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With Love from Cologne

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Newsletter
to European Health Librarians



Hello Everyone

It was great to see you all in Cologne....I hope you enjoyed yourselves as much as I did. The conference organization was excellent and from a professional point of view there were very many interesting presentations and posters. And who can forget the party at Flora...which will go down in history as one of the biggest and best in EAHIL conferences?

There were many very important events for EAHIL members at this conference. There were over 400 participants from 34 countries and strong support for two of our subgroups, Phing and EVLG was demonstrated. The Continuing Education courses organized by Suzanne Bakker were a resounding success. A EAHIL Code of Ethics, produced by Pirjo Rajakiili, Finland, Eva Alopaeus, Sweden was approved at the General Assembly and I should like to congratulate them both on their excellent work. Arne Jakobssen, our new President for 2003 presented some thought provoking proposals for further debate regarding the efficiency of EAHIL as an organization and we are looking forward to being able to discuss these through future Newsletter issues. The EAHIL members agreed to a proposal to establish a certification committee to explore the feasibility of establishing a common European standard of professional qualifications, a very important issue for all of us. The EAHIL

EAHIL *Echo*, the conference newsletter, was launched in Cologne!!

Echo, the conference newsletter, was launched in Cologne which I am hoping will become a permanent feature in future venues. My thanks to Shane Godbolt and Susan Fairlamb for running a commendable workshop on Newsletter Editing which gave birth to this idea and to Eve Hollis who dedicated most of her conference time sitting at her laptop keying in all the news and organizing it into a printable format. And last but certainly not least we had to say goodbye to our current EAHIL President Tony McSeán who of course will continue to work tirelessly, as always, on the Council and other EAHIL Boards. I, for one, will miss all the banter that jollied back and forth just before the deadline dates of the EAHIL Newsletter!

We need dedicated exhibition viewing time

The EAHIL *Echo* did bring up some valid "Points to Ponder" for future conferences regarding the Exhibition. A dedicated exhibition viewing time would be preferred as delegates are very busy attending sessions and are rushed in breaks; a split venue for exhibition areas is not ideal and also some enticements to draw more people into the exhibition stands such as free registration for the next conference. The only real complaint I have has nothing to do with the conference at all but with the traffic engineers in Cologne. I was forever being mowed down by cantankerous cyclists because the town's numerous bicycle lanes are not properly signposted especially round the campus! In Great Britain all cycle lanes have a huge white picture of a cyclist embedded into the tarmac and are easily apparent to all innocuous pedestrians. Can someone forward this to the Local Council in Cologne?

More on the Cologne Conference Echo's on the following pages

The *Highlight on....* feature in this issue is dedicated to the Cologne Conference local and international organizers who did really tremendous work to make it the success it was. Many of the articles published in this newsletter and Constantin's original internet page will demonstrate this. To state the impact of the 8th EAHIL

Conference, as well as past and future conferences and workshops, I would once again like to plagiarise the EAHIL *Echo*:

Exhilarating presentations
Advancing knowledge
Hearing Experts
Informing everyone
Learning together

Sally Wood-Lamont, Editor-in-chief
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* See also: www.zbmed.de/EAHIL2002 for abstracts, pictures and proceedings.



Reflections on the Rhine

EAHIL stands or falls by its conferences, and in theory this should be a recipe for a precarious existence. Professional conferences of this size are difficult enterprises. To organise one successfully requires thousands of decisions and judgements on matters which are distant from our everyday areas of expertise catering, visa requirements, booking cabaret acts, etc; and in the very nature of things people never organise big conferences more than once in a career.

So in essence, EAHIL and our conferences depend on the voluntary efforts of people who have volunteered to spend their spare time working hard at tasks for which they have no experience or expertise, through the medium of their second, third or fourth language. This is a bit of an exaggeration, since there is usually some continuity between conferences: the programme committee always has a core which has done the job before, local organising committees usually talk long and hard with their equivalents from earlier conferences, and the EAHIL board will normally be able to offer advice and support which is at least based on experience.

Strong volunteers carried the weight of the conference

However, staging an EAHIL conference is a prospect which can make even the broadest of shoulders droop, and once again we can count ourselves lucky that in Köln we had a team of organisers that were more than equal to their burden. In Ulrich Korwitz and Oliver Obst we had a pair of committee chairs who even seemed able to enjoy themselves alongside those of us who were only passengers and the gratitude and thanks of the whole association goes to them, and to all the volunteers, speakers, course tutors, session chairs and others who produced such a memorable and professionally fulfilling event.

All Change at the General Assembly

General Assembly:

- adoption of Code of Ethics
- European professional certification
- “no fee” future for EAHIL?

The 2002 general assembly is likely to be seen as one of the most important in EAHIL's history. The hard work of our ethics working party reached an important stage with the unanimous adoption of our first code of professional ethics. Eva Alopaeus, Pirjo Rajakili and their team deserve a great deal of effort and the code itself is a fitting memorial to Turid Tharaldsen who did much in EAHIL council to revive the issue.

An unusually large attendance approved the establishment of two important initiatives which may have the effect of completely changing the nature and structure of EAHIL:

Professional Certification:

It is a core function of many professional associations, including MLA, to establish a basic standard of professional qualification (a combination of study and experience) and issuing a recognition of that qualification in the form of a certificate. The assembly voted to set up a working group which would seek to establish such a standard for EAHIL members. We are fortunate that Liisa Salmi has agreed to convene and chair this working party, with the aim of bringing a firm proposal to the 2006 general assembly. Liisa will be known to many members; until recently she was a member of the Board and will bring to this task a perfect combination of practical experience and academic rigour.

Virtual EAHIL:

At the Board meeting in January 2002, treasurer Arne Jakobsson observed that a huge proportion of EAHIL's subscription income is spent administering the collection of subscriptions, and that the arrival of almost universal internet connectivity offered us the opportunity for a radical reappraisal of the structure (and indeed the whole nature) of EAHIL. He suggested that it would be possible in theory to abolish the subscription altogether, turn EAHIL into a largely virtual organisation and fund our work from a small levy on conference and workshop registrations. Eight months later, this still looked like a promising idea and over the next two years the board will be working through the implications, before bringing a report, and possibly a proposal for action, to the 2006 general assembly.

Handing Over

This is my last presidential column, since I leave office at the end of the year. It will give me great pleasure to hand over the (virtual) baton to my successor, Arne

Jakobsson, who will certainly seize it with a safe pair of hands.

Arne has done a terrific job as treasurer in recent years and I will enjoy working with him on the Board as past president. I would also like to congratulate Suzanne Bakker and Meila Kretaviciene

on their election to the board and send my good wishes to Manuela Colombi who is leaving the Board after many years hard work, including her term as president.

Goodbye Manuela, Hello Arne

Report of the EAHIL Board & Council at Cologne or Koeln

I was tasting these words before going to Cologne: perfume and cathedral came into my mind. But we had much more.....

The participants of the 8th European Conference of Medical and Health Libraries, September 16-21, 2002 were offered a wide range of programs and activities to select from, according to their taste and interest from continuing educational courses, parallel sessions and exhibitions to plenary sessions covering a great many aspects of librarianship, just to mention a few: electronic library resources, subject gateways, evidence based medicine, training, copyright, co-operation, electronic journal management, consumer health, knowledge management or role of the librarian.

In the good tradition of EAHIL workshops, the scientific programmes were accompanied by social events which allowed participants not only to discuss topics of mutual interest freely but also to get an insight into the life of the host country. So perfume and cathedral must be complemented by expertise, accuracy, professionalism, Ludwig Museum, jazz and waltz and last but not least, Kölsch, the second glass of which was usually offered in such a friendly way that it was impossible to refuse.

Cologne, this ancient town with its rich Roman heritage showed us her other face: a lively, young city with thousands of students swarming in the streets. Many thanks to Oliver Obst and his team for organising the scientific programme and special thanks to Ulrich Korwitz and his staff for the hospitality and professionalism where we continually felt cared for whether it was: tram tickets, maps, pillows and entertainment.

We hope to see everybody again in the Oslo EAHIL workshop, 2003.

Tony McSeán

Report on the Meeting of the EAHIL Board

The Board Meeting took place on September 18th at the Zentral Bibliothek für Medizin in Cologne, during the 8th European Conference of Medical and Health Libraries, with the participation of Tony McSeán, Linda Lisgarten, Suzanne Bakker, Arne Jakobsson, Miele Kretaviciene, enjoying the hospitality of Ulrich Korwitz. Manuela Colombi joined the meeting later, and Gabriella Poppi sent apologies for her absence.

Tony McSeán greeted those present and the work started by reviewing the minutes of the previous Board Meeting (Cologne, Jan 25/26, 2002), which were approved and signed. There were no special matters arising from the minutes to be discussed. In the "President's Report" Tony McSeán expressed his formal thanks to everyone who had contributed to EAHIL's development and smooth running during his second term as EAHIL President and, "as it should be," he added, "the Board, Council and Secretariat had been at the heart of matters." He highlighted three major improvements and differences in relation to the situation during his first term as a President: (1) The administrative efficiency of Suzanne Bakker and of the new EAHIL Secretariat (the NVB team); (2) The dramatic improvement in the speed of communication: the universality of e-mail access allowing a much more extensive discussion and democracy than was predictable in the days when referring a matter to the rest of the Board entailed a series of two-week delays while letters crossed the continent; (3) The most fundamental and positive change for our future has been the emergence of the EAHIL Council as a lively and independent forum, willing and able to take on practical issues and to form groups of activists to push these issues along. A lot of the credit for this goes to Manuela Colombi, who had a clear view of what the Council should be and who worked hard to make it a reality.

On presenting figures and tables pertaining to the **balance for 2000/2001**, Treasurer Arne Jakobsson reported inconsistencies in the membership subscription figures supplied by the Secretariat. At the previous Board Meeting (Cologne, Jan 25/26, 2002) it was decided that the Secretariat should check the Membership List and clarify the actual status of librarians.

In view of the fact that a substantial percentage (70%) of EAHIL expenses were incurred by running the Secretariat (EUR 13,700 in 2001) and publishing the *Newsletter* (EUR 9,193), the question was posed again whether it might be expedient to change EAHIL's Constitution and do away with membership fees and create a "virtual" EAHIL Membership. It was agreed that, to implement this, the Board would need the General Assembly's decision. 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 was to be transferred to EAHIL should be implemented in time for the Santander meeting in 2004. The amount of 5,000 euros appears in the budget for 2004. From 2003, a new item in the budget will be the EAHIL scholarship, which will be administered - as agreed - by the Oslo Fund. Concluding his report, Arne Jakobsson said that the Board had achieved a satisfactory outcome, the Budget for the next two years is balanced. The Board had achieved its aim of having one year's worth of expenses in hand deposited in the bank. The Board members congratulated Arne and thanked him for his hard and competent work.

On behalf of the Secretariat, Suzanne Bakker's oral report registered a big improvement in the work. Despite the fact that the Secretariat had to relocate to new premises - the

former building was declared unsafe - the work continued virtually uninterrupted. Although EAHIL's finances are stable, the EAHIL Executive Board decided to cut down on the mailing cost as much as possible by using the EAHIL discussion lists and the EAHIL mailing list more often and more extensively. Tony McSeán and the Board members thanked Suzanne for her efficiency, expertise and sustained commitment in supervising Secretariat matters.

Regarding the Newsletter, Suzanne Bakker reported that it continued to be produced on schedule. The Board members were unanimous in their appreciation of Sally Wood-Lamont's superb performance as Editor of the *Newsletter*. It was again agreed that the EAHIL *Newsletter* will be published in print (for the time being) as many members have indicated that there are certain advantages of print over the electronic option. It should be possible to raise sufficient funding through advertisements to make the *Newsletter* self-sufficient in the near future.

As to the **Cologne Conference** final organisational works, Ulrich Korwitz reported that the local team was ready to care for all the colleagues during their stay in Cologne. The Conference homepage was updated daily. He was glad to announce that all the conference abstracts, poster presentations and product reviews had been received. At the time of the Board meeting, the number of those registered was 480 including the 60 exhibitors. By the afternoon of the first day of the conference the total number of registrations exceeded 520.

As for committees and subgroups, Giovanna Miranda and Luisa Vercesi prepared a presentation about the

Pharmaceutical Information Group (PhInG). The new starting point for PhInG was the 8th ICML conference in London (2000), where the group wanted to update information on the members' names, affiliations and key interests. The group's aims also included electing a new PhInG president and setting up new programmes for the future. As regards the election, Giovanna F. Miranda and Luisa Vercellesi were elected co-chairs, Ingeborg Van der Burgt (who had to leave later to attend other professional commitments) was voted to become secretary. A simple set of new rules was approved in London and published in *Newsletter* No. 53. In Alghero a poster was presented on PhInG, and an open letter was published in *Newsletter* No 59. The Board gave its formal approval of the rules. It was also reported that a sum of 330 euros in the budget would be available for PhInG. The Board agreed that the group would need to recruit new members, especially to management, and it expressed hope that the agenda of the PhInG Business Meeting in Cologne during the 8th European Conference would be successful.

Concerning the **EAHIL Code of Ethics** it was mentioned that at a joint meeting between the EAHIL Board and the EAHIL Council in Amsterdam in January 2000, Pirjo Rajakiili and Eva Alopaeus were assigned the task of making a proposal for an EAHIL Code of Ethics. At the EAHIL Council meeting in Alghero 2001, they stated that the MLA code would be a good base for discussion, and the Council decided that they could lean on the MLA code but try to stress some European views when continuing the work. The final version of the code was accepted by the Board and it was decided that the Code would be sent to the General Assembly for approval.

As for the **EAHIL professional certification**, Tony McSeán reported that it had been discussed twice at Board meetings and that opinions had been exchanged via the *Newsletter*. The Board was of the opinion that, despite considerable possible practical difficulties, the idea was an exciting one and should be pursued. It was agreed that a small task force should be set up for the purposes of working out a scheme of qualification and bring the final draft of the scheme to the 2004 General Assembly.

In the matter of the **EAHIL Rules of Procedure**, Suzanne Bakker reminded members that the New Statutes had been approved and put on the EAHIL website.

Re the **results of the elections** it was announced that the Election Committee would report to the Council. Arne Jakobsson was the only nomination for EAHIL President, Suzanne Bakker was re-elected, and Meile Kretaviciene became a full member of the Board. The Board members and Tony McSeán congratulated them on being elected or re-elected.

Reports on future EAHIL events

Oslo 2003: It was reported that the final flyer for the workshop had been printed and would be distributed at the Oslo Workshop stand during the 8th European Conference. The "Cross Boundaries - Join Forces" Nordic Baltic EAHIL Workshop will be take place in Oslo June 25-28 2003. The meeting will be a special one because all events will take place in the beautiful surroundings at the Radisson SAS Park Hotel just outside Oslo and because it is being designed to have some novel features (such as a "Walk and Talk" session).

The Workshop URL: www.hamhi.org/oslo2003.htm

The Congress Secretariat e-mail address: eahil@tsforum.no



Hilde Stromme and Elisabeth Akre promoting Oslo 2003 workshop

Santander 2004: the preliminary and tentative timetable of the Santander Conference was distributed to the Board members. Fanny Ribes Cot, President of the Spanish Organising Committee announced that a leaflet with the first announcement would be distributed during the Cologne Conference and there would be a video presentation at the Closing Ceremony.

It was also decided by the Board that an International Programme Committee for the 9th European Conference should be appointed. The Board advised to prepare a written report and Fanny was invited to Utrecht to the next Board meeting.

As for **future EAHIL events**, the Board agreed that the bid by Sally Wood-Lamont and Ioana Robu to hold the 2006 Conference in Cluj-Napoca, Romania seems to be feasible. The Board has also come to the agreement that for the 2005 Workshop a place has to be found where no previous EAHIL events were held, and geographical distribution should also be factored in.

Report on the meeting of the EAHIL Council

The EAHIL Council Meeting took place on Wednesday afternoon, 18th of September, in Cologne. Topics previously introduced at the EAHIL Council meeting at Alghero and elaborated by Pirjo Rajakiili, Turid Tharaldsen and Eva Alopaeus (EAHIL Code of Ethics), Françoise Pasleau (continuing professional education), and Tony McSeán (EAHIL Professional certification) were discussed. On opening the session and welcoming the participants, the President asked members to commemorate with a minute's silence the death of Turid Tharaldsen, Council member from Norway, who died on August 3 after the workshop in Sardinia. After introducing the new members, Tony asked for the approval of the Minutes of the EAHIL Council Meeting in Alghero and the document was signed for the Archives.

Suzanne Bakker gave a short report about the **Continuing Education Courses** for the Cologne Conference. Owing to the high number of participants she expressed her belief that EAHIL would consider more options for the purposes of offering increased possibilities for participation through pre-workshop seminars.

In Alghero to make improvements and to facilitate the exchange of ideas in the field of **continuing professional education** of medical librarians, it was agreed that Françoise Pasleau would try to set up a database of what members were already doing in their various countries, and this information could be used in development planning. It was also decided that a small working group should be set up to prepare a survey on the European situation. Françoise expressed her view that the aim of the project was to share experiences in users' tutoring and to compare various approaches to shared teaching objectives in relation to medical and health information. Indeed, the presentation of the same topic may vary greatly according to the targeted public, the length and the frequency of the teaching sessions. She informed the Council members that the database was almost ready and a Web access would be open soon. The teaching site will contain all the necessary information about a document, such as the authors' names, the English titles, subject, format, content and language of the presentation as well as the potential URL's, if available.

In his report Tony McSeán highlighted the outstanding work of Suzanne Bakker and Manuela Colombi in enforcing the Council tasks and activities. The Council has become a lively and independent forum, willing and able to take on practical issues and to form groups of activists to push them along. He also announced that four important matters would be put before the General Assembly. Ratification and approval of the new version of the **Rules of Procedure**,

which has been rewritten to match the new Statutes, and also of the **Code of Ethics**. He said the Assembly would also be asked to approve and take note of two relatively new projects: a **Professional Accreditation** scheme and the Jakobsson plan to turn EAHIL into a **Virtual Organisation**. Both are likely to play a vital part in the future shape of our association and both will keep the new Board and Council busy in the years to come.

In the **Treasurer's report** Arne Jakobsson combined three reports: the Balance of 2001, and the budgets for 2003 and 2004. In view of the fact that a substantial percentage (70%) of EAHIL expenses were incurred by running the Secretariat (EUR 13,700 in 2001) and publishing the *Newsletter* (EUR 9,193), the question was posed again whether it might be expedient to change EAHIL's Constitution and do away with membership fees and create a "virtual" EAHIL Membership. It was agreed that for this the Board would need the General Assembly's decision. 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 should be transferred to EAHIL, will be implemented in time for the Santander meeting in 2004. Concluding his report, Arne Jakobsson said that the Board had achieved a satisfactory outcome, the Budget for the next two years is balanced and what is also important that the income for 2003 and 2004 was based on the accurate membership number (which were 375 after checking). The Council approved the report.

In the **Secretariat report**, Suzanne Bakker voiced how major an event it had been to move the Secretariat - the former building itself had been declared a fire hazard and, as such, dangerous. The University had had the luck to find a nice building in the center with a conference room where the Secretariat's telephone and fax number would remain unchanged. By the end of 2001 there had also been some changes in the personnel (Mr Bali left the office). Suzanne also pointed out that a much more reasonable work flow was implemented and by now a very detailed accounting system was introduced and installed. Changing the invoicing system for advertising is part of the future plans. At the time the election ballots went out, the office checked the membership list. The result was that EAHIL has 375 paying members (with the largest number of members coming from Belgium: 16, Denmark: 23, France: 28, Italy: 40, Netherlands: 27, Norway: 25, Sweden: 27, Switzerland: 30, United Kingdom: 42). She also pointed out that keeping the e-mail addresses updated was quite a problem. Suzanne asked Council members to help keep the e-mail list updated by checking regularly in their own country's list.

There were two suggestions from the Council concerning membership fees and the financial situation: (1) EAHIL should sign a longer agreement with EBSCO for posting the *Newsletter*, (2) to rationalise the cost of the bank transfer of membership fees, Council members could take steps to find a paying solution for their country, e.g. to find an authority which would pay for the whole community.

The results of the **EAHIL elections** were announced by Oliver Obst, President of the Election Committee. From January 2003 Arne Jakobsson would take the Presidency. Suzanne Bakker would continue as 1st Vice President and Miele Kretaviciene was elected for full board membership. Tony McSeán and the members of the Council expressed their thanks to Oliver and the Election Committee's members.

As regards to the **EAHIL Newsletter**, all members agreed on the efficient and effective work, commitment and expertise of the Editor, Sally Wood-Lamont and also expressed their thanks to Suzanne Bakker, and to the French-language translators. It was also decided that the *EAHIL Newsletter* will be published in print (for the time being) a number of members have indicated that there are certain advantages of the printed over the electronic alternative. Tony announced that Sally had been granted the title of MBE (Member of the Order of the British Empire), one of the highest distinctions in the United Kingdom.

As for the **EAHIL subgroups**, the report of PhInG elaborated by Luisa Vercellesi and Giovanna Miranda was accepted by the Council members. It was stated that the group would need new members, especially for the management.

Tony circulated copies of his "**EAHIL & Professional Certification: A Proposal for Action**" which the Council found to be an excellent starting point for getting some general consensus on issues such as selection for qualification, the validation procedures, etc. It was agreed that a small task force would be set up for the purposes of working out a scheme of qualification and bring the final draft of the scheme to the 2004 General Assembly.

Concerning the question of the **EAHIL Code of Ethics**, Tony McSeán voiced his opinion that this document should mark the end of a long and arduous process and involve much working through of fine detail. It should reflect the greatest credit of all those involved, particularly of working group chairs Alice Nørhede, Pirjo Rajakiili, Eva Alopaeus, and the much missed Turid Tharaldsen. Pirjo Rajakiili presented the results of the work on the development of the EAHIL Code of Ethics final form. The

group was assigned, in January 2000, the task of making a proposal for an EAHIL Code of Ethics. The working group took as the starting point the Medical Library Association's Code of Ethics for Health Science Librarianship but they also endeavoured to stress some European views while continuing the work. It was also concluded that professional ethics should concern one's conduct of behavior and practice when carrying out one's professional work. The final version of the EAHIL Code of Ethics covers European conditions under the different headlines of SOCIETY, CUSTOMER, INSTITUTIONS, PROFESSION and SELF. It was decided by the Council members to ask the General Assembly for approval of the document.

Some proposals came from the members of the Council in exploring ways of increasing membership and thinking about how we can work alongside other bodies - particularly in Eastern and Central Europe. It was expressed that EAHIL should consider introducing the collective membership category.

It was also proposed that EAHIL should run an Information Stand during events (workshops and conferences) to disseminate information pertaining to EAHIL and to facilitate the on-the-spot registration of new members.

EAHIL General Assembly

The EAHIL General Assembly took place on 19th September 2002 on the second day of the 8th EAHIL Conference. After the President's words of welcome the Minutes of the General Assembly held in London on 4th July came up for approval.



EAHIL General Assembly

EAHIL Treasurer Arne Jakobsson circulated his report for the years 2000/2001 and the budget figures for 2003 and

2004. He voiced 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 was to be transferred to EAHIL) should be implemented in time for the Santander meeting in 2004. That is why an amount of 5,000 euros appears in the Budget for 2004. Concluding his report, Arne Jakobsson said that the Board had achieved a satisfactory outcome, the budget for the next two years is balanced. The Board had achieved its aim of having one year's expenses in hand, deposited in the bank. The General Assembly accepted the Treasurer's report.

Speaking **on behalf of the Secretariat**, Suzanne Bakker gave an oral report, which registered a big improvement in the work. Despite the fact that the Secretariat had to relocate to new premises - the former building was declared unsafe - the work continued virtually uninterrupted.

Regarding **the Newsletter**, Sally Wood-Lamont reported that it continued to be produced on schedule. The thematic focus of the next issues will target either individual countries or selected larger subjects. She asked the General Assembly to encourage contributions in the *Newsletter*. The President expressed his gratitude to Sally for her invaluable service.

A moving moment of the General Assembly occurred when President Tony McSeán, announced that the **EAHIL Awards of Honor for 2001** would be given to Elisabeth Husem and that for **2002** to Benoit Thirion for their committed and excellent professional work and enthusiasm. Both nominees expressed their thanks to the Board for its trust in their work and professional activities.



*Tony McSeán and EAHIL Award winners
Elisabeth Husem and Benoit Thirion*

The results of the **2002 EAHIL elections** were announced by Oliver Obst, President of the Election Committee. From

January 2003 Arne Jakobsson would assume the Presidency from Tony. Suzanne Bakker was re-elected for 1st Vice President and Miele Kretaviciene was voted to become full member of the Board. Arne expressed his thanks to the EAHIL members for their confidence and he also promised that he would continue to support the Association through operating on-going programmes and initiating new projects. He also spoke of his plan to turn EAHIL into a Virtual Organisation.

One of the most important projects for EAHIL in the coming years is to elaborate a **Professional Accreditation** scheme. For this the President proposed that EAHIL should set up a Professional Certification Committee to plan and introduce a system of professional accreditation for librarians and information workers in the medical, health and pharmaceutical sectors. Accreditation would be available to those with an appropriate academic qualification, a given number of years' experience in a professional environment or a combination of the two. Its purpose would be to establish an objective standard across Europe for what constitutes a medical, health or pharmaceutical information professional, backed by the authority of the recognised professional association. The General Assembly agreed in principle that EAHIL should establish and maintain a system of professional accreditation for librarians and information workers in medicine, health and the pharmaceutical industry. The EAHIL Board was asked to find a member of appropriate standing and experience to form a Professional Certification Working Party (PCWP) which would include members from all regions of Europe. The team will be charged with developing a coherent set of proposals for the introduction of an accreditation scheme and a timetable for its introduction. The PCWP will provide progress reports to the Board, and will produce a final version of the scheme for approval at the 2004 General Assembly.

In his e-mail dated 26 September Tony announced that Liisa Salmi had agreed to act as a chair and coordinator for the Certification Committee, earlier set up by the Cologne General Assembly.

The General Assembly approved the revised **EAHIL Rules of Procedure** and the EAHIL Code of Ethics. The latter would be published in the *Newsletter*.

Tony McSeán expressed his gratitude to Ulrich Korwitz and the Local Organising Committee and Oliver Obst and the International Scientific Committee, respectively, for the excellent work of organizing the 8th EAHIL Conference.

Marta Viragos
marta@mail.lib.unideb.hu

A New Code of Ethics for EAHIL Members

At a joint meeting between the EAHIL Board and the EAHIL Council in Amsterdam in January 2000, we were assigned the task of making a proposal for an EAHIL Code of Ethics. Some work had been initiated a few years back but had not led very far.

A definition of professional ethics was our first concern, and after some reading, we concluded that professional ethics concerns one's conduct of behaviour and practice when carrying out our professional work.

We understood that a code of ethics should be minimal so that it could be *teachable, learnable and memorable*. We also found out, that it should be accompanied by a definition section that explains the different parts of the code.

A code will not tell us the specifics of practice but it helps us to determine how to practice our profession ethically.

For our proposal we checked 25 codes of ethics for librarians and some code of ethics for other professions as well and compared the contents of these codes.

Some basic elements were found in almost all codes: The codes lay down the librarian's duties in almost all of these examples towards:

- Society
- Customers
- Institution
- Profession
- Self

One of the codes of ethics, that seemed to be a particularly good example, was the Medical Library Association's Code of Ethics for Health Sciences Librarianship. It is accompanied by definitions which help to more fully understand the meaning of the code. At the EAHIL Council meeting in Alghero 2001, we stated that we thought that the MLA code would be a good base for discussion and the Council decided that we could lean on the MLA code but try to stress some European views when continuing our work.

Once we decided to use the MLA code as a starting point for our EAHIL Code of Ethics the next step was to identify what parts of the American document were general, and in what parts we would need something different for Europe. We therefore thought of several alternatives to cover European conditions under the different headlines SOCIETY, CUSTOMER, INSTITUTIONS, PROFESSION and SELF. The MLA code plus our ideas for different alternatives were sent to the discussion list, for all eahil-council members to see, in February this year.

A handful of council members responded. A few minor improvements were made, and we reached a kind of consensus around choices and wordings under each headline. This version was sent to all EAHIL members on the discussion list early this August. This final version of the code was accepted by the EAHIL General Assembly in Cologne in September 2002 and can be now found on the EAHIL web site.

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CODE OF ETHICS for EAHIL members

1. SOCIETY

Society

- * The health sciences librarian promotes access to health information for all within the library's target groups in health care and creates and maintains conditions that facilitate informed health care decisions

Definitions society

- * *Health sciences librarian* = in a broad sense, professional library staff who provides information services to staff, students and researchers within the medical and health sector, and information related to disease and health for the public
- * *Informed health care decisions* = health care here includes all aspects of medicine from study to research - activities that ultimately affect health care
- * *Target groups* = the customers that the library is supposed to give service to

2. CUSTOMERS

Customers

- * The health sciences librarian provides the best available information for the customer and observes professional confidentiality

Definitions customers

- * *Customer* = a person who seeks medical or health information from libraries: a customer might be medical staff, health personnel or any health information consumer
- * *Observes professional confidentiality* = the professional promise of discretion; the obligation to preserve confidentiality as observed elsewhere in the medical professions
- * *Ensures* = an ambition to guarantee "best available information"
- * *Best available information* = a combination of the librarian's reference interview with the

customer and knowledge of suitable information sources combined with an active interest and a high service level, ensuring that the customer gets the best available information This is the core of the library profession

3. INSTITUTION

Institution

- * The health sciences librarian uses her/his expertise in the interest of the library's target groups within the institution which the library serves. The aim of the library should be to facilitate the aims of the institution.

Definitions Institution

- * Meet the information needs and obligations of the institution - this means having an effective system for the institution, just not any system. In most cases, a library cannot meet its institution's needs in isolation but needs interlibrary cooperation - networking for example.

4. PROFESSION

Profession

- * The health sciences librarian works in the interest of the library's customers and their needs by maintaining a high knowledge level in the library and making the library services suitable, diversified, well organised and easy to access by those customers. In relation to vendors and agents health sciences librarians must always act in the interest of his/her customers and institution.

Definitions Profession

- * Several European countries have their own codes of ethics for the library profession. These must be used when they can be applied.

5. SELF

Self

- * The health sciences librarian assumes personal responsibility for developing and maintaining professional excellence



THE PHARMACEUTICAL INFORMATION GROUP: NEWS FROM THE BUSINESS MEETING IN COLOGNE

On the occasion of the recent 8th European Conference, held in Cologne, a Business meeting devoted to PhInG, the group dedicated to the Pharmaceutical Interest was held.

The agenda of the meeting was important, because topics were not general, but more specifically we wanted to invite members to a more active participation

both in the newsletter and on the web. In addition to this, according to the group rules we wanted to collect nominations to elect Chairs and a secretary.

The participation was not enough to guarantee a representative discussion but the good news is we had new people participating and now the number of interested members is 46 (forty-six). Moreover those participating showed a high degree of interest and the discussion was lively and creative.

In consideration of the specific activities of pharmaceutical librarians and information professionals once again the need of a subgroup within EAHIL has been confirmed. The exchange of professional experiences among those who are actively present in drug information was reconfirmed and therefore the need also to have an active community. All present showed their willingness to participate more actively.

The meeting

Giovanna Miranda reported her participation at the Board meeting and their re-approval of the subgroup and its simple rules. In addition to this, the items discussed and decisions taken were:

- To promote more extensively the group within and outside EAHIL, clearly stating that participation is free, not restricted only to pharmaceutical industries. The subgroup in fact welcomes also participants from the academic world, publishing companies, health regulatory boards, independent drug centres, scientific journalists specializing in drugs and anybody with an interest or a past experience in this branch of medical information.
- To prepare an updated poster for presentation at the Oslo workshop (2003) to focus on the status of the group.
- To promote a pharmaceutical session for the EAHIL Conference, 2004, in Santander.
At the moment the idea is to have a magisterial lesson and reports from members.

Post meeting

This note is a follow-up of the virtual business meeting and will be recirculated by e-mail in the discussion list. The following topics are actions for all of PhInG members:

- Please send us updated e-mail addresses, to enable quick and easy communication (Most of the pre-conference sent messages were lost and snail mail was necessary). We shall keep the EAHIL secretariat informed of any changes.
- Send in your candidatures for the two positions of Co-Chair and the position of Secretary to Luisa Verellesi and Giovanna Miranda (present co-chairs) with a copy to Suzanne Bakker, EAHIL Secretariat. Votes by e-mail please, the deadline being January 15, 2003.
- Send information about names and addresses of possible interested EAHIL members: conditions of becoming a PhInG member are only membership of EAHIL and an interest in drug and pharmaceutical information and librarianship. The list of members is available on request.
- Send suggestions on topics to be discussed by the underwriters.
- Contribute to the PhInG Section of the newsletter.

Please feel free to send us any comments you think suitable.

Giovanna Miranda and Luisa Verellesi

News from EVLG

The European Veterinary Libraries Group used the Cologne conference to plan its future development using new ways of working cooperatively and virtually.

As well as an afternoon of scientific presentations from colleagues from Finland, Slovenia and the UK, a business meeting discussed the future of the Group. Inspired by the vision for EAHIL as a virtual organisation we think this will enable us to overcome existing organisational weakness.

To develop this we are turning our electronic discussion list EVLG-L, kindly run for us by the Karolinska Institute, into a forum for debate. Task-based groups will be coming forward to discuss issues, and develop plans of work, the first such being the development of an EVLG web site.

Other tasks include building support for veterinary input to and participation in EAHIL meetings in Oslo and Santander, as well as support of the 4ICAHIS, to be held in Budapest next year (<http://library.univet.hu/icahis/icahis.htm>) and considering the future role of our print newsletter.

A further priority is building the membership of the group, particularly in parts of Europe which have historically not participated in the group, and we would be grateful if readers could draw the Group to the attention of veterinary colleagues who may not yet know of us.

We are also interested in input to the EAHIL certification programme, which could be of great benefit to veterinary librarians in countries where the existing accreditation arrangements are immature or less well recognised. We hope any framework developed will be hospitable to colleagues from the veterinary world.

If you are interested in the activities of EVLG, contact Tom Roper (t.roper@rcvs.org.uk). To join the EVLG-L list, send an e-mail to: listserv@listserv.kib.ki.se. In the text put subscribe evlg-l <firstname lastname>, or you can join online at: <http://listserv.kib.ki.se/scripts/wa.exe?SUBED1=evlg-l&A=1>.

Tom Roper
t.roper@rcvs.org.uk

EAHIL welcomes the following colleagues as new members in the association:

Ms M. BAERT (Michelle), Ministère de la Santé/ ASCDUC, PARIS, France
Mr. R. BAZI (Rabia), Agence Nationale d'Accreditation/ Chef du service Documentation PARIS-CEDEX 13, France
Ms. V.de BERGEYCK (Vinirane), FUNDP-BWNP, NAMUR, Belgium
Ms. P. BIGATTI (Paola), Biblioteca Facolta Med.Veterinaria, Torino, Italy
Mr P. CHALON (Patrice), CHU-Bibliothèque Fac.Médecine Université de Liège - CHU, SART-TILMAN (LIEGE I)
Ms. J. COYTE (Jane), University Hospital Lewisham/ Education Centre LONDON, UK
Ms C. DELVENNE Catherine CHU-Bibliothèque Fac. Médecine Université de Liège - CHU SART-TILMAN (LIEGE I), Belgium
Mr. R.van DIEËN (Ronald), Ingressus, Rotterdam, Netherlands
Mr M. DOZIER (Marshall), EDINBURGH UNIVERSITY, Erskine Medical Library, EDINBURGH, UK
Ms. M. FORREST (Margaret), Health Education Board for Scotland, The Priory, EDINBURGH, UK
Ms. J.H.M. FRIJNS (José), AMC Medical Library of the Academic Medical Centre, AMSTERDAM, Netherlands
Ms S. GIMSE (Sigrid), Norwegian Directorate for Health and Social Welfare, OSLO, Norway
Ms. G. GOGNETTI (Gaetana), Istituti Fisiote Napici Ospitaueri Biblioteca, Istituto Regina Elena, ROME, Italy
Ms. E. HOLLIS (Eve), Nuffield Department of Orthopaedic Surgery NOC TRUST, OXFORD, UK
Ms. L. HOOG (Lisbeth), Karolinska Institutet Library, STOCKHOLM, Sweden
Ms. V. JONES (Victoria), BIOMED CENTRAL, Marketing Executive, LONDON, UK
Mr. S. LARSEN (Svend), State and University Library, Medical Library, Aarhus, Denmark
Ms B. LARSEN (Bettina), Genmab a/s, COPENHAGEN K, Denmark
Ms. K. LINDGREN (Karen), Karolinska Institutet University Library, Stockholm, Sweden
Medical Library, MEDICAL ACADEMY OF POSTGRADUATE STUDIES TASK FORCE c/o Elisabeth Husem/Department of Psychiatry Library of Medicine and Health Sciences, Oslo, Norway
Ms L. NIAMH (Lucey), LIBRARY-ST.VINCENT'S UNIVERSITY HOSPITAL, Education & Research Centre, DUBLIN, Ireland
Ms. M. PIEGLER (Maike), Ärztekammer Hamburg, Bibliothek des Ärztliche Vereins, Hamburg, Germany
Mr. F.C. POND (Frederick), Dartmouth-Hitchcock Med.Ctr., Matthews-Fuller Hlth.Sci.Lib, LEBANON, USA
Mr. S.J. PRITCHARD (Steve), University of Wales College of Medicine Dept. Information Services, CARDIFF, UK
Ms. A. TURNER (Alison), NeLH, NHS Information Authority Birmingham, UK
Ms. R. WARNER (Rosemary), Library, Faculty of Veterinary Med., University College Dublin, DUBLIN 4, Ireland

Advertentie Embase

Report from IFLA Health and Biosciences Libraries Section - IFLA 2002 meeting in Glasgow

Secretary / Information Officer Rick Forsman chaired the meeting on behalf of the Chair / Treasurer Ysabel Bertolucci who was unable to attend the meeting.

Standing Committee members in attendance included:

- Ingegerd Rabow (1999-2002) (E-mail:ingegerd.rabow@lub.lu.se) (Sweden)
- Birgit Lange (2001-2004) (E-mail:bil@dnlb.dk) (Denmark)
- Arne Jakobsson (2001-2004) (E-mail:p.a.Jakobsson@ub.uio.no) (Norway)
- Hilda Nassar (2001-2004) (E-mail:nassarh@aub.edu.lb) (Lebanon)
- Julija Dresher (1999-2002) (Russia).

Guests:

- Becky Lyon (USA National Library of Medicine)
- Jo Anne Boorkman (USA) who served as recorder for the meeting.

SECTION STRATEGIC PLAN 2001-2004

Mission Statement:

The Section acts as a forum for information professionals working in libraries and information centers concerned with the health and biosciences. Its general aims are: to promote cooperation between such libraries, library associations, the World Health Organization, and other relevant bodies; to facilitate awareness and application of new technologies relevant to those libraries and information centers; and to assist in the provision of health care information to health care professionals and consumers.

Goal 1 - Change the name of the Section to reflect current terminology and emphasis.

Action: The name has been changed from Section of Biological and Medical Sciences Libraries to Health and Biosciences Libraries Section.

Goal 2 - Provide Open Sessions and Workshops on emerging technologies in health and biosciences of general interest to the IFLA membership.

Action: Program for IFLA Glasgow 2002. Glasgow conference registration was at 3,900, representing 117 countries, with 144 exhibitors. The section programme was successful and many conference delegates attended the programme. The theme for the programme was: Expanding the Scope of the Virtual Health Library. Three papers were presented.

- Turning publishing on its head - JAN VELTROP (BioMed Central Ltd, London, UK)
- The impact of medical informatics on librarianship - PRUDENCE W. DALRYMPLE (Dominican University, River Forest, USA)
- Democratizing Human Genome Project information: a model program for education, information and debate in public libraries - MIRIAM POLLACK (North Suburban Library System, Wheeling, USA)

The proceedings are available on IFLA's web <http://www.ifla.org/IV/ifla68/prog02.htm#5>

Action: Program for IFLA Berlin 2003.

The programme for IFLA Berlin will be a joint programme with the Science and Technology Libraries Section on bioinformatics.

Action: Program for IFLA Buenos Aires 2004.

It was decided to have a call for papers from our membership for a contributed papers session with the theme: "It takes two to tango - medical information specialists in collaboration with health workers". The section will appoint a committee to develop a timeline for call for papers, submit call for papers, develop criteria for paper review and review, and select papers for meeting.

News from the IFLA 2002 Conference, Glasgow

Goal 3 - Develop a position statement, with the input of WHO and NLM, defining the need for accessible health information within a cost structure that is affordable and that employs fair licensing principles.

Following discussion, Goal 3 was revised to read:

Goal 3: Identify and endorse appropriate guidelines and position statements, defining the need for accessible health information within a cost structure that is affordable and that employs fair licensing principles.

Goal 4 - Increase communication between librarians interested in the health and biosciences.

Action Plan:

1. Contact all IFLA institutions with a health or bioscience library to explain the new Section membership provisions and encourage new Section membership.

2. The availability of the listserv and newsletter will be advertised widely to increase worldwide communication and discussion of health and bioscience issues, such as access to consumer health information. Increase communication between librarians interested in the health and biosciences.
3. Plan programming in collaboration with EAHIL

Home Page

More information is available on the sections home page <http://www.ifla.org/VII/s28/sbams.htm>.

The section has during 2002 published two Newsletters both available from the home page.

Any questions about the section can be sent to our president Ysabel Bertolucci

(e-mail: Ysabel.Bertolucci@kp.org),

our Secretary/Information Officer Rick Forsman

(e-mail: rick.forsman@uchsc.edu) or your nearest standing committee member

Arne Jakobsson

EAHIL Treasurer

EAHIL representative to IFLA

Impressions from the IFLA meeting in Glasgow August 2002

Somehow the IFLA meetings are overwhelming, not least because some 4700 people attend such a conference, but also because the venue needs to be of “some” size to host it all.

The Scottish Exhibition and Conference Center (SECC) is such a place. The first days you felt lost, but luckily at every corner or crossing in the corridors or at staircases there were helpful guides to help you find your way. After a few days you could even feel at home in this place!

I missed a lot: but that is implicit to an event with parallel sessions. Somehow your personal interests always seem to be focused on simultaneous happenings. And the most interesting discussions on the exhibition floor distract your attention from the scheduled programme.

Knowledge management is today's basic theme. KM is a matter of organization, not just of documents, not just of people. It includes the social context, where implicit and tacit knowledge intersect and come together, and where in the social-technical gap librarianship can “help”. It includes externalization of knowledge, where codifying (such as adding metadata) helps to extend the outreach and retrievability. It includes the customization: with both a professional (internal) perspective and a service oriented (librarian's) perspective. It should be clear that KM is a huge enterprise where library and information science professionals with their very special skills, experiences and perspectives have an important role to play, now and in the future.

Regarding performance measurement: this is more than just counting numbers! What do we need libraries for? What are we measuring against? How much should a library service cost? Or what is the cost of not having a library? This is a great challenge: whatever the funding of our libraries, stakeholders, management clientele, the public, they all are entitled to gain insight and to show the accountability of their library service. Aspects on how to “measure”: the financial value (comparison with market value or “commercial” competing services), the social impact, effects on information literacy, or on professional (academic) successes (outcomes). Or “traces” (cited referenes) of library resources in publications of our clientele. The Northumbria-lite meeting as a one-day workshop was inspiring and marked the development in “measuring” from numeral counting towards

evaluation, auditing, and intellectual-social-cultural-scientific-public impact, also known as the human aspects in the quality of life and society.

Regarding copyright and author's rights: the new European copyright and database directives. Library exception and fair use are under threat: intellectual property and rights is central in the development and agreements of GATS and WTO. Lending rights mean a possible benefit to authors, but a burden on the administrative tasks of libraries and setting up of international bureaucracy.

Continuing education in LIS: a major task for library associations, with very successful and high-impact small-size projects in one country and a well balanced, multi-faceted continental-wide plan in another, “scary” to many colleagues in the profession.

The biomedical session had as its theme, the scientific publishing and communication system, with regard to the role of the “informationist” and the opportunities to libraries to disseminate information and to provide educational opportunities alongside scientific discoveries with a large public interest (e.g. the completion of the human genome expected in 2003 and the 50 years after Watson & Crick in 2004).

The IFLA meeting will be next year in Berlin, in 2004 in Oslo. I certainly would like to attend, but only if I can also go to at least one of the medical library associations meetings (e.g. EAHIL, CHLA, MLA). Their programmes have a higher percentage of relevance to daily practice; there you will find more colleagues with common interests and it is so much easier to get to know each other.

Suzanne Bakker
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News from MLA

It was a great pleasure for me to attend the EAHIL conference in Cologne in September, both because it was an excellent meeting in every way, and for the opportunity to reconnect with EAHIL colleagues and to meet new ones.

Planning is well underway for the next MLA annual meeting “*MLA '03 Catch the Wave*”, which will be held in San Diego, California May 2-7, 2003. The MLA Board is sponsoring two open forums at the 2003 annual meeting: one on librarians’ salaries and the other on relationships with publishers. Looking more globally, MLA is also beginning work on developing guidelines for international activities with representatives

from those MLA Sections who have international programs. The Board has just given approval to the Sections involved in the Sister Library Initiative to raise funds to bring one librarian each from the Latvian and Antiguan project libraries to the 2003 annual meeting in San Diego. At the 2004 annual meeting in Washington, DC, MLA will recognize US and medical libraries in other countries who have sister library arrangements with each other.

While at the EAHIL Conference in Cologne, I noted an interest in the “Informationist” concept being explored in the US. Dr. Valerie Florance joined the National Library of Medicine in 2001 and graciously agreed to write an update for this newsletter. I will therefore keep this column short, but do invite you to use the email address below to send suggestions for other topics relating to MLA activities that you would like to know more about.

MLA Informationist Concept - Update

The term “Informationist” is used to describe an information specialist who works ‘in context’ as a peer in teams with health care providers, scientists, educators or others. Drs. Frank Davidoff and Valerie Florance presented the original idea of the Informationist in an editorial in the *Annals of Internal Medicine*.¹ In October 2000, the Philadelphia Regional Chapter of the Medical Library Association (MLA) held a panel discussion to explore the informationist concept. In the same month, Scott Plutchak issued a call to action to health sciences librarians, urging them to initiate more discussion and action around this topic.² An 8-article symposium on the informationist concept was published in January 2001 in the *Journal of the Medical Library Association*.³

In July 2001, the Medical Library Association appointed the MLA Informationist Task Force, chaired by Jean Shipman. The Task Force was charged to plan and implement a 2-day invitational conference on the Informationist. The Informationist conference, funded with support from the National Library of Medicine (NLM) was held April 4-5, 2002 at the NLM Lister Hill Center in Bethesda. Conference invitees included a representative cross section of professionals from various information specialties and health care backgrounds. The agenda included a keynote by Drs. Davidoff and Florance, followed by panel discussions centered on concept exploration and working sessions aimed at characterizing implementation settings and next steps. A report of the invitational conference will appear in

the October 2002 issue of the *Journal of the Medical Library Association*.

The MLANET Website provides a detailed synopsis of the conference activities at <http://www.mlanet.org/research/informationist/index.html>, including a conference agenda, an executive summary, a speaker list with many actual presentations, a list of conference attendees, and several video clips of key conference sessions. A transcript of the live Webcast discussion with Drs. Davidoff and Florance, held May 9, 2002, is also posted on the MLANET site.

MLA’s Informationist Task Force sent its report and recommendations to the MLA Board in September 2002. Meanwhile, interest in the concept continues. For example, in June 2002, the National Institutes of Health Library announced job openings for four Informationists. Approximately 100 applications were received for these positions. At NLM’s Extramural Programs Division, work has begun to identify support options for health sciences librarians and other health professionals who seek training to become Informationists. In June 2003, the Special Libraries Association will sponsor a session on the Informationist at its annual meeting.

Eve-Marie Lacroix,
MLA Representative to EAHIL
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¹ Davidoff F, Florance V. The informationist: a new health profession? *Ann Intern Med* 2000 June 20;132: 996-8.

² Plutchak TS. Informationists and librarians. *Bull Med Libr Assoc* 2000 Oct;88(4):391-2.

³ Symposium: Patient-centered librarianship: the Informationist and beyond: a symposium to honor the fiftieth anniversary of the Philadelphia Regional Chapter of the Medical Library Association. Shearer, BS, Seymour A, Capitani C, eds. *J Med Libr Assoc* 2002 Jan;90(1):21-85. Full text available at PubMed Central, <http://www.pubmedcentral.nih.gov/tocrender.fcgi?journal=93>

An Italian Oncologic Data Bank for Patients and Common People

Ivana Truccolo, Roberta Merighi, Laura Ciolfi, Fabia Capello, Antonino Carbone

The title of the recent 8th EAHIL Conference held in Cologne on 18-21 September 2002, and the single topics as well, were very stimulating and the presentations and posters were really interesting. We presented an oncological data bank of information resources for patients and common people, which is the direct result of the project of A Library for Patients realized in our Institute, an Oncologic Institute of Research and Care - Centro di Riferimento Oncologico IRCCS, Aviano, North-East Italy. In Italy there are seven institutions like ours, linked together by a network called "Alleanza contro il Cancro".

Italy cannot be considered a country with a great tradition of production of health literature for common people and patients. The main reason for such scarce publication of consumer health information might be a typically Italian idea of patients as passive subjects, not as a real co-protagonist in the "first" relationship "doctor-patient". Informed consent, compliance to treatment, information for a better participation, are concepts which are not so consolidated in our culture. In the eighties, first the computer revolution and then the Internet revolution, caused a great cultural change in Italy. Nowadays, on the Web, everything is rapidly evolving: many subjects are producing information and many are using it. But quantity is not a synonym of quality and both quantity and quality without infrastructure, know-how, and organisation, are not synonymous with good information. This is particularly true in the field of information for cancer patients. In our library – a specialised library in oncology and related sciences born in 1984 - mainly devoted to support information needs of the staff and the specialists - we have never refused to give information about cancer to patients, relatives and friends who wanted to be more informed about their illness. But, insufficient availability of information addressed to common people and patients in the Italian language and, second, lack of collections of such materials, were insurmountable problems. So we planned a specific project called "Biblioteca per i pazienti" (1997) and we realized it by creating a new section in our library where an expert person was appointed to give information on the basis of a collection of adequate materials. This expert is closely supported by the library staff. We took inspiration from many international experiences - PDQ-NCI, CAPIHS-Consumer Patients Health Information Services, a section of Medical Library Association, USA, Medline Plus; BACUP-UK... just to cite some of the most important – but we added our "Mediterranean style" of communication. The project has been very successful: up to now more than 1.000 patients and relatives, and many topic requests have been satisfied. Rapidly it has become a pilot project in the field of information for cancer patients in Italy. We realized early on that the main problem in Italy in the field of information for patients about cancer wasn't exactly the scarcity but the lack of materials, the proliferation of every kind of information on the Web and the lack of validation, coordination and cooperation.

So, we decided to create an Italian Oncologic Data Bank of Literature for patients and common people in order to supply

cancer patients, and cancer operators as well, with an easy and valid tool to meet their information needs. Our archive consists now of about 500 bibliographic records of grey and white literature for patients (Medical Subject Headings translated in Italian by the Istituto Superiore di Sanità have also been added), about 50 full-text documents and a directory of about 300 associations in the field of cancer care in Italy. We are now enriching this core archive and validating it according to the international standards of qualitative evaluation of biomedical information with the contribution of an Expert of Information Evaluation ("enriched" HON code). A unique interface will allow users – both end users and librarians or caregivers - to easily search the various information resources and also to get or borrow them. A Web site, a CD ROM and a printed catalogue are in progress (by November 2002)

The Oncology Group of BDS, the new Italian Association of Health Librarians and Documentalists, born in 2002 - had the idea of co-operating, in order to transform this core paperwork and electronic archive in a real Italian Integrated Oncologic Data Bank of Literature for common people. This project – called Azalea - should be successful because of the sharing of the same cataloguing and Web integrated software used for the core archive and an already "tested" co-operation among biomedical librarians (BDS). Last but not least, our project has just received a special award in Italy "Five Stars Prize", as the best project in the field of Health Promoting Hospitals.

So "Acting locally, thinking globally" well represents our goal: starting from a local situation, we are now cataloguing, validating and making available more and more popular information for Italian people as linguistic barriers still exist in European countries. The Conference gave us an important suggestion: there are many similar projects in different European countries: it's essential now to create a network among them in order to coordinate them and to avoid the duplications. According to us, this could be a good goal for EAHIL in the next future.

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The 8th EAHIL Conference in Cologne from an Academic Teacher's Point of View

The 8th European Conference of Medical and Health Libraries in Cologne "Thinking globally and acting locally", as previous EAHIL conferences, reinforced participating librarians from 34 countries in their visions of the future, and also in their work aimed at changing their environment and their own roles. After the day to day workload of "local activities" it was good to compare one's own efforts with the achievements of others, and to gain a more "global" perspective. It was heartwarming to discover that we are going in the same direction, and sometimes helpful to realize that we could and should modify our projects, in the light of experiences of our colleagues from other countries. It was great to meet people from all over the world, and...isn't Cologne Cathedral an absolute marvel!

My comments concerning the Conference are made from the point of view of an information skills teacher, in a medical school setting. My main objective in Cologne was to learn about the present trends in education, of both: information professionals and information end-users. The choice of lectures, courses and presentations was strongly determined by this goal. But, to tell the truth, I was interested in many other aspects of information management and provision. After all, we teachers have to be aware of new developments in the field of health librarianship and information in general, even if they are not directly with the training programs, which we conduct. That is why choosing a particular parallel session sometimes was not an easy task. Decisions, decisions... The papers and posters presented in Cologne clearly indicated, that the changes in the roles and tasks of librarians are progressing. In contrast with the previous EAHIL conferences, attention was paid not so much to the obvious fact that the librarian's role has to change, but more - to presenting the examples of the projects, which concern and test information

professionals in these new roles. Librarians more and more often become members of the research teams; they have to educate groups of users or work with health practitioners and public health decision-makers. To perform these tasks effectively they must possess appropriate qualifications, much wider than traditional set of library skills. That is why a strong accent was put on the necessity of the continuing education of librarians, so that their skills and knowledge are enhanced, to meet the challenges they face in the 21st century. It was stressed, that to really participate in the EBM paradigm, librarians have to increase their knowledge of research methods and study design (courses given by L. Nordheim & S. Gimse or J. Rowlands; poster presentations by C. Twomey & L. Glassington; J. Potomkova). The same can be said, if they become clinical librarians, they must join the clinical team on ward rounds and deliver patient centered information (R. Hemming et al., L. Ward et al. D. Mackay et al.), or if they support health services management and policy decisions (S. Rose; S. Golder). To work with teams of various professionals,

librarians must possess good communication skills, what was pointed out in the V. Comba presentation. To become real partners of academic teachers, who use PBL methods, information professionals need to gain deeper knowledge of the subjects and the construction of medical curricula. F. van den Eeckhout presented the experience of the librarians supporting PBL at Maastricht University, and P. Chalon and colleagues showed information retrieval training tool targeting the PBL students at University of Liège. The need to train librarians and information personnel in health fields was proved by a research conducted in Brazil (V.S.M. Beraquet et al.), and in Italy (M.R. Ingresso). To become effective teachers of end-users (it appears that librarians more and more often teach regular basis information skills to medical students) they must learn appropriate educational methods and techniques. "Training techniques - train the trainer", a course conducted by Aileen Wood and Cheryl Twomey from London Library & Information Development Unit, outlined how to plan and deliver proactive training programs.

We all know that the transformation of the role of a librarian encounters various barriers. Some are still beyond our decisions but others can be overcome through the upgrading of qualifications, mentioned above, and depend mostly on our activity and self-confidence. I cannot forget Suzanne Bakker's provocative, but very inspiring, remark made during the Round Table Discussion on Clinical Librarianship. She said: "Just imagine, what would happen if we closed our libraries, and asked our users: "how can we help you?" Suzanne then added, that most probably the role of information professionals could be in such situations clearly defined by information end-users. These users: students, researchers, clinicians will request certain services, and manage perfectly well without the librarian's help in many cases. Going against real needs may result in the gradual marginalisation of libraries and librarians, but it is us who have to take initiative in our hands. "Close the library before somebody else closes it". ("Closing" does not have to be taken literally here.) But can we really let our users decide by themselves? Can we trust their knowledge, and just stay passive recipients of their demands? S. Bakker's statement was provocative, much more serious was a proposal by Y. El-Menouar & U. Korwitz: "...let us stop training information users, just give them what they want". Presentations dealing with the role of the librarian in educating end-users seemed to give a "no" answer

to such statements. There was quite a number of papers and posters concerned with this subject. A whole session was devoted to information skills training. Interesting presentations from UK (M. Dozier & FJL Brown [Edinburgh] A. Weightman & B. Coles, L. Domoney), from Hungary (M. Viragos, G. Karacsony), and France (F. Courtial) described training programs developed for medical students, PhD students, primary health care staff and other health care professionals. A message coming from these presentations was clear: librarians want to take at least some responsibility for what users know. And personally I think that we also just prefer to be partners of educated users. Not only because it is easier to communicate, but also because the responsibility for quality in health care systems rests also with us - information professionals. That is why, facing the growing independence of our clients, first of all we have to become highly qualified teachers to attract their attention. Only then can we achieve desirable outcomes and become sure that our users know what they can expect, what they should demand, and subsequently are able to assess the information obtained. The two streams of education, librarians in health care and information users obviously intertwine. The quality of the last one depends on the quality of the first. But proper specialized education of librarians in health care seems to be of a wider application than just user training.

In some countries, among which the UK seems to be a leader, various institutions offer courses preparing general librarians to work in the health care sector, and what is more important, there is a national pro-information policy in place. But in countries like Poland, librarians who work in health care environment only gain their knowledge at their workplace. Although I agree with L. Haglund, who presented mentoring within an organization as a means of improving skills of librarians, that this is a good method, in a larger perspective this method alone is no longer sufficient. What was lacking at the Conference was an overview of health librarian education across Europe. To my knowledge Library and Information Schools generally do not offer specialization in medical or healthcare librarianship, and in many countries even occasional continuous education courses are not offered. I think that the new roles which health librarians now play, call for a more intensive and structured education. Also a formal recognition of health librarians' specific qualifications would be advantageous. So far an overview of the present practice would be a good starting point for all attempts in promoting and unifying the special education of health librarians in Europe. I would like the next EAHIL conference to devote some time to this problem.

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The Birth of a Conference Newsletter.....

Good communication is simple, active, building and respectful. Like many good ideas, a newsletter is often born out of necessity when an organization needs a way of communicating information in a lively and interesting way to professional colleagues to encourage a sense of community and help develop teamwork and writing skills.

With Shane's experience developed over many years and Susan's more recent practice, both encouraged by Aileen Wood, we developed a framework for a newsletter editing workshop, whereby the practical experience of participants, ideas and thoughts could be shared. We anticipated that the workshop would attract those who were already grappling with producing a newsletter or who were thinking about so doing; thus, we would have a powerful blend of the motivated doers and interested people with ideas.

We contacted everyone prior to the conference outlining the objectives, forewarning them that we would like to

use the skills and expertise of the group to produce a short newsletter welcoming delegates to the main Conference. We wanted to show that good newsletters are excellent forms of communication - frequent, cheap, immediate, focussed and fun.

And, we were fortunate to have just the right blend of hardworking and committed people to do this. They did not know each other previously but spent the day bouncing ideas off each other and enjoying themselves. Intrepid and enthusiastic Eve Hollis, never sans laptop, who started straight away on the layout; Cheryl Hamill, who was a most effective co-ordinator and liaison person; Isabelle De Kaenel,

Sally Wood-Lamont and Beatrice Doran who all agreed either to interview people or made valuable suggestions and contributions for inclusion.

Thus the EAHIL *Echo* was born. We produced three newsletters over four days, hopefully proving our theory about it being an excellent form of communication and giving encouragement to those embarking on similar projects.

**Shane Godbolt and
Susan Fairlamb**
Newsletter Editing Workshop
Facilitators

..... The EAHIL Echo

I went to the EAHIL Conference in Cologne hoping to learn several things. For instance: how they provide library services in Maastricht in their circular library! Why is it architects like to use circular designs where they are impractical? Fons and his team seem to cope very well and gave us an excellent presentation. On the journey to Maastricht I was amused at the way all our mobile phones rang with a welcome message when we crossed the border, and again when we returned! I had also signed up to improve my newsletter skills with Shane Godbolt and Susan Fairlamb, however we were a very small class so Shane had contacted the EAHIL organisers and suggested that we try and put out a newsletter for the conference. It was a bit of a tall order, starting from scratch, but the initial brainstorming session produced plans of action and everyone was given jobs to do. My contribution was to paste all the stories together and design the newsletter on

my trusty laptop. We had discussed desk-top publishing programmes during our 'lesson' but it was decided that the computer that was going to print the news might not be able to read either of the programmes I had. So, as everyone has MS Word, we decided to use that, and this was a successful solution. It is a good programme for a simple one sheet newsletter because it allows easy importing of graphics and pictures, and supports fancy borders and columns. I was able to access the Internet to find a picture of Tony McSeán for the first edition. The newsletter name was alliterative, relevant and rolled off the tongue! The biggest problem was finding copy to fill the two sides, but between us we managed to put together enough useful snippets to make interesting reading. The first edition was put together in a great hurry to be out in time for the opening of the conference proper and Cheryl Hamill, an Australian librarian on the

course, whisked the finished product from the photocopier up to the main lecture theatre so we could hand them out to all the folks attending. By the second edition we were getting suggestions from attendees for items to put in the paper and the third and final edition was almost ready by the time the second was being printed. This was a very practical way to improve my newsletter skills because we started from scratch with no obvious supportive infrastructure. We had to organise the reproduction and distribution, collect copy, write the articles, format the finished product and find someone to print it ready for copying. Fortunately each member of our small team performed their tasks well and the small but beautiful EAHIL Echo was born. I hope I will be able to repeat the exercise at the Santander Conference in 2004.

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Clinical Medical Librarians: Round table discussion on Tuesday 17 September 2002

Moderator & reporter: Suzanne Bakker

Sixteen persons attended the round table discussion on clinical librarianship during the 8th ECMHL (=EAHIL Conference) in Cologne. Furthermore about 100 persons attended the SIG session on Friday afternoon where papers were presented by Rebecca Hemming, Linda Ward & Claire Honeybourne, Donald Mackay and Malene Fabricius Jensen.

Litsa Lappas of Greece was unfortunately not able to attend the conference due to a recent serious illness and we had to miss her contribution to the round table discussion and the SIG programme.

The discussion during the SIG meeting in Utrecht (6th ECMHL 1998) went around the aspect of the time constraints (attending clinical rounds was seen as too much time consuming and therefore too expensive a service). There were quite a lot of barriers experienced in setting up the service, which pointed towards seeking personal support and alliances to clinical staff to get the service going. Promotion of the service was seen as a major focus, together with training librarians and physicians in EBM and to organize training by clinical librarians to physicians.

The discussion in Cologne was around the following three issues:

1. What is the relationship (cause-consequence) of developments in the last 10 years (technology: ICT & Internet) for the evolving role of clinical librarianship?
2. There is a revival of clinical librarianship; is it true that former evaluations were not appropriate? How should we evaluate the service?
3. Is EBM the driving force for clinical librarianship? Or is clinical librarianship part of the necessary infrastructure to keep EBM going??

Some attendants concluded that the Internet and related developments have increased the demand in libraries very much. It is even difficult to filling posts of clinical (reference) librarians.

The evaluation of CL projects is very much intertwined with the image of the library. Possible methods to be used in evaluation projects were mentioned: Chatrooms, Focus groups, Critical Incident Techniques.

It was concluded that librarians should write about CL projects not so much in their own journals but in (general) medical journals as much as possible in order to make the profession and the service more "visible".

Another group took the next 10 years and the expected evolution: due to ICT there will be more outreach possible, there will be more information available, there will be more accessible and the search skills of most people (including physicians) will improve. The (clinical) librarians will do only expert searches. The third group noticed that the networking and multi-site library is a reality nowadays and that there are National electronic Libraries.

As a possible methodology for evaluation studies it was mentioned: Critical Incident Techniques, the involvement in setting up (organizing/writing) clinical guidelines; cost-effectiveness studies and by interviewing clinicians on what are the impacts of library services on patient care and outcome.

It was noticed that there is a need for training of clinical librarians; this discussion partly coincides with the plea of Nancy Guise (VanderBilt) for a medical background or additional training for clinical librarians.

During the SIG meeting on Friday it was clear that a lot of systematic research is going on and that outcomes of further evaluations of the CML concept and programs can be expected in the near future. For the medical (and/or CLINICAL) library to survive these outcomes will be essential; we all should be eager to learn more about the progress of these research projects and use every detail effectively, making our plans and practices more evidence-based. For further discussion on the topic a reference was made to the "UK-clinlib" (see on: <http://www.jiscmail.ac.uk/lists/CLIN-LIB.html>).

Note: there is also a MLA-US discussion list on this subject: EBHCLIB-L Discussion List aiming to provide an open forum for the posting and discussion of news and information relating to Evidence Based Health Care and Clinical Librarianship.

Evaluation of the Continuing Education Courses organized as part of the 8th European Conference of Medical and Health Libraries in Cologne, 16-21 September 2002

From the number of early registrations and participants the conclusion can be drawn that the course programme as announced, was well appreciated. Interest for the two database courses offered by DIMDI was less than expected and resulted in cancellation of these; many delegates nevertheless showed interest in DIMDI and booked for the visit on Thursday as part of the educational tours.

There were two informal group discussions (“round tables”) organized on Tuesday evening on the subjects of Clinical librarianship and Pharmaceutical Information for which registration was requested without any fee. The maximum number for the round table on Clinical Librarianship was attained months before, therefore many applications had to be declined. With dinner afterwards these meetings proved to be a valuable mutual introduction for participants. It is recommended that at least for Special Interest Groups, but also for other/actual subjects these kind of meetings should be organized just before or early in the conference/workshop programmes.

A total of 170 evaluation forms were collected on the 12 courses held, of which one course was presented twice. Overall all courses were well appreciated, with high scores for the theoretical background, content, practical tips/hints. Some lower scores were found for the “hands-on practice”-related aspects. Either because there was not enough opportunity, or too little time, or -in one course- there was a bit too much time without enough feed-back and it lacked structured discussions in between. The schedule of the day-trip was too tight to fit into the time frame.

The most difficult part of leading a course for an unknown, very much varied, international (multi-language) audience is the guidance in hands-on practice, discussions and feed-back. Availability of course material is well appreciated. The native English course leaders have a slight advantage over non-natives on the aspects of presentation of the course, especially if they are experienced presenters who are aware of the pitfalls of the speed of talking, articulation/pronunciation and the choice of wording.

The scores in the table are from very good (😊😊), well appreciated (😊), good (✓✓), all right (✓) to mediocre (😞) and poor (😞😞). The overwhelming number of smiling faces shows that all courses scored very well on one or more aspects.

Details of the evaluation including this summary and table will be sent to the respective course leaders.

Suzanne Bakker
Chair - Continuing Education Committee

#	C2	C3	C4	C5	C6		C7	C8	C15	C9	C13	C14	C16	C17
	18	18	14	10	am	pm	5	11	13	16	15	26	7	4
a	☉	☉☉	☉	☉☉	☉		☉	☉☉	☉☉	✓✓	✓✓	☉☉	☉	☉
b	☉	✓	✓	☉	✓	☉	✓✓	☉☉	☉	☉	✓✓	☉	✓✓	✓✓
c	☉	✓	☉	✓✓	☉	✓✓	☉	☉☉	☉☉	✓	✓✓	☉☉	☉☉	☉
d	☉	☉	☉	✓✓	☉	✓✓	☉☉	☉	☉	☉	☉☉	☉	☉	☉
e	☉☉	☉	☉	☉	✓	☉	☉	☉☉	☉☉	✓	☉☉	☉☉	☉	☉
f	☉	✓✓	✓✓	☉	✓✓	✓	☉	☉☉	☉	✓	☉	☉☉	✓✓	☉
g	☉	✓	✓✓	☉☉	✓	✓	☉	☉	☉	☉	☉	✓✓	☉☉	✓✓
h	☉	✓	✓✓	☉	✓✓	✓	✓✓	☉	☉	✓✓	☉	☉	☉☉	☉
i	☉	☉☉	✓✓	☉	✓	☉	☉	✓	✓✓	☉	✓	☉	✓✓	✓✓

- C2: Finding biomedical and healthcare information on the web.
 C3: Library services, problem-based learning and the study landscape
 C4: Why and how to use the Dublin core metadata for health Internet resources
 C5: Reference manager: bibliographic management made easy.
 C6: Evidence-based medicine: searching PubMed and Cochrane Library.
 C7: Newsletter editing
 C8=C15: Training techniques - train the trainer.
 C9: Evidence-based medicine beyond PubMed and Cochrane
 C13: Effective Medline search strategies for clinical queries.
 C14: Copyright and the electronic library.
 C16: Service level agreements
 C17: What is and how to use the OMNI service.

Answers: o = no opinion
 1 = not good
 2 = good
 3 = very good

- a: introduction and theoretical background of the course leader(s)
 b: practical work / hands-on practice
 c: course content and the number of subjects included
 d: relevance of course contents
 e: relevance of tips and hints
 f: presentation of subject by course leader
 g: quality of course material
 h: usage of course material
 i: number of subjects/time available

Comments and suggestions were invited.

Evaluating Pharmaceutical Databases: Academic Freedom versus Company Constraints

This was the title of a Round Table discussion held on Tuesday 17th September 2002, as part of the Continuing Education programme of the 8th European Conference of Medical and Health Libraries held in Cologne. The discussion was moderated by myself (Linda Lisgarten, presently Hon. Secretary of the EAHIL Board) and Giovanna Miranda, who is well known to many as co-Chair of the Pharmaceutical Information Group of EAHIL and a regular contributor to this Newsletter. Altogether, eight participants took part, and it was generally agreed by all present that the meeting proved to be a very useful medium for the exchange of ideas and experience.

To set the Agenda for the meeting, I had prepared a few slides outlining my thoughts on the issues and what we could hope to achieve, and we started the meeting by running through them. Our discussions aimed to answer the following questions:

- Is there a shortage of independent evaluative studies for pharmaceutical databases?
- Is there a role for EAHIL members in exchanging information on databases and/or undertaking systematic evaluations?
- Would constraints on revealing information sources and company policy hamper the ability of those working in the pharmaceutical industry to take part?

In commencing our discussions, we agreed that there was indeed a shortage of independent evaluative studies on databases from the point of view of their suitability for answering **pharmaceutical** information queries. There are many databases of interest to those engaged in pharmaceutical information work. In her excellent book "Drug information: a guide to current resources" (referred to at 3 below) Bonnie Snow refers to 149 databases of interest to pharmacy, the proliferation being largely due to the broad and multidisciplinary nature of the subject area "pharmacy". These available sources are used to try to answer a wide range of types of query – e.g., bibliographic, medical and scientific research queries, clinical applications, nomenclature; legislative; statistical; patent orientated; manufacturing, business and marketing, etc.

