NER'eastah

Newsletter of the New England Regional Medical Library

In This Issue:

- *Thank You*
- *Director's CorNER*
- *Future Leaders*
- *PubMed Particulars*
- *LinkOut*
- *New Library Groups*
- *Ill Advised*
- *Know Tech*
- *Tres Chic*
- *INside OUTreach*
- *Links*

February is National Heart Month

THANK YOU!

A Special Thanks to Everyone who responded to our first issue. We received many compliments and yes, a few constructive criticisms. All in all, we are very pleased with your feedback and hope to continue to provide our readers with pertinent and interesting information.

Don't forget your Valentine! February 14

NLM | NN/LM | NER

Comments to:
Rebecca.Chlapowski@umassmed.edu

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508-856-5979
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Directors Corner

The mission of the NN/LM is: 1) To advance the progress of medicine and improve the public health by providing all US health professionals with equal access to biomedical information and 2) to improve the public's access to health information to enable them to make more informed decisions. The NER program is built around the guiding principles of decentralization, collaboration, needs assessments, member input and evaluation. Working through a system of subcontracts and partnerships, the NER develops programs that respond to this national network mission.

To date, 3 outreach subcontracts (Yale, Tufts and BU) have been awarded. One course development award to the Berkshire AHEC for educating nurses how to search for quality information resources on the Internet has also been awarded. A technology awareness award (UConn), a health professionals outreach award (BC Social Work Library) and a consumer health outreach award (MGH) have been sent to the National Network office at NLM for final approval.

On January 16th, and again on the 23rd, the NER held interactive hands-on grant writing workshops for network members interested in responding to our proposals. Attendees brought ideas, early drafts of responses and their questions. They left with hints for developing a winning response.

The NER has several awards available (see our website for complete details) to network members and we encourage responses. Don't hesitate to call the office and ask us to work with you on drafting your proposal. The NER is in the invaluable position of having money to give away to qualified applicants. We encourage you to develop winning proposals in collaboration with us that meet the NN/LM mission and goals.

Elaine Martin, Director

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Calling All MLA Present and Future Leaders!

Leadership of health sciences libraries has never been more challenging. Demands for new services and electronic resources frequently outstrip the shrinking budgets of hospital and academic medical libraries. Technology is a key factor in almost every decision. Expectations from users are higher than ever. Today's health care environment demands that libraries foster innovative partnerships and demonstrate leadership at all levels of the organization. How will new leaders in our profession develop the skills and confidence needed to step into leadership roles?

Make plans now to attend the MLA 2002 symposium in Dallas - Leadership Reconsidered: **Developing a Strategic Agenda for Leadership in Health Sciences Libraries** - on Wednesday, May 22, 12:30 p.m. - 9:00 p.m.

This symposium, co-sponsored by the MLA Leadership and Management Section and the Association of Academic Health Sciences Libraries (AAHSL), will provide you with the opportunity to:

- obtain an overview of library leadership issues from national experts in the field
- hear the latest research on the attributes that present and future library leaders need to possess
- learn about existing library leadership development programs
- brainstorm in facilitated discussions about the leadership challenges facing health sciences libraries
- engage in dialogue with leaders from MLA, AAHSL, the National Library of Medicine, and other MLA members about how our profession must respond to these challenges and provide recommendations for a strategic agenda for future action

Since leadership is needed at all levels of health sciences libraries, participation is encouraged by hospital and academic librarians at all levels of management. This leadership summit is an opportunity to take a direct role in shaping the future direction of MLA, AAHSL, and NLM's leadership initiatives.

Speakers will include Patricia Battin, faculty, Frye Institute, Atlanta, GA; Melanie Hawks, program officer, Training, Office of Leadership and Management Services, Association of Research Libraries; Peter Hernon, professor, Graduate School of Library and Information Science, Simmons College; Becky Lyon, deputy associate director, Library Operations, NLM; Patricia Mickelson, chair, Task Force on Future Leadership, AAHSL, and director, Health Sciences Library System, University of Pittsburgh; Maureen Sullivan, faculty, Association of College & Research Libraries (ACRL)/Harvard Leadership Institute; and Linda Watson, AHIP, MLA president-elect 2001/02, and director, Claude Moore Health Sciences Library, University of Virginia Health System. Breakout session facilitators will include Sherrilynne Fuller, Anna Habetler, Ruth Holst, Michael Homan, Lucretia McClure, Rochelle Minchow, Diane Schwartz, and Pat Thibodeau.

Mark your calendars now for this important symposium!

Elaine Martin, NER Director, serves as Chair-Elect of the Leadership and Management Section and Program Committee Chair for this event.
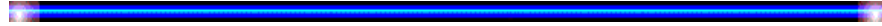
Submitted by Ruth Riley, MLA Leadership and Management Section Program Committee. For more information, contact Ruth Riley at 803-733-3353 or ruth@med.sc.edu

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PUBMED PARTICULARS

Automatic Term Mapping

There were several postings recently on Medlib-l about how PubMed translates what's typed into the query box into an actual search. Understanding how PubMed does this is crucial to constructing efficient and effective search strategies.

PubMed's process is called Automatic Term Mapping. For those who are familiar with it, here's a refresher. For those who aren't, here's your introduction to the secret inner workings of PubMed.

Step 1: MeSH Table

Automatic Term Mapping begins once a word(s) is typed into the query box and a search is initiated. PubMed checks the word(s) against the MeSH Table first. If it finds a match, it slaps the MeSH term into the search, adds the appropriate text words (in order to catch those "in-process" or "supplied by publisher" citations that are not yet indexed with MeSH terms) and runs the search. It figures its work is done.

Step 2: Journal Table

If it does not find a match, the next place PubMed looks is the Journal Table. If it finds a match, it runs the search. This is important to understand due to some of the titles of journals indexed in Medline. If the title is, say, Blood or Cell or Science, Automatic Term Mapping means these terms will get matched to their corresponding MeSH terms, not the journal. PubMed, once it finds the MeSH match, stops. It never even looks in the journal table. How can you force PubMed to look in the journal table? By constructing a search using the [journal] tag. However, this will turn off the Automatic Term Mapping function.

Step 3: Phrase List

If there is no match to be found in the Journal Table, PubMed next consults the Phrase List. This is a prefab list of multi-word strings that PubMed "reads" together as a phrase. If it finds a match here, Automatic Term Mapping ends and the search is executed.

A note about phrase searching and PubMed: PubMed can only read phrases it's been taught to read. It doesn't do adjacency searching. It doesn't do proximity searching. It simply compares the

words in the search box to the Phrase List. That's all.

You can force PubMed to try to read a multi-word string as a phrase by putting quotation marks around the search string. This will turn off the Automatic Term Mapping.

If there is no match to the Phrase List, PubMed proceeds to the final step.

Step 4: Author Index

Finally, PubMed will compare what's in the search box to the Author Index IF what's in the search box conforms to the author format - meaning, of course, that it's a word followed by one or two letters. If there's a match, then PubMed will run the search.

What if there's still no match? If there is more than one word entered in the search box, PubMed will chop off the word on the far right and repeat the process with the remaining words. Eventually, if there are no matches, PubMed will do an [All Fields] search for each term and AND the terms together.

PubMed repeats this process for every single search UNLESS we do something that turns off the Automatic Term Mapping, such as: using quotation marks around multi-word terms (""); using truncation (*); or, using command searching ([tags]).

And that's the PubMed fandango called Automatic Term Mapping.

Interested in additional inside secrets of PubMed or NLM's Gateway? Feel free to contact me for training classes. Call the NER office at 1-800-338-7657 or email me at Donna.Berryman@umassmed.edu

Donna Berryman, Outreach Coordinator

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LinkOut Expands PubMed's Usefulness

Did you know that you can enable your users to access full-text content of your online journal holdings through PubMed?

LinkOut is a feature of the National Library of Medicine's PubMed, a free interface to MEDLINE located at http://www.ncbi.nlm.nih.gov/PubMed. The LinkOut home page at http://www.ncbi.nlm.nih.gov/entrez/linkout/ explains how the feature works and the process by which a librarian can begin to establish online journal links in PubMed. A list of LinkOut providers is also included; as of January 16, 2002 there are 405 publishers and online journal providers participating.

To begin using LinkOut, a library must first submit a request for an account. Send an email message to linkout@ncbi.nlm.nih.gov and request an account for your library. Be sure to include contact information. You will be given a username and password, and a web address where you can log in to access your account.

Once you have logged into your LinkOut account, you can begin to add journal titles to your holdings. Just click on the "Edit Holdings" link on the left menu. There you can choose to browse by either Journal Name or Full-Text Provider. LinkOut can also display your holdings so that you can quickly see which journals you have added in previous sessions. Updates to your account normally take effect within one business day.

You can also submit a small image or logo so that your users can easily identify which articles they can access through LinkOut. In order for this image to appear you must direct your users to PubMed via the address http://www.ncbi.nlm.nih.gov/entrez/query.fcgi?holding=[username] where [username] is the unique login name given to you when you request a LinkOut account.

The Lamar Soutter Library at UMass Medical School has participated in LinkOut since April 2001. As of this writing our LinkOut holdings include 833 journal titles. All links to PubMed from our web site are directed to http://www.ncbi.nlm.nih.gov/entrez/query.fcgi?holding=umasslib so that our users can better identify articles that are available full-text through LinkOut. By typing **loprovumasslib [sb]** in the PubMed search box we can then see that nearly 772,000 items in PubMed are linked to our library's online journals holdings.

The system is not perfect however. Many recent citations in PubMed are marked "PubMed - in process" and quite often the links to full-text are not quite correct. The result is that you are usually taken to the correct journal but you may then have to perform a search to get the desired article. PubMed's LinkOut feature is nonetheless an important step in getting from citation to full-text.

Robert Vander Hart is the Electronic Resources Librarian at the Lamar Soutter Library of the University of Massachusetts Medical School. He can be contacted at Robert.VanderHart@umassmed.edu

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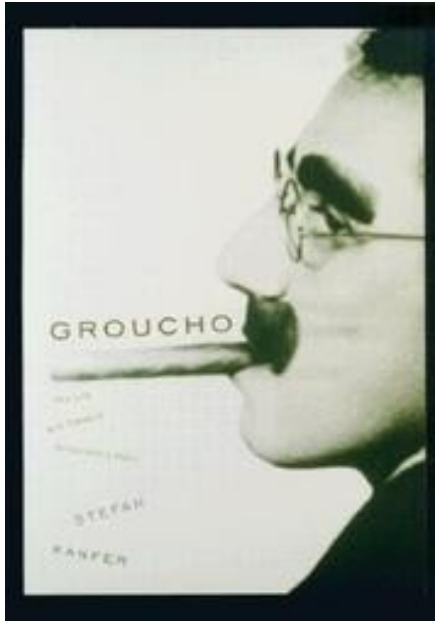Phone: 800-338-7657
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"I would never join a group that would have me as a member."
-- Groucho Marx

Well, I'm sure that not all of you feel the same as Groucho, as was noted by the membership in the month of December, with the formation of *two* additional library groups -- TENET and MASSFAX:

- **The TENET Health Sciences Libraries Group** was formed to give librarians working in the TENET health care system, a for-profit corporation, the flexibility to bond more closely on issues that are specific to their overall corporate environment, through the promotion and collective use of resources shared among the corporation's more than 45 libraries nationwide.
- **MASSFAX (Massachusetts Routine Fax Delivery Group)** was formed to provide participating member libraries within the Commonwealth of Massachusetts free reciprocal fax delivery of Interlibrary Loan requests. To date, there are fifteen (15) participating members of MASSFAX.

If you would like to be added to one of thirty-six (36) library groups available in Region 8 -- or-- you would like to know about establishing a new library group in DOCLINE®, please contact me at the NER office or call (508)-856-5964

Mark Goldstein, Network Coordinator

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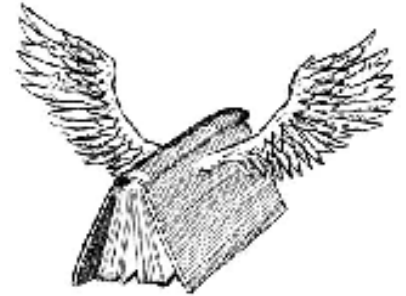
ILL Advised

We had our first annual NER membership prize drawing on January 2, 2002. Prize recipients for the **NER** Membership Drawing were, as follows:

- **Barbara Sequenzia**
  Middlesex Hospital
- **Nancy Gilly**
  Willaim W. Backus Hospital
- **Mary Angelotti**
  Yale University
- **Matthew Eberle**
  The Forsyth Institute
- **Margaret Robak**
  Frisbie Memorial Hospital

Mark Goldstein and Donna Berryman

Contrary to popular belief, prizes awarded did NOT include keys to a *Brand New Red Ferrari*. (Sorry, maybe next year!) Instead, all winners received a beautiful briefcase bag! Please don't miss the snapshot taken during the drawing of our "in-house Vanna White" (alias Donna Berryman) that appears on this page!

There were a total of 111 participants in the drawing -- we'd like to thank e-a-c-h and every one of you who took the time and effort to review and update your **DOCLINE®** record. A robust ILL routing system depends on an active membership -- Thanks! For those of you who still have not found the time (and that's understandable in the wake of the holiday season), please take a moment to review and update your **DOCLINE®** record.

The institutional and library names on the new **NLM** certificates to be issued will be taken directly from the DOCUSER portion of your record and the policy adopted is **WYSIWYG** -- that is, "**w**hat **y**ou **s**ee **i**s **w**hat **y**ou **g**et". So please make sure the information stored in your record is correct.

To make corrections from the Home Page within **DOCLINE®**, click **DOCUSER**, then click **Update**. The first screen to be displayed will be your Document Delivery screen. Make any needed corrections and click the **SAVE** button (at the bottom of the screen.) Then, select the Address Type drop-down box (to the left) to display the Institution screen. Again, make the necessary corrections and click the **SAVE** button (at the bottom of the screen.)

We'd like to have all member records updated before the "Ides of March" -- that is, **March 15th**. New certificates from the National Library of Medicine should be issued during the ensuing weeks. Thanks!

If you need assistance with updating your DOCLINE® record, please contact me,. Mark Goldstein, Network Coordinator, or call (508)-856-5964

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Alphabet Soup -
Just what do all of those acronyms mean?

AIFF - Audio Interchange File Format - A file format for storing digital audio data. It supports a variety of bit resolutions, sample rates, and channels of audio. This format is very popular upon Apple platforms, and is widely used in professional programs that process digital audio waveforms.

ANSI - American National Standards Institute - ANSI (American National Standards Institute) is the primary organization for fostering the development of technology standards in the United States. ANSI works with industry groups and is the U.S. member of the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC).

ASCII - American Standard Code for Information Interchange - ASCII (American Standard Code for Information Interchange) is the most common format for text files in computers and on the Internet. In an ASCII file, each alphabetic, numeric, or special character is represented with a 7-bit binary number (a string of seven 0s or 1s). 128 possible characters are defined.

ASP - Active Server Page - Microsoft's dynamic web page scripting language.

BIOS - Basic Input/Output System - (pronounced "by-oss") A basic set of routines that reads input to, and output from a computer.

BIT - Binary Digit - A bit (short for binary digit) is the smallest unit of data in a computer. A bit has a single binary value, either 0 or 1. Although computers usually provide instructions that can test and manipulate bits, they generally are designed to store data and execute instructions in bit multiples called bytes. In most computer systems, there are eight bits in a byte. The value of a bit is usually stored as either above or below a designated level of electrical charge in a single capacitor within a memory device.

BMP - Bit MaP - A bit map (often spelled "bitmap") defines a display space and the color for each pixel or "bit" in the display space.

Byte - Eight binary digits - A byte is the unit most computers use to represent a character such as a letter, number, or typographic symbol (for example, "g", "5", or "?").

CD - Compact Disk - Those round, shiny things with digital audio or data on them.

CDDB - Compact Disk Database - CDDB is a database comprised of thousands of artist, album and track titles. When you insert an audio CD in your CD-ROM drive and are connected to the Internet, your program will make a connection with this site and it will match the serial number of your CD with their records and import all title, artist, and track data into the 'Recorder' screen. This information will cross over to your music library, upon recording completion, saving you the tedious data entry task.

CD-R - Compact Disc Recordable - Round, shiny things that you can record digital audio or data on.

CD-RW - Compact Disc ReWritable - Round, shiny things that you can record digital audio or data on, over and over and over and over (but just until it finally wears out - Compact Disks in general have a lifespan of about 10 years).

CDROM - Compact Disk ROM - Those round shiny things with data on them (can be digital audio data).

CFML - Cold Fusion Markup Language - Macromedia's (formerly Allaire's) dynamic web page scripting language.

CGI - Common Gateway Interface - The common gateway interface (CGI) is a standard way for a Web server to pass a Web user's request to an application program and to receive data back to forward to the user.

Codec - Coder/Decoder - A an algorithm, or specialized computer program, that compresses or reduces the number of bytes consumed by large files and programs.

CPU - Central Processing Unit - The microprocessor chip that powers a computer. The Intel Pentium chip is one example of a CPU. The term also refers to the box that houses this chip.

DHCP - Dynamic Host Configuration Protocol - A communications protocol that automatically assigns dynamic Internet Protocol (IP) addresses on an organization's network rather requiring them to be set manually to static addresses.

DLL - Dynamic Link Library - A Windows file containing functions and resources that other programs can use.

DNS - Domain Name Service - The system that catalogs Internet domain names and translates them into Internet Protocol addresses.

DSL - Digital Subscriber Line - A technology for bringing high-bandwidth information to homes and small businesses over ordinary copper telephone lines.

EIDE - Enhanced Integrated Drive Electronics - Enhanced (sometimes "Expanded") IDE is a standard electronic interface between your computer and its mass storage drives. EIDE's enhancements to Integrated Drive Electronics (IDE) make it possible to address a hard disk larger than 528 Mbytes.

EISA - Extended Industry Standard Architecture - (pronounced "ee-suh") EISA is a standard bus (computer interconnection) architecture that extends the ISA standard to a 32-bit interface. It was developed in part as an open alternative to the proprietary Micro Channel Architecture (MCA) that IBM introduced in its PS/2 computers.

FAQ - Frequently Asked Questions - Click here to go the Frequently Asked Questions FAQ.

FTP - File Transfer Protocol - File Transfer Protocol (FTP), a standard Internet protocol, is the simplest way to exchange files between computers on the Internet. Because both password and data transmission are unencrypted and unsecure, secure protocols like SSH and SSL are replacing FTP for file transfer.

GB - GigaByte - 1,073,741,824 bytes

GHz - GigaHertz - A unit of measure expressing (computer) speed in terms of the number of billions of operations per second.

GIF - Graphics Interchange Format - (pronounced like "Gift" without the "t") One of the two most common file formats for graphic images on the World Wide Web. The other is the JPEG.

GNU - Gnu's Not Unix (operating system) - GNU is a UNIX-like operating system that comes with source code that can be copied, modified, and redistributed. The GNU project was started in 1983 by Richard Stallman and others, who formed the Free Software Foundation. Stallman believes that users should be free to do whatever they want with software they acquire, including making copies for friends and modifying the source code and repackaging it with a distribution charge. The FSF uses a stipulation that it calls copyleft. Copyleft stipulates that anyone redistributing free software must also pass along the freedom to further copy and change the program, thereby ensuring that no one can claim ownership of future versions and place restrictions on users.

HTML - Hypertext Markup Language - HTML (Hypertext Markup Language) is the set of markup symbols or codes inserted in a file intended for display on a World Wide Web browser page. The markup tells the Web browser how to display a Web page's words and images for the user.

HTTP - HyperText Transfer Protocol - The set of rules for exchanging files (text, graphic

images, sound, video, and other multimedia files) on the World Wide Web.

IDE - Integrated Drive Electronics - A standard electronic interface used between a computer motherboard's data paths or bus and the computer's disk storage devices. The IDE interface is based on the IBM PC Industry Standard Architecture (ISA) 16-bit bus standard, but it is also used in computers that use other bus standards.

IP - Internet Protocol - The method or protocol by which data is sent from one computer to another on the Internet. Each computer (known as a host) on the Internet has at least one IP address that uniquely identifies it from all other computers on the Internet. When you send or receive data (for example, an e-mail note or a Web page), the message gets divided into little chunks called packets. Each of these packets contains both the sender's Internet address and the receiver's address. Any packet is sent first to a gateway computer that understands a small part of the Internet. The gateway computer reads the destination address and forwards the packet to an adjacent gateway that in turn reads the destination address and so forth across the Internet until one gateway recognizes the packet as belonging to a computer within its immediate neighborhood or domain. That gateway then forwards the packet directly to the computer whose address is specified.

IP Address - Internet Protocol Address - A 32-bit number (in the form XXX.XXX.XXX.XXX) that identifies each sender or receiver of information that is sent in packets across the Internet. An IP address has two parts: the identifier of a particular network on the Internet and an identifier of the particular device (which can be a server or a workstation) within that network.

IRC - Internet Relay Chat - The series of protocols behind internet "chat rooms."

IS - Information Services - An oxymoron, because we all know these folks don't give anyone any kind of useful information in any sort of timely fashion, much less help you get your machine working through their firewall.

ISA - Industry Standard Architecture - The standard bus (computer interconnection) architecture that is associated with the IBM AT motherboard. It allows 16 bits at a time to flow between the motherboard circuitry and an expansion slot card and its associated device(s).

ISDN - Integrated Services Digital Network - A set of CCITT/ITU standards for digital transmission over ordinary telephone copper wire as well as over other media. Home and business users who install an ISDN adapter (in place of a modem) can see highly-graphic Web pages arriving very quickly (up to 128 Kbps). ISDN requires adapters at both ends of the transmission so your access provider also needs an ISDN adapter. ISDN is generally available from your phone company in most urban areas in the United States and Europe.

ISO - International Standardization Organisation - ISO is a non-governmental organization established in 1947. The mission of ISO is to promote the development of standardization and related activities in the world with a view to facilitating the international

exchange of goods and services, and to developing cooperation in the spheres of intellectual, scientific, technological and economic activity. In other words, they want to put a bar code on everything including you and your children.

ISP - Internet Service Provider

IT - Information Technology - See "IS" above.

J**PEG - Joint Photographic Experts Group -** (pronounced "JAY-peg") A Graphic image file created by choosing from a range of compression qualities. When you create a JPEG or convert an image from another format to a JPEG, you are asked to specify the quality of image you want. Since the highest quality results in the largest file, you can make a trade-off between image quality and file size.

K - Kilobyte - 1,024 Bytes

KB - KiloByte - 1,024 Bytes

KBPS KB/s - KiloBits Per Second

KHz - KiloHertz - A unit of measure expressing (computer) speed in terms of the number of thousands of operations per second.

LAN - Local Area Network

LCD - Liquid Crystal Display

MB - Megabyte - 1,048,576 bytes

MHz - MegaHertz - A unit of measure expressing (computer) speed in terms of the number of millions of operations per second.

MIME - Multipurpose Internet Mail Extensions - An extension of the original Internet e-mail protocol that lets people use the protocol to exchange different kinds of data files on the Internet: audio, video, images, application programs, and other kinds, as well as the ASCII handled in the original protocol, the Simple Mail Transport Protocol (SMTP)

MODEM - MOdulator/DEModulator

MP3 - MPEG-1 Audio Layer 3 - A standard technology and format for compression a sound sequence into a very small file (about one-twelfth the size of the original file) while preserving the original level of sound quality when it is played.

MPEG - Motion Picture Experts Group - (pronounced "EHM-pehg") The Moving Picture Experts Group, develops standards for digital video and digital audio compression.

It operates under the auspices of the International Organization for Standardization (ISO).

OCR - Optical Character Recognition - The recognition of printed or written text characters by a computer. This involves photoscanning of the text character-by-character, analysis of the scanned-in image, and then translation of the character image into character codes, such as ASCII, commonly used in data processing.

PCI - Peripheral Component Interface - An interconnection system between a microprocessor and attached devices in which expansion slots are spaced closely for high speed operation. Using PCI, a computer can support both new PCI cards while continuing to support Industry Standard Architecture (ISA) expansion cards.

Perl - Practical Extraction and Report Language - A script programming language that is similar in syntax to the C language and that includes a number of popular UNIX facilities such as sed, awk, and tr. Perl is an interpreted language that can optionally be compiled just before execution into either C code or cross-platform bytecode. When compiled, a Perl program is almost (but not quite) as fast as a fully precompiled C language program. Perl is regarded as a good choice for developing common gateway interface (CGI) programs because it has good text manipulation facilities (although it also handles binary files). It was invented by Larry Wall.

PDA - Personal Digital Assistant - Those handheld Palm Pilot thingies that organize your address book, calendar, memos, and let you play all kinds of games.

PDF - Portable Document Format - A file format that has captured all the elements of a printed document as an electronic image that you can view, navigate, print, or forward to someone else. PDF files are created using Adobe Acrobat, Acrobat Capture, or similar products. To view and use the files, you need the free Acrobat Reader, which you can easily download. Once you've downloaded the Reader, it will start automatically whenever you want to look at a PDF file.

PGP - Pretty Good Privacy - A popular program used to encrypt and decrypt e-mail over the Internet. It can also be used to send an encrypted digital signature that lets the receiver verify the sender's identity and know that the message was not changed en route. Available both as freeware and in a low-cost commercial version, PGP is the most widely used privacy-ensuring program by individuals and is also used by many corporations. Developed by Philip R. Zimmermann in 1991, PGP has become a de facto standard for e-mail security. PGP can also be used to encrypt files being stored so that they are unreadable by other users or intruders.

PHP - Personal Home Page Tools - A script language and interpreter that is freely available and used primarily on Linux Web servers for generating dynamic web content.

POP3 - Post Office Protocol 3 - A client/server protocol in which e-mail is received and held for you by your Internet server. Periodically, you (or your client e-mail receiver) check your mail-box on the server and download any mail. POP3 is built into the Netmanage suite

of Internet products and one of the most popular e-mail products, Eudora. It's also built into the Netscape and Microsoft Internet Explorer browsers.

PPP - Point-to-Point Protocol - A protocol for communication between two computers using a serial interface, typically a personal computer connected by phone line to a server.

SCSI - Small Computer Systems Interface - (pronounced "SKUH-zee" and sometimes colloquially known as "scuzzy"), the Small Computer System Interface, is a set of evolving ANSI standard electronic interfaces that allow personal computers to communicate with peripheral hardware such as disk drives, tape drives, CD-ROM drives, printers, and scanners faster and more flexibly than previous interfaces. Developed at Apple Computer and still used in the Macintosh, the present set of SCSIs are parallel interfaces. SCSI ports are built into most personal computers today and are supported by all major operating systems.

SIMM - Single In-line Memory Module - A module containing one or several random access memory (RAM) chips on a small circuit board with PINs that connect to the computer motherboard. More memory = faster performance.

SMTP - Simple Mail Transfer Protocol - A TCP/IP protocol used in sending and receiving e-mail. However, since it's limited in its ability to queue messages at the receiving end, it's usually used with one of two other protocols, POP3 or Internet Message Access Protocol, that let the user save messages in a server mailbox and download them periodically from the server.

SPAM - SPiced hAM also Junk E-mail.

SQL - Structured Query Language - SQL (Structured Query Language) is a standard interactive and programming language for getting information from and updating a database. Queries take the form of a command language that lets you select, insert, update, find out the location of data, and so forth. SSH - Secure Shell - A UNIX-based command interface and protocol for securely getting access to a remote computer. SSH commands are encrypted and secure in several ways. Both ends of the client/server connection are authenticated using a digital certificate, and passwords are protected by being encrypted.

SSI - Server Side Include - A variable value or file snippet that a server can include in an HTML file.

SSL - Secure Sockets Layer - The Secure Sockets Layer (SSL) is a commonly-used protocol for managing the security of a message transmission on the Internet. SSL has recently been succeeded by Transport Layer Security (TLS), which is based on SSL. SSL uses a program layer located between the Internet's Hypertext Transfer Protocol (HTTP) and Transport Control Protocol (TCP) layers. SSL is included as part of both the Microsoft and Netscape browsers and most Web server products. Developed by Netscape, SSL also gained the support of Microsoft and other Internet client/server developers as well and became the de facto standard until evolving into Transport Layer Security.

SYSAD - System Administrator

SYSOP - System Operator

T1 - The T1 (or T-1) carrier is the most commonly used digital line in the United States, Canada, and Japan. In these countries, it carries 24 pulse code modulation (PCM) signals using time-division multiplexing (TDM) at an overall rate of 1.544 million bits per second (Mbps). T1 lines use copper wire and span distances within and between major metropolitan areas.

T3 - A higher level T-carrier that transmits at 44.736 Mbps.

TCP/IP - Transmission Control Protocol/Internet Protocol - The basic communication language or protocol of the Internet.

TIFF - Tagged Image File Format - A common format for exchanging raster graphics (bitmap) images between application programs, including those used for scanner images. A TIFF file can be identified as a file with a ".tiff" or ".tif" file name suffix. The TIFF format was developed in 1986 by an industry committee chaired by the Aldus Corporation (now part of Adobe Software). Microsoft and Hewlett-Packard were among the contributors to the format. One of the most common graphic image formats, TIFF files are commonly used in desktop publishing, faxing, 3-D applications, and medical imaging applications.

URL - Uniform Resource Locator - (pronounced "YU-AHR-EHL" by normal people) The address of a file (resource) accessible on the Internet.

USB - Universal Serial Bus - USB (Universal Serial Bus) is a plug-and-play interface between a computer and add-on devices (such as audio players, joysticks, keyboards, telephones, scanners, and printers). With USB, a new device can be added to your computer without having to add an adapter card or even having to turn the computer off.

WAV - Wave file - An audio file format, created by Microsoft, that has become a standard PC audio file format.

WYSIWYG - What You See Is What You Get - (pronounced "wizzy-wig")

XML - eXtensive Markup Languge - A flexible way to create common information formats and share both the format and the data on the World Wide Web.

Y2K - Year 2000 - Hello, Wake up, where have you been for the past few years?!?

ZIP - Zip File - A file that has been compressed to reduce its size. Must be opened/extracted with a compression tool like: PKZIP for the DOS operating system, WinZip and Netzip for Windows, MacZip for Macintosh users, and Zip and UnZip for UNIX systems.

Defintions for terms from: Whatis.com, BABEL : Glossary of Computer Oriented Abbreviations and Acronyms, PC Magazine, and yours truly.

Shawn Klejmont, Technology Coordinator

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Newsletter of the New England Regional Medical Library

In This Issue:

tres chic

consumer health

by Javier Crespo

On Evaluation, Tools, and Criteria

Librarians have been teaching skills in evaluating Health Information resources for about as long as health information resources have been around. The skills basically have users examine the resource or websites using key concepts and often follow a question-based approach (i.e. Does the site readily display its' sponsors?). Many evaluation initiatives have cropped up to aid the user or the content provider. These initiatives are not meant to replace the evaluation skills users ought to be practicing. While the development of some of these initiatives and tools can help users, it's becoming more apparent that though some of these initiatives will come and go, users will always need these evaluation skills.

Some of the initiatives:

Health on the Net began in 1996 and is an older initiative. Most librarians or end user educators have probably used the HON site as a way of teaching evaluation skills and demo'ing some of the sites with the HON code. Many of us know the principle behind HON is self-regualtion-the information provider carries the HON image pledging to abide by its standards. There is an application and review process that registers the site with the HON foundation. Key principles for HON are:

- Authority
- Complementary
- Confidentiality
- Attribution
- Justifiability
- Authorship/Sponsorship
- Advertising truth

URAC is the American Accreditation Healthcare Commission and is a membership organization composed of employers, consumers, partitioners, and managed care companies. The organization establishes standards and grants accreditation in areas like case management, claims processing, utility management and worker's compensation. The website accreditation process was introduced last year. Websites pay a fee for being continually reviewed and consulted on their practices. The fees are quite substantial and currently 13 sites have undergone and passed the accreditation process. These sites include a few health care associations (Health Insurance Association of America), and information providers: (adam.com; InteliHealth; LaurusHealth). The accreditation process involves website reviews, site visits, and ongoing consultations. The 52-point standards revolve around concepts like:

- Disclosure and Linking
- Health Content and Service Delivery
- Privacy and Security
- Quality and Oversight

One of the lists I subscribe to (lurk on, to be more accurate) is the medwebmasters list is composed of health website developers and medical professionals. There's been good discussion about these evaluation resources. HON has come into some criticism for not having more stringent enforcement of its standards. (See HONcode: jeers). There has also been some discussion of HON's funding troubles.

Although the cost may be prohibitive for many website developers, URAC is responding to a need for third party monitoring of health information webistes. While the HON principles and standard setting approach has served users and trainers well, the value of URAC's accreditation program won't be seen for a while.

The URAC initiative has spawned discussion of the need to educate consumers about how to self-evaluate websites. Members on the medwebmasters list began posting the links to sites on evaluating websites. Some of these evaluation resources are from libraries and may be familiar to those of us teaching evaluation skills. Again, these vary in the question and concepts, but all of them serve to get users to better examine websites.

Because I've taught these skills in my different jobs, I used to think this part of training would soon not be necessary. Yes, that was naive. Not suprisingly many of the case managers, visiting and home nurses, and other health professionals I've presented are unfamiliar with these types of evaluation resources. Suprisingly, many of the public library websites I've visited do not offer these types of guides in their health or 'introduction to the Internet' pages.

Some Internet trainers use the simple and useful Who What and When scheme of questions to show that critical thinking about websites can be an easy thing. The criteria I like to use in presenting evaluation skills are by the Health Summit Working Group (HSWG). The Health Summit Working Group was sponsored by Mitretek Systems, a health care non-profit, and also

funded by the Agency for Health Care Policy and Research.

HEALTH SUMMIT WORKING GROUP

The Working Group was a panel of health and information experts who developed criteria based on eight concepts. The criteria were developed in conjunction with a scoring tool that is no longer supported on the Mitretek website. I like the HSWG criteria because the concepts are well described and its three versions go from very detailed to a quick run-down. Below is the brief version of the criteria but the Mitretek site includes a longer Policy paper and a more detailed White Paper. Below is a capsule version of their criteria.

Criteria for Evaluating Internet Health Information

- **Credibility**: includes the source, currency, relevance/utility, and editorial review process for the information.
- **Content**: must be accurate and complete, and an appropriate disclaimer provided.
- **Disclosure**: includes informing the user of the purpose of the site, as well as any profiling or collection of information associated with using the site.
- **Links**: evaluated according to selection, architecture, content, and back linkages.
- **Design**: encompasses accessibility, logical organization (navigability), and internal search capability.
- **Interactivity**: includes feedback mechanisms and means for exchange of information among users.
- **Caveats**: clarification of whether site function is to market products and services or is a primary information content provider

**For an extensive treatment of many of the Quality Standards see:

Ahmad Risk, Joan Dzenowagis. Review of Internet Health Information Quality Initiatives Journal of Medical Internet Research, 2001, December 26; 3 (4): e28 (http://www.jmir.org/2001/4/e28/index.htm URL not available on 2/11/02)

Javier Crespo, Consumer Health Information Coordinator

Upcoming events: SAVE THE DATES!!

Friday, March 29, 2002

Rutland Regional Medical Center and Vermont Area Health Education Centers (AHEC) present a day-long workshop on health literacy problems and solutions:

Write It/Say It Easy to Understand: Health Literacy Training for Professionals. Sue Stableford, MPH, MSB, Director of Maine AHEC Health Literacy Center and the Jane Root Summer Institute, is guest speaker.

This is a hands-on workshop and participants will learn to use plain language communication tools to help improve quality of care. Special issues in elderly clientele will be addressed. The workshop is Friday, March 29, at the Rutland Country Club. Registration is limited, fee is $50 and includes lunch and materials. **Contact Claire LaForce, [Health Sciences Library, Rutland Regional Medical Center](#) at 802-747-3777** with questions.

Tuesday, April 30, 2002

Consumer Health Information Conference: Networking and Technology, to be held at the Publick House in Sturbridge, MA. This one day conference is designed to foster cooperation between public health departments, public libraries, health sciences libraries, major voluntary health organizations, and health educators. It will help these health professionals use authoritative Internet resources and referral systems and to plan new projects to effectively answer consumer health questions.

Plan to attend! Hear how a health sciences librarian developed a cooperative project between libraries, health agencies, and associations to meet the health information needs of an urban community. Listen to a medical doctor's perspective on a current public health issue and the public's need for accurate information. Hear about the experiences of a patient and her spouse when they searched for information they needed to make informed medical decisions. Learn about the tools you'll need, such as Internet resources and grant writing skills, to develop a cooperative consumer health information project that meets the unique needs of your community.

Public health officials, health educators, public librarians, health sciences librarians, and local chapters of major health organizations are invited to attend. This conference is open to all of these groups in the six New England States.

Sponsored by the [Lyman Maynard Stowe Library](#), University of Connecticut Health Center, Farmington CT, the conference is funded by the National Library of Medicine, National Network of Libraries of Medicine - New England Region.

Additional details and registration information will be sent out soon. If you have questions, please contact: **Alberta L. Richetelle, Program Director, Healthnet:Connecticut Consumer Health Information Network, Lyman Maynard Stowe Library, University of Connecticut Health Center; 860/679-4055;email: richetelle@nso.uchc.edu.**

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Newsletter of the New England Regional Medical Library

In This Issue:

- *Thank You*
- *Director's CorNER*
- *Future Leaders*
- *PubMed Particulars*
- *LinkOut*
- *New Library Groups*
- *Ill Advised*
- *Know Tech*
- *Tres Chic*
- *INside OUTreach*
- *Links*

Welcome To . . .

*IN*side *OUT*reach

Moving to Massachusetts in October, as I did, is absolutely the most wonderful thing! From the urban landscape of Chicago to the picture-postcard beauty of autumn in New England is a dramatic and invigorating change. I send a big hello to you all and a big thank you for welcoming me so warmly to New England.

It was a busy autumn as I got settled into my new place. I began learning my way around my Shrewsbury and Worcester neighborhoods. I planned classes, took my first trips to Maine, Rhode Island and Connecticut and drove myself into Boston - alone - for the first time! But, being invited to teach classes and having the opportunity to meet some of you face to face has been the most fun of all. I look forward to meeting many, many more of you over the coming months.

Part of my role, as the Outreach/Education Coordinator, is to offer classes throughout the Region. Classes are available on PubMed and the NLM Gateway as well as other NLM databases and can be tailored to suit the needs of your group. Please feel free to contact me at the NER office to discuss the possibilities. Just phone the toll free number for the NER (1-800-338-7657). Or, if you prefer, email me at Donna.Berryman@umassmed.edu.

NOTEWORTHY

The NLM Technical Bulletin explains important changes and information regarding Medline that will affect how PubMed is used and how it works.

Highlights from the current edition (Jan-Feb 2002) of The NLM Technical Bulletin include:

- Effective January 5, 2002, indexed citations were once again added to PubMed. This may cause a larger retrieval set than anticipated for those running saved Cubby searches.

- Some Medline records will now contain the full name of an author. Full names are not searchable, however.

- The Comments/Corrections fields in Medline records will now display as links to make it easier to move between associated citations. Read a full explanation of the fields and see samples of how

the links will appear in the records.

Important Information From Previous Issues of The NLM Technical Bulletin:

- **MeSH** changes have been completed for 2002. To read about the changes, please see ["What's New for 2002 MeSH"](#)

- Changes in **MeSH** may affect how a search stored in the Cubby performs. For information on how to revise Cubby stored searches, please see ["Hands-on: Revising PubMed Cubby Stored Searches"](#) also in the Nov-Dec 2001 issue.

Donna Berryman, Outreach Coordinator

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Check this out!

Winter blues got you down? Check out these web sites for tips on how to get through this interminable time of year. Would you like us to post a link? Please send your request to Rebecca Chlapowski

Don't be SAD

Got the Flu?

The common cold

Healthy Kids

Links you asked for!

[Medical Library Newsletters Online](#)

[National Outreach Mapping Center](#)

[Consumer Health Reference Center](#)

[Generation Rx.com](#)

[NLM](#) | [NN/LM](#) | [NER](#)

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