



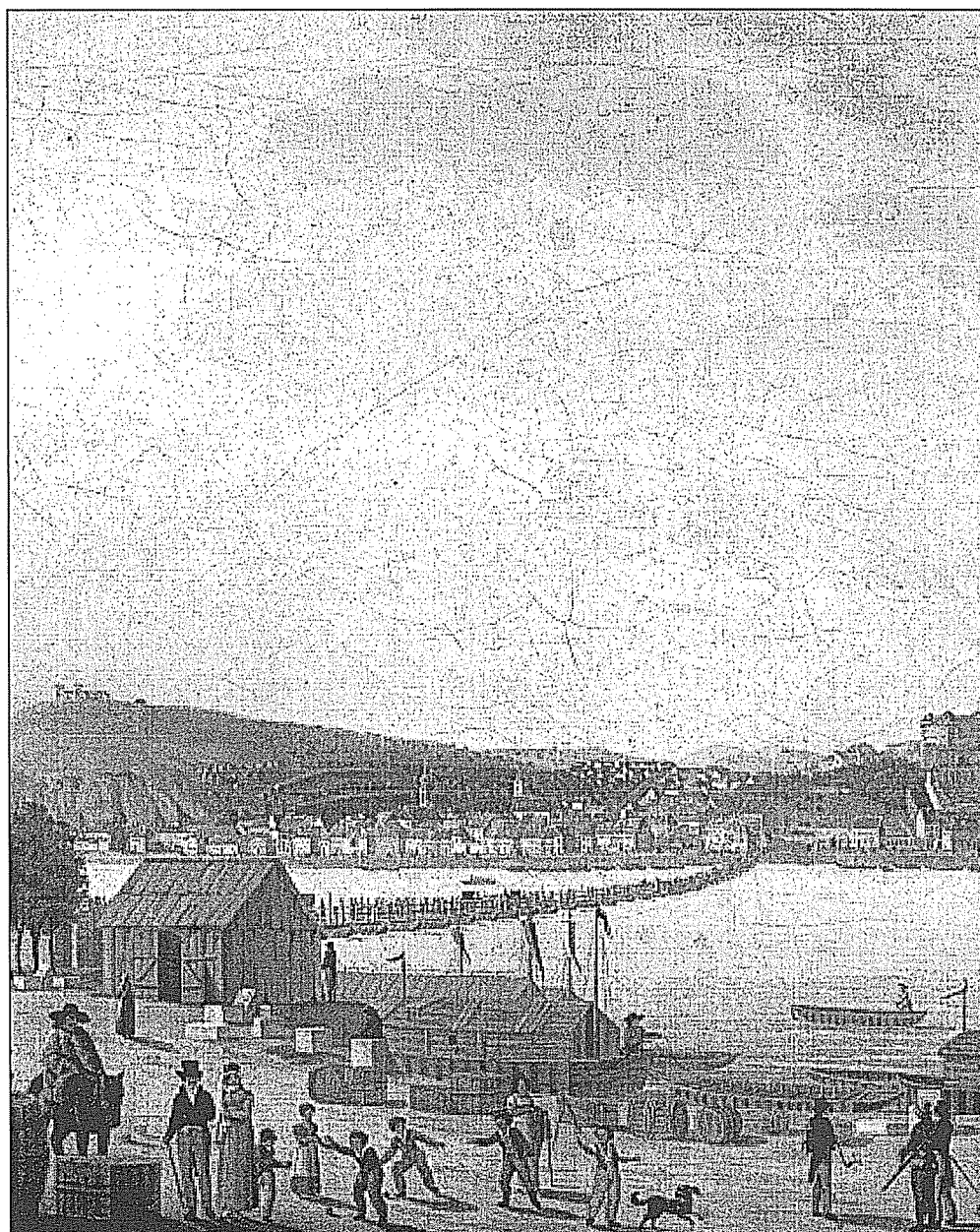
*European Association
for Health Information and Libraries*

*Association Européenne
pour l'Information et les Bibliothèques de Santé*

January - Janvier 1997 • N° 38

NewsLetter

to European Health Librarians • des Bibliothécaires Européens de la Santé

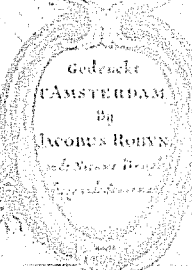


EAHIL Workshop in Budapest, Hungary - September 23-25, 1997
View of Buda with Ship's Bridge (1819)

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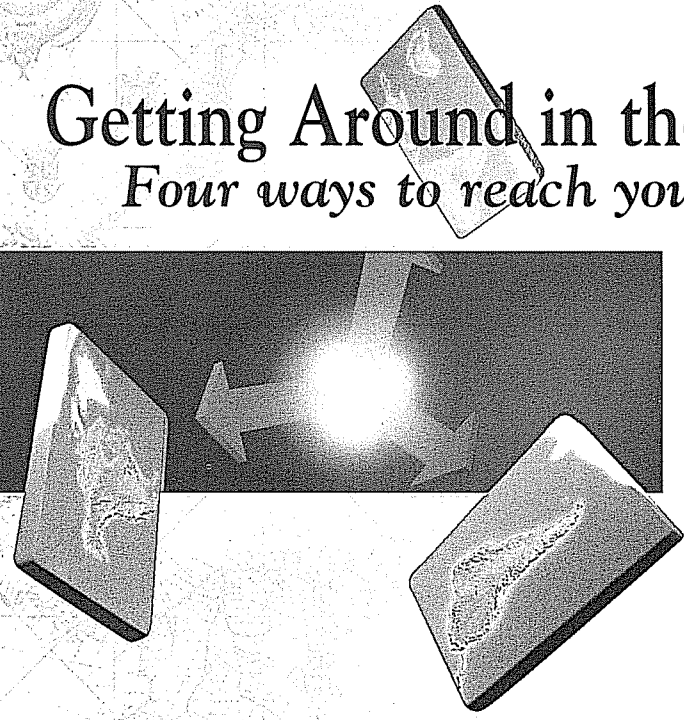
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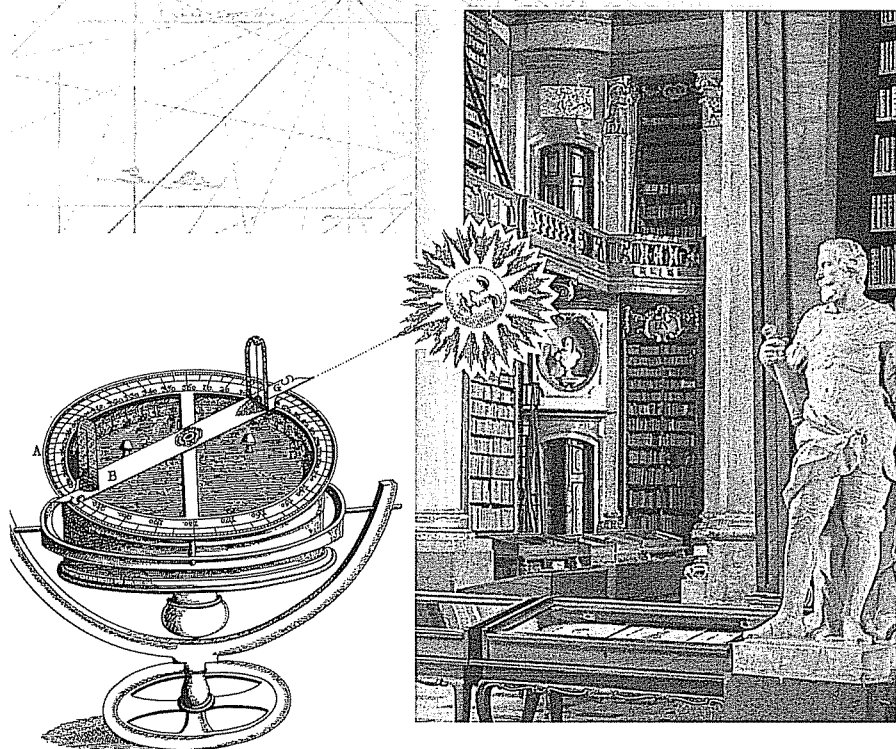
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Instructions for authors • Instructions aux Auteurs