Many of the databases used by pharmacy information seekers are the same as those used in general medical information work (e.g. Medline) and have been fairly extensively evaluated and compared, but usually from the point of view of their efficacy at answering medical information queries, not pharmaceutical ones.

BIOME (<http://www.biome.ac.uk>) a gateway to quality health and life sciences internet resources, has developed resource evaluation guidelines, and a quick literature search will reveal numerous journal articles, studies and books that aim to evaluate different medical databases and their suppliers. However, with some notable exceptions, pharmacy is a different story. Amongst those exceptions, three useful pharmacy examples are:

1. Brown, C.M. (1998) The benefits of searching EMBASE versus MEDLINE for pharmaceutical information. *Online and CD-ROM Review*. 22, 3-8
2. Fishman, D.L., Stone, V.L., DiPaula, B.A. (1996) Where should the pharmacy researcher look first? Comparing International Pharmaceutical Abstracts and MEDLINE. *Bulletin of the Medical Library Association*. 84, 402-408.
3. Snow, Bonnie (1999) Database selection aids and additional online resource annotations. In: *Drug Information: a guide to current resources*. Lanham: Scarecrow Press, pp 575-596. ISBN 0810833212.

Our discussions then moved on to exchanging information about which databases we currently used to answer different types of queries. This provided some useful information about the regional variations in the choice of databases. We discussed the generally agreed criteria for database selection (eg: Subject coverage; searchable fields, geographical coverage, user interface, cost, etc.) and this led us on to discussing the difficulties in comparing databases. To this end, Giovanna had compiled a short series of slides to illustrate some of the problems (eg: it is difficult to use the same keywords/search strategy in

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different databases; databases update at different times; databases have different user interfaces) and from the particular point of view of the pharmaceutical industry, she concluded that any serious industrial user is obliged to use several different sources (including in-house files) as well as to consult the original literature to obtain reliable results.

After much lively discussion, the participants decided that a good “first step” towards co-operation in database evaluation would be to exchange, by email, information about the key databases each uses. We

could then attempt to allocate responsibility to each participant for looking at certain areas within certain databases, and share our results. We could then determine how we could perhaps best move forward in a systematic way towards fuller evaluation. It was felt that the EAHIL PhInG members could play an important role in this work. Altogether, the Round Table proved to be a very enjoyable and useful event.

Linda Lisgarten

Head of Library and Information Services,
The School of Pharmacy, University of London.



Carnavalesque: typical Cologne

(Pictures: Eve-Marie Lacroix)

Highlight on... Cologne

Inquiry after: The success of the EAHIL Conference in Cologne: Results of a short questionnaire sent to a small sample of participants

When the last session ended it was clear that the conference was a true success, hearing the applause and acclamation of the audience to the organizers and all the others involved showed clearly that the participants were happy and satisfied with what was offered. This is especially of value since 100% of the work and service is done without payment.

And it is also a success for the EAHIL organization once again to have been able to find engaged and highly motivated people in Cologne and elsewhere (e.g. the IPC).

Since I personally was not too involved as a member of IPC in the critical phase of the work on selection and valuing the submitted papers due to an unforeseeable event - I thought it would be a kind of compensation to investigate a bit more the satisfaction of participants with the conference afterwards.

A further background of this idea were some personal impressions:

1st It was not so easy to estimate the value and substance of the abstracts submitted: in fact only a very few seemed stimulating but most seemed to me personally not so interesting. The event itself showed that some were of value and stimulating but in the context of the submission process I did not really recognize this.

2nd A personal short check (see Chart 1 and 2) of the presentations after the conference showed that a majority of contributions came from the UK - and my personal question was if this is reasonable in different views (e.g. country origin of participants, speciality of the UK health system etc.)

2nd My main motivation for attending the conference was more or less for social reasons. The social aspect outweighed the content issue.

So my primary interest in this investigation was to investigate the reasons why other people attend and if there is satisfaction with the content. What is the „personal” value for them.

Another issue is the organisation - and I found it regretful not to use the participants during the conference to get an idea about their views and satisfaction with the particular sessions they attended and the conference as a whole. Especially as the insights and experiences with every event is a highly valuable resource for future events and conferences as views and opinions expressed may give future

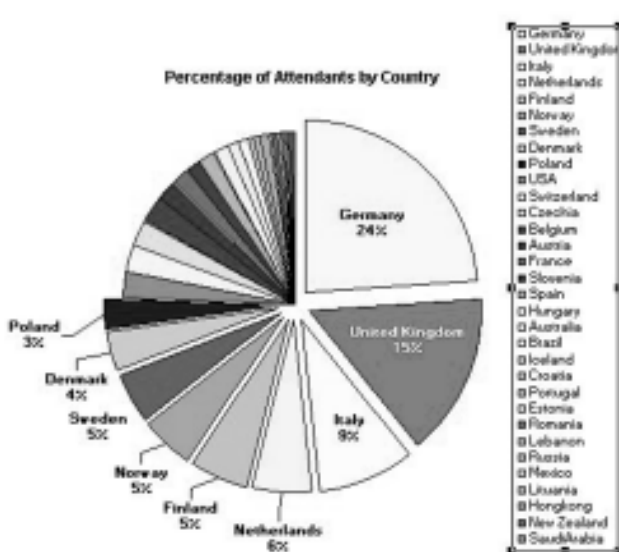


Chart 1

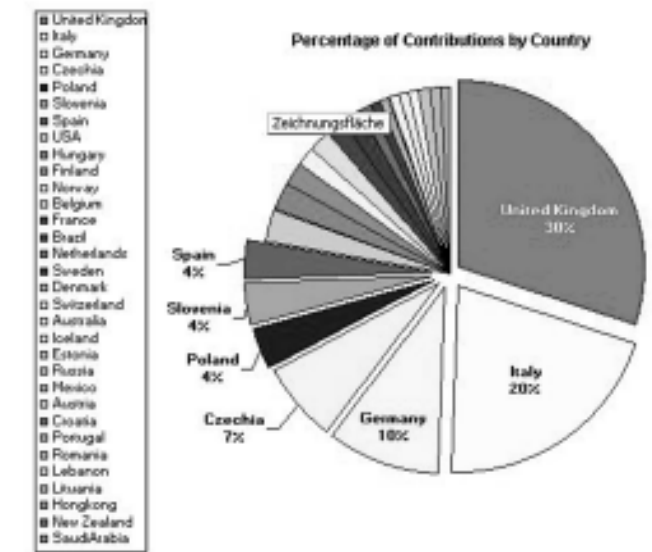


Chart 2

organizers ideas and help to prepare and organize. In this sense this investigation should also give the organizers of the next EAHIL conference and events a valuable insight in order to maintain the level and value of the past and to meet future demands and expectations.

The questionnaire was devised by the author and posted to the IPC members shortly after the conference. After inclusion of some ideas it was sent out to 106 randomly selected participants by email - addresses provided by the organizers. The questionnaire consisted of a write protected Microsoft word form to be ticked and filled out (Ann.1). 84 answered within 10 days (after 3 notifications), 79 by email (2 were not filled out) 5 came by fax.

It was intended to have an equal sample of EAHIL members and non members - that was reached (38 members - average 8,2 years of membership - 43 non members)- though at selection no indication for that was available.

General conclusions: The organizers of the Cologne Conference and the IPC can be happy to have delivered a valuable and stimulating conference and program, with several options and forms of presentations that were of value to the attendants and generated many ideas and contacts and estimated collaborations among the participants. The concept as well as the structure of the conference and session types (plenary sessions and parallel sessions, education courses) were rated very positiveley. It may be said that the majority were satisfied with the program and content.

If anonymously 76 of 82 participants rated the conference content as very useful or useful to learn or enhance their professional knowledge the objective of the conference has been clearly reached.

Details: Since the Cologne conference is past the detailed analyses offers the opportunity to formulate these results as ideas and recommendations for future events and organizers since there is no reason to criticize the cologne event. Behind the curtain there are some interesting insights which are quite close to my personal impressions mentioned at the start of my article.

Possibly the most interesting point - but in fact quite normal and understandable - the conference is primarily a social event - many answers show the highly social impact of the conference that seems to be

a market of ideas and exchange of contacts and future collaboration. So possibly a recommendation might be to give special focus on this aspect, since it seems to be the key issue from many answers over all. This is especially important because of two reasons: First I personally experienced the fact that it takes quite a while to make contact with people at such conferences if organizers don't think about this issue - I personally would say that it took me at least three conferences to get into closer contact with some more people. The second reason for this is that the answers clearly showed the growing importance of the social dimension for long time members of EAHIL and long time participants of the events. I am claiming that this is the main reason of this subgroup to come. Though it is concealed by another issue which I shall return to later, this subgroup can be characterized by two questions „I attended because I attended in the past” and „meeting colleagues“. In fact these long time participants really form a community whose name is EAHIL itself.

Another important part of these thoughts might be that every conference-site brings a lot of first time participants from their own country and it might be an important issue to stimulate the exchange of these with the core participants of the EAHIL conferences possibly also enhancing the social value for first time participants.

In the context of the social importance of meeting colleagues a majority attends to meet colleagues especially from other countries (57 of 82) but also from the own country (11 from 82). This falls together with my personal impression that the conference is especially characterized by the fact that for some countries with many participants the conference also offers an opportunity to meet their own people. A point that may be raised here as well as in other contexts is the high value attributed to the continuing education courses and it might be bound together with the issue raised „to ask for help or information from other colleagues“ that was also found valuable - possibly it might be worth further developing these forms into the conference itself in order to further stimulate interaction and discussions between a larger number of people, since at least from my point of view plenary sessions more than the smaller parallel sessions (these more to time constraints) did not show

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too much interaction possibilities.

To end this part on the social and interaction/ community part it was often stated in talks between participants that it might be an advantage also to consider bringing all participants together into one accommodation/hotel only as further enhancing exchange and talks which is one of the most important issues.

These statements may not lead to the impression that the content and the professional program AND the exhibition (!) are not valued and out of scope: In fact the majority (47) states that „Many items concern their work“, „Presentations AND exhibitions are of equal value“ (28) as 57 agree, 19 fully agree (total of 76 of 82) that the program not only concerns as above but meets their needs.

The majority are stating that various forms of sessions have generated ideas, thoughts, tools or initiatives they will act upon: 57 of 82 (70%) from oral presentations, 53 of 82 (65%) from talks with other participants, 27 of 82 (33%) stated this to be an educational course, 16 from a poster presentation, 16 from the exhibition, 12 from excursions to libraries in/ around Cologne. [So an average of two different reasons are stated as sources]

It might possibly be interesting to connect the particular conferences by workshops possibly titled „Projects stimulated by Cologne, London, Alghero, Tartu etc.“ as it could be heard in Cologne in the presentation of Lotta Haglund from Karolinska who reported on the mentoring project she took with her from the Tartu-Conference.

Though again half (41 of 82) said „that the presentations met their expectations viewed in comparison to the program“ also a considerable number (34 of 82) are not so sure about that, brought together with questions on the match between abstracts and presentations or „form and content of Abstracts“ or an overwhelming expression (73 of 82) that structured abstracts might be valuable possibly indicate some room for improvement between program announcement submitted abstracts/Abstract book and presentations itself.

In this context I also would like to include my personal impression that EAHIL members are possibly too favourable in estimating the quality of the program (see earlier) while non members and first time

participants are more critical. This is due to the fact that first time participants possibly don't profit so much from the social interactions thus concentrate more on the offered material and facts. Though there were no clearly negative attributions to any of the questions, where the opinions are more moderate or not settled they mostly come from non-members.

I cannot say that my personal concern about the high number of UK originated presentations was supported by the answers as 60 of 82 (73%) said it is more important to assess the quality and the attractiveness *independent from country origin* versus 3 stated it would be of value to have contributions from every attending country versus 18 (22%) stated it would be of value to have a more or less balanced number of reports from many countries.

I also was interested in the opinions of an insoluble problem regarding the parallel sessions, that always make it difficult to choose; on the other side contribute to continuous disturbance by changing people during the sessions and the impossible task to keep presentations in exactly the same time schedule to ease this. Last but not least we must limit the discussion and time to stimulate talks maintaining a dense and topic focused atmosphere within the session.

On the other hand lack of parallel sessions either means to extend the conference duration, that earnestly could limit the number of participants and intensity of interaction and would raise the costs or it means rejecting more papers which limits the scope of topics presented.

So 54 of 82 (66%) stated that the number of plenary sessions (there were 3) was quite right. 7 said there were too few and 4 said there were too many.

Regarding the parallel sessions (actually there were 4 and 5) 33 stated the concept of parallel sessions was right, 18 even stated they would prefer more parallel sessions and not to reject papers while 30 said they would prefer less parallel sessions and to reject more submitted papers. So I think it would be fine for the participants to make less compromises between parallel sessions and possibly also to foster quality (see earlier) every organizer has to decide especially also in front of the quality of the submitted papers where the balance is regarding the number of parallel sessions.

The final question was concerned with participation at the next conference in Santander, Spain: The majority of 47 of 82 (57%) see the issue of cost or grant (e.g. by employer) as important while 36 of 82 (44%) say the program will be the key issue. For 6 people participation will depend on the acceptance of a submitted paper and only one stated due to the experience of the Cologne conference. This leads to the conclusion that every event, whether new, has to find an equal balance between a favourable social environment to enable professional interaction, exchange and networking of ideas and thoughts including an interesting program with diverse forms of meetings, from traditional (like lectures and courses) to newly developed ones.

Finally I have to thank the participants for their promptitude in returning their questionnaires within the deadline. I also hope that it may form a valuable contribution to the success of the organisation of the Oslo and Santander meetings.

A copy of the questionnaire will be loaded in the Newsletter section of this issue on the website.

Constantin Cazan

Music at the exhibition



*Conference party:
Ulrich Korwitz and his wife in front*



Do you remember Kölsch?

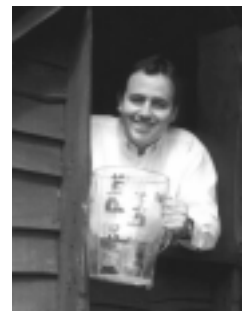
Those who luckily attended the Cologne conference AND who joined the informal meeting at the Sion Brewery House should know (seule Marie buvait du vin) about this light, fresh beer served in 0,2 Liter glasses by the Göbes, the cologne waiters who quickly exchanged empty glasses with newly filled ones unless the guest said „stop“. From Kölsch it's only a small step to "Pint" the English variation of served beer.



This leads to *Free Pint* a free and readily available news service for the information professional. It is not only free but also highly useful and offers more. Its founder, William Hann, is one of the few people who really was able to go beyond the idea of the so much discussed issue of portals at the EAHIL conference in Cologne. William succeeded in setting up a community - a buzzword of today's internet. From the communication of market or the waterpipe where people met - the idea is taken to form virtual places where people with common interests or tasks communicate and interact with each other: *Free Pint* is an excellent and valuable example.



Free Pint founded in 1997 has reached the considerable number of 52,000 participants, not bad for a small business operation. William Hann, who is a real example to us all in internet-business today, has made a tremendous effort to make it easy and versatile to use *Free Pint*. You can log in free, daily or you can get a daily or a weekly or another scheduled alert. You can obtain it in text or in html or in pdf - a nicely printed three column text with a lot of structure easy to



read and looking good. All news and items are referred with correctly working URLs and above all everything is interesting and helpful. It lists jobs, events, has a regular lengthy tips article from informed people with a lot of crosslinked information to other items within the free pint website or outside. The Newsletter includes also quotations on interesting printed material, books and so on - and last but not least a regular feature article, that mostly puts the finger on some crucial or interesting issue. You never see a bold and pushy advertisement in the newsletter. If William advertises it, it looks like editorial material - visible but not disturbing. So use it or bring your problems to the Bar!

Free Pint®

Constantin Cazan

The screenshot shows the Free Pint website interface. On the left is a navigation menu with links like Home, Bar, Index, and various search options. The main content area is titled "Bar Statistics" and lists the following data:

- 17 postings today so far
- 107 postings in the last week
- 423 postings in the last month
- 4418 subscribers to the Student Bar Digest
- 9227 subscribers to the Bar Digest
- 17380 postings in total

On the right side, there is a vertical menu with links: Bar, Jobs, ICC, Home, Events, Portal, Bookshelf, Newsletter, Student, Contact, Search, and Help.

<http://www.freepint.com>



Dear Colleagues,

The journal *Annals of Internal Medicine* has published an editorial on the evolution of medical journals during the past quarter century. Has progress made them better? Medical publishers, like publishers of magazines, try to catch the physician's attention with colour, gloss, short pieces and summaries of summaries. Authorship, accessibility and costs are changed. The conclusion is that subscribers, such as authors, deserve more explanations about policies, more openness about costs, more information about profits and less glitz (J.P. Kassirer, *Ann. Intern. Med.*, 2002, 137, 46).

What about books? Has progress made them better? Recent research shows that ebooks are failing to make inroads into academia. Users prefer traditional print to ebooks and only 18 per cent use it. Even so, academic publishers are optimistic and they

are moving into ebooks. They believe ebooks usage in education will start to increase (Information World Review, September 2002, Issue 183, 2).

Giovanna F. Miranda

JOURNAL ISSUES

Since the Newsletter of May 2002, the following journal issue of *Health Information and Libraries Journal* has been received: **vol. 19, 2002, no 3.**

A. Jakobsson. Health information in the hybrid environment. p. 123-125

The paper examines the way in which the hybrid library environment is affecting the way in which health librarians deliver services, develop content and interact with users.

E.M. Lacroix and R. Mehnert. The U.S. National Library of Medicine in the 21st century: expanding collections, nontraditional formats, new audiences. p. 126-132.

The NLM has formally declared that it will seek to serve not exclusively medical communities, but the general public too. The changes in the communications environment are having a profound effect on what the NLM collect, store and preserve.

A. Turner, V. Fraser, J.A. Muir Gray, B. Toth. A first class knowledge service: developing the National electronic Library for Health. p.133-145.

The article explains the role of the NeLH in relation to the role of libraries in general, including an outline of the development of the Pilot NeLH, and current plans for future developments.

C. Urquhart, M. Chambers, S. Connor, L. Lewis, J. Murphy, R. Roberts, R. Thomas. Evaluation of distance learning delivery of health information management and health informatics programmes: a UK perspective. p. 146-157.

The aim of the article is to review evaluations of distance learning programmes in health information management, in order to identify the critical success factors for such programmes and discuss future directions.

Brief communications p. 158

Research (A.Booth et al.). p. 181

BOOK REVIEWS

Creating a successful e-information service. Eds. S. Pantry and P. Griffiths. Facet Publishing, London, UK. ISBN 1-85604-442-4, £ 24.95.

The book describes how an e-information service can be created, maintained and marketed in a cost effective way.

Libraries and electronic resources. New partnerships, new practices, new perspectives. Ed. P.L. Higgins. The Haworth Information Press, Binghamton, NY, USA, 2001. ISBN 0-7890-1728-8 (alk. paper); ISBN 0-7890-1729-6 (pbk: alk.paper) pp. 229. The book has been co-published simultaneously as *Journal of Library Administration*, Volume 35, numbers 1-2, 2001. It describes models for scholarly communications, standard development in electronic publishing and digital libraries and the role of consortia and other kinds of partnership in advancing digital library standards.

WHO model formulary. World Health Organization, Geneva, Switzerland, 2002, ISBN 92-4-154559-3, Sw.fr. 40 (US \$ 36.00), pp. 500. This book presents formulary

information on over 300 medicines included on the WHO Model list of Essential Drugs, as a reference for national and institutional drugs and therapeutic committees.

NEW JOURNALS

Journal of Negative Results in Biomedicine is an online journal published by BioMed Central. This journal will publish papers on all aspects of unexpected, controversial, provocative and/or negative results/conclusions in the context of current tenets, providing scientists and physicians with responsible and balanced information to support informed experimental and clinical decisions.

<http://www.jnrbm.com/start.asp>

PAPERS REVIEW

Reflections on medical journals: has progress made them better?

J.P. Kassirer, *Ann. Intern. Med.*, 2002, 137, 46.

Academia still ignoring ebooks.

Information World Review, September 2002, Issue 183, 2.

Remember the human: the first rule of netiquette, librarians and the Internet.

P. Sturges. *Online Information Review*, 2002, 26 (3), 209.

Providing online health information in many languages: a Utah hospital library experience.

D.H. Charbonneau and T. E. Workman. *Journal of Hospital Librarianship*, 2002, 2 (3) 39.

Information services in an electronic environment: a review.

D. Revill. *New Library World*, 2002, 103 (9), 336.

INFORMATION SOURCES

..... Web-based

Evidence-Based On-Call database. The Oxford Centre for Evidence Based Medicine has launched a new database. In these compendia you will find evidence-

based summaries of 38 on-call medical conditions. The use of database is free of charge.

<http://www.eboncall.co.uk/>

Scientific and Technical Acronyms, Symbols and Abbreviations is a searchable, online resource

published as an adjunct to content on Wiley InterScience. It contains about 600.000 scientific notation, abbreviation and acronyms. <http://www3.interscience.wiley.com/stasa/>

WTOTERM — The World Trade Organization (WTO), the global international organization dealing with the rules of trade between nations, launch a database for translators. The database contains the terminology of the organisation in its three official languages. WTOTERM currently contains 8600 terms and is updated every month.

http://www.wto.org/english/res_e/res_e.htm#terminology

NEWS FROM PUBLISHERS

The Haworth Press, Inc. announces the formation of a new book program on medical librarianship. The program under the editorship of M. Sandra Woods publishes works about the field of librarianship in health sciences libraries. Topic will include reference, access service, bibliographic instruction, collection development, technical services and medical informatics. www.HaworthPress.com

British Library offers Z39.50-compliant access to the British Library Public Catalogue. Z39.50 clients such as Bookwhere and Endnote can now access the full range of catalogues available on BLPC.

www.bl.uk/catalogues/blpc.html

Dialog announces its re-entry into the document delivery market. Reports and other documents can be ordered from more than 10,000 scholarly and professional journals regardless of whether the full text is available in Dialog databases. Other available documents include legal materials, government reports, standard specifications published by professional organizations and report issued by the United Nations.

www.dialog.com/products/docdelivery/

3-5 December, 2002, London, UK
Online Information 2002.

For further information: <http://www.online-information.co.uk>



21-23 January 2003, Darling Harbour, Sydney, Australia
ALIA Information Online 2003

11th Exhibition and Conference Australian Library and Information Association (ALIA)
<http://www.alia.org.au/conferences/online2003/>

12-14 March, 2003, Washington, DC, USA
Computers in libraries 2003.

The Technology Conference for Information Age Librarians
For further information: <http://www.infotoday.com/cil2003/>

25-27 March, 2003, Birmingham, UK
Internet Librarian International 2003.

For further information: <http://www.internet-librarian.com/>

2-7 May, San Diego, CA, USA
Catch the wave.

MLA's annual Meeting

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

26-29 June 2003, Oslo, Norway
Cross Boundaries - Join Forces.

Nordic-Baltic Eahil Workshop

For further information: <http://www.namhi.org/oslo2003.htm>

24-27 August 2003, Adelaide, South Australia
Celebrate the future.

10th Asia Pacific Special Health and Law Librarians Conference

For further information: <http://www.alia.org.au/conferences/shllc/2003/index.htm>

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Manuscripts either in English or French should be about 3-4 standard (1.50 space) typewritten pages and provided by e-mail or on a diskette. Informative title, short summary and keywords should be provided. References should be expressed in Vancouver style. Authors of submitted papers accept editing and re-use of published material by EAHIL.

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