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Newsletter

to European Health Librarians



Dear Everyone,

I hope you all had a very nice Easter and also some rest. This year the Romanian Orthodox Easter, which is a celebration even bigger than Christmas lasting five days, will only be on the 5th May so I have had to wait much longer for a welcome break.

Our President's challenging Letter is a good way to start Newsletter 59 and I would hope that we might receive some comments on this very thought-provoking topic. I am further delighted to have an excellent response to **Liisa Salmi's** article on "Complacency in Medical Librarians" by **Eva Alopaeus** and I hope that our readers might take a little time to forward their opinions on both these highly topical subjects.

Newsletter 59 features a very interesting **Highlight on...Italy** and I would like to thank the authors of all three articles and particularly **Maurella Della Seta** and **Gabriella Poppi** for coordinating their efforts. **Gaetana Cognetti's** article reflects in some degree the Romanian situation and possibly other countries with regard to ill-equipped libraries and unqualified personnel carrying out the work of medical librarians/documentalists. What is extremely useful for us is their methodology used to evaluate the situation and the plans to resolve it.

Our regular columnists have contributed their usual excellent sources of information, **Eve-Marie Lacroix** submitting interesting current news regarding MLA and also I received an additional article from **Martha Fishel**, Deputy Chief, Public Services Division of the NLM concerning DOCLINE and LOANSOME DOC. **Giovanna Miranda** has offered us the latest medical information publications whereas **Constantin Cazan** has chosen Germany as his highlight on Internet sources.

Planning for the next issues of the Newsletter:

Highlight on

60, Aug 2002 - *(open for submission)*

61, Nov 2002 - Cologne Conference

62, Feb 2003 - *(open for submission)*

63, May 2003 - Denmark

64, Aug 2003 - Oslo Workshop

See colofon for deadlines of submission

In the last Newsletter I announced that there would be a Highlight on...Czech Republic in the August issue but unfortunately I have not been able to get in touch with any of our Czech colleagues. I think therefore that Suzanne Bakker's idea of updating all our e-mail addresses at the Secretariat may ensure that we can keep in touch with everyone. However I should like to add that in issue 63 there will be a Highlight on....Denmark and I thank **Lise Christensen** and **Conni Skrubbeltrang** for their prompt agreement to do this. I would be grateful for any articles or news items for the next issue, number 60 with the deadline of 30 June and hope by that time many EAHIL members will have registered for the Cologne conference. I would like to also echo Suzanne's welcoming invitation to Cologne and more information on the 2002 EAHIL conference can be obtained in this issue.

Sally Wood-Lamont
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Structural Survivals

For me, the highlight of the last meeting of the EAHIL board was a lively and potentially quite radical discussion about the fundamental structure of the Association. The discussion was initiated by Arne Jakobsson, who raised the eminently sensible question of whether it was sensible in the age of the Internet for EAHIL to spend practically all of our income from members on processing and managing their subscription payments. This is one of those occasions when the solution to a question is in having the insight to ask it. Of course this is not a sensible way for EAHIL to operate and it is now up to membership Council and Board to work out a proper

21st-century solution. But that is not what this column is about, because it set me thinking about the extraordinary way that so many pre-Internet ways of doing things have survived almost unchanged. Publishers, serials agents, even libraries are all working in much the same way we always have: the technology may have changed on the fringes but we are still making and spending the bulk of our money in much the same way.

Why isn't the paper journal dead?

Ten years ago I thought we were in for radical and fundamental change — catastrophic change for the publishers and completely life-altering change for us librarians. I even had my name on a report forecasting that by 2000 the specialist medical journal would be dead and the BMA library's current serials list would be down from 1,200 to 50. It looked a good bet at the time but turns out to have been ludicrously wrong. Why?

Inertia?

The Internet has rewritten the rules for information generation and access, so why has this had so little effect on us? We still base our mainstream services either on smelly old paper journals or on electronic versions that have slightly better indexing and no smell or dust but otherwise are very similar indeed. We still have peer-reviewed papers of about the same length and scope, packaged using the same philosophy and approach. Once again, why?

Lack of creativity?

The short answer is that I feel I should know but I don't. Maybe this letter will provoke some revealing debate in the Newsletter or on EAHIL-L, and then next time my committee Chairman asks me this question I will have an intelligent answer to give him. I have thought of some possible answers down the years — none of them very flattering to our profession: inertia; lack of creativity in finding an alternative and enterprise in starting it up; comfort with what we know and fear of the unknown; the role of the existing structure; the contribution to our profession from our commercial partners through advertising, exhibition fees, sponsorship etc; the security of known and reputable journal titles.

Fear of the unknown?

This situation is by no means limited to library and information work. To give a glaring example — there seems to be no reason why any conventional record stores should have survived this long. They do nothing that cannot be done better, cheaper and far more easily online — either in your own home or in a café or kiosk. And yet those of us who live in great cities have never seen such a range of huge music stores....

Will this situation continue? Will we see our children and grandchildren pursuing their studies using the same types of sources (paper- or photon-based) that we used ourselves. I really hope not, because I'm sure that would mean we had missed something important and the rights-owning megapublishers will have got their own way. However, the portents don't look good to me. How do they look to you?

Tony McSeán
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Open Letter from the Pharmaceutical Information Group

Dear All,

We are creating an official list of PhInG members in view of the Cologne congress. In fact we are planning a business meeting of the group.

We remind you that the membership to PhInG is free and open to all EAHIL members with an interest in pharmaceutical information (industry, academic, regulatory, etc). All the members will receive formal membership cards as founder members or regular members.

We will consider as founder members those who answered the PHING survey in 2000 or attended the London meeting, the same year, and as ordinary members those who are expressing from now on their interest in the group. We would like to take this opportunity to thank colleagues like Vincent Maes and Ingeborg van der Burgt who devoted their activities to the group and then left for other professional interests. If you did not answer the 2000 questionnaire or did not attend the 2000 London meeting, but still are interested in pharmaceutical information, please answer this mail.

We are open to any suggestions in order to involve those who would be interested in attending the meeting but do not plan to participate in Cologne. Hope to receive news soon from you and perhaps to see you in Cologne.

Best regards.

Giovanna Miranda and Luisa Vercellesi
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Luisa.Vercellesi@astrazeneca.com
Co-Chair PhInG

P.S.: A list of EAHIL PhInG members who attended the London meeting and answered the survey is available on request.

FROM THE SECRETARIAT

As already announced by e-mail the EAHIL membership directory will be published in electronic format only (PDF) and distributed to the membership by using the e-mail addresses known to the EAHIL secretariat.

If you have not received the directory by now, please send a request to:

EAHIL-secr@nic.surfnet.nl

This way we can update the membership database with valid addresses and reduce mailing costs to EAHIL (and please our treasurer)

EAHIL welcomes the following new members:

Leeni Balogh, M.A., MLIS,
Director, Golden Gate Service Area Libraries,
Kaiser Permanente, Santa Rosa, Calif., USA

Mr. Boyd TRENTON, USA

Dr. Elisabeth MUELLER, Deutsche Zentralbibliothek
für Medizin, KÖLN, Germany

Mrs. Aniela PIOTROWIA, UNIVERSITY OF MEDICAL
SCIENCES, POZNAN, Poland

Mr. Bernd HESS, THIEME VERLAG KG,
STUTTGART, Germany

Mr. J. MONTEIRO, Northern Armed Force

Mrs J. AYRIS, University College Londen, LONDEN, UK

Mr. Lynette CAWTHRA, King's Fund Information &
Library Service, LONDEN, UK

And from Italy:

Mrs. Gaetana COGNETTI
Istituto Regina Elena, ROMA

Mrs. Christina FERRI
Istituto Zooprofilattico Lazio e Toscana, ROMA

Mrs. Saba MOTTA
Istituto Neurologico C.Besta, MILANO

And from Istituto Superiore de Sanita, Roma:

Mrs. Paola FERRARI

Mrs. Paola DE CASTRO

Mrs. Laetizia PUTTI

Mrs. Elisabetta POLTRONIERI



Report of the Meeting of The EAHIL Board

Cologne, Jan 25/26th, 2002

The EAHIL Board Meeting of 2002 took place on January 25 in Cologne, Germany, with the participation of Tony McSeán, Linda Lisgarten, Suzanne Bakker, Arne Jakobsson, Marta Viragos and Meile Kretaviciene at the Zentral Bibliothek fuer Medizin enjoying the generous hospitality of Ulrich Korwitz.

The minutes of the previous Board Meeting (Alghero, June 6, 2001) was approved with the proviso that under item 3 Spain was not entitled to an extra Council membership. Although no formal written text was submitted as a President's report on this occasion, EAHIL President Tony McSeán prepared a paper on EAHIL certification for subsequent discussion.

On presenting figures and tables pertaining to the balance for 2000/1, Treasurer Arne Jakobsson reported inconsistencies in the membership subscription figures supplied by the Secretariat and he called for accurate figures. It was pointed out in the discussion that the reason for discrepancies may have arisen due to membership fees covered by WHO, which might be unaware of who actually are EAHIL members. It was decided that EAHIL President Tony McSeán would write a note to the librarians concerned to clarify actual status and proper documentation.

In view of the fact that a substantial percentage of EAHIL expenses was incurred by running the Secretariat and collecting membership subscriptions, the question was posed whether it might be expedient to change EAHIL's Constitution and do away with membership fees

altogether. On discussing this, it was agreed that EAHIL President Tony McSeán would prepare written material outlining pros and cons and that it would be put to the Council for future deliberation.

The idea of also contacting publishers other than Haworth Press to receive duplicate copies of the mailing labels came up, and methods of saving photocopying and distribution costs on the EAHIL Membership List were also discussed. As to this latter item, it was agreed that Suzanne Bakker would insert a short item in the February Newsletter informing members that the current List would be distributed as an e-mail attachment. **Possible changes or corrections of individual e-mail info will also be requested.**

Again, it was also agreed that the previous policy decision under which the amount of money representing the difference between Member and Non-Member fees for EAHIL conferences and workshops would be transferred to EAHIL shall be implemented in time for the Santander meeting.

In concluding his report, the Treasurer reiterated his hope that the Secretariat would in time come to improve its

accounting programme, and therefore the accuracy and timeliness of relevant information. EAHIL had achieved its aim of having one year's worth of expenses in hand at the bank.

On behalf of the Secretariat, Suzanne Bakker's oral report registered slow improvement, although certain jobs were still not being undertaken. To increase efficacy, the Secretariat e-mail address is set up by using discussion list technology. Although it is a closed list, messages can be received from anyone. This e-mail address is announced and published in the Newsletter.

As regards the Newsletter, Suzanne Bakker reported that it continued to be produced on schedule. Linda Lisgarten informed the Board that for the purposes of enhancing advertising revenue she had written to three organisations in the UK, encouraging them to place trial ads. Response from one of the organisations contacted was mildly promising.

As for EAHIL committees and groups, Suzanne Bakker and Tony McSeán reported that attempts to form closer links with ELISAD, PhInfG and EVLG, respectively, so far had not been successful, for various reasons. As to the possibi-

lity of forming a Clinical Librarians' group, Board members agreed that it would be advisable to get the opinion of Council members on the issue. Thus a message will be posted on the Council discussion list to this effect.

The term of office for Tony McSeán and Suzanne Bakker is drawing to a close. Though both would be eligible for re-election, elections procedures need to be organized during the coming year. Two election officers have already been appointed.

Tony McSeán circulated copies of his "Implementing an EAHIL Certification Process: A Discussion Paper," which the Board found to be an excellent starting point for getting some general consensus on issues such as selection for qualification, the validation procedures, etc. To facilitate a more thorough acquaintance with the discussion material, the text will be posted on the Board e-mail list.

Reports on future EAHIL events:

IFLA in Glasgow, August 2002:

Arne reported on plans for a meeting of the Biological and Medical Sciences Libraries Section at IFLA. They intended to make the topic as broad as possible as attendance at "medical" events under the IFLA banner was usually small.

8th EAHIL Conference, Cologne, September 2002:

Before reporting on this item, Ulrich Korwitz very kindly escorted Board members on an extremely interesting

tour of the German National Library of Medicine, followed by a visit to the Conference location at the University of Cologne, Albertus-Magnus-Platz, where members viewed the lecture halls and Exhibition location. Ulrich reported that arrangements for the Conference were proceeding well; the scientific programme had been finalised; a brochure had been prepared and sent to potential exhibitors; and the attendance prices had been worked out. There remained some work to do on possible Opening and Closing ceremonies, finalising catering arrangements, and plans for the Conference social event were still to be finalised, although matters are well in hand. Suzanne gave a report on plans for the Continuing Education programme. A Conference brochure with booking details was expected to be ready for sending to members before the end of February. Members congratulated Ulrich, the Programme Committee, and all the conference team on their hard work.

2003: Oslo:

Arne reported that plans were proceeding well. A taskforce was being set up to look into sponsorship of places for workshop attendance.

2004: Santander:

There was no update on plans for this meeting.

2005: 9ICML, Brazil:

Tony reported that there was still not any further news on this event, although he hoped to be visiting Brazil in March and expected to have further details soon.

Board members discussed possible venues for future meetings, including possibilities for a meeting in Europe during 2005, and the need for a venue for 2006. It was agreed that **an invitation to anyone who was interested in hosting a future meeting** [see also EAHIL Newsletter February 2002] should be posted on the EAHIL discussion list and ask them to get in touch with the Board.

Any other business:

Rules of Procedure:

Tony volunteered to check these against the Statutes, etc. for consistency and to make any necessary corrections.

Membership via subscription to the Newsletter:

In the absence of Gabriella, who had asked for this matter to be raised, Linda outlined the problem regarding subscriptions. Board members agreed to arrange for the wording on the membership invoices to be changed to indicate subscription to the Newsletter including membership.

Welcome letter to new members:

Tony agreed to draft a suitable letter.

Date of next meetings:

Cologne: Wednesday 18th

September 2002, at 10am.

Also, (provisional):

Utrecht, 7th and 8th February 2003.

Marta Viragos
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Librarian complacency – is Evidence Based Librarianship the cure?

In EAHIL Newsletter 2001(57):13 Liisa Salmi, Finland, wrote an interesting piece about complacency of medical librarians. Liisa rightly points out, that we are so terribly satisfied with ourselves and our professional skills. I can only agree with Liisa's arguments when she puts her finger on our weaknesses.

From my point of view, we thrive from the individual attention and feedback we get on site in our libraries and from our colleagues, but we get confused when this appreciation does not reach the status of our profession. We feel that we do not get the appreciation we deserve. We tend to act as victims and blame the surrounding world for not understanding the depth of our profession. Instead we ought to take a closer look at what we can do about it. It is obvious, that our users and non-users probably never understood, that the way we structure and organise knowledge is for their benefit and not our own. And do we deep down act as if we are there for the user and not the other way around? Most of us would say that of course - we are there for the user but do we act according to this? Maybe it is time to think things over. Liisa suggests that each one of us do a SWOT analysis where we list strengths, weaknesses, options and threats. Every library should do a SWOT-analysis with its staff once in a while. I cannot agree more. But once the SWOT-analysis is done it is time for strategies. One strategy could be to start working Evidence Based.

Our users never understood the way we structure and organise knowledge

For years we have expected a lot from our users. Not only do they have to be at the top within their own professions, they also have to know about how the library works and how to search for information in different databases. We also expect our users from the medical professions to work Evidence Based. They have to base their decisions on the latest scientific knowledge but we do not. This paradox has been

pointed out before. Andrew Booth mentioned it in his speech "Librarian heal thyself" at ICML in London 2000. We do ask a lot of our users but we are very complacent when it comes to ourselves.

What is Evidence Based Librarianship-EBL?

The aim of an evidence based way of working is to improve the quality of what we do. The concept is inspired by Evidence Based Medicine. Doctors and other professions within the health sector are expected to work evidence based, to put it very simply to base their decisions on a combination of

1. scientific evidence
2. what is best for the patient
3. the doctor's professional experience.

Transformed to Evidence Based Librarianship, librarians should base their decisions on a combination of

1. best available evidence
2. the users' situation and preferences
3. the librarian's professional experience.

The process in "searching the best available evidence" consists of the following steps:

1. Formulate a clearly defined answerable question that addresses an important issue in librarianship
2. Search the published and unpublished literature and other authoritative resources for the best-available evidence with relevance to the question
3. Evaluate the validity and relevance of the evidence
4. Assess the relative value of the expected benefits and costs of any action plan
5. Evaluate the effectiveness of the action plan

From SWOT to Strategy

Evidence Based Librarianship is not the way we help our users to find the evidence that support their decisions. It is about answering questions within our own profession.

The expression Evidence Based Librarianship was

Evidence Based Librarianship: is about answering questions in our own profession

coined by Jon Eldredge, Chair of the Evidence-Based Librarianship Implementation Committee (EBLIC) of the MLA Research Section. An international group of medical librarians in this implementation committee collected a number of the most urgent questions in medical librarianship - the kind of questions we require answers to, if we are to work evidence based.

The library profession is not fortunate enough to have a great deal of evidence to lean on when we have to make our decisions regarding for example which database is more useful than another? Are the value added services we pay for when buying Medline through a vendor worth the money compared to the free use of Pubmed? Or what type of user education gives better results than the other? Also we lack

evidence on the value of our work. Do we make any difference at all? There are many questions we need answers to if we are going to prove ourselves to the surrounding world, to those that finance our libraries and to those that decide our salaries.

So where do we start? We do not have this goldmine of a database where we find all the answers to our questions. But we do have journals in medical librarianship where we can both read and publish results of all the studies that are being done locally and we can give methodology and analysis more

It is time to become more scientific to create our own common knowledge

thought than we do today. We need to be a little more

scientific and we need to remember that we together create our common knowledge. We alone are responsible for building our own evidence base, the evidence we need to get the answer to those questions that will help give us the status we think we deserve.

Eva Alopaeus
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NEWS FROM OUR COLLEAGUES - NEWS FROM MLA

The annual meeting of the Medical Library Association will be held May 17-23, and I hope to see many of my European colleagues and friends there. Two of the topics that will be discussed among members at the meeting will be the concept of the "Informationist", and the newly launched Benchmarking Network.

The Informationist

The January 2002 issue of the Journal of the Medical Library Association includes an Informationist Symposium entitled "Patient-Centered Librarianship: The Informationist and Beyond". This group of articles explores the concept from numerous angles, and will no doubt give us all food for thought about

the possibilities for expanding roles. To further discussion on a national level, MLA is sponsoring an invitational Informationist Conference April 4-5, 2002 in Bethesda, Md. Conference participants include not only health sciences librarians, but physicians, nurses, informaticians, and others from the health care community. I will report on this in the next issue.

Digital archive of JMLA

Beginning with the January 2002 issue, the title of the Medical Library Association's journal was changed from the Bulletin of the Medical Library Association to the Journal of the Medical Library Association, to better reflect its status as an international, peer-reviewed journal. The full-text of this journal is now available worldwide, free of charge, through PubMedCentral.gov, the digital archive, beginning with Volume 88, January 2000.

MLA Benchmarking Network

MLA has recently launched its MLA Benchmarking Network, an initiative that offers hospital, academic, and specialty health libraries an opportunity to learn more about benchmarking. MLA has defined benchmarking as "a structured improvement process used to determine and implement a "better way" to do a job, a technique that provides a common measuring stick to evaluate process improvement." The Network is a Website that includes definitions, bibliographies and a Web-based comprehensive instrument for medical library benchmarking. All MLA individual and institutional members are eligible to participate. The Network contains comparative information regarding library services integrated with institutional profiles and will be a useful tool for process improvement as well as benchmarking. Examples of the kind of data being requested include: what the library spent for the year; total monographic and journal budgets; number of personnel, number of items borrowed from other libraries. The tool also includes more general questions related to the specific kind of library. For example, in a hospital library: the total number of physicians; total hospital staff; total number of discharges. The instrument includes definitions for all terms and participants have the ability to select which data will remain totally confidential.

Hospital and specialty medical libraries entered their

statistical data between December 2001 and March 2002. Data is now being checked for consistency before reporting features are launched later this year.

Features of MLA's Benchmarking Network site include:

- worksheets to help participants organize and collect data ahead of time
- scenarios describing ways of using the collected data, using examples from beta participants
- list of benchmarking MLA chapter educators who can answer participants questions
- Frequently Asked Questions (FAQs) to assist libraries using the Network

The MLA Benchmarking Network resulted from the MLA Board of Directors' examination of the occurrence of hospital and health system mergers. The board recognized the need for hospital and specialty library demographic and benchmarking data.

The board identified numerous uses for collecting these data, such as:

- sharing general statistical information
- comparing budgets and staffing
- using comparative data for long-term planning
- developing partnerships between libraries for continuous quality improvement

This new MLA initiative is being implemented in phases; by the end of 2002 it will offers hospital, academic, and specialty health libraries an opportunity to learn more about benchmarking, compare data, establish best practices, and identify and work with benchmarking partners. Though the MLA Benchmarking Network is available only to MLA members (in the "members-only" section of the website), there is a lot of information available to all at www.mlanet.org.

Eve-Marie Lacroix
lacroixe@mail.nlm.nih.gov

The National Library of Medicine's DOCLINE and Loansome Doc Systems Overseas: Expanding Access to Medical Literature Worldwide

For many years the National Library of Medicine (NLM) has recognized the importance of the role it could play in disseminating biomedical information to end-users worldwide. The development and tremendous growth of the Internet to all corners of the globe has introduced NLM's products and services to a wide range of new researchers and users. Over the past three years, NLM has stepped up efforts to develop partnerships and provide practical means for libraries and end-users in many parts of the world to get access to the information they need. While much of the need is in developing countries, we also see need in many parts of Europe and Asia where communication links are better, but access to materials still presents a challenge.

Last year (Oct 2000 to Sept 2001), the DOCLINE system, NLM's online request routing and referral system, handled just under 3 million requests for interlibrary loans among over 3,000 member libraries of the National Network of Libraries of Medicine (NN/LM) in the United States and 44 international partners. NLM's share of those requests was approximately 300,000, of which 32,752 (4%) came from international libraries outside of the U.S. and Canada.

Sharing the resources of the National Library of Medicine with users worldwide is only part of the goal. Resources are available elsewhere in the world, and

often at lower cost and at more convenience, if users know where and how to get them.

The document ordering function of PubMed, called Loansome Doc, is available to any user worldwide. To order, users must register with an "ordering library". A list of the international institutions that serve as ordering libraries is available from the PubMed registration screen at: <http://www.nlm.nih.gov/ild/main.cfm>.

In addition, there are many U.S. libraries willing to serve patrons all over the world. See the list of those

libraries at: <http://nmlm.gov/nmlm/docdel/intlserv.html>.

At the end of September 2001, over 4,000 users were registered with an international library for document delivery service. There are currently 27 libraries serving Loansome Doc users internationally, 13 of which are in Europe. Twelve countries are represented by the 13 libraries, those being: Austria, Denmark, Estonia, Germany, Finland, Italy, the Netherlands, Norway, Slovenia, Spain, Switzerland and the United

Kingdom. The State and University Library of the Health Sciences in Aarhus Denmark, the NIWI Netherlands Institute for Scientific Information Services

The availability of PubMed/MEDLINE (<http://Pubmed.gov>) free of charge for searching worldwide has resulted in a concomitant global demand for full-text articles. Many PubMed users are unaware that they can get access to the full-text from a variety of sources, including health sciences libraries in other parts of the world.

in Amsterdam, the Deutsche Zentralbibliothek fuer Medizin in Koeln, Germany and the Universitätsbibliothek (USB) in Bern, Switzerland are all very active Loansome Doc providers to users in Europe. Between them they have provided over 21,000 documents in the six-month period between October 2001 and March 2002. Along with an increase in product usage (PubMed, MEDLINEplus), NLM has experienced a sharp increase in customer service inquiries over the past year. A large percentage of the questions (19%) concern document delivery, including questions about

DOCLINE and Loansome Doc. Many such inquiries come from libraries or institutions outside of the U.S.

One frequent question is:

What does it mean to be an ordering library – and what libraries are eligible to be one?

A request from an international institution to become a Loansome Doc library is reviewed carefully by NLM. Criteria for eligibility include the size of the library or institution, its location, the nature of the collection, and who (other libraries or individuals) the library is willing to serve.

Most libraries that are added to DOCLINE as Loansome Doc libraries are unique to a country or to a service area. The institution must have a sizable collection from which it can serve its population of PubMed users. The library must be willing to serve a wide-range of users, either within its own country, or to surrounding countries. Loansome Doc “ordering libraries” are given access to DOCLINE. They are provided with a Login ID and Password established by NLM. From the DOCLINE main home page, they click on “message links” which indicate when there are Loansome Doc requests waiting for processing. Requests are printed and filled by the ordering library if they own the materials sought. Some requests that cannot be filled are “transferred” into DOCLINE. All international requests transferred into DOCLINE are routed to NLM and filled if possible.

If there are libraries in EAHIL that would like to become Loansome Doc “ordering libraries,” please contact NLM at custserv@nlm.nih.gov. Please describe your institution, the size and nature of the collection, your user population, and provide a complete institution name, address and contact person including telephone number and email address.

For those libraries that have been thinking about it, but have not yet contacted NLM about becoming a

Loansome Doc library and being on DOCLINE, here are some testimonial words from some of our international partners:

“As for DOCLINE, we are extremely pleased with this service. All the orders can be daily checked through the Status function, which is very important for our customers especially when their requests are unfilled. The delivery is fast and efficient, we normally receive the articles in pdf format on the following day. NLM has also helped us a great deal to introduce desktop delivery to our customers. The Central Medical Library provides document delivery for all our “distant users”-individuals or institutions in the whole of Slovenia.”
Stanka Jelenc, Central Medical Library, Slovenia

“Our experiences with the Loansome Doc system over the course of the past year have been gratifying. The order gateway continuously totals about 400 requests per month. Two-thirds are from domestic users, and one-third from foreign, chiefly from overseas. Our clients come from all areas: research, universities, industry and private individuals. They especially treasure the quick search possibilities of the database PubMed, and the feasibility to be able to place an order directly through this system.”
Carl Tiefenbach, Deutsche Zentralbibliothek fuer Medizin, Germany

“We have been very pleased with the Docline and Loansome Doc services. It's efficient and easy to use. This system is much better than an earlier system we had.”
Asko Huotarinen, National Library of Health Services / Finland

Being a national library, NLM is often consulted by research organizations, other libraries, and information providers seeking to know what will happen in the world of document delivery in the next 3-5 years or beyond. While we do not know for sure, we can predict that more people will use electronic and full-text systems and services directly. For example, there are now web links to some 2,200 of the journals represented in MEDLINE, allowing users to have access to the full text of articles referenced in the databases directly from the publishers' sites, often on a fee-based system. However, users have access to a variety of free sources as well, such as NLM's PubMed Central (pubmedcentral.gov). Libraries may also customize PubMed for their users, adding the library as a document provider so that users are aware of what articles they can obtain from their own library.

Also, many journal publishers currently do allow individuals to read back issues free of charge, usually on a controlled basis, through the journals' websites or through a chosen contractor.

Traditional interlibrary loan will likely decrease, but more people will have access to full-text than ever before. Much of the available electronic literature and databases that are currently only available in English will be made available in other languages. NLM will continue to exercise leadership in educating, assisting when possible, and funding special projects in collaboration with our international partners.

Martha Fishel
FISHELM@mail.nlm.nih.gov



News from the Norwegian Library Association. Section for Medicine and Health (SMH)

Norway-Lithuanian partnership programme – new challenges

Since 1994 SMH (Norwegian Library Association. Section for Medicine and Health) has been working closely with medical libraries in Lithuania, primarily with Kaunas University of Medicine and the Lithuanian Library of Medicine in Vilnius.

This cooperation is a part of the Nordic-Baltic partnership programme.

There have been many different projects – from providing updated medical textbooks in the first difficult period after their independence, to sponsoring participation in international conferences, creating a free article copy-service, and organizing continuing education courses and study tours. The Lithuanian librarians are highly competent, and have achieved a great deal despite small budgets and limited resources during the last ten years. Their work is admirable and can teach us in Norway many valuable lessons, so this cooperation is of great value and pleasure for all parties. Our projects get financial support from the Nordic Council of Ministers and from NORDINFO (Nordic Council for Scientific Information).

In May 2001 six health librarians from Kaunas and Vilnius came on a study tour to Oslo.

The programme included visits to several medical libraries and health institutions. SMH arranged a mini-seminar where the Lithuanian guests gave presentations of their libraries and met many of their Norwegian colleagues. Among the invited guests was the Norwegian health ambassador, Harald Siem, who is the secretariat leader of the Task Force on Communicable Disease Control in the Baltic Sea Region. (<http://www.baltichealth.org/>). The result was that SMH was invited to join the Task Force project because of the experiences in cooperation and the network which was established in Lithuania and the

other Baltic countries. In September last year, Astrid Müller, Oslo, Meile Kretaviciene, Kaunas, and I, went to St Petersburg to visit MAPS (Medical Academy of Postgraduate Studies), which is one of the main partners in the Task Force programme. We visited the library, and a plan of action and cooperation has been made. Thus we hope to include the library in St Petersburg in the Nordic-Baltic partnership programme. For the moment their knowledge of English is rather poor, but thanks to Meile's knowledge of Russian, communication is possible. One of the first steps will be to sponsor a membership in EAHIL and maybe invite one of the librarians to the EAHIL conference in Cologne in September. And of course we will invite our Russian colleagues to the continuing education courses in Kaunas in April 2002, and to the Oslo-Workshop in 2003. It is important to include the Russian librarians in the EAHIL-family! For the time being, we will limit our cooperation to the MAPS-library. Maybe some other EAHIL library has some cooperative schemes with other Russian libraries?

The continuing education courses "Transfer of Knowledge II" will be arranged for the second time, in

Kaunas, Lithuania, in April 22nd – 26th 2002. About 30 medical librarians from the three Baltic countries and from St Petersburg will participate and 8 course holders from Norway, Denmark and Sweden. The courses are free of charge. The instruction language is English. The documentation is in English, but also translated into the three Baltic languages and to Russian. The courses will focus on PubMed and NLM, EBM, Health resources on the internet, Evidence Based Librarianship and cooperation between libraries

Cooperation and networking on an international level have always been necessary to provide relevant medical knowledge. SMH therefore hope that this cooperation will continue with a strong focus on mutual exchange of knowledge and experiences. We must "Cross boundaries and Join forces!"
Workshop Oslo-2003 - www.namhi.org/oslo2003.htm

Elisabeth Husem
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SMH president
Library of Medicine and Health Sciences
University of Oslo

The Hungarian Association of Medical Libraries (HAML)

The Hungarian Association of Medical Libraries was introduced at the EAHIL workshop of 1997 held in Budapest. Medical libraries in Hungary are well-known for their excellent unity and good co-operation. In 1996 they had felt the necessity to establish a new association to strengthen their existing network. On the 16th of October, from representatives of 120 libraries, 40 established HAML as a non-governmental, non-profit organization. Up to now some 100 medical libraries have joined the organization from different parts of the country. (In Hungary there are some 200 active medical libraries at present.)

HAML Main objectives

- Protection of common interests of librarians and professionally/technically disadvantaged libraries
- Giving of technical/professional advice where required
- Organizing of conferences, consultations, workshops and study tours in order to enhance expertise and knowledge
- Building up and promoting good cooperation between all Hungarian libraries (not only medical

- libraries) in the field of interlibrary loan and photocopy service, taking into consideration effective copyright rules
- Strengthening of personal connections among librarians e.g. visiting them in their libraries

Office-Bearers

Officials are elected by the members of Association every 4 years.

News from our colleagues

Hierarchy: President
Vice Presidents (2)
Supervisors (3)
Members of the Board (4)

Publications

- Newsletter in printed and electronic form. Published monthly.
- Participation in the work of the editorial board of *Orvosi Könyvtáros* (Medical Librarian) journal
- 50 years of Libraries in the Health Service. This jubilee book was published by the Association in 1999, on the occasion of the celebration of the foundation of their traditional professional network. It comprises the history of these 50 years from the viewpoint of university libraries, hospital libraries, libraries of pharmaceutical companies, libraries of the Public Health Center, etc. Some articles were written about well-known and respected librarians. The preface was written by the Minister of Health, an article by the Director-General of a hospital (Library is a determinant unit in the information society) and articles by the existing President of the Library Association

Programs

- General Assembly (annually). At these meetings officials report on their work and also some scientific lectures are delivered. In 1999 at the jubilee meeting of 50 years of the medical library network a lecture was delivered by Jelka Petrak who represented EAHIL.
- annual meeting (every summer) at the same place and time of the annual conference of the Association of Hungarian Librarians. These meetings focus on the most important issues of library and information science (e.g. The Library and its Owner, Library Cooperation to Serve the Information Society, National Traditions and Modern Library Services). Medical librarians can participate in the programs of both Associations. The meetings of the Hungarian Association of Medical Libraries focus on themes of professional interest.

- Regional meetings. These meetings deal with the special problems and subjects of the given region. The librarians of the area speak about their work and about the cooperation of the libraries in their region.
- Meeting of the Office Bearers Committee. As far as possible the officials organize meetings monthly and are held from time to time in different locations.

Study tours

The Association insists on the importance of interpersonal relations. Study tours serve these purposes. Every year the Association organizes study tours. A group of medical librarians (about 30-40 people) have visited Tyrol (Austria) in 1997, Slovakia and Burgenland (Austria) in 1998, North Italy in 1999, Slovenia in 2000 and Croatia in 2001. In the course of these journeys the librarians visited different university libraries, medical libraries and other health care research institutes e.g. the Sanofi in Milan. All the study tours were very useful from the point of view of professional and human relations. In the future a lot of opportunities to organize international conferences and other meetings will arise.

Commemorative medal

The Association has also founded a commemorative medal. A prominent librarian (usually retired) is awarded this medal as an appreciation of her/his professional career. This is awarded by the General Assembly.

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Phone/Fax: (36-1) 224-1520
<http://www.clib.dote.hu/moksz/folap.html>
<http://www.clib.dote.hu/moksz/a2.html>

8th European Conference of Medical and Health Libraries

Thinking globally - Acting locally

Cologne, September 16 - 21, 2002

Programme Overview

Sunday, Sept. 15

Sightseeing Tours

Monday - Wednesday Sept. 16 - 18

Continuing Education
Courses (full-day & half
day courses)

Wednesday, Sept. 18

12.00-14.00 EAHIL Board meeting
14.00-16.00 EAHIL Council meeting
14.00-17.00 Registration
17.00-18.00 Opening Ceremony
18.00-20.00 Welcome Reception and
Opening of the Exhibition

Thursday, Sept. 19

8.30-17.00 Exhibition
9.00-10.00 Plenary Session 1
10.00-10.30 Coffee Break
10.30-11.30 Parallel Sessions A
11.30-13.00 General Assembly
13.00-14.00 Lunch
14.00-15.00 Product Presentations
15.00-16.30 Educational Tours
17.00-21.00 Sightseeing Tours

Friday, Sept. 20

8.30-17.00 Exhibition
9.00-10.00 Plenary Session 2
10.00-10.30 Coffee Break
10.30-12.30 Parallel Sessions B
12.30-13.30 Lunch
13.00-14.00 Poster Session
14.00-15.00 Product Presentations
15.00-15.15 Tea Break
15.15-17.45 Parallel Sessions C
19.30-24.00 Conference Party

Saturday, Sept. 21

8.30-14.00 Exhibition
9.00-10.30 Parallel Sessions D
10.30-11.00 Coffee Break
11.00-12.00 Plenary Session 3
12.00-12.30 Closing Ceremony
12.30-14.00 Farewell Lunch
Sightseeing Tours

Invitation to the Conference:

a full week of activities: including social events, sightseeing tours, continuing education courses and very interesting presentations.

In an ever changing and developing profession, pushed by information technologies and pulled by user demands, librarians need opportunities to improve professional skills and knowledge. EAHIL conferences are the most suitable events to exchange knowledge and experience with your colleagues from all over Europe. Officially that is the main reason for the Conference and the CEC programme and the best reason to convince your boss that attending one or more EAHIL courses is of the highest importance for your institute.

The opening address on Wednesday afternoon will be read by the former President of the Society of German Scientific Medical Associations, Dr. H. Reinauer. I am convinced that this opening address will be informative and helpful in focusing our attention on the role of local information infrastructure and the importance of access to global resources from the viewpoint of our users: biomedical scientists, clinicians and other health & medical professionals. On Saturday, the presentations of Les Grivell and Abel Packer, in the plenary session will be complementary on this subject.

The International Programme Committee was able to select papers for presentations from a large number of submissions. In addition some internationally well known speakers accepted the invitation to come to Cologne. As a result we have a promising scientific programme. The continuing education courses are meant to be a scientific and a social event. Frankly speaking, attending courses is a very good start of the conference week: the small CEC groups are better suited to get to know your colleagues and to exchange ideas and experiences. From former conferences we know that course attendants benefit more from the subsequent conference days. Discussions started during the CEC's will most probably be continued and extended during lunch breaks and evening gatherings. Ideas and projects, exchanges and cooperations are more likely to sprout from these lively discussions. The extension of these activities will be the future of EAHIL.

Finally the last, but not the least reason for joining the courses and the conference is: to get to know your colleagues, and to have a good time together.

I look forward to meeting you in Cologne!

Don't miss the 8th European Conference and make sure that you join us for the whole week!

Suzanne Bakker
sbakker@nki.nl
1st Vice President EAHIL

8th European Conference of Medical and Health Libraries

Thinking globally - Acting locally

Cologne, September 16 - 21, 2002

Continuing Education Courses:

All courses will be in English, some course leaders can take questions in other languages (as indicated).

N.B. The minimum required number of registrations must be received well in advance; so please send your registration forms and payment in due time. If courses have to be cancelled, those registered will be informed and scheduled alternatively.

C1 DIMDI's Free Accessible Web-Databases (Medline etc.)

Course by: **DIMDI staff**; Theory and hands-on practice

grips®-Free WebSearch is the comfortable and gratis way to search the DIMDI databases using web-based access to a selection of the databases. This one-day-session gives an overview of grips®-WebSearch as well as of the contents and structure of our databases on medical sciences with ample time to try out your own searches.

C2 Finding Biomedical & Healthcare Information on the Web

Course leader: **Alain Besson**, Questions in French welcome; theory and hands-on practice

With the phenomenal proliferation of medical and health information available on the Internet, finding useful and reliable information in the healthcare field can be a major challenge. This hands-on workshop is designed to equip you with the skills needed to navigate the internet efficiently and find the best medical and health information. Benefits from attending: Finding information on the Internet involves more than learning how to use a search engine. This workshop is designed to help participants explore a whole range of strategies and tools for finding healthcare information. By the end of the event participants will have: - explored the range of healthcare information available on the Internet and how to keep up with new resources - learned how to use the correct syntax for general search engines and how to use medical search engines - identified key medical and health mailing lists and newsgroups - looked at the way top medical and health sites and portals can help save time in searching - discovered how to get the most out of the free Internet versions of MEDLINE. The course is suitable for anyone with a basic knowledge of the Internet. The emphasis is on navigating the World Wide Web using a variety of search tools and strategies. Workshop leader Alain Besson is Information Skills Librarian at Queen Mary, University of London. Currently based at St Bartholomew's and the Royal London School of Medicine and Dentistry, Dr Besson has been a medical librarian for over 20 years. A web enthusiast, he regularly delivers courses for the CILIP (The Chartered Institute of Library and Information Professionals; formerly: UK Library Association) and others in the UK.

C3 Library Services, PBL & the Study Landscape

Day trip by bus: 9.00 departure Cologne; approx. 10.30 arrival Maastricht. Approx. 16.00 departure Maastricht - return in Cologne around 18.00 (incl. lunch) Introduction to library services and problem-based learning; day trip to University of Maastricht Medical Library including library tour and visit to the study landscape and a presentation by **Fons van den Eeckhout**. The University of Maastricht adopted problem-based learning right from its start some 25 years ago. The study landscape offers optimal facilities for students to combine hands-on practice, studying and consultation of all kinds of information sources. Fons van den Eeckhout, trained as a physician and librarian has presented several times on national and international meetings about the role of the library in supporting problem-based learning. This day-trip will offer participants the opportunity to discuss the challenges for librarians of this new supportive role and involvement in education as well as particular issues arising related to managing the resources and facilities.

C4 Dublin Core Metadata for Health Internet Resources

Course leaders: **Benoit Thirion & Ioana Robu**, Questions in French welcome; theory and hands-on computer practice included.

Benoit Thirion has extensive experience in setting up and organising one of the most valuable Internet websites of French language medical information sources. This workshop will clarify some of the important decisions to be made for organising electronic data and will make participants familiar with the secrets behind the screens. Benoit Thirion is librarian at the Academic Medical Centre in Rouen, France; Ioana Robu is library director at the Medical Faculty of the University of Cluj-Napoca, Romania.

C9 Evidence-Based Medicine beyond PubMed and Cochrane

Course leader: **Jane Rowlands**, Introduction, guidance, hands-on practice included

There is a wealth of evidence-based medical information sources available beyond PubMed and Cochrane. This course will guide you to locate EBM resources, like clinical evidence and guidelines, and to use evaluation tools for quality assessment.

Monday, September 16

C1 DIMDI Course on DIMDI's Free Accessible Databases on the Web
9.30 - 16.30 (incl. lunch) 10 €

C2 Finding Biomedical and Healthcare Information on the Web
9.30 - 16.30 (incl. lunch) 130 €

C3 Library Services, Problem-Based Learning and the Study Landscape
Full day tour 160 € (incl. bus + lunch)

Tuesday, September 17

C4 Why and How to Use the Dublin Core Metadata for Health Internet Resources
9.00 - 13.00 (no lunch) 90 €

C9 Evidence-Based Medicine beyond PubMed and Cochrane
13.30 - 17.00 (no lunch) 90 €

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Not only finding these resources is important for medical librarians, but having tools available to evaluate sources is essential to be able to follow-up with new developments of databases and websites. The course will include a short introduction, theoretical framework and hands-on practice. Jane Rowlands is Head of Library Development at the BMA Library, London, UK and responsible for developing BMA Library's electronic services and resources. *A good suggestion: participate in both of these half-day courses; lunch facilities will be arranged.*

C5 Reference Manager: Bibliographic Management Made Easy

Course leader: **Mariel Volckaert**, Questions in French, German or Dutch welcome; theoretical introduction, course material and hands-on practice included.

Mariel Volckaert has extensive experience in presenting all kinds of computer courses. This Reference Manager course will teach participants from basic till medium advanced level the many features of this very popular bibliographic management programme. The course will be given in English, but French, German and Dutch are all well understood by Mariel Volckaert. So no language barriers to follow this very practical, well structured course.

C6 Evidence-Based Medicine: Searching PubMed and the Cochrane Library

Course leaders: **Lena Nordheim & Sigrid Gimse**; Theory & hands-on practice

The group may be split for practising online searching in the afternoon

Objectives: To give participants knowledge and understanding of the concept of evidence based health care. Furthermore the workshop aims to enhance the librarian's competency in medical and health care information retrieval and dissemination through greater knowledge about research methods (study design).

Contents: Introduction to evidence-based health care; Question formulation; Study designs/research methods; How to find the evidence (systematic search techniques). Lena Nordheim and Sigrid Gimse are affiliated to the Norwegian Public Health Authority and involved in every-day practice of evidence-based medicine.

C7 Newsletter Editing: Scientific and Scholarly Communication among Library Professionals

Course leaders: **Shane Godbolt & Susan Fairlamb**; Short plenary sessions, discussion, small group work

The purpose of the workshop is to become more effective in communicating information in a lively and interesting way to professional colleagues. Contents: At the end of the workshop the delegates will have shared their ideas and experiences, understood and identified good practices, gained a greater insight into the editorial role and used their skills and expertise to produce a professional Newsletter. This course could be helpful in bringing together those involved in producing and editing journals and newsletters for (medical) librarians in order to strengthen the knowledge infrastructure and communication channels within our profession. This course is also recommended to colleagues acting in association boards and committees, and those who have an interest in writing articles.

C8 New Management for Information Professionals: Training Techniques - Train the Trainer

Course leaders: **Aileen Wood & Cheryl Twomey**; Short plenary sessions, discussion, small group work

The purpose is to explore some of the techniques used in training.

Contents: At the end of the session participants will have outlined the requirements to plan and deliver proactive training programmes, undertaken a series of exercises used in training, evaluated different techniques used in training and developed some tools for implantation in the workplace.

Audience: Anyone involved in training other people e.g. end users, staff.

C10 Round Table Discussion on Evaluating Pharmaceutical Databases: Academic Freedom versus Company Constraints

Moderated by **Linda Lisgarten and Giovanna Miranda** (co-chair of the Pharmaceutical Information Group)

C11 Round Table Discussion on Clinical Librarianship

Moderated by **Suzanne Bakker**

More details & registration forms on:
<http://www.zbmed.de/eahil2002>

Tuesday, September 17

C5 Reference Manager: Bibliographic Management Made Easy

9.00 - 16.30 (incl. lunch) 130 €

C6 Evidence-Based Medicine: Searching PubMed and the Cochrane Library

9.00 - 16.30 (incl. lunch) 130 €

C7 Newsletter Editing: Scientific and Scholarly Communication among Library Professionals

9.30 - 15.30 (incl. lunch) 130 €

C8 New Management for Information Professionals: Training Techniques - Train the Trainer

9.30 - 15.30 (incl. lunch) 130 €

Tuesday, September 17

C10 Round Table Discussion on Evaluating Pharmaceutical Databases: Academic Freedom versus Company Constraints

18.00 - 20.00 free (thereafter dinner together at own expense)

C11 Round Table Discussion on Clinical Librarianship

18.00 - 20.00 free (thereafter dinner together at own expense)

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C12 Pharmaceutical and Toxicological Databases at DIMDI

Course presented by DIMDI staff; Theory and hands-on practice

This one-day session is an introductory training course to learn how to use grips[®]-WebSearch and offers web-based access to a selection of toxicological and pharmaceutical databases at DIMDI; including AMIS, ABDA, Embase, CCRIS, Genetox, Toxcas, Derwent Drug File, Toxline and others.

The session is aimed to give a review on these databases with ample time to try out your own searches.

C13 Effective Medline Search Strategies for Clinical Queries

Course leader: **Edith Motschall** ; Questions in German welcome; Theory and hands-on practice

This half-day course will cover the following topics: Searching the Medline database with Pubmed: structure (MeSH-vocabulary, free text, search fields) and search strategies in evidence-based medicine. The aim of this training course is to present basic search tools and different search strategies in Medline for clinical queries such as therapy, diagnosis, etiology, prevention, prognosis, systematic reviews and practice guidelines. Participants will learn how to combine controlled vocabulary (MeSH- terms), free-text words and other useful search fields to achieve acceptable precision and recall rates. The variation of search techniques will be explained and demonstrated. The Pubmed "clinical queries feature" will be discussed and compared with modified search strategies proposed by information specialists for literature retrieval in the context of evidence-based medicine. Dependant on participants' request the retrieval techniques of Medline with the DIMDI search screen will be shown. Edith Motschall is chief librarian at Institute of Medical Biometrics and Medical Informatics at the University Freiburg since 1997.

C14 Copyright and the Electronic Library

Course leader: **Charles Oppenheim**; Lecture, discussion, questions

Charles Oppenheim, author of "The legal and regulatory environment for electronic information" is professor of Information Science at Loughborough University. Prior he was Professor of Electronic Library Research at Montfort University. His course on Copyright during the EAHIL Conference in Utrecht was well attended and very much appreciated. This workshop will include discussion of the principles of copyright, and the impact they have on the development of the electronic library; issues such as digitisation, electronic reserves, electronic journals and site licenses will be covered.

C15 New Management for Information Professionals: Training Techniques - Train the Trainer

Course leaders: **Aileen Wood & Cheryl Twomey** ; Plenary sessions, discussion, small group work & hands-on practice

The purpose is to explore some of the techniques used in training. Contents: At the end of the session participants will have outlined the requirements to plan and deliver proactive training programmes, undertaken a series of exercises used in training, evaluated different techniques used in training and developed some tools for implantation in the workplace. Audience: Anyone involved in training other people e.g. end users, staff.

C16 Co-operation and Competition between Libraries : Service Level Agreements

Course leaders: **Shane Godbolt & Susan Fairlamb**; Plenary sessions, discussion, small group work, exercises

Purpose: To consider the role and function of Service Level Agreements in the Library & Information Services in the health service.

Contents: At the end of the session the participants will have discussed the role and function of SLA, summarised the key points in negotiating an SLA, outlined the main elements for inclusion in an SLA and drafted a model SLA using a regional template. Audience: LIS staff who are / maybe involved in negotiating an SLA (in health service or higher education or other health care agencies).

"This course is also recommended to those who have ongoing discussions with directors/higher management about increasing costs of library services and diminishing budgets." [Suzanne Bakker]

C17 What Is and How to Use the OMNI Service

Course leader: **Lisa Gray**; A short introduction, background information and guidance, hands-on practice included.

The OMNI initiative is well known for collecting and organizing access to high quality information resources available on the Internet. Online training packages called the Virtual Training Suites are developed by OMNI staff as a "teach yourself" tutorial. Lisa Gray, BIOME Team Manager, Greenfield Medical Library, Nottingham, UK, will tell you all about OMNI and how to make best use of this service in your local setting.

Wednesday, September 18

C12 Pharmaceutical and Toxicological Databases at DIMDI

9.30 - 16.30 (incl. lunch) 10 €

C13 Effective Medline Search Strategies for Clinical Queries

9.00 - 13.00 (no lunch) 90 €

C14 Copyright & the Electronic Library

9.00 - 13.00 (no lunch) 90 €

C15 New Management for Information Professionals: Training Techniques - Train the Trainer

9.00 - 15.00 (incl. lunch) 130 €

C16 Co-operation and Competition between Libraries : Service Level Agreements

9.00 - 15.00 (incl. lunch) 130 €

C17 What is and How to Use the OMNI Service

9.00 - 13.00 (no lunch) 90 €



WORLD HEALTH ORGANIZATION (WHO)

International Agency for Research on Cancer (IARC)

At its Headquarters in Lyons, France, IARC has an opening for the position of

Librarian and Information Specialist

The successful candidate will be in charge of the Library and Information Services focusing on the selection and acquisition of materials for the collection; the analysis, processing and organization of information according to generally accepted rules and the organization's special needs. Applicants should have an Advanced University degree (Mast rs or equivalent) in information or library science or in a relevant substantive field; knowledge of automated information systems as applied to libraries and/or information networks. At least 5 years' experience at the national level or three years at the international level in a biomedical or other research-oriented library with managerial responsibility , a very good knowledge of librarianship, documentation, and public health and cancer related literature. Knowledge of standard hardware/software applications, ability to communicate effectively, both orally and in writing and ability to organize and prioritize work. Excellent English and a working knowledge of French are required.

The grade of the post is P3. The initial appointment will be for two years, the first being probationary. The annual salary level is US\$ 48 242 tax-free at single rate and US\$ 51 682 for a staff member with dependants, plus a variable cost of living element which is currently 5.3% of the above figures.

Send applications by 15 June 2002 to: Personnel Office, IARC, 150 Cours Albert Thomas, 69008 Lyon, France, Fax +33 4 72 73 83 35, E-mail: personnel@iarc.fr

For more information, see IARC home page: <http://www.iarc.fr> under "vacancies". Please quote vacancy notice number P/RC/02/3 and complete the WHO Personal History form, obtainable on the home page. Applications from women are encouraged.



The Role of Istituto Superiore di Sanità as an Italian MEDLARS Center

The Istituto Superiore di Sanità (ISS), the Italian National Institute of Health, was founded in 1934, following an agreement between the Italian Government and the New York Rockefeller Foundation, which offered its financial support. It is the principal Italian research institute in the field of public health where research, experimental, control, documentation and training functions in this field are undertaken. Information on ISS activities and publications can be found on its Web site <http://www.iss.it>.

The Documentation Service supports ISS research, providing technical and scientific data through online information searching and retrieval; it has the task of responding to the information needs of its internal users, through its connection to over five hundred online databases. Among other institutional duties, the Documentation Service has played the role of the Italian MEDLARS Center for over twenty years, following a 1978 agreement with the U.S. National Library of Medicine (NLM). In this position, it acts as a focal point in the development of activities aimed at disseminating information on NLM databases and services, within the Italian scientific community.

From the beginning of its activity the Italian MEDLARS Center assigned passwords to Italian users for access to MEDLARS online databases, as long as NLM files were on a payment basis. Over 160 Italian centers were connected, including hospitals, and academic and research institutions. Since 1997, the NLM's policy of free Web-based access to its databases, through the Internet diffusion of PubMed and IGM, has had the consequence of redesigning functions and duties of MEDLARS Centers worldwide.

The Documentation Service has always awarded major significance to the training of health personnel operating within the National Health Service and in biomedical libraries and information services. Training courses were organized over the years, to provide intermediaries and end users with the necessary support to search NLM online databases. After the introduction of PubMed and IGM, even more emphasis was placed on educational activities, aimed at enabling end users to better exploit these resources. As a result, the composition of the audience of training courses has changed since 1997, and, while it was originally composed mostly of librarians and information resources specialists, it nowadays also includes personnel working in health services at all levels: physicians, pharmacists, nurses etc. Usually,

during the year, two courses are organized at the ISS headquarters, one focusing on PubMed and other bibliographic databases, the other on Toxnet and toxicological information available on the Internet. Recently (November 2001), a new kind of course was initiated, together with the Institute's Library, concentrating attention on the various possibilities of obtaining full-text documents in electronic format. Topics dealt with during this course, such as new Web-based publishing (PubMed Central, BioMed Central), access to electronic journals, and sources of information in the legislative field were highly appreciated by the attendees. Training courses in PubMed, Toxnet and other NLM sources of information, are also organized, upon request, in different locations all over Italy. Training methodology has also had to change, over time, in accordance with the introduction of new technology. Therefore, the preparation of guides and other educational materials in Italian has become, during the years, another demanding task, undertaken by the Documentation Service. Considering the continuous developments of Web interfaces, these searching aids must be frequently reviewed and updated by most recent innovations. Training course materials are produced in the form of PowerPoint presentations and printed handed outs are also given to participants. An Italian



guide to PubMed was prepared in 1999 and has been subsequently updated.

Apart from formal educational meetings, the Italian MEDLARS center continues to support NLM users in accessing databases, even after the closure of the fee-based ELHILL system. Staff members of the Documentation Service of ISS act as a Help Desk for Italian users seeking information about particularly complex matters, or experiencing difficulties in accessing files.

The Documentation Service and the Library of the ISS also provide document delivery service to their users from its stock. More specifically, the Documentation Service has acted as the Italian DOCLINE reference center since 1995. The DOCLINE service is the NLM's automated interlibrary loan request and referral system. The Documentation Service collects orders of articles not available in Italian libraries and forwards them to NLM via the Internet. The service is on a payment basis, using NLM tariffs, and is provided for ISS researchers and public biomedical libraries and information centers from all over Italy. The DOCLINE centers requesting document delivery service are mostly academic libraries, hospitals and National Health Service Units libraries, as shown in figure 2. Over the years and also in the light of the free availability of PubMed on the Web, the number of items ordered from NLM for internal and external users has constantly increased.

Figure 2. Italian DOCLINE Centers composition.

Recently (2001), the ISS developed a linking interface between journals indexed by PubMed and Italian libraries holdings, finalized at retrieving the original document on a national or international basis. Using as access keys, the journal title, its MEDLINE abbreviation, or the ISSN, the ISS database provides links to the ISS library catalogue, to the Italian Union Catalogue of Journals and to the publisher's Web site, for those journals available in electronic format.

A poster presentation of this interface was carried out at the 2001 EAHIL Workshop in Alghero. Once completed, the database will be searchable via Intranet



for ISS staff and via the ISS Web site for other Italian users. This searching tool will be especially useful for DOCLINE centers, which will be able to assess, via a unique interface, whether to order a document from the NLM or from Italy.

Last but not least, I would like to point out another important activity in which the ISS has been involved in the last three years, always in strict cooperation with the NLM: the Italian translation of Medical Subject Headings (MeSH), in the context of the Unified Medical Language System (UMLS) project. The translation was achieved in October 2000 and is currently under revision by experts in different biomedical fields. Updated data were included in the 2002 edition of Medical Subject Headings and the Documentation Service is planning to do annual translations of all new and revised MeSH. The Italian MeSH, once it is completely revised, will be available on the ISS Web site, as a useful tool to the Italian scientific community and will also be included in the multilingual database, developed by NLM, as was announced at the 8th International Conference on Medical Librarianship in London.

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New Stimulus at the Italian WHO Documentation Centre Through a Training Course in the Istituto Superiore di Sanità (ISS)

The Italian WHO Documentation Centre has always carried out, since its initiation, the promotion and the dissemination of biomedical scientific information as well as the acquisition of the most current methodology for its factual retrieval. The Italian Centre, a constituent part of the Italian National Institute of Health Library, since its foundation, has taken advantage of an active exchange policy with many national and international institutions and organisations, pursued by the Library. Constructive

collaboration is ongoing in particular with the World Health Organisation (WHO), producing an extensive collection of WHO documents that allows the Library to act de facto as a WHO Depository Library. Furthermore, since the beginning of the 90s, when the Documentation Centres of the WHO /Regional Office for Europe (WHO-EURO) were created, the Library has been playing the role of the Italian WHO Documentation Centre (WHODC) according to the recommendations defined in 1990 and successive revisions in subsequent years. As an answer to one of the basic items of the recommendations, namely to support and to promote WHO documentation in each country of the European Region, facilities offered by the WHO has been presented by the ISS Library in the framework of its continuing education activity, one of the ISS's institutional tasks.

Because of the quantity of information now available on the web, the Library decided to stage a basic training course emphasising different aspects of information in the public health field and presenting web pages where certified and qualified information on the subject can be found. The training course From Bibliographic Searching to the Retrieval of the Original Document, organised jointly by the Library and the ISS Documentation Service, was held in Rome at the Headquarters of Istituto Superiore di Sanità between the 14-15 November 2001. It was aimed at personnel in the Italian National Health Service and those working in Local Health Units (ASL), Research Institutes, University and Biomedical Libraries. The course set out to offer an overview of information sources available in various formats and media and to propose different ways for retrieving the original document. Many aspects regarding Internet applications in medicine were considered, such as problems concerning access to electronic journals, the use of the Internet for clinical research, on-line querying of catalogues of biomedical resources, access to specific databases, retrieval of health-related legislation and access to web pages of international institutions and organisations concerned with public health. The course attempted to satisfy the need of information consumers who having user friendly access and a huge quantity of information supplied via the Internet at their disposal, are exposed

to an overload of information and require the know-how and where to search for the right information required. Because of the nature of the course a mixed and small audience was anticipated: in actual fact the demand for the attendance exceeded all expectations. 82 participation requests were received, but because of logistical and technical reasons only 32 applications could be accepted. The criteria adopted in the final selection aimed at satisfying the wide range of typology of users wishing to attend. Despite the regularity and frequency of these kinds of basic courses, a large number and variety of users showed a keen interest in medical information retrieval including information scientists, bio-medical librarians and documentalists, scientific researchers, medical officers and clerical workers from public administration interested in health legislation as well as individual laymen.

This heterogeneous composition of the audience and the large number of requests clearly demonstrate the exponential and continuous growth in the need for constant updating on the different methods of on-line database access, in order to effectively retrieve pertinent information from available resources. This in turn highlights the essential and irreplaceable role played by the net as the rapid information and knowledge retrieval and dissemination tool.

The training course consisted of theoretical sessions in the morning and practical workshops in the afternoon.



Different methodology of access to databases and to Web-sites of principal libraries were presented, along with ways of retrieving electronic information in full text as well. On-line information resources of the WHO were accorded due respect. WHO activity was considered from different points of view in the approach suggested by the presentation scheme of the WHO Web site. Starting with a brief historical outline, attention was focused on the WHO as the producer of qualified information in public health and scientific information, of statistical and bibliographic databases, and electronic information in full text form as well. Different approaches to electronic information were presented with specific addresses for full text retrieval, with particular regard to the WHO Library Catalogue (WHOLIS) and the Health for All (HFA) database. Furthermore, we presented the Italian WHODC Web page aimed at promoting the use and the dissemination of WHO documentation. As a future implementation the Centre is planning to become the reference point for the aggregation of the Italian translations of WHO documents, in collaboration with the editorial unit of the ISS.

The consensus received by the attendants testifies to the benefits of this joint activity between the Library and Documentation Service of our Institute. At the end of the course the questionnaire for the evaluation of participant satisfaction verified the effectiveness of the work done. "More time for workshops" was the most common appeal from the course participants because through them they were able to immediately verify their level of knowledge and understand the reasons of their mistakes or uncertainties. Some attendants, particularly interested in WHO information retrieval asked for and received a full day's personal training at the ISS Library on the day following the course. The majority of those attending asked for

another course on the same subject. A specific proposal was made for a subsequent training course completely dedicated to WHO information and documentation activity to be held at ISS. Residential training courses have also been requested to be held in some Italian Regions in the near future.



The course was an excellent opportunity also to emphasise the beneficial and fruitful relations forged between the WHO, the ISS and the European Association for Health Information and Libraries (EAHIL) of which ISS is one of the founder members and a staunch promoter of its activity in Italy.

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- R. FERRARA, C. MANCINI e G. POPPI. La pagina web del Centro italiano di documentazione della WHO. Notiziario dell'Istituto Superiore di Sanità, 2001, 14 (10): pp. 17-18



Italy *BDS (Health Librarians and Documentalists):

the Association of Librarians and Documentalists of the National Health Service

Since the 1980's the need to create a national reference group for biomedical librarians in Italy, has been apparent. At that time a group of biomedical librarians, which also contributed to the formation of EAHIL, was active. In fact, three Italian signatures are to be found on the memorandum of this association presented at Brighton, 18th August 1987. At the end of the 1980's, the group, carrying out scientific cooperation, became the Biomedical Sub-committee of the University and Research Commission of the Italian Librarian Association (AIB), setting up its own activity at the beginning of the 1990's. For a number of years the biomedical librarians in Italy worked without any organizational support. The urgent need for such an organization in the sector brought about the formation of the BDS, run by a small group of biomedical librarians of the National Health Services.

The BDS, originally, was made up of members of the former biomedical sub-commission of the AIB, and young librarians starting out in the sector. Almost immediately, about 80 operating librarians from the National Health Service, joined the BDS. The BDS was formed in Rome, 10th April 2000, during a national meeting of librarians and documentalists of the National Health Service, which took place at the Regina Elena National Cancer Institute.

The main aims of the Group are as follows:

- to promote the professional standing of the biomedical librarian and documentalist;
- to develop a network for the National Health Service through the co-operation of Libraries and Centres of Documentation in order to guarantee the establishment of a valid infrastructure supporting scientific research and the exchange of knowledge in clinical practice.

At the outset, the group felt it opportune to look into the availability of health information in Italy. Thus, in 2000, under the auspices of the Ministry of Health, the first census of the National Health Service information structure was carried out. Within a month, 785 questionnaires were sent out to 510 associated bodies within the National Health Service (in some cases duplicates were sent to the libraries and other entities to ensure responses). 394 questionnaires were sent back; 239 libraries and centres of documentation participated in the census, with a greater number in the

north of the country (153), compared to (46) in the centre, and (40) in the south and the islands. Many libraries were found to be insufficiently equipped, not only from the technological point of view but also in the employment of unqualified personnel. Of 506 employees only 39 (7.71%) possessed the necessary academic qualifications to carry out the work of a librarian/documentalist. In fact, within the NHS in Italy, the position of librarian is not recognized by law and in libraries the employees possess other training (administrative, nursing, laboratory technicians, assistants etc.). These statistics highlighted the urgency of putting forward the case to the governing authorities, thereby ensuring that the profession of librarian be officially recognized and provision made for the development of equipped structures within the National Health Service. During the organizational meeting, held on 4th October 2001 in Rome, it was decided to transform the BDS Group into an Association in order to put the proposals into action.

During the two years since its formation, the BDS Group:

- organized two meetings (in 2000 and 2001), held under the auspices of BIBLIOCOM, an annual kermis organized by the Italian Library Association (AIB). It is not a coincidence that an interdisciplinary character was adopted at these meetings, with guests from diverse sectors (doctors, information technicians, journalists etc.);



• were invited by the Italian Librarian Association (AIB), to participate in a round table, during BIBLIOCOM, with other Italian and foreign library associations;

• launched a survey into the situation of medical libraries and librarians in other countries to compare the data gathered with that coming from the Italian census. The results of this investigation were presented (poster session) at the EAHIL Workshop, Cyberspace Odyssey held in Alghero 7th-8th June 2001.

For the management of the survey on territorial and regional level, BDS has set up a network according to geographical areas. In some regions, this has led to the formation and development of local organizations of librarians. Before the formation of BDS, only in the Lombardy region of Italy, has such an organization existed. With regional law (L.R 12th December 1994) and financing the Biomedical Librarian System of Lombardy (SBBL) was established, permitting the numerous biomedical librarians of the region to combine their services, in particular the supply of scientific articles. In other regions, co-operation between NHS biomedical librarians was totally lacking, apart from voluntary or casual exchanges. Some local representatives of BDS ran or actively participated in projects of cooperation, among which the following should be noted:

- GIRA (The Inter-librarian Group for the Recovery of Articles) in Piemonte and Valle d'Aosta, which has led to the creation of a collective list of journals from 12 institutions, holding about 2000 titles from journals and a free exchange service with data monitoring;
- a similar inter-librarian group is being formed in the Tuscany region, set up according to a study by the Regional Commission, which has entrusted the territory, subdivided in three areas, to three Technical Commissions; the Center for Documentation of the Hospital of Pisa, the Centre for History of the Health Service in Florence, and the Centre for Documentation of the Hospital in Arezzo;
- In Emilia Romagna, since the middle of the '80's,



Rosella Aprea, 1st National Coordinator of BDS,
at Bibliocom 2001 meeting.

the "Sovrintendenza ai beni library e documentari", a department that supervises and co-ordinates the libraries and the documentation centers in the region, has carried out the activity of support and co-ordination of the Biomedical Libraries. Also the national census made possible a wide ranging and profitable co-operation with the BDS. In 2000, GOT (Task Group for the Transfer of Medical Bibliographic Information for the Health Services), was formed, the first regional experience in co-operative acquisition of biomedical databases.

• In Friuli Venezia Giulia the Regional Health Agency, in co-operation with BDS, is promoting initiatives for the co-operative acquisition of biomedical data bases. Today in Italy there are positive signs arising from the biomedical information sector, and in particular, information regarding the health of citizens and patients. Worth mentioning is the recent decision of the Ministry of Health, to form a web site for oncology as a result of the co-ordination of different oncological research institutes in order to make the necessary information of this important pathology available to the public.



The President of BDS, G. Cognetti, during the round table organized by the AIB (the Italian Library Association) with Italian and foreign library associations held on October 4th 2001 (Bibliocom). At the center the President of the AIB, I. Poggiali.

Even in the oncology field a group of BDS librarians has been the pivot for the founding of the “Azalea” project in establishing a digital library for oncology patients. Unfortunately the project has lacked the necessary financing during 2001 but it will be put up for proposal again in accordance with the construction of the web site for oncology by the Ministry of Health. The emergent problems of training health service personnel and the launching of a policy based on training credits on the part of Ministry of Health should confirm the major role played by biomedical librarians in this field. In addition there have been negative points such as the reduction in activities of scientific documentation due to the direct use of the Internet by operators who often undervalue the complexities involved in information retrieval. Also for this reason, the biomedical librarians must take up their function, not only for information retrieval but above all in the production of integrated information tools (digital and hybrid libraries), to make a select supply available and directly accessible to operators and citizens, quality being the criteria. Therefore, the BDS association, an organization which unites professionals from the health information sector of the National Health Service, has a major role in the development of digital libraries not only for operators and patients but also for continuing professional education. This is necessary, as outlined in a recent circular from the Ministry of Public Function, to put into effect the rationalization and the professional management of resources. Therefore BDS is interested in laying the foundations of common activity and

cooperation alongside other biomedical librarian associations operating at European and international level and, in particular, with EAHIL.

The BDS Association will be situated in the Regina Elena Cancer Institute, which is being transferred from its historical site to a new modern building.

*Information on the BDS and on the census can be retrieved on the web site: <http://biblio.area.cs.cnr.it/bibliotecario/bibliossn/>

BDS Organizational Structure

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Acknowledgements: BDS wishes to thank Rossella Aprea, the first national co-ordinator, for her preminent activity in the foundation of the group. Rossella Aprea, who is still involved in the foundation of the new association (registration on 10 april 2002), is no longer the national co-ordinator, because she has changed her work sector.

Cologne Conference in Sight: German Medical Websites

On account of the forthcoming EAHIL Conference in Cologne in September and for those who are visiting Germany I thought it would be worth having a short overview of the medical internet in Germany and therefore I have compiled a few URLs for our readers.

I did not find hard data on how many websites with medical content are available in Germany, but there are estimates of between 50000-100000. Since there is a considerable number of universities in Germany with medical faculties it might be advisable to just use the website of the ZBMed, the organiser of the conference for a thorough look into this scene.

If you prefer another approach to the medical internet in Germany you may also follow the paths indicated by <http://www.springer.de/medic-de/webkompass/allgem.html>

The Central Medical Library of Germany may be found at: <http://www.zbmed.de> while links to other medical resources can be found at: http://www.zbmed.de/a_digit/digit_allg.html and at http://www.zbmed.de/a_digit/kliniken/klinik-europa.html for clinics in Germany just at the top of this list.

Anyway it is quite easy to just randomly enter an URL for a German university in the structure of **www.uni-(town).de** as a common rule with some exceptions e.g. www.uni-bonn.de- that will mostly work but there are some exceptions like Berlin where this won't work.

A special tip within the universities might be <http://www.uni-duesseldorf.de/WWW/ulb/med.html> that comprises "German Medical Internet links at http://www.uni-duesseldorf.de/WWW/ulb/med_dat.html

There are a further number of medical portals to look at like <http://www.medizin-forum.de> The speciality of this site is the Knowledge-Finder interface to PUBMED that offers an alternative to the classical PUBMED implementation at the NLM by giving the opportunity to enter plain text as a query formulation: The URL is simply: <http://www.medline.de>

Another well known medical portal is <http://www.multimedica.de/public/fachportal/home/index.html> which is mostly aimed at the medical professional community. It offers some sort of a closed community area with open links to a number of journals and databases and closed areas such as pharmaceutical companies. There is a subscription necessary by checking the physician's approbation.

The site <http://www.pharma-aktuell.de> is also well known sponsored by several pharmaceutical companies. Two of the more popular websites with greater content for public access are <http://www.netdokter.de> which offers a vast amount of information especially to lay people as does <http://yavivo.lifeline.de>

Netdokter is quite valuable as it offers a free daily press clipping mail related to medicine and wellbeing of Germans (from national newspapers according to the website you use – also available e.g. in Austria). These clippings are always deeply linked to further explanatory resources within the website.

There are also a couple of sites dedicated to search or browse German medical websites such as: <http://www.medizinindex.de> a database of medical servers in Germany or <http://www.dr-antoniuss.de> or <http://www.deutsche-internetadressen.de/inhalt/006infodienste0.html>

Due to legal constraints many of the pharmaceutical or professional websites offering drug/marketing information are forced to hide this information behind password protected areas. A versatile approach to this difficult situation is <http://www.doccheck.de> offering the physician to register only with doccheck and thus gaining automatic access to many websites at once without entering further passwords.

I would like to further recommend two medical websites : Inka - “The Information network of cancer patients and their relatives” which has received considerable attention in the media for its practical approach to severe and life threatening situations. Its founder Anja Forbriger who herself was diagnosed with cancer some years ago established <http://www.inkanet.de> after overcoming her disease with the help of internet information-sources. She then started teaching cancer patients how to use the internet and wrote a book about it all.

http://www.dermis.net/index_d.htm is an exceptional website which I refer to in most of my internet courses to physicians. It is the kind of application I think which represents the real future of medical internet. Under the auspices of DERMIS (Dermatological Internet Service) resides DOIA (Dermatology Online Information Atlas) and some other tools. The speciality of this electronic atlas is related to the combination of image information (dermatological diseases) with suiting bibliographical links to PubMed Database. After searching for images related to a dedicated diagnosis you are able to follow a link to the PubMed database retrieving automatically a list of related citations. In this way PubMed receives a special interface dedicated for dermatological requests. The power of DOIA is enhanced by the possibility to access its contents not only in German but also in Spanish, Portuguese and English. Initiated by the University of Heidelberg and Erlangen it presently receives funding from some pharmaceutical companies.

It is also worthwhile to take time to inspect the German medical host DIMDI (Deutsches Institut fuer medizinische Dokumentation und Information) under <http://www.dimdi.de> and its resources of thesauri, classifications and about 60 medical databases and their descriptions. Some of these are free, the majority require paid registration and a user account.

For those interested or involved in journal/e-journal negotiations with Publishers a session through the pages of the University Library of Regensburg under <http://www.bibliothek.uni-regensburg.de/ezeit/about.html> might be valuable. In conjunction with the University of Munich, the University Library of Regensburg has set up one of the most successful and comprehensive e-journal libraries in Europe with partners in Austria and Switzerland and many experiences of this closed project as its user interface have influenced a great deal of other comparable projects. You will find reports and resources on this topic at the URL mentioned. In this context you should also take a look at the German serials database at <http://zdb-opac.de:7000>

During the period of 9th to 13th April 2002 the German Library Association is holding their annual meeting in Augsburg. The website for this event is <http://www.bibliothek.uni-augsburg.de/bt2002> where you also will find links to the websites of the two main German Librarian Associations.

Other professional organisations include the Arbeitsgemeinschaft Medizinisches Bibliothekswesen <http://www.agmb.de> and the German Society of Information (the former German Documentation Society) at <http://www.dgd.de/frame.html>

The National Library of Germany can be found under <http://www.ddb.de>

I think that many members of EAHIL might belong to the community of OPLs managing a One person Library or One Professional Library. Germany has a great number of OPLs within their library association. The respective website may be found under <http://homepages.uni-tuebingen.de/juergen.plieninger/bib-opl>

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Dear Colleagues,

The British Medical Journal has dedicated an issue (BMJ, Issue 7337, 9 March 2002) to the quality and the accuracy of health information in Internet. Almost 100 million Americans adults regularly go on line for information about health care (p. 598). Consumers said that when assessing the credibility of a website they primarily looked for the sources, a professional design, a scientific or official touch, language, and ease of use (p. 573). Popularity of web sites is associated with type rather than quality of content (p. 577). Professionals and patients differ in their views to tell the good and the bad (p. 555), and apparently credible websites may not necessarily provide higher levels of accurate health information (p. 581). The quality of health information on internet has improved

over the past few years (p. 582). How to find the good and avoid the bad or ugly? (p.598).

Two International initiatives regulating health information in Internet: European Commission will publish a code of practice for website (BMJ, 2002, 324, 567), and WHO, once again, calls for a health domain name to help consumers (BMJ, 2002, 324, 566).

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JOURNAL ISSUES

Since the Newsletter of February 2002, the following journal issue of **Health Information and Libraries Journal** has been received: vol. 19, 2002, no 1.

P. O'Connor. Determining the impact of health library services on patient care: a review of the literature. p.1-13

S. MacDonald. Improving access to the international coverage of reports of controlled trials in electronic databases: a search of the Australasian Medical Index. p. 14-20

B. Davies. The ASVIN Project: a study of electronic and printed veterinary science journals in the UK and Ireland. p.21-32

R. Ilett. Different for girls? Feminism, health information and librarianship. p. 33-41

Innovations online (B. Anagnostelis). p. 42
Research (A.Booth). p. 56

BOOKS REVIEW

The library Internet trainer's toolkit. (book and CD-Rom) Ed. M.T.Stephens. Library Association Publishing, London, 2002. ISBN 1-85604-433-5, £ 89.95, pp.224.

The book and CD-Rom include twelve ready-to-go modules and provide everything the trainer needs to teach others how to navigate in Internet. Each module provides a step-by-step guide to running a training session and includes hints and tips for making the presentation effective and fun.

The CD-Rom contains 60-90 minutes Power Point presentations (usable with PC or Macintosh computers with appropriate software)

Building an electronic resource collection: a practical guide. Ed. S.D. Lee. Library Association Publishing, London, 2002. ISBN 1-85604-422-X, £24.95 paperback, pp.160.

A practical book guiding the information professional through building and managing an electronic resource collection.

Concise dictionary of library and information science. (2nd Edition). Eds. S. Keenan and C. Johnston. Bowker Saur, 2001. ISBN 1-857-39251-5. £ 38. The dictionary lists over 5000 terms, with around 2000 terms added in this edition. It covers the vocabulary of information sources, information handling, research methodology, management, publishing, computers and telecommunications.

The patient's Internet handbook. Eds. R.Kiley and E. Graham. Royal Society of Medicine Press, ISBN 1-85315-498-9, 9.95 pp. 302.

Publications & Products

This book helps people learn to treat Internet as a useful tool. It offers tips on how to evaluate the quality of health information and how to avoid the many sites of misinformation.

PAPERS REVIEW

British Medical Journal, Volume 324, Issue 7337, 9 March 2002.
Who calls for a health domain name to help consumers. *BMJ*, 2002, 324, 566
Recommended core collection of web sites for hospital libraries.

N. Calabretta and B. Miller. **Medical Reference Services Quarterly**, 2001, 20 (4), 1-26.
Potential influences of the web on health care patients and professionals.

A. Chandra. **Health Care on the Internet**, 2001, 5 (3), 59-67.

INFORMATION SOURCES

..... CD-Rom based

International Statistical Classification of Diseases and Related Health Problems (2001). For the first time the World Health Organization's 10th Revision of the International Classification of Disease (ICD-10) is available on CD-ROM (in English or in French). All terms and codes are indexed to make searching easy. Advanced searches can be made using Booleans operators. ISBN 92-4-154540-2. Sw.fr.300 – US \$270.00. In developing countries Sw. fr. 210.

..... Web-based

Medical Images. Current Medicine, Inc. has launched a database of medical images. It contains 40,000 medical images annotated with authoritative explanations. Search facility allows exploration by keyword or image type (e.g. table, diagram or photograph).
<http://www.images.md>

VirOligo. The Oklahoma State University in Stillwater has released a database on viruses lurking in tissue samples. The database includes information for a long roster of human and animal pathogens (AIDS,

foot-and-mouth disease, flu, polio, etc). It lists thousand of oligonucleotides, short sequences of DNA that can be used to fish out viral genetic material.
<http://virologo.okstate.edu>

Science Portal. This portal permits a unified navigation path to information from scientific and technical projects carried out or sponsored by the U.S. government. The first version of the site includes approximately 1000 web-based resources. Content is free for all users. Formal launch in spring 2002.
<http://www.science.gov>

AskOxford. The site is produced by Oxford English Dictionary. It contains information on grammar, spelling, usage and lexicography. The section "Better writing" provides information on avoiding common grammar, spelling and word-choice errors. The site is free of charge. <http://www.askoxford.com>

NEWS FROM PUBLISHERS

Emerald has announced the acquisition of eight journal titles from Aslib, the association for information management, and a partnership deal with Infotrieve. The purchase of the Aslib titles bring Emerald's portfolio of information management journals up to 24.
www.emeraldinsight.com

John Wiley and Sons have reached an agreement to link EBSCO Online to more than 300 of its scientific, technical, medical and professional journals.
www.interscience.wiley.com

RoweCom. Following its acquisition by Divine, RoweCom has changed its name. The new branding is Divine Information Services.
www.divine.com

Facet Publishing is the new name for the publishing imprint of CILIP (The Chartered Institute of Library and Information Professionals). Facet publishing will continue to innovate and produce leading titles for the information professionals. The first Facet Publishing catalogue will be available from April. For further Information e-mail:
mark.o'loughlin@facetpublishing.co.uk

NEWS FROM EUROPE

The European Commission is aiming to publish a code of good practice for health website in June. The code will clarify the legal aspects of online information and promote best practice (BMJ, 2002, 324, 567).

Nordinfo announces for the year 2002 a limited number of mobility grants for Baltic librarians. The grants are available for librarians within the research and academic libraries who wish to gain experience and new inspiration by exchange with colleagues in

Nordic research libraries.

www.nordinfo.helsinki.fi/grants/mobility-baltic/index.htm

Tilburg University announces the seventh year of summer school courses. The "Digital Libraries and the Changing World of Education" course is designed for librarians, reference librarians, library managers, instruction librarians, designers of learning environments, and teaching staff.

For further information contact Ticer Ms. Jola Prinsen. e-mail: ticer@kub.nl

Forthcoming events

14-16 May, New York, NY, USA

InfoToday 2002

For further information: <http://www.infotoday.com/conferences.htm>

17-23 May, 2002, Dallas, TX, USA

Medical Library Association, Annual 2002

For further information: <http://www.mlanet.org/am/am2002/index.html>

4-6 June, 2002, Paris, France

IDT Net

For further information: <http://www.idt.fr/idt/>

8-13 June, 2002, Los Angeles, CA, USA

93rd Annual Conference Special Libraries Association

For further information: <http://www.sla.org>

22-24 July, 2002, Mannheim, Germany

Between data science and everyday Web practice

26th Annual Conference Gesellschaft für Klassifikation

For further information: www.gfkl.de/gfk12002

18-24 August, 2002, Glasgow, Scotland

68th IFLA General Conference and Council

For further information: <http://www.ifla.org/IV/ifla68/index.htm>



16-21 September, 2002 Cologne, DE: 8th ECMHL

EAHIL Conference: Thinking globally - acting locally

For further information: <http://www.zbmed.de/eahil2002/index.html>



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