Associations that produce significant publications for the health sciences: results from tracking a phantom literature

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INTRODUCTION

In his groundbreaking research on associations and their politics, David Truman observed that people have a seemingly irresistible drive to organize themselves into groups [1]. Indeed, the Encyclopedia of Associations offers access to 22,000 nonprofit national organizations in the United States. More than 10%, or 2,330, of these associations are concerned primarily with health issues [2]. The vast majority of these health associations publish newsletters; many of them publish journals. Readers of the Bulletin of the Medical Library Association may be surprised, though, by how many of these health-related associations produce books or other significant publications.

The list presented as an appendix to this paper should enable health sciences librarians to monitor useful print publications produced by professional, public policy, or scientific associations. The associations listed are known to have published books or other substantive publications of potential interest to the clientele at health sciences libraries. This list excludes associations that publish only journals or newsletters. While no listing of this kind could be expected to be absolutely complete, this list was produced by using a reasonably comprehensive methodology.

BACKGROUND

Associations generate a variety of publications of interest to audiences beyond the ranks of their memberships. Over the past decade the author has observed that users at the University of New Mexico (UNM) Health Sciences Center Library have found many of these association publications to be valuable resources in fulfilling their research, educational, and clinical information needs.

Associations can produce a wide variety of publications, including monographs, standards, clinical practice guidelines, core curricula, protocols, and even textbooks.

Associations that produce publications of interest to health sciences libraries, however, usually do not approach publishing with the same goals or orientation as do commercial publishers. Health sciences librarians are well aware of certain prominent associations with prolific publishing programs, such as the American Medical Association and the American Hospital Association. These particular organizations, with their active marketing divisions, are remarkable because they are exceptions rather than adherents to the dominant patterns found among associations that publish on health sciences subjects.

Collection development librarians at health sciences libraries frequently become bewildered, and sometimes frustrated, when attempting to monitor publications produced by associations. In the author’s experience, most associations make merely modest efforts to even inform librarians of the existence of their publications. When contacted by library staff members, association personnel are typically unsure about the existence or availability of titles and seemingly indifferent to aspects of service such as delivery speed. Some associations require that libraries make prepaid orders, further inconveniencing many librarians.

One book vendor representative observed that the marketing and distribution of these publications beyond membership ranks seems to be an “afterthought” rather than a central concern for many associations [3]. Book vendors consequently decline to conduct business with certain associations because of numerous negative experiences with those specific associations, problems that ultimately reflect upon the vendors’ services [4].

The literature on organizational theory in public policy offers some insight into why librarians and their book vendors experience difficulty in simply identifying publications generated by associations. The literature points to the need for associations to use inducements such as publications to maintain their memberships. In an early work, Peter Clark and James Q. Wilson theorized about the need for associations to offer incentives to potential members [5]. Mancur Olson developed the concept of “selective incentives” as appeals for members to belong to a group and thereby ensure the long-term survival of the association. Publications are among the forms of selective incentives mentioned by Olson [6]. More recently Terry Moe has synthesized much of his predecessors’ theoretical work and coupled theories such as Olson’s to empirical research [7]. This theoretical work has been validated by the substantial empirical research conducted on organizational incentives over a twenty-year period [8].

The pivotal implication of the theories and empirical research related to organizational incentives can
be stated simply: Associations produce their publications primarily as a form of inducement to members, or potential members, to belong to the group. This dynamic explains why associations publish materials even if they lose money on their investment. Publications are tangible benefits offered to members in exchange for their belonging to particular associations. Within this context, associations probably see little to be gained by devoting scarce organizational resources, especially if operating at a loss, to notifying libraries about their publications. The burden of learning about these valuable though elusive publications therefore falls upon librarians. The list presented here serves to alleviate this burden.

METHODS

The author’s methodology may be divided into two major phases: first, identification of significant associations that might publish materials of interest to the clientele of health sciences libraries; second, investigation of whether these organizations have actually published such materials.

The identification phase began with the extensive files maintained by the author over the years. The files contained flyers and other communications about non-journal publications available from these organizations. In the past, associations that publish materials of interest have been identified for possible purchase for the UNM Health Sciences Center Library by the author, users, and library staff colleagues. The author searched the library’s online catalog for the years 1986 through 1995 by using the names of organizations he could recall as well as by using keywords such as “Association,” “Society,” “Academy,” and “College.” The author consulted with more than seventy UNM Health Sciences Center faculty members and management staff during 1995 to learn about association publications that they thought the library might acquire. Many of the colleagues consulted actually owned or had seen the publications from these associations, so they could offer critical evaluations of these materials. Other significant associations were identified from compilations of organizations found in various health sciences directories. The author also reviewed the three Brandon-Hill lists of journals because many of these journals are sponsored by significant health sciences associations. Similarly, associations that sponsor journals indexed by the Cumulative Index to Nursing and Allied Health Literature were identified as possible producers of other non-journal publications. The entries for more than 2,000 health sciences groups that appear in the Encyclopedia of Associations [2] were scanned for evidence of any groups that might publish books, manuals, standards, or other substantive publications. Finally, the author searched the CATLINE database via the National Library of Medicine (NLM) locator by using keywords such as “American,” “Society,” “International,” “American,” “National,” and as many subject terms as he could imagine to identify associations that were corporate authors or publishers of these non-journal publications.

Phase Two of the project involved investigating which organizations had actually published materials relevant to health sciences libraries. An association had to meet at least one of the following criteria to be included on the list: (1) the association had to have published or authored at least one relevant title since 1989; (2) the association had to have co-authored or collaborated on such a publication with another association; (3) at least one publication during the period from 1990 through 1995 had to have been published by the association, or a collaborating association, rather than by a commercial publisher; or (4) the association was expected to publish a relevant title by the end of 1996, according to a faculty member or other reputable source, even if the association had not published since 1989.

The criteria excluded associations that published only newsletters, journals, brochures, consumer-oriented materials, study guides, exam reviews, association histories, or other titles of interest only to the immediate membership. Published directories and conference proceedings were insufficient justification for inclusion on the list. Exceptions to this guideline were made, however, in isolated cases in which a publication was so distinctive or potentially valuable to health sciences libraries as to warrant inclusion of the association on the list.

The existence of publications that enabled associations to be included on the list was verified through listings on NLM’s CATLINE database, holdings at the UNM Health Sciences Center Library, personal examination of publications provided by faculty members, announcements about relevant publications from associations in recent flyers or catalogs, or via Online Catalog Library Center (OCLC) records.

RESULTS

Many significant health sciences associations and societies do not publish materials in genres relevant to this project. These organizations may publish newsletters and possibly journals or brochures, such as patient guides sold in bulk to association members. Many organizations that do publish books or other substantive publications, such as core curricula, elect to have commercial publishers handle the publishing and distribution of these materials. The author found
this type of arrangement most prevalent among international associations and societies. Yet, as long as an association or society published one relevant title under its own auspices or collaboratively with another association—rather than through commercial avenues—within the past five years, the organization was included on the list.

While engaged in this project, the author observed that associations sometimes choose to publish some but not all of their materials of relevance to health sciences libraries through commercial publishers over the years, or elect to publish with them for a few years and then switch back to their own publications operations, or vice versa.

The associations that appear on the list tend to be concentrated in the clinical areas of the health sciences. Medical specialties, nursing associations, public policy organizations, management interest groups, disease-focused associations, and public health organizations are most prevalent, whereas basic sciences organizations generally do not publish relevant types of materials. The basic sciences associations tend to communicate information almost exclusively through their newsletters or journals.

The author attempted to be slightly over-inclusive in making selections for the accompanying list because the health sciences can be linked logically with other subject areas, such as the social sciences. This inventory of associations can serve as a comprehensive checklist, which health sciences librarians might utilize selectively to identify publication sources of interest. Although the author made every effort to ensure the accuracy of addresses and phone numbers on the list, the tendency of associations to change locations and publishing programs will require major revisions to this resource list within the next two to three years. For this reason, the author invites interested colleagues to relay to him any suggestions regarding ways this list might be improved.

ACKNOWLEDGMENTS

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REFERENCES

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APPENDIX

List of organizations

Acad Managed Care Pharmacy (AMCP), 1650 King Street, Suite 402, Alexandria, VA 22314, 703/683-8416
Addiction Research Foundation, 33 Russell Street, Toronto, ONT M5S 2S1, 416/595-6059
Alan Guttmacher Institute, 120 Wall Street, 21st Floor, New York, NY 10005, 212/248-1111
Alcoholics Anonymous World Services, 475 Riverside Drive, New York, NY 10163, 212/870-3400
Amer Acad of Allergy, Asthma, and Immunology, 611 E Wells Street, Milwaukee, WI 53202, 414/272-6071
Amer Acad of Child and Adolescent Psychiatry, 3615 Wisconsin Ave NW, Washington, DC 20016, 202/966-7300
Amer Acad of Dermatology, 930 N Meacham Road, Schaumburg, IL 60172-4965, 708/330-0200
Amer Acad of Family Physicians, 8880 Ward Parkway, Kansas City, MO 64114, 816/333-9700
Amer Acad of Nurse Practitioners, PO Box 12846, Capital Station, Austin, TX 78711, 512/442-6242
Amer Acad of Ophthalmology, 655 Beach Street, San Francisco, CA 94109, 415/561-8500
Amer Acad of Orthopaedic Surgeons, 6300 N River Road, Rosemont, IL 60018-4262, 800/346-2267
Amer Acad of Otolaryngology—Head and Neck Surg, 1 Prince Street, Alexandria, VA 22314, 703/836-4444
Amer Acad of Pediatric Dentistry, 211 E Chicago Ave, Suite 1036, Chicago, IL 60611, 312/337-2169
Amer Acad of Pediatrics, 141 Northwest Point Blvd, PO Box 927, Elk Grove Village, IL 60009-0927, 800/433-9016
Amer Acad of Periodontology, 737 N Michigan Ave, Suite 800, Chicago, IL 60611-2615, 312/787-5518
Amer Acad of Physical Med and Rehabilitation, 1 IBM Plaza, 25th Floor, Chicago, IL 60611-3604, 312/464-9700
Amer Art Therapy Assn, 1202 Allanson Road, Mundelein, IL 60060, 708/949-6064
Amer Assn for Cancer Research, 620 Chestnut Street, Suite 816, Philadelphia, PA 19106-3483, 215/440-9300
Amer Assn for Clinical Chemistry, 2101 L Street NW, Suite 202, Washington, DC 20037-1526, 202/857-0717
Amer Assn for Geriatric Psychiatry, 7910 Woodmont Avenue, 7th Floor, Bethesda, MD 20814, 301/654-7850
Amer Assn for Respiratory Care, 11030 Ables Lane, Dallas, TX 75229, 214/243-2272
Amer Assn for Thoracic Surgery, 13 Elm Street, PO Box 1563, Manchester, MA 01944, 508/526-8330
Amer Assn for the Advancement of Science, 1333 H Street NW, Washington, DC 20005, 800/222-7809
Amer Assn for the History of Medicine, 80 E Concord Street, Boston, MA 02118-2394, 617/638-4328
Amer Assn for the History of Nursing, PO Box 90803, Washington, DC 20090-8030, 202/543-2127
Amer Assn of Blood Banks, 8101 Glenbrook Road, Bethesda, MD 20814-2749, 301/907-6977
Amer Assn of Colleges of Nursing, 1 DuPont Circle NW, Suite 530, Washington, DC 20036, 202/463-6930
Amer Assn of Colleges of Osteopathic Medicine, 6110 Executive Blvd, Suite 405, Rockville, MD 20852, 301/468-0990
Amer Assn of Colleges of Pharmacy, 1426 Prince Street, Alexandria, VA 22314, 703/739-2330
Amer Assn of Critical-Care Nurses, 101 Columbia, Aliso Viejo, CA 92656, 800/899-2226
Amer Assn of Dental Examiners, 211 E Chicago Ave, Suite 844, Chicago, IL 60611, 312/440-7464
Amer Assn of Dental Schools, 1625 Massachusetts Avenue NW, Washington, DC 20036, 202/667-9433
Amer Assn of Diabetes Educators, 444 N Michigan Ave, Suite 1240, Chicago, IL 60611-3901, 312/644-2233
Amer Assn of Electrodagnostic Medicine, 21 Second Street SW, Suite 103, Rochester, MN 55902, 507/288-0100
Amer Assn of Endodontists, 211 E Chicago Avenue, Suite 1100, Chicago, IL 60611, 312/266-7255
Amer Assn of Gynecologic Laparoscopists, 13021 East Florence Ave, Santa Fe Springs, CA 90670-4505, 310/946-8774
Amer Assn of Neurological Surgeons, 22 S Washington Street, Suite 100, Park Ridge, IL 60068, 708/692-9500
Amer Assn of Nurse Anesthetists, 222 S Prospect, Park Ridge, IL 60068-4001, 708/692-7050
Amer Assn of Oral and Maxillofacial Surgeons, 9700 W Bryn Mawr, Rosemont, IL 60018-5701, 708/678-6200
Amer Assn of Spinal Cord Injury Nurses, 75-20 Astoria Blvd, Jackson Hts, NY 11370-1177, 718/803-3782
Amer Assn of Tissue Banks, 1350 Beverly Road, Suite 220A, McLean, VA 22101, 703/827-9582
Amer Assn on Mental Retardation, 444 N Capitol Street NW, Suite 846, Washington, DC 20001, 202/387-1968
Amer Bar Assn, 750 N Lake Shore Drive, Chicago, IL 60611, 312/988-5000
Amer Bd Quality Assurance and Util Rev Physician, 4890 W Kennedy Blvd, Suite 260, Tampa, FL 33609, 813/266-4411
Amer Bd of Internal Medicine, 3624 Market Street, Philadelphia, PA 19104, 215/243-1500
Amer Bd of Medical Specialties, 1007 Church Street, Suite 404, Evanston, IL 60201-5913, 708/491-9091
Amer Bd of Orthodontics, 401 N Lindbergh Blvd, Suite 308, St. Louis, MO 63141, 314/432-6130
Amer Bd of Pediatrics, 111 Silver Cedar Court, Chapel Hill, NC 27514, 919/929-0461
Amer Botanical Council, PO Box 201660, Austin, TX 78720-1660, 512/331-8868
Amer Burn Assn, Room L-706, NY Hosp, Cornell Med Ctr, 525 E 68th St, New York, NY 10021, 212/746-5078
Amer Cancer Society, 1599 Clifton Road NE, Atlanta, GA 30329, 404/320-3333
Amer Chemical Society, 1155 16th Street NW, Washington, DC 20036, 202/872-4600
Amer Chiropractic Assn, 1701 Clarendon Blvd, Arlington, VA 22209, 703/276-8800
Amer Cleft Palate-Craniofacial Assn, 1218 Grandview Avenue, Pittsburgh, PA 15211, 412/481-1376
Amer Coll Health Assn, PO Box 28937, Baltimore, MD 21240-8937, 410/859-1500
Amer Coll of Allergy and Immunology, 85 W Algonquin Road, Suite 550, Arlington Hts, IL 60005, 708/427-1200
Amer Coll of Cardiology, 9111 Old Georgetown Road, Bethesda, MD 20814-1699, 301/897-5400
Amer Coll of Chest Physicians, 3300 Dundee Road, Northbrook, IL 60062, 708/498-1400
Amer Coll of Clinical Pharmacy, 3101 Broadway, Suite 380, Kansas City, MO 64111, 816/531-2177
Amer Coll of Emergency Physicians, PO Box 619911, Dallas, TX 75261-9911, 800/798-1822
Amer Coll of Healthcare Executives, 1 N Franklin, Suite 1700 W, Chicago, IL 60606, 312/424-2800
Amer Coll of Nuclear Physicians, 1200 19th Street NW, Suite 300, Washington, DC 20036, 202/857-1135
Amer Coll of Nurse-Midwives, 1522 K Street NW, Suite 1000, Washington, DC 20005, 202/728-9860
Amer Coll of Obstetricians and Gynecologists, ACOG Dist Ctr, PO Box 4500, Kearneysville, WV 25430-4500, 800/762-2264
Amer Coll of Physician Executives, 4890 W Kennedy Blvd, Suite 200, Tampa, FL 33609, 813/287-2000
Amer Coll of Physicians, Independence Mall West, 6th St at Race, Philadelphia, PA 19106-1572, 215/351-2400
Amer Coll of Radiology, 1891 Preston White Drive, Reston, VA 20191-4326, 703/648-8900
Amer Coll of Rheumatology, 60 Executive Park S, Suite 150, Atlanta, GA 30329, 404/653-3777
Amer Coll of Sports Medicine, PO Box 1440, Indianapolis, IN 46206-1440, 317/637-9200
Amer Coll of Surgeons, 55 E Erie Street, Chicago, IL 60611-2797, 312/664-4050
Amer Conference on Govt Industrial Hygienists, 1330 Kemper Meadow Drive, Cincinnati, OH 45240, 513/742-2020
Amer Dental Assistants Assn, 203 N LaSalle Street, Suite 1320, Chicago, IL 60601-1225, 312/851-1550
Amer Dental Assn, 211 E Chicago Avenue, Chicago, IL 60611, 312/440-2500
Amer Dental Hygienists’ Assn, 444 N Michigan Avenue, Suite 3400, Chicago, IL 60611, 312/440-8929
Amer Diabetes Assn, PO Box 25757, 1660 Duke Street, Alexandria, VA 22314, 703/549-1500
Amer Dietetic Assn, 216 W Jackson Blvd, Suite 800, Chicago, IL 60660, 312/899-0040
Brief communications

Joint Commission on Accreditation of Healthcare Organizations, One Renaissance Blvd, Oakbrook Terrace, IL 60181, 708/916-5600
La Leche League International, PO Box 1209, Franklin Park, IL 60131-8209, 708/455-7730

March of Dimes Birth Defects Foundation, 1275 Mamaroneck Avenue, White Plains, NY 10605, 914/428-7100

Medical Group Management Association, 140 Inverness Terrace E, Englewood, CO 80112, 303/799-1111

National Academy of State Health Policy (NASHP), 50 Monument Square, Suite 502, Portland, ME 04101, 207/874-6524

National Alliance of Nurse Practitioners, 325 Pennsylvania SE, Washington, DC 20003-1100, 202/675-6350

National Association for Healthcare Quality, 4700 W Lake Avenue, Glenview, IL 60025-1485, 708/375-4700

National Association for Home Care, 519 C Street NE, Stanton Park, Washington, DC 20002, 202/547-7424

National Association of Addiction Treatment Providers, 1 Massachusetts Ave NW, Suite 860, Washington, DC 20001, 202/371-6731

National Association of Area Agencies on Aging, 1112 16th Street NW, Suite 100, Washington, DC 20036, 202/296-8130

National Association of Boards of Examiners for Nurse Home Ad, 808 17th Street NW, Suite 200, Washington, DC 20006, 202/223-9750

National Association of Childbearing Centers, 3123 Gotschall Road, Perkiomenville, PA 18074, 215/234-8068

National Association of Community Health Centers, 1330 New Hampshire Avenue NW, Suite 122, Washington, DC 20036, 202/659-8008

National Association of Orthopaedic Nurses, E Holly Avenue, Box 56, Pitman, NJ 08071-0056, 609/256-2310

National Association of Pediatric Nurse Associates and Practitioners, 1101 Kings Highway North, Number 206, Cherry Hill, NJ 08034-1912, 609/667-1773

National Association of Social Workers, 750 First Street NE, Suite 700, Washington, DC 20002-4241, 202/408-8600

National Board of Medical Examiners, 3750 Market Street, Philadelphia, PA 19104, 215/590-9500

National Coalition of Hispanic Health and Human Services, 1501 16th Street NW, Washington, DC 20036, 202/387-5000

National Committee for Quality Assurance, 2000 L Street NW, Suite 500, Washington, DC 20036, 202/955-3535

National Committee for Quality Health Care, 1500 K Street NW, Suite 360, Washington, DC 20005, 202/347-5731

National Conference of State Legislatures, 1560 Broadway, Suite 700, Denver, CO 80202, 303/830-2200

National Council of State Boards of Nursing, 676 N St. Clair Street, Suite 550, Chicago, IL 60611 312/787-6555

National Council on Alcoholism and Drug Dependence, 12 W 21st Street, New York, NY 10010, 212/206-6770

National Council on Radiation Protection and Measure, 7910 Woodmont Avenue, Suite 800, Bethesda, MD 20814, 301/657-2652


National Center for Policy Analysis (NCPA), 12655 North Central Expressway, Suite 720, Dallas, TX 75243-1739, 214/386-6272

National Federation for Specialty Nursing Organizations, NFSNO, East Holly Avenue, Box 56, Pitman, NJ 08071-0056, 609/256-2333

National Governors' Association, 444 N Capitol Street NW, Suite 267, Washington, DC 20001, 202/624-5300

National Headache Foundation, 5252 N Western Avenue, Chicago, IL 60625, 312/878-7715

National Health Council, 1730 M Street NW, Suite 500, Washington, DC 20036, 202/785-3910

National Health Lawyers Association, 1120 Connecticut Ave NW, Suite 590, Washington, DC 20036, 202/833-1100

National Indian Health Board, 1385 S Colorado Blvd, Suite A-708, Denver, CO 80222, 303/759-3075

National Kidney Foundation, 30 E 33rd Street, Suite 1100, New York, NY 10016, 212/889-2210

National League for Nursing, 350 Hudson Street, New York, NY 10014, 212/989-9393

National Migrant Resource Program, 1515 Capital of Texas Highway S, Suite 220, Austin, TX 78746, 512/328-7682

National Nurses Society on Addictions, 4101 Lake Boone Trail, Suite 201, Raleigh, NC 27607, 919/783-5871

National Organization of Nurse Practitioner Faculties, NONPF, 1 DuPont Circle, Suite 530, Washington, DC 20036, 202/463-6930

National Pharmaceutical Council, 1894 Preston White Drive, Reston, VA 22091, 703/620-6390

National Rehabilitation Association, 633 S Washington Street, Alexandria, VA 22314, 703/836-0850


National Rural Health Association, 1 West Armour Boulevard, Suite 301, Kansas City, MO 64111, 816/756-3140

National Safety Council, 1121 Spring Lake Drive, Itasca, IL 60143-3201, 708/285-1121

National Science Foundation, 4201 Wilson Boulevard, Arlington, VA 22230, 703/306-1070

National Stroke Association, 8480 E Orchard Road, Suite 1000, Englewood, CO 80111-5015, 303/771-1700

National Women's Health Network, 514 10th Street NW, Suite 400, Washington, DC 20004, 202/347-1140

New York Academy of Sciences, 2 E 63rd Street, New York, NY 10021, 800/843-6927

Nonprescription Drug Manufacturers Association, 1150 Connecticut Avenue NW, Washington, DC 20036, 202/429-9260

North American Primary Care Research Group, Medical College of Virginia, PO Box 251, Richmond, VA 23298, 804/786-9625

Organization for Economic Cooperation and Development (OECD), 2001 L Street NW, Suite 650, Washington, DC 20036-4910, 800/456-6323

PEDI Research Group, Dept of Rehab Medicine, NE Med Ctr Hosp #75K/R, 750 Washington St, Boston, MA 02111-1901, 617/956-5031

Pan American Health Organization (PAHO), 525 23rd Street NW, Washington, DC 20037, 202/861-3200

Paralyzed Veterans of America, 801 18th Street NW, Washington, DC 20006, 800/424-8200

Pew Health Professions Commission/CHP, 1388 Sutter Street, Suite 805, San Francisco, CA 94109-5453, 415/476-8181

Physiological Society/Société de Physiologie, 91 boulevard de l'Hôpital, 75634 Paris Cedex 13, France, 1-43-31-85-29

Population Reference Bureau, 1875 Connecticut Avenue NW, Suite 520, Washington, DC 20009-5728, 800/877-9881

Public Citizen Health Research Group, 2000 P Street NW, 7th Floor, Washington, DC 20036, 202/833-3000
HIV/AIDS electronic information resources: a profile of potential users

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Information about HIV/AIDS is produced, used, and distributed at the individual, organizational, local, regional, national, and international levels. Electronic sources of information constitute a key component of the body of knowledge concerning HIV/AIDS. While efforts are under way to promote the use of HIV/AIDS electronic information resources, little has been done to evaluate the current status of potential users' awareness of these products. The purpose of this study was to assess familiarity with electronic sources of HIV/AIDS information.

METHODODOLOGY

Information consumers and providers within the AIDS arena have diverse educational and professional backgrounds. To enhance understanding of their level of familiarity with HIV/AIDS electronic information resources, a survey was mailed to individuals affiliated with agencies, institutions, and organizations known to consume or disseminate information concerning the disease. AIDS service providers within a fifty-mile radius of Nashville, Tennessee, were identified by using the Resources and Services database within the Centers for Disease Control and Prevention (CDC) National AIDS Clearinghouse online system. In addition, individual physicians who regularly see HIV-infected patients were identified through local referral resources.

The survey form was divided into two sections. The first section asked for demographic information, such as respondents' educational background and field of specialization. The second section asked about respondents' use of computer applications and interfaces ranging from general-purpose applications such as e-mail, word processing programs, and spreadsheets to more focused resources such as biblio-