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

Les manuscrits, qu'ils soient rédigés en français ou en anglais, devront être présentés sous forme de pages dactylographiées, de standard 3-4 (espace de 1.50) (les disquettes devront être fournies). Le titre, un bref résumé ainsi que les mots-clés devront également être joints. Les références devront être formulées selon le "style de Vancouver". Les auteurs ayant soumis des articles acceptent que ces derniers soient édités et utilisés à nouveau dans les publications pour l'AEIBS.

Editorial board • Comité de rédaction :

EDITOR - RÉDACTRICE EN CHEF: Louisa VERCELLESI Zeneca SpA, Via Fr. Sforza, Palazzo Volta, 20089 Basiglio (MI), Italy - Fax : 39 2 90 75 56 15, E-mail: luisa.vercellesi@mlvx01.zeneca.com

PUBLICATIONS: Beatrice WILHELM, Beatrice Wilhelm, Mohrhaldenstrasse 166A, CH-4125 Riehen (Switzerland), Tel/Fax: 41 61 641 08 75, email: wilhelm@ubaclu.unibas.ch

FORTHCOMING EVENTS/AGENDA: Roselyne HOET, EAHIL, 60 rue de la Concorde, B-1050 Brussels, Belgium Tel./Fax: 32 2 511.80.63 • email: roselyne.hoet@infoboard.be

FRENCH LANGUAGE EDITOR : CHEF DE RUBRIQUE EN LANGUE FRANÇAISE: Pascale DELAUSNAY; c/o EAHIL, 60 rue de la Concorde, B-1050 Brussels, Belgium Tel./Fax: 32 2 511.80.63

ENGLISH LANGUAGE EDITOR : CHEF DE RUBRIQUE EN LANGUE ANGLAISE: Johanne DUNHAM, Clinical Science Library, University of Leicester, Leicester Royal Infirmary, PO BOX 65, Leicester LE2 7LX Tel.: 44 116 252.31.04 - Fax: 44 116 252.31.07 • e.mail: jd1@le.ac.uk

Jetka PETRAK, Central Medical Library, Salata 3, 41001 Zagreb, Croatia

Maria Francisca RIBES COT Hospital Nacional "Marques de Valdecilla", Instituto Nacional de la Salud E-39008 Santander (Spain) Tel.: +34/942/34 75 93

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EUROPEAN ASSOCIATION FOR HEALTH INFORMATION AND LIBRARIES



ASSOCIATION EUROPEENNE POUR L'INFORMATION ET LES BIBLIOTHEQUES DE SANTE

President : Mrs Elisabeth Husem

University of Oslo, Institute of Psychiatry Library
P.O. Box 85
N-0319 - Oslo 3, NORWAY
Tel: +47/22/14.65.90
Fax: +47/22/49.58.61
elisabeth.husem@psykiatri.uio.no

Members of the Executive Board

Membres du Bureau Exécutif:

- Elisabeth HUSEM, President
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- Arne JAKOBSSON (S)
- Tony McSEAN (UK)
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• Full information regarding the Association and advertisements in the Newsletter may be obtained from the EAHIL secretariat

• *Toute information concernant l'Association et les annonces dans la Newsletter peut être obtenue au :*

EAHIL Secretariat Mrs R. HOET

60 rue de la Concorde, B-1050 Brussels, Belgium
Tel. +32/2/511 80 63
Fax: +32/2/511.80.63
Email: roselyne.hoet@infoboard.be
<http://www.ub.ntnu.no/eahil/eahil.htm>
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EDITORIAL



It is always a pleasure starting a new year with a new project going on: this has been my feeling since accepting the editorship of the EAHIL Newsletter from Liisa Salmi.

In my short experience as a contact person for Italy I was really charmed by a most effective way of running editorial meetings and the good team working done once a year on lunch intervals, still leading to the results seen by all of us on a quarterly basis.

Even more by the Wealth of contributions which makes you feel part of a lively body featuring specific cultures, background, styles and environment. All this is the real richness of Europe, leading to exchanges of experiences and mutual understanding.

The new Editorial Board is not thinking about changing much in the contents of the Newsletter, which will still be one of the main contacts between members. However, we will explore the potential of newer ways of communication: an Internet abridged version is under development and will announce and promote the contents of the back issues of the print version.

In my years, as an information professional we have moved from holdings of primary documentation through hand searching, to on-line searching, to value added information.

Now as a professional body we are ready to make the best use of new enhanced supports; we all realise that they enable us to go a step forward in providing our services in a very critical profession involving two basic human rights: information and health.

I am thanking in advance the whole Editorial Board and those members of the

Association who will decide to share their views and experiences.

The audience of the Newsletter is perhaps not very numerous, but certainly wide ranging from one-person libraries to members working in highly structured information centres. Moreover, members are providing services and access in either private or public settings to research-oriented institutions, hospitals, the academic world, pharmaceutical industries, or as independent groups.

In addition to this some of us live in countries where information is considered a science in others it is included into linguistic curricula.

All this again is the richness of EAHIL which I hope the Newsletter will more and more reflect. ■

Luisa Vercellesi
Chief Editor

Commencer une nouvelle année avec un nouveau projet en cours procure toujours beaucoup de plaisir et cela a été ma première réaction en ayant été désignée par Liisa SALMI comme éditeur de la Newsletter de l'Association Européenne pour l'Information et les Bibliothèques de Santé.

Lors d'une courte expérience en tant de représentante de l'Italie au sein du Comité de Rédaction, j'avais été enthousiasmée par la façon très efficace avec laquelle les réunions du Comité de Rédaction se tenaient régulièrement ainsi que par le travail effectué durant un an par une excellente équipe, se réunissant au cours de déjeuners de travail et nous menant sans cesse vers les résultats constatés trimestriellement par chacun d'entre nous.

Et plus encore par la richesse des participations qui font que l'on se sent faire partie d'un organisme vivant préfigurant des cultures, des origines, des styles et des environnements spécifiques.

Tout ceci constitue la véritable richesse de l'Europe, conduisant à des échanges authentiques d'expériences et de compréhension mutuelle.

Il n'est pas dans les intentions du nouveau Comité de Rédaction d'apporter beaucoup

de changements dans le contenu de la Newsletter qui restera l'un des principaux moyens de contact entre les membres. Cependant, nous allons développer le potentiel des nouveaux moyens de communication : une version abrégée de la Newsletter accessible sur Internet est en développement ayant pour but d'annoncer et de promouvoir le contenu de sa version originale.

Au cours des années, nous avons évolué, en tant que professionnels de l'Information, de la gestion manuelle des sources primaires de l'Information, à la recherche en ligne, et à l'information à valeur ajoutée.

Faisant partie d'un organisme professionnel, nous sommes prêts à faire le meilleur usage de l'accroissement et de l'amélioration des nouveaux supports de l'information.

Nous sommes tous conscients que ceux-ci nous permettront de faire un pas en avant en améliorant les services rendus par notre profession, très exigeante, et qui touche à deux droits humains de base qui sont l'Information et la Santé.

Je remercie à l'avance le Comité de Rédaction, ainsi que les membres qui

décideront de faire partager leurs vues et leurs expériences.

L'audience de la Newsletter peut n'être pas très étendue, mais elle touche à la fois les Bibliothèques réduites à un membre et les Centres d'Information très structurés qui emploient plusieurs membres.

De plus, ces personnes fournissent des services et des accès à l'information en travaillant dans des secteurs privés ou publics orientés vers la recherche, les hôpitaux, le personnel académique, les industries pharmaceutiques, ou encore en travaillant comme groupes indépendants.

En plus de ceci, certains d'entre nous vivent dans des pays où l'Information est considérée comme une science et dans d'autres où elle fait partie des programmes généraux d'éducation. ■

A nouveau, tout ceci constitue la richesse de l'AEIBS qui, je l'espère, sera de plus en plus reflétée par la Newsletter.



Luisa Vercellesi
Rédactrice en chef
Basiglio (MI), ITALY



Letter from the President - EAHIL, 10 years !

EAHIL has added another year to its age, and has become a fresh youth with an optimistic mind and an obstinate will. The child has grown up and can this year celebrate its first **10 year anniversary!** On August 18., 1987, in Brighton, UK., EAHIL was born, thanks to some enthusiastic people, who had been conceiving the idea for some years. Surrounded by eager and caring parents EAHIL took its first steps. Followed and guided on its way, the child soon became strong and healthy. It is impossible to talk about these first years without mentioning some of the members of this caring EAHIL-family: Marc Walckiers, first EAHIL President, Valentina Comba, Monique C. Cleland, Christine Deschamps, Ursula Hausen, Anna Nicolaysen, Derek Wright and many others, without whom EAHIL would never have been born, nor survived its first years.

Many people have joined the family since! And some have left - for different reasons. But Roselyne Hoet, EAHIL Permanent Secretary, has been there all the way - devoted to EAHIL from the very beginning and still the faithful head of the family.

Even if the association is still young of age, it can look back on ten years with many successful conferences, workshops and activities. And there are many more exciting events to come! The future of the association depends a great deal on the good will and assistance of every member. We count on YOU!

We will certainly celebrate the ten year anniversary on various occasions during this year. The most important event of the year will be the EAHIL Workshop in Budapest, Hungary, September 23-25, 1997. At the 63rd IFLA Annual Conference in Copenhagen, there will be a joint workshop with EAHIL and the Section of Biological and Medical Sciences Libraries. More details in the next issue.

The Fifth European Conference of Medical and Health Libraries took place in Coimbra, Portugal, September 18.-21, 1996. It was another success, on the professional as well as on the social level. On behalf of the EAHIL Board, I would like to express our best thanks to Antonia Pereira da Silva and her Local Organising Committee. They did a wonderful job with much warmth and enthusiasm. And our thanks also to the Scientific Committee which was responsible for a high quality programme. The conference gave us an excellent chance to update our knowledge

and to get fresh ideas and new inspiration. And once again we met with old and new friends and expanded our personal network. Many of the participants took the opportunity of staying a few more days in Portugal, enjoying the charming country and the delicious Portuguese cuisine and wine, and their beautiful fado.

In 1996 a EAHIL Fund was created by the Local Organising Committee in Oslo on the basis of the profit made at the "Fourth European Conference of Medical and Health Libraries". The object of the Fund is to give travel grants to members of EAHIL, in order that they may participate at its conferences and workshops. Three applications were granted last year, for participation at the Coimbra conference. In connection with the Coimbra conference, EAHIL held a Board meeting, its annual Council meeting and the General Assembly. The Board and the Council discussed among other things the programme of work "EAHIL - Aims towards year 2000".

The General Assembly approved the report from the Treasurer and the 1997/98 budget. The result of the EAHIL elections was officially announced. The most pleasant event of the Assembly was the distribution of the EAHIL awards 1995 to Lois Ann Colaiani, of the NLM, Bethesda, USA and the 1996 award to Otakar Pinkas of the National Medical Library in Prague.

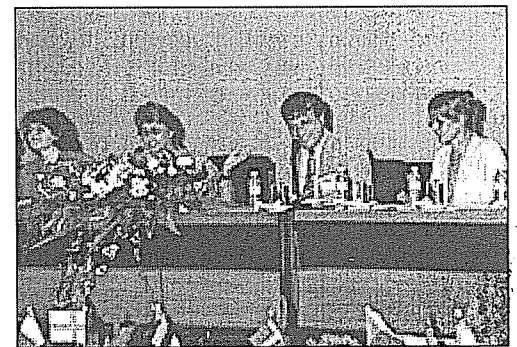
What has been achieved already and what could be done in the near future? The time passes so quickly, it becomes urgent to get things done to be able to reach our goals before year 2000. In general, more active efforts/contribution from the council members was wanted, but many already have done a very good job for EAHIL. And we all know how extremely busy our daily work in our libraries is.

There are plans for EAHIL conferences and workshop up to the year 2000, but we should maybe start thinking about what is going to happen after that. Do you have any good ideas?

Lois Ann Colaiani joined the Council meeting to discuss with us the international programmes of NLM. As representative of EAHIL, I joined the NLM meeting in Washington in September/October 1996, where their International programmes were examined and discussed. I took part in the Ad Hoc Committee of Medical Librarians (See report from the NLM meeting in this issue). I would like to thank those of you

who gave me valuable feedback at such short notice.

I hope many of you have seen or used the WWW home page for EAHIL on Internet, which was launched last summer. This is a first step of developing an efficient network system to be used by all its members in order to increase the communication and information amongst us. EAHIL discussion groups will soon be available.



EAHIL General Assembly. From left to right : Teodora Oker-Blom (S), Elisabeth Husem (N), EAHIL President, Tony McSeán (UK), Liisa Salmi (FIN).

EAHIL will provide help for continuing education courses on national and local levels by establishing a "bank" with the names of course supervisors and teachers, in the form of an information resource on Internet, including course contents. We ask you to help us think of some good courses you have attended over the last years, and send information about them to Arne Jakobsson, (EAHIL Board), or Ragnhild Lande, (Council member, Norway). Another aim of EAHIL is to initiate co-operative agreements between European medical and health science libraries, and until year 2000, with Eastern and Central Europe in particular. This can be done by developing and strengthening co-operation with libraries through intensified contact, workshops and minor financial incentives, (education grants, travel grants, etc.) and by establishing bilateral agreements between libraries, library-associations, etc.

If you have any questions about how this can be done, or if you already have experiences in this field, please let us know. You can contact Roselyne Hoet at the EAHIL Secretariat in Brussels, or me directly.

Finally, on behalf of the EAHIL Board, I would like to wish all of you a happy and peaceful New Year!! ■

Elisabeth Husem
EAHIL President



NEWS FROM OUR ASSOCIATION

The EAHIL 5th European Conference of Medical and Health Libraries in Coimbra, September 18-21, 1996 - our members write...

Letter from a Slovak member

M

Medical Librarianship from where to where!

Just a few weeks ago more than 450 medical librarians met in ancient Coimbra to share knowledge and experience.

European Conferences of Medical and Health Libraries are always an extraordinary event in everyday life and work. Such was also the 5th EAHIL Conference in Coimbra.

The scientific programme was rich and varied. While listening to more general and philosophical papers during plenary sessions, contributors dealt with the history of medicine and medical information, via professional education to networking and new trends in health information management in 18 parallel sessions.

There were also two special interest group sessions: pharmaceutical and veterinary. It was even difficult to choose an appropriate parallel session without missing interesting papers in other parallel sessions. That's why people were moving from one room to another (interrupting sometimes both speaker and audience).

It's hard to mention somebody individually or to say what was the most interesting. For everybody it was probably something different according to priorities and professional interests.

To express my personal feelings: I listened to a lot of very interesting papers. And even if the papers didn't attract me as a whole there was surely at least an idea, which forced me to think about matters. I do not have time to pay attention to this rapid life or motivated me for something new, applicable in my own conditions.

I consider this valuable motivation to be one of the most important aims of meeting colleagues from all over Europe/world. I'm sure it will result in new services provided in an effort to change, gradually, the librarian's role and position.

The poster presentation area with more than 30 posters was another source of both direct practical information and motivation. And, of course, exhibitors. It was possible to compare services of major world-wide library and information products vendors or just consult problems

of mutual co-operation or plan use of new services and products.

The continuing education programme has become an integrated part of the EAHIL Conference; a wide range of full day and half day courses gave the attendants an opportunity to improve their professional skills in medical literature indexing, navigating the Internet or evaluation methods.

Besides the EAHIL Newsletter, the General Assembly of EAHIL Members allowed the members and newcomers to get straight information about EAHIL's present activities, expenditure/ income budget, future aims, workshops and conferences, 1996 elections results, relations with similar organisations, etc.

The social and cultural programme created another opportunity to get acquainted with Portuguese folklore, dishes and habits, to meet colleagues and exchange experience in a very informal way, to develop new contacts and friendships.

The visits to ancient royal palaces and spa, to the old University of Coimbra and Coimbra Old Town have enriched our minds with messages of pure history.

The extraordinary rich and nice old Biblioteca Joanina impressed surely everybody. In that majestic place we could think about the role of the old and the new librarian, about changes and further developments and what this EAHIL 5th European Conference of Medical and Health Libraries was about.

I do thank the EAHIL Fund for enabling me to attend this Conference. I do also thank the Local Organising Committee and all international co-workers for preparation valuable professional and cultural programme. ■

Lubomira Soltésová

Univerzitná knižnica UPJS

Slovak Medical Library

P.J. Safarik University

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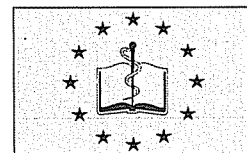
04011 Kosice

Slovak Republic

email : soltesov@kosice.upjs.sk



Coimbra Conference. Our Portuguese hosts



Letter from a Lithuanian Member



would not be able to attend to Conference by no means.

Coimbra is far away from Lithuania, our economic situation does not allow to cover travel and accommodation expenses and we did not dream of the participation at the conferences abroad at all.

The friendship that sprang up two years ago by the initiative of Norwegian medical librarians became closer in meantime. We had a possibility to participate at the 4th European Conference of Medical and Health Libraries in Oslo, the 4th Nordic Conference for Medical Libraries in Copenhagen thanks to the support of the Norwegian Library Association, Section SMH, and this year we were financially supported to attend Coimbra, the 5th European Conference of Medical and Health Libraries. That was a great present in a professional sense to me and my Colleagues. We appreciate it very much.

We are still living grave conditions. First of all suffer science, culture and libraries. Every year there are lots of changes in the libraries technologies, networking over the Internet and it is difficult for us to find the right way to do in the age of explosion of information.

The participation at these conferences is the only way for us to get the new information on medical Librarianship. It is always interesting to learn how our colleagues abroad are solving their problems, to get acquainted with their experience in order to avoid mistakes in our work. Lithuanian libraries are lagging behind, the majority of them have no access to the Internet.

This Conference was very useful to us, because lots of papers were dealing with the Internet problems. Our Library was connected to the Internet only this year. Medical librarians must be high skilled on Internet management in order to use effectively Internet resources and provide our readers with medical information. We have them - over 5600 persons. Our

patrons - doctors usually have not enough time to search for the information themselves and apply to information specialists to find information on their subjects.

Reports on Internet management were most useful for us, because we have no experience on this. Subjects we learnt that there are lots of services working on projects and aiming to gather and present indexed collections of Internet resources in medicine, healthcare, bioscience such as OMNI, Pharm Web, Galeno, European information network for the fields of ethics in medicine.

We have not heard about them before. It was interesting to hear described in details some Internet related tasks, the side-effects and drawbacks of being a medical librarian.

Document delivery services was another subject which we were interested in very much. There are only 2 large medical libraries in Lithuania which subscribe to Western medical periodicals: our library and Medical Library in Vilnius. Both libraries are in grave conditions. Every month we exchange new periodicals, but it does not solve the lack of journals.

We subscribe to databases on CD-ROM Medline, Current Contents and have the possibility to search at the 29 NLM databases over " Grateful Med ", but it is a real problem to us to supply our readers with full text articles.

We have about 5000 requests for journal articles every year which aren't in the library. It was very interesting to hear about the experience on electronic information and ordering like UnCover, SwetScan and electronic document delivery system like Adonis, Jason allowing e-mail delivery of articles directly to users via the Internet.

It was useful to get acquainted with new important projects on on-line document delivery system like RightPages, WebDoc and ISI's Electronic Library. Of course, we cannot use these new document delivery technologies at meantime because of the lack of money, but we must know what is going on in the world in order to use our means right when we'll be able to use them.

I was astonished seeing new Ovid Full text features, when users have opportunities to link from bibliographic information in Medline to the full text of the article and

using Ovid Z39.50 Client/Server architecture to link to the library holding.

Taking an opportunity, on behalf of our readers, I would like to express my gratitude to all Norwegian medical librarians, Aalborg Medical Library in Denmark, Bibliothèque Interuniversitaire de Lyon, Zentralbibliothek der Medizin, Köln, Bibliotek der Medizinische Hochschule, Hannover which help us by sending photocopies of articles for free to our Library. It is a great benefit to our Library, our scientists and teachers.

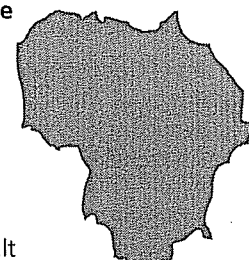
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I would like to express my gratitude to the Norwegian Library Association, Section for Medicine and Health Sciences, personally to the EAHIL President, Elisabeth Husem, to Elisabeth Akre, Tove Gellein and other Norwegian medical librarians for the financial support for us to participate to the 5th European Conference of Medical Libraries and all-round help to our Library.

I am sure we'll be able to return the same kindness to you in the future. ■

Meile Kretaviliene

Director of the
Kaunas Medical
Academy Library
Mickevicius 7,
3683 Kaunas,
Lithuania
Fax: 127 220733
Email: meile@kma.lt





NOUVELLES DE NOTRE ASSOCIATION

Lettre de la Présidente - l'AEIBS, 10 ans !



L'AEIBS compte un an de plus, et est entrée dans sa jeunesse avec un esprit optimiste et une détermination obstinée.

L'enfant a grandi et célébrera cette année son **dixième**

anniversaire. L'AEIBS est née le 18 août 1987 à Brighthon au Royaume-Uni, grâce à quelques personnes enthousiastes qui portaient cette idée en eux pendant plusieurs années. L'AEIBS a fait ses tout premiers pas par son congrès à Bruxelles en 1986 pour être fondée officiellement en 1987. Il est impossible d'évoquer les premières années sans mentionner certains des membres qui ont formé la famille de l'AEIBS: Marc Walckiers, premier Président de l'AEIBS, Monique C. Cleland, Valentina Comba, Christine Deschamps, Ursula Hausen, Anna Nicolaysen, Derek Wright, et beaucoup d'autres sans lesquels l'AEIBS ne serait jamais née et n'aurait pas survécu à ses premières années. Nombreux sont ceux qui ont rejoint cette famille depuis ! Et d'autres l'ont quittée pour différentes raisons.... Mais Roselyne Hoet était là tout le long du chemin, se dévouant à l'AEIBS depuis sa fondation jusqu'à maintenant.

Nous pouvons, avec un recul de dix ans, considérer les nombreuses conférences, séminaires et activités pleinement réussis. Et de nombreux événements passionnants sont encore à venir ! Le futur de notre Association dépend, pour une grande partie, de la bonne volonté et de la participation de chaque membre. Nous célébrerons les **10 ans de l'Association** à plusieurs reprises dans le courant de cette année. L'évènement le plus important de l'année sera le séminaire de l'AEIBS qui se tiendra à Budapest, en Hongrie, les 23-25 septembre prochain. De même, un séminaire de l'AEIBS conjointement organisé avec la Section des Bibliothèques Biologiques et Médicales d'IFLA aura lieu à Copenhague, lors de la 63ème Conférence Annuelle de l'IFLA. Plus de détails vous seront communiqués dans la prochaine Newsletter.

La 5ème Conférence Européenne des Bibliothèques Médicales et de Santé qui s'est tenue à Coimbra, au Portugal, du 18 au 21 septembre 1996 s'est révélée être un succès de plus, aussi bien sur le plan professionnel que social. Au nom du Bureau Exécutif de l'Association, je voudrais

exprimer mes plus vifs remerciements à Antonia Pereira da Silva et à son comité local d'organisation pour le remarquable travail réalisé avec beaucoup de chaleur et d'enthousiasme. Nos remerciements vont aussi au Comité Scientifique à qui nous devons un programme d'une grande qualité. Cette conférence nous a donné une excellente opportunité de mettre à jour nos connaissances et d'avoir de nouvelles idées et de nouvelles inspirations. Elle nous a permis une fois de plus de rencontrer de vieux amis, de faire de nouvelles connaissances et d'étendre aussi notre réseau personnel.

En 1996 un Comité de Bourses de l'AEIBS a été créé par le Comité Local d'Organisation d'Oslo grâce aux bénéfices réalisés par la 4ème Conférence Européenne des Bibliothèques Médicales et de Santé qui s'est tenue à Oslo en 1994. L'objectif de ce Comité de Bourses est d'apporter une aide financière destinée à couvrir les frais de voyage de membres de l'AEIBS en difficultés financières et de leur permettre de participer aux conférences et séminaires de l'Association.

Les réunions du Bureau et du Conseil de l'AEIBS se sont tenues lors de notre Conférence de Coimbra. Les sujets qui ont été débattus ont porté entre autres sur le programme du travail "l'AEIBS - Objectifs à atteindre pour l'an 2000". Qu'avons nous déjà réalisé et que reste-t-il encore à faire dans un futur proche ? Le temps passe vite et il devient urgent d'avancer dans ce projet si nous voulons atteindre nos objectifs avant l'an 2000.

D'une manière générale, plus d'efforts et de contributions actives ont été demandés aux membres du Conseil, mais beaucoup d'entre eux effectuent déjà un excellent travail pour l'AEIBS. Et nous savons tous combien notre travail quotidien au sein des bibliothèques et centres de documentation est chargé. L'Assemblée Générale a approuvé le rapport de la Trésorière ainsi que le budget proposé pour 1997/1998. Les résultats des élections de l'AEIBS ont été officiellement annoncés. L'évènement le plus agréable lors de cette Assemblée fut bien sûr l'attribution des Prix d'honneur pour les années 1995 et 1996 de l'AEIBS, respectivement à Lois Ann Colaianni (NLM, USA) et à Otakar Pinkas (Prague).

Des conférences et séminaires de l'AEIBS sont planifiés jusqu'à l'an 2000, mais nous devrions déjà penser à ce qui se passera après. Peut-être avez-vous des idées intéressantes à ce sujet ? Lois Ann Colaianni nous a rejoints lors de la réunion du Conseil

afin de discuter avec nous des programmes internationaux de la NLM.

En tant que représentante de l'AEIBS, j'ai participé à la réunion de la NLM à Washington en septembre/octobre 1996 où ont été débattus les programmes internationaux de la NLM. J'étais attachée au Comité Adhoc des Bibliothécaires Médicaux (voir le rapport de la réunion dans ce numéro). Je profite de cette occasion pour remercier tous ceux qui, si rapidement, m'ont communiqué leur point de vue à ce sujet.

J'espère que beaucoup d'entre vous ont déjà utilisé la page Web de l'AEIBS sur Internet, qui a été lancée en été 1996. Ceci constitue un premier pas dans le développement d'un réseau efficace qui pourrait être utilisé par tous nos membres afin d'accroître la communication et l'information entre bibliothécaires. Des groupes de discussion de l'AEIBS y seront bientôt accessibles.

L'AEIBS continuera à apporter son aide pour les cours de formation continue aux niveaux national et local en établissant une banque comprenant les noms des organisateurs des cours, de leurs enseignants ainsi que du contenu de ces cours sous forme d'une source d'information accessible sur Internet. Nous vous demandons de nous aider en réfléchissant à quelques cours que vous avez trouvés intéressants ces dernières années et en envoyant ces informations à Arne Jakobsson (Membre du Bureau) ou à Ragnhild Lande (Membre du Conseil, Norvège).

Un autre objectif de l'AEIBS est de créer des accords de coopération entre les bibliothèques médicales européennes et plus particulièrement avec celles de l'Europe centrale et de l'Est. Ceci peut être réalisé en renforçant la coopération entre les bibliothèques, en intensifiant les contacts, les séminaires et les aides financières mineures (bourses pour des cours, des voyages de travail, etc.) et en établissant des accords bilatéraux entre les bibliothèques et les associations de bibliothèques etc... Si vous avez des questions et suggestions à ce sujet, n'hésitez pas à nous le faire savoir. Vous pouvez contacter Roselyne Hoet au Secrétariat de l'AEIBS ou me contacter directement à Oslo.

Je terminerai en souhaitant à chacun d'entre vous et au nom du Bureau Exécutif de l'AEIBS une très heureuse et paisible nouvelle année.

Elisabeth Husem
Présidente de l'AEIBS



Le lancement de la page WEB de l'AEIBS a eu lieu

Le lancement de la page Web (homepage) de l'AEIBS a eu lieu lors de la 5ème Conférence Européenne pour l'Information et les Bibliothèques de Santé, qui s'est tenue à Coimbra en septembre 1996.

En fournissant de l'information facilement accessible sur le réseau, le but de l'AEIBS est d'intensifier les interactions entre l'AEIBS et tous ses membres. Les noms et adresses de tous les membres du Bureau et du Conseil de l'AEIBS, y compris les adresses électroniques, seront ainsi disponibles sur le Web. Des liens hypertextes vous permettront d'envoyer directement un message électronique au représentant de l'AEIBS de votre choix. Les "Objectifs de l'AEIBS à atteindre pour l'an 2000" constitue l'un des documents les plus importants accessibles sur la page Web de l'AEIBS. La participation de tous les membres de l'Association est essentielle pour atteindre ses objectifs.

Conférences et séminaires de l'AEIBS

Toutes les informations relatives aux conférences et séminaires de l'AEIBS, y compris les appels aux communications, les programmes, les cours de formation continue, les inscriptions, les Comités Locaux d'Organisation, les Comités de Programme, seront

publiés sur le réseau dès qu'ils seront disponibles. A ce jour, vous y trouverez les dates et lieux des Conférences et Séminaires de l'AEIBS prévus jusqu'à l'an 2000.

Concernant l'AEIBS

Vous trouverez également quelques pages d'information générale concernant l'Association ainsi qu'un formulaire d'inscription à l'AEIBS. Des versions mises à jour des Statuts, Règlement d'Ordre Intérieur, et Déclaration de Principe seront toujours accessibles sur le Web.

Liens entre l'AEIBS et les Sous-Groupes

De la page Web de l'AEIBS, des liens hypertextes vous permettent d'accéder à la page Web du Sous-Groupe des Bibliothèques Vétérinaires Européen et du Sous-Groupe de l'Information Pharmaceutique.

Liens avec d'autres Associations

Et enfin de la page Web de l'AEIBS, des liens hypertextes vous permettent également d'accéder à d'autres associations de bibliothèques médicales. Un peu plus tard dans l'année, beaucoup plus d'informations seront ajoutées, par exemple sur des sujets développés dans la Newsletter de l'AEIBS, les minutes des réunions du Bureau et du Conseil de l'Association, les

rapports du Président de l'AEIBS, etc. Vous pouvez participer à l'édification de la page Web de l'AEIBS en soumettant vos informations à l'équipe du Web de l'AEIBS, de préférence sous un format html. Vos idées et vos souhaits au sujet du Web de l'AEIBS sont également les bienvenus.

N'hésitez pas à visiter la page Web de l'AEIBS à l'adresse :

<http://www.ub.ntnu.no/eahil/eahil.htm>

Contactez l'équipe Web/AEIBS:

Arne Jakobsson

*Spri Library and Research Report Bank
Box 70487*

S-107 26 STOCKHOLM SWEDEN

Tel: 46 8 702 4781

Fax: 46 8 702 4661

E-mail: arne.jakobsson@spri.se

Ragnhild Lande

*Medical Library
and Inform. Center*

*University Library
of Trondheim*

N-7006

TRONDHEIM NORWAY

Tel: 47 73 99 84 89

Fax: 47 73 99 81 66

E-mail: Ragnhild.Lande@medbib.unit.no

SPONSORSHIP AND MEMBERSHIP

DAWSON Europe (F), EBSCO Subscription services (NL) and SWETS & ZEITLINGER (NL) have renewed their sponsorship for 1997. We very much appreciate their cooperation and thank them for their continuing support to EAHIL and its Newsletter.

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We are pleased to welcome EAHIL new members for 1997:

- BUFFET Marie Louise, BMIU Santé, Clermont Ferrant, France
- DUJOL Anne, Bibliothèque Interuniversitaire de Montpellier, Montpellier, France
- HRCKOVA Ludmila, Research Institute of Rheumatic Diseases, Library, Piestany, Slovak Republic
- PINHAS Nicole, INSERM, Réseau Dic-Doc, Kremlin-Bicêtre, France
- SEBASTIANI Brunella, Roma, Italy
- STYBLINSKA Maria Zuzanna, University of Silesia, Department of Technics, Sosnowiec, Poland
- SZABO SZAVAY Judit, Central Library, Semmelweis Medical University Medicine, Budapest, Hungary
- VASAS Livia, Central Library, Semmelweis Medical University Medicine, Budapest
- WIKBERG Ulla, Medical Library, Dept. Psychiatry, Mölndal, Sweden



EUROPEAN VETERINARY LIBRARIES GROUP

The VETS enthusiastic about Coimbra. With each meeting of the European Veterinary Libraries Group, the number of attendees is growing! this was also the case in the very successful conference of EAHIL in Coimbra, Portugal, last September.

At the lively meetings the whole of the veterinary participants including those from Italy and from France (at last) were represented. It was a pity that there were no attendees from Eastern Europe. It is my opinion that this was a drawback at the Coimbra meeting. The need for scientific veterinary information in those countries is very urgent.

The lectures presented us with a broad scale on topics of interest. From layout and setting of new buildings to the implementation of new and highly sophisticated services. Like that of the

development and maintenance of the toxic plant database by our American colleague, Mitsuko Williams. The discussion came up on how far can one go as an information officer: i.e.; when are you doing work that should be done by "real" scientists? Although, of course, we didn't get an answer, it made us aware of the pitfalls of the Internet age that lies before us.

Apart from the meetings where the profession was discussed, the after "work" meetings of the group were encouraging. Anne-Catherine Munthe from Norway was elected by the vast majority of the group (16 votes) to act in the future as vice-president and it was decided that her tasks will be to stand in for the chair and also to carry out some secretarial tasks, if necessary.

Topics for the group to focus on will be: the European veterinary dissertation

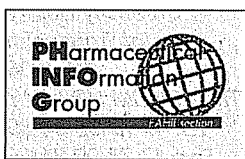
database, the further development of the home-page and of course more attention for our own Newsletter.

For the home page use :
<http://www.vetmed.fu-berlin.de/evlg>.

For more information on the Newsletter, contact one of the editors: Linda Warden (lwarden@rvc.ac.uk) or Rosemary Warner (mary.warner@ucd.ie).

But, of course, I will be happy to answer all your questions.

Paul van Olm
*Institute for Animal
Science and Health
P.O.Box 65
NL-8200 AB Lelystad
The Netherlands
Fax: 31 320 238 050
Email: p.w.vanolm@id.dlo.nl*



PHARMACEUTICAL INFORMATION GROUP

First of all, I want to thank again Elsevier Science on behalf of the PhInFG Executive Board and members for its outstanding support in our activities in Coimbra.

The handbooks to be distributed at Coimbra are being despatched to those who expressed their interest during or after the Conference. We apologize for the delay due to unexpected problems.

About the PhInFG General Assembly:

The Secretary suggested asking for a small additional fee for the PhInFG membership, the same as for the European Veterinary Libraries Group (EVLG). Arguments in favour were the constitution of a basic budget in order to carry out some activities, a clearer and easier membership management (in the present situation, anyone affiliated to EAHIL can consider him/herself as a PhInFG member without the knowledge of the Executive Board), and finally the membership fee would be a tangible mark of interest from the members in the activities of the Group.

Irrespective of the amount, it was felt an additional fee should mean additional

services, e.g. a separate newsletter, the latter requires more active participation of members. A final decision was not taken in Coimbra. About the additional services, I personally think a separate newsletter is not feasible: writing, collecting and evaluating the necessary material are tasks requiring too much involvement.

I think a kind of Internet private discussion mailing list would be of great interest, and would also fill the gap between the biennial conferences. This could be started this year, once the membership has been renewed. In this matter, like in others, your ideas, comments and views are welcome. At the General Assembly, we also discussed about improving the Pharmaceutical Session at the next Utrecht Conference.

Two examples : discussion time should follow each presentation rather than after a series, and the " product review " session.

Back from Coimbra, I was contacted by Mrs Peggy Hull from the SLA's Pharmaceutical Division, asking for information about our Subgroup in order to " see if there are opportunities to work with the Special Library Association's Pharmaceutical

Division, perhaps to see if we can share experiences, help each other, and so on " .

Actions will be taken in this respect; they will be extended to other pharmaceutical information associations. Some of the remaining handbooks, once they have been distributed to attendees, could be used with success for " marketing " the activities of the Group.

Within the Executive Board, we have also decided not to have an active presence in the next EAHILL workshop in Budapest, since a limited number of members of the Group would be attending. However, information - leaflets or posters - will be available for potential new members. Members intending to attend the Budapest Workshop can always contact the Secretariat. A list of attending members of the Group will be published. ■

Vincent Maes
Pfizer SA
rue Léon Théodor
1070 Brussels
Fax: 32 2 421 1693
Email :
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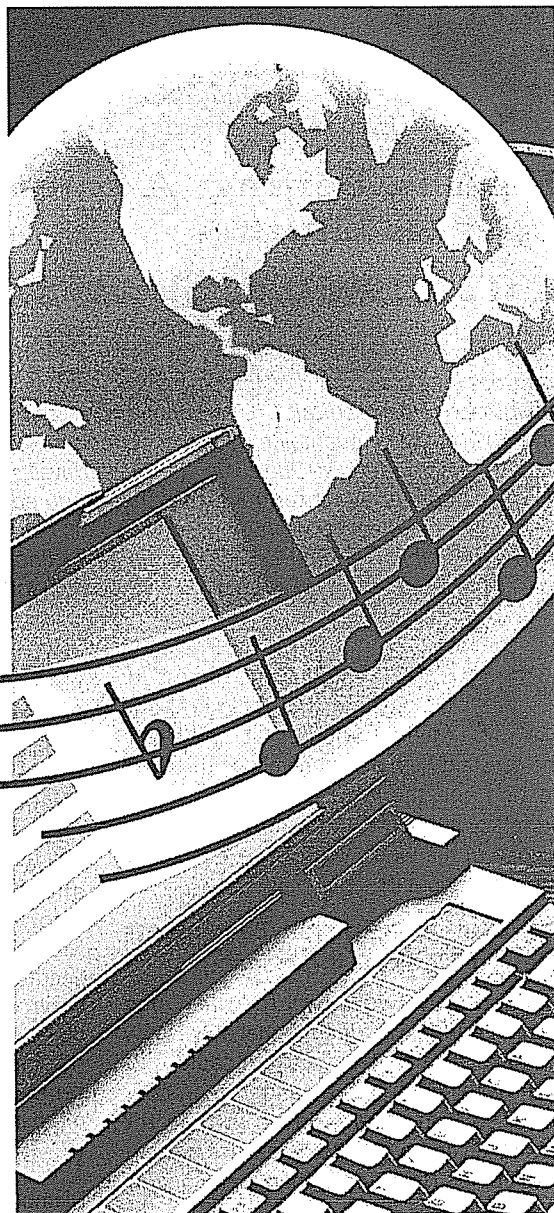
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NEWS FROM

EUROPE

IFLA in Beijing: A true success for the Biological and Medical Sciences Libraries

L'IFLA 1996 à Pékin : un franc succès

La Conférence annuelle de l'IFLA s'est tenue à Pékin en août 1996. La Section des Bibliothèques Médicales et des Sciences Biologiques avait organisé avec son dynamisme habituel une session de conférences intitulée "Rencontre entre l'Est et l'Ouest dans le monde de la bibliothéconomie médicale". Cinq conférenciers chinois et trois occidentaux (Canada, Etats-Unis, Finlande) ont pu ainsi débattre devant un public d'une cinquantaine de professionnels de la situation des bibliothèques médicales en Chine, de la formation des bibliothécaires et de la coopération Est-Ouest. Un Atelier de travail sur la médecine traditionnelle chinoise a été l'opportunité de visiter l'Institut chinois du même nom et de rencontrer les spécialistes du domaine. Outre son travail habituel, les membres de la Section ont débattu de divers sujets et notamment des adhésions, des élections en 1997, ainsi que de son projet visant à promouvoir un leadership plus jeune dans le monde des bibliothèques médicales. Enfin, la Section prévoit de fêter le 10ème anniversaire de la naissance de EAHIL avec un Atelier de travail lors du prochain congrès de l'IFLA à Copenhague.

BEIJING 96 was a true success for our Section, the Biological and Medical Sciences Libraries: with the constant help of our members, the Open Session and the Workshop were of high professional quality and contributed to the success of the whole conference. Let me tell you more about it!

the Open Session on East meets West in Medical Librarianship

We had only two hours for our Open Session and it was quite a challenge: how to make sure that 8 speakers could give their papers with only a quarter of an hour each, so that we would be in time for dinner given to the 2500 participants at the People's House on Tienammen Square!

Every paper was full of interest (see the abstracts) and gave the audience, about 50 librarians, most of them Chinese colleagues, a broad overview of medical libraries in China, with an emphasis on library education (most of the medical librarians are also physicians), in the knowledge that two library schools have specialised in medical librarianship.

Co-operation between East and West was demonstrated by the case of the partnership between Shenyang University and McGill University in Montreal, and the access to biomedical information from China in the NLM databases. Other papers included biotechnology and agriculture aspects, China being still a rural country. Some professional perspectives were also given (the full texts of the papers are available by sending a message to my Internet address below).

And, finally, we had an excellent traditional Chinese dinner in the impressive People's House with Mao's portraits to welcome us: traditional Chinese food means seven plates with a dessert in the middle and a soup at the end! .

The Workshop on Traditional Chinese Medicine

Organised both by Lois Ann Colaiani and the Institute for Chinese Traditional Medicine, the Workshop gave the opportunity to 10 Western librarians to visit a specialised hospital on acupuncture and the very famous Institute of Information on Traditional Chinese Medicine which is the national centre. Literature retrieval, information studies and services to the public are the main objectives of the Institute which provides relevant databases. It is also a training centre and collaborates with WHO (for more information, contact the author).

The Biomedical Section's Activities

Members of the Standing Committee meet twice every year during the Annual Conference. It is the only opportunity we have to see each other and to work together. As usual, even if our Section is a small one compared with others, every member collaborates strongly the life of the Section, and as Chairperson, I would like to thank them warmly. The result was the Programmes proposed in Beijing and we hope to offer a better one this year in Copenhagen! General matters were discussed: the Copyright Statement of IFLA, distributed during the Conference; the next Medium Term Programme (MTP) was the opportunity for the Section to correct the Evaluation Form sent out during the past year. The final MTP, including past and future projects from every Section, is going to be finally adopted this year. A reflection on INSPEL, the journal of the Special Libraries Division, was launched during the Co-ordinating Board: the new editor would like to make it stronger and to give a true image of the 6 Sections of the Division by opening the journal to young librarians and proposing topical issues. In 1997, one such issue on Medical Librarianship in China will be published, with relevant papers from our session in Beijing.

The Section:

A new Information Co-ordinator (IC) was elected by every Section: Monique Cleland, our Secretary and Treasurer, will serve as our IC. As usual every year, the Section had representatives on the IFLA Booth: it seems that the renewals of our leaflet presenting the Section and the realisation of the brochure will be the work for the next Conference so that we can distribute accurate information in Copenhagen. It will serve too for the recruitment of new members. Mailings will be sent to our members and to National Associations and Institutions in order to have a good representation from every part of the World. Copenhagen will be a year of elections and some terms of office will have ended. We continue to pursue our enquiries about an electronic Newsletter. The Section will work too for our main project for the coming years, enhancing young medical librarianship.

And last, but not least, the Section is beginning to prepare the 63rd IFLA Annual Conference! In 1997, *it will be the 10th anniversary of EAHIL foundation*: the idea of having a European network of health libraries was launched during the Brighton IFLA Conference in 1987. In order to celebrate this great event, Monique Cleland, Past EAHIL President and Secretary of our Section, proposed a joint EAHIL-IFLA Workshop for Copenhagen (as was done in 1993 in Barcelona) to be held on September 4, 1997. Alice Norhede and Jean-Philippe Accart will work together on the project and will give you more information in the next Newsletter. ■

Jean-Philippe Accart
Centre d'Information
et de Documentation
quai Fulchiron, 41
F-69005 Lyon, France
fax: 33 4 7837 9690
email: anact-69@imaginet.fr





The Internet and Nursing in remote areas

Internet et le personnel infirmier exerçant dans des régions éloignées

Les résultats d'une enquête réalisée parmi le Personnel Infirmier d'une région très retirée de l'Europe qui sont les Iles Occidentales à 40 miles du nord-est de l'Ecosse, ont montré un manque d'accès à l'information, spécialement en ce qui concerne l'accès aux banques de données, alors que la majorité des personnes interrogées estimaient qu'un accès plus important et plus rapide à l'information était très important dans l'exercice de leurs fonctions. Les résultats de ce sondage ont été étudiés plus en détail lors d'une série de séminaires organisés dans ces îles afin de permettre au Personnel Infirmier d'évaluer si l'accès à Internet pouvait apporter une solution à leurs besoins en information. La majorité des infirmier(e)s ont estimé que l'accès à Internet leur était très bénéfique avec quelques réticences au niveau d'un manque d'information clinique récente au niveau européen, ainsi qu'un manque d'information spécifique aux infirmiers. Ces séminaires faisaient partie d'un projet d'étude menée par l'Université Robert Gordon, d'Aberdeen, en Ecosse, qui visait à améliorer l'accès à l'information du Personnel Infirmier vivant dans ces îles lointaines. Les conclusions obtenues peuvent être appliquées à tous les personnels Infirmiers travaillant dans toutes les régions éloignées de l'Europe et du Monde. L'auteur de cet article sollicite les commentaires de collègues qui ont été concernés par une enquête similaire en Europe et invite ceux qui seraient intéressés par une collaboration à un projet plus large concernant l'accès à l'information à la contacter.

Lack of access to information for Nurses in remote areas.

The Western Isles, situated about 40 miles off the north-west mainland of Scotland, are an extremely remote part of Europe. Their distance from the mainland means culture and lifestyle, on the 12 inhabited islands, differ considerably to those of mainland Scotland.

Findings from a survey of the information needs of community nurses working in the Western Isles show there is a lack of access to information resources such as Medline, Cinahl and the Cochrane Database. There is also little awareness of these resources.

A high response rate (91%) was obtained from this survey. Distance from the Western Isles Hospital Library, a lack of locally based information resources and a lack of knowledge about what information is available are problems frequently expressed in relation to accessing information. It is rarely used to search for information (only 9% of respondents have used a CD-ROM to search for information) and the majority of respondents believes increased and quicker access to information in their job is very important.

Does the Internet have the answer?

Results of this survey were explored further in a series of Internet workshops held in the Western Isles. The workshops provided nursing staff with the opportunity to "surf the net" and evaluate how the Internet might meet their information needs.

The majority of nursing staff thought access to the Internet would be very beneficial, particularly if it included access to full text journal articles. E-mail and on-line discussion groups, providing the ability to network with colleagues in the UK and

worldwide, were also thought to be highly beneficial.

The workshops revealed a lack of up-to-date clinical information available via the Internet, particularly European based information.

Information relating specifically to community nursing is also lacking. The next stage of the research involves exploring the cost and feasibility of different models of information provision. Recommendations to improve access to information for nursing staff in remote areas will then be made.

Improving Access to Information

The above findings are part of a research project being carried out by the Robert Gordon University, Aberdeen, Scotland. The project is investigating the potential of the Internet and other networked information resources, to meet the information needs of nurses working in remote and rural areas.

The project is funded by the Scottish Library and Information Council and the National Board for Nursing, Midwifery and Health Visiting, Scotland.

This is a multi-disciplinary project involving a community nurses in the Western Isles, information professionals in the Highlands and Islands and staff at the School of Nursing and the School of Information and Media, the Robert Gordon University. PREP, evidence based health care and the need for continual clinical updating have increased the need to access up to date information in a timely manner.

Nursing staff in remote areas, such as the Western Isles, have particular difficulties accessing information as library resources are distant and colleagues geographically

dispersed. Whilst this research aims to improve access to information for community nurses working in the Western Isles, the issues and implications raised are relevant to nurses working in remote areas throughout Europe and indeed the world.

*Improving access to
information, to meet
the information needs
of nurses in remote
and rural areas.*

We would like to hear from you !

We would like to hear from colleagues who are involved in carrying out related research in other parts of Europe. We would also like colleagues interested in collaborating on a larger project, looking at the provision of health care information to health care professionals and/or patients, to contact us.

For further details about this project, please contact:

Amanda Richardson,
School of Information
and Media,
The Robert Gordon University,
352 King Street,
Aberdeen AB24 5BN, UK
Tel: 44 1224 262960
44 1224 262960
E-mail: a.richardson@rgu.ac.uk





On Awareness of equity in health - a survey on the impact of two WHO equity in health documents in Finland

Prise de conscience de l'équité en matière de santé - une étude finlandaise sur l'impact de deux documents de l'OMS sur ce sujet.

Dans le cadre de la mise sur pied d'un projet de prise de conscience des droits de chacun en matière de santé, deux documents publiés par l'Office Régional pour l'Europe de l'Organisation Mondiale de la Santé (OMS) ont été remis aux Finlandais par la Bibliothèque Nationale de la Santé, le Centