years. His work in hormonal disorders included the use of androgen to treat sexual dysfunction, estrogens for symptoms of menopause and hormonal treatment of sexual aberrations.

As a committed advocate of philanthropic support for the Medical College, Dr. Greenblatt served both as a contributor and as volunteer. As author of over 600 scientific articles, 23 edited or co-edited scientific books and contributions to the lay literature, he had a long-established interest in the Library as the center for the institution's mission of teaching, research and patient care.

Tom Basler

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Continuing Education Committee Report

CE in Georgia: Planning for the Future

A continuing education needs assessment for Georgia was performed by the SE/A Regional Medical Library Program Education Committee this Spring. Here are highlights from Martha C. Watkins' report of the 48 responses from Georgia:

Areas of Interest in CE. The primary interest for almost half of the respondents is library operations with 71% of these specifying microcomputer applications. Other topics of primary interest are developments in online services and marketing of all library services. The primary or secondary interest of 52% is library management with evaluation of services and communication skills being the main management topics of interest.

Instructional Format. Order of preference is: 1) the workshop with student participation; 2) the traditional course format; 3) the small group sharing session; 4) the panel presentation; and 5) the programmed text or preceptorship.

Course Offerings. Almost half of the respondents preferred courses presented at national, regional, state, or local meetings. Sixty-eight percent prefer one-day courses and 66% hold MLA credit offering as a high priority. Two-thirds of respondents will still pay \$50-\$100—the standard CE course rate for a one-day course. But, only one-third are willing to pay more than \$100 with \$150 being the desired maximum cost for the one-day course. Sixty-four percent receive financial support for CE courses with only 50% receiving total support.

CE for the Future. Over half of the respondents see increasingly sophisticated technology in library operations as the area of greatest change. In the future, respondents would like to see more courses developed at the state level and more MLA courses offered at the local

level with greater publicity for these courses and monetary support to individuals or groups for CE. They desire a basic skills course developed and taught regularly at the local level and the development of new courses for library "veterans." Respondents want enhanced communication among local and state organizations to provide acceptable CE courses for all. Also suggested was utilizing library school faculty for course instruction and better selecting those instructors who teach well.

For a copy of the complete report, contact Martha C. Watkins, Mercer University School of Medicine, Macon, GA. [For a complete address, see the list of GHSLA Committee Chairs in this issue.]

Mamie J. Bell

Q's & A's

Q. I am the only staff in a hospital library. How do I make the best use of volunteers? For what tasks are they best suited? (Augusta)

A. The way to make the best use of volunteers is to get the best volunteers. To accomplish this, work closely with your hospital's volunteer resources coordinator or other agency providing voluntary workers.

If your hospital does not have a volunteer resources coordinator you can be sure the Red Cross is in place. This group is a good source of volunteers. If your hospital allows you to recruit your own volunteers you might consider the following groups: Salvation Army, Gray Panthers, Junior League, Eastern Star, religious congregations, AARP. Also, your local Chamber of Commerce might be able to provide a list of community organizations to be contacted.

Finding yourself doing your own recruiting, you might try a few of the following methods: (a) face-to-face (word of mouth) with hospital staff, friends, etc.; (b) telephone contacts with service organizations; (c) personal letters to the same; (d) news releases; (e) letters-to-the-editor; (f) library open house; (g) public speaking engagements; (h) public service advertising on radio and TV; and (i) paid advertising.

Prepare job descriptions and review them periodically. Having these in place will help you more successfully screen potential volunteers, forces you to decide what kind of volunteers you need, informs volunteers of exactly what their tasks are, and aids you in planning a recruitment program. Having well-defined lists of tasks assures that you won't recruit volunteers blindly or have volunteers with nothing to do or not having the types of skills you really need.

Once you have identified potential volunteers and have scheduled interviews, take another close look at your job tasks/descriptions. **If you're new at using volunteers don't be too picky at first and don't expect too much from yourself as a volunteers' supervisor or from the volunteer.** You both might be new at this! If the volunteers seems sincerely willing to work and has some skills you might be able to use, then give them a chance.

A good rule of thumb at first is to assume you'll have one in about five volunteers who will truly be an asset in the library. After a bit of experience, however, you should be

able to pick that one asset from the bunch. *Here are a few caveats to help you avoid choosing any of the other four non-assets:*

1. **Think of the needs of the volunteers as well as the needs of the library program.**
2. **Interview them just as you would a paid employee:**
 - a. Find out what they have done in past paid or voluntary employment.
 - b. Ask for references (and check them).
 - c. Be sure they have a copy of and understand the functions and responsibilities of the voluntary job.
 - d. Make them aware that volunteers should be a vital part of the library program and that you depend on the commitment of volunteers.
3. **Give them a thorough tour of the library and point out the work space set aside for volunteers. A short hospital tour is a good idea, too.**
4. **Discuss tentative work schedules.**
5. **After the interview get back with them as soon as possible with additional questions and/or your decision.**

If you are fortunate enough to have an active hospital-wide volunteer program, the initial screening of volunteers and a hospital tour/orientation has probably been completed before you interview.

Note: You may be competing with other hospital departments for the same volunteers, so be sure you are prepared to make volunteering in the library an attractive proposition.

After you have chosen volunteers you will want to follow these guidelines:

1. Work hard at developing a good, friendly working relationship with them. They have to feel free to ask questions.
2. Identify their strengths and give lots of positive reinforcement.
3. Be specific about what you need done. Provide written, as well as verbal, instructions when at all possible.
4. **ALWAYS** have something worthwhile planned for them to do. NEVER make up "busy" work.
5. Schedule volunteers when you are going to be there (at least until you are comfortable with leaving them on their own).
6. Don't give them the worst jobs to do all the time (someone has to do them—but if you're not willing to do some

- of them, then you shouldn't expect volunteers to do so).
- 7. Don't count on new volunteers to do the everyday things, but get them to help with the "icing on the cake" things you just haven't had time to do. You'll appreciate them more that way!
 - 8. If volunteers stay with you for a while and are dependable, then you might give them more of the mainstream responsibilities.
 - 9. Unfortunately, many volunteers are not as dependable as paid employees, so don't give new/unproven volunteers responsibilities that have to be completed at a certain time or on a regular schedule.
 - 10. NEVER take on more than one new volunteer at a time unless two or more are going to work on the same project. You will end up spending all your time training/supervising.
 - 11. Use your experienced volunteers to train new volunteers.
 - 12. Have a specified work space for volunteers.
 - 13. Include them in hospital activities.
 - 14. Treat them like one of your other hospital colleagues so they will feel like part of the team.
 - 15. Have a sign-in record for each volunteer in order to keep up with work attendance and to use in reports and evaluations.
 - 16. Do work evaluations every six months and discuss them with each volunteer just as you would with a paid employee.
 - 17. Make sure each volunteer receives some sort of recognition and award for number of volunteer hours/completion of special projects, etc. This can be from you and/or through the hospital volunteer program.

The most important part of effective volunteer usage is keeping them involved in worthwhile projects which are directly related to the library program. Always keep a current list of short projects (1/2 day or less) on hand. Give volunteers a variety of things to do in order to avoid boring repetitive tasks.

Below is a list of tasks representative of the types of responsibilities volunteers can undertake within a library program. It is by no means exhaustive. You should be able to come up with others which would benefit your particular library.

- 1. Bulletin board displays
- 2. Alphabetizing almost anything
- 3. Photocopying
- 4. Shelving
- 5. Filing

- 6. Unpacking book shipments
- 7. Preparing packages for mailing
- 8. Inventory of supplies, etc.
- 9. Delivering mail, computer searches, photocopies, etc. directly to users for faster service
- 10. Shelf-reading using the library's shelf-list as a guide
- 11. Pulling journals for bindery shipment
- 12. Sending overdue notices
- 13. Repairing damaged materials
- 14. Typing or word processing (if you are fortunate to find a volunteer with those skills)
- 15. Housekeeping tasks like watering plants, straightening collection, shifting materials, etc.
- 16. Processing books (affixing labels, date due slips, call numbers, stamping library's name, etc.)
- 17. Processing interlibrary loan requests
- 18. Compiling statistics
- 19. Opening mail

I hope this has helped answer your questions. There is quite a bit of literature on the subject of volunteering. One that I have used is **ESTABLISHING AND MAINTAINING A VOLUNTEER PROGRAM: HANDBOOK FOR LONG TERM CARE FACILITIES**. Washington, DC: American Health Care Association, 1976.

Camilla B. Reid, Coordinator of Public Services, Greenblatt Library, Medical College of Georgia, Augusta, GA 30912-4400 (404-721-6217; GIST 331-6217).

Q. How do small hospital libraries handle their storage problems and how do you convince administration that storage is important? (Americus)

Responses to previous questions welcomed also.

GHLA UPDATE "Qs & As" welcome your questions and answers (typed preferably). They may be edited for space. Please include your name, address, and position. Write Gail Anderson or Linda Flavin, Greenblatt Library, Medical College of Georgia, Augusta, GA 30912-4400 or use Onyme code MCGA to respond via E-mail.

1988 GHSLA MEMBERS

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