
About the Contributors

MARGARET (PEG) ALLEN, M.L.S.-A.H.I.P., has thirty-five years experience as a health sciences librarian. In her consulting work with Wisconsin Area Health Education Centers (AHEC) she helped develop and coordinate information outreach projects based on community needs. Following her M.L.I.S. from the University of Wisconsin-Madison, Ms. Allen worked as a hospital and academic librarian, with a focus on nursing and allied health information services. She has worked as an independent consultant since 1993, working for a wide variety of organizations in addition to AHEC. Her active contracts include the Hmong Health Education Network project, now managed by the Wausau Area Hmong Mutual Association, and Cinahl Information Systems, Inc. Her business website at www.pegallen.net lists her publications and presentations, with links to those available online. She is certified at the distinguished level by the Medical Library Association Academy of Health Information Professionals (AHIP) and received two awards from the MLA Nursing and Allied Health Resources Section.

KRISTINE M. ALPI is Library Manager for the Public Health Library of the New York City Department of Health and Mental Hygiene and Lecturer in the Department of Public Health at the Weill Medical College of Cornell University. She earned an M.P.H. in Community Health Education from Hunter College, City University of New York and an M.L.S. from Indiana University. She is the author of several articles on finding multicultural health information. Kris serves as the volunteer Spanish editor for New York Online Access to Health and teaches continuing education classes for the Medical Library Association, including Providing Health Information and Services in Other Languages.

JOYCE E. B. BACKUS leads the team responsible for MedlinePlus, the National Library of Medicine's consumer health Web site. Released in 1998, MedlinePlus includes health topic portal pages, a medical encyclopedia,

drug information, interactive tutorials, and news. NLM released MedlinePlus en español in the fall of 2002 to serve Spanish-speaking health information seekers. Today, MedlinePlus delivers 40 million health information pages each month to Web users. Ms. Backus also guides the development of the NIHSeniorHealth.gov site, which employs an innovative talking Web feature. She has been with the National Library of Medicine since becoming an Associate Fellow in 1985. She followed the program as a reference librarian and, after two years, became a systems librarian. She has contributed to PC-based Grateful Med, the MEDLINE on CD-ROM conference, NLM's first Internet-accessible OPAC, Locatorplus, the NLM gopher, and other NLM Web sites. Joyce holds a Master of Science in Library Science from the Catholic University in Washington, DC, and a Bachelor of Arts from Duke University.

LYNDA M. BAKER, Ph.D., an Associate Professor in the Library and Information Science Program at Wayne State University, teaches three health sciences courses and the core course on research methods. She has written/co-authored numerous articles on various aspects of consumer health information including "Theories for Practitioners: Two Frameworks for Studying Consumer Health Information-Seeking Behavior" and "Sense Making in Multiple Sclerosis: The Information Needs of People during an Acute Exacerbation." She was one of the first LIS researchers to assess the readability of medical and consumer health material and has co-published three articles on the subject: "Consumer Health Materials Recommended for Public Libraries: Too Tough to Read"; "The Readability of Medical Information on InfoTrac: Does It Meet the Needs of People with Low Literacy Skills"; and "An Analysis of the Readability and Cultural Sensitivity of Information on NCI's Website: CancerNet™." She also co-authored the book *Consumer Health Information for Public Librarians*.

BARBARA M. BIBEL is a reference librarian in the Science/Business/Social Science/Government Documents Department of the Oakland Public Library. She is certified as a Level II Consumer Health Information Specialist by the Medical Library Association (MLA). Barbara writes reviews for *Reference Books Bulletin*, *Booklist*, *Library Journal*, *Criticas*, *REFORMA*, *American Reference Books Annual*, *Consumer Connections*, *Jewish Book World*, and the *Association of Jewish Libraries Newsletter*. She also indexes for Librarians Index to the Internet and teaches continuing education classes for MLA. She serves as book review editor for *Consumer Connections*, chair of the Materials Reviewing Committee of RUSA/ALA, a member of the *Reference Books Bulletin* editorial board, and a member of the Top 100 Web Sites Committee of CAPHIS (MLA). Barbara wrote the chapters on medical and health information for *Reference Sources for Small and Medium-Sized Libraries* (6th

ed., ALA, 1999) and *Recommended Reference Sources in Paperback* (3rd ed., Libraries Unlimited, 2000).

MARY JO BOLAND, M.L.S., is a Consumer Health Librarian at the Gundersen Lutheran Medical Center in La Crosse, Wisconsin. Following her M.L.I.S. from University of Wisconsin–Madison, she worked at MINITEX (1981–1985) and NELINET (1985–2003), where she provided customer services including OCLC and Internet training. From 2003 to early 2004, Ms. Boland was the Outreach Librarian for the Southwest Wisconsin Area Health Education Center (SWAHEC), coordinating the Southwest Wisconsin Health Information Access grant (NLM, 2001–2004). During this last year of the project, she served as Webmaster for *Healthy Wisconsin People* and offered classes on accessing health information. These sessions reached more than 200 providers and consumers. Ms. Boland authored illustrated guides to supplement these classes, such as “Getting Started on the Internet” and “Introduction to PowerPoint.” She is the current chair of the Outreach Committee of the Wisconsin Health Science Library Association (WHSLA).

JAVIER CRESPO is Associate Director of the National Network of Libraries of Medicine–New England Region where he was formerly the Consumer Health Information Coordinator. In his previous capacity Crespo trained librarians and health care providers in accessing health information resources on the Internet. Crespo served on the faculty of the Library of the Health Sciences at the University of Illinois at Chicago and was a liaison to the School of Public Health. He has worked in various outreach projects bringing health information resources to community-based organizations throughout Chicago and Central Massachusetts. He is a member of the Medical Library Association and its Consumer and Patient Health Information Section.

ELLEN GAY DETLEFSEN is an Associate Professor in the School of Information Sciences at the University of Pittsburgh, with a joint appointment in the Center for Biomedical Informatics in the School of Medicine. She teaches courses on health sciences information, medical informatics, and information resources and services for health care consumers. The Pittsburgh graduate program in Medical Librarianship, which she directs, was ranked first in the nation by *U.S. News & World Report*. In 2002 she won the Medical Library Association’s Lucretia McClure Excellence in Education Award, the organization’s highest honor for an educator. From 1998 to 2004 she was Project Director for the Highmark Minority Health Link initiative for educating African American medical librarians. Dr. Detlefsen is also Chief of the Information Dissemination Unit for the University of

Pittsburgh's NIMH-funded research center on mood disorders in late life. Her research focuses on the information behaviors of health professionals and health care consumers and the development of educational programs for health information specialists.

CLAUDIA J. GOLLOP, Ph.D., is an Associate Professor at the School of Information and Library Science, University of North Carolina–Chapel Hill. Her current research interests include issues of consumer health information acquisition and dissemination. She conducted a study of the health information-seeking behavior of older African American women and the role of the public library in the provision of health information. Dr. Gollop collaborated on a study that evaluated the National Cancer Institute's Web site for readability/literacy level and customization for particular user groups and co-authored the article "An Analysis of the Readability and Cultural Sensitivity of Information on NCI's Website: CancerNet™." She was a researcher on "Preparing Tomorrow's Health Sciences Librarians: Feasibility and Marketing Studies," funded by the National Library of Medicine. She teaches in the areas of health information, database searching and retrieval, information services for specific populations, and public libraries. Before joining the University of North Carolina, she was a librarian for over a decade.

DIANE K. KOVACS is President of Kovacs Consulting—Internet & Web Training. She has more than ten years of experience as a Web Teacher and Consultant. She received an M.S. in Library and Information Science from the University of Illinois in 1989 and a M.Ed. in Instructional Technology from Kent State University in 1993. She has a B.A. in Anthropology also from the University of Illinois. Diane is the 2000 recipient of the "Documents to the People" award from the Government Documents Roundtable of the American Library Association. She was also the recipient of the Apple Corporation Library's Internet Citizen Award for 1992 and was the University of Illinois Graduate School of Library and Information Science Alumni Association's first recipient of the Leadership Award in 1996. Since 1990 she has been the editor-in-chief of the *Directory of Scholarly and Professional Electronic Conferences*. Her latest book is *The Kovacs Guide to Electronic Library Collection Development: Essential Core Subject Collections, Selection Criteria, and Guidelines*, co-authored with Kara L. Robinson (2004). *The Internet Homework Helper's Handbook*, co-authored with Debra K. Logan, is forthcoming from Neal-Schuman in 2005.

SUZANNE MATTHEW, Ph.D. has served as Executive Director for the Northern Wisconsin Area Health Education Center (NAHEC) since 1995. She served as Principal Investigator for the Northwoods HealthNet NLM Information Systems grant, continued by the Healthier Northwoods Peo-

ple grant (1997–2003). Currently, she provides leadership for the Hmong health projects, as well as several other NAHEC cultural diversity and health careers initiatives. Dr. Matthew enjoys developing academy/community partnerships to achieve the NAHEC mission. She holds a Ph.D. in Medical Geography and Demography from the University of North Carolina. Her previous positions include teaching, coordinating clinical trials, and serving as Assistant Dean for Continuing Medical Education at the East Tennessee State University College of Medicine. Dr. Matthew's numerous publications and presentations relate to health care access, cultural competence, and community networking to improve access to health information. She is committed to improving health care for underserved populations, with a focus on rural communities as well as the immigrants in northern Wisconsin.

TAMMY L. MAYS, M.L.I.S., A.H.I.P. is the Consumer Health Coordinator for the National Network of Libraries of Medicine Greater Midwest Region at the University of Illinois at Chicago. She has co-authored a chapter on consumer health information for *Decisions for Health, Level Blue* (Holt, Rinehart & Winston, 2004). Tammy received her M.L.I.S. from the University of Wisconsin–Milwaukee in 1997. Prior to joining the Greater Midwest Region, Tammy was an Associate Fellow at the National Library of Medicine in Bethesda, Maryland. After completing the Associate Fellowship program, Tammy relocated to Wisconsin, where she was the Outreach Coordinator at the University of Wisconsin–Madison Health Sciences Libraries. Currently, as the Consumer Health Coordinator, Tammy is responsible for building a consumer health program for the region by developing instructional materials and presenting and exhibiting at professional librarians' and health professionals' meetings. She also trains public librarians, consumers, and health professionals to search the National Library of Medicine's consumer health products and services.

NAOMI MILLER received her M.L.S. from the University of Wisconsin–Madison in 1970. She has been with the National Library of Medicine since 1989, first as a Reference Librarian and since 1993 as a Systems Librarian in the Office of the Chief, Public Services Division. She has over thirty years of experience in medical libraries, including five years as a hospital librarian at Cooper Hospital, Camden, New Jersey, and twelve as a full-time clinical librarian at the Medical College of Pennsylvania in Philadelphia. At NLM she serves as MedlinePlus Content Manager.

HEIDI T. SANDSTROM, R.N., M.L.I.S. is the Interim Associate Director and Coordinator of Consumer Health Information Services for the National Network of Libraries of Medicine, Pacific Southwest Region. In this role, she provides services to health information providers in order to meet the health information and health literacy needs of the public. She is a 1996

graduate of the University of California at Los Angeles's Department of Library and Information Science. Before attending graduate school, Heidi worked as a registered nurse in clinical, instructional, and hospital quality improvement settings.

REBECCA J. TYLER received her M.L.I.S. from Louisiana State University in 1997. Immediately following library school, she entered the Associate Fellowship program at the National Library of Medicine where she worked on projects with the National Center for Biotechnology Information and the Preservation and Collection Management Section. After the fellowship she worked as a systems librarian at the University of Arizona Health Sciences Library in Tucson and as computer services coordinator/reference librarian at Noble Science Library at Arizona State University in Tempe. She returned to NLM in 2001 to join the Public Services Division Web management team where she works on various projects including MedlinePlus and NIHSeniorHealth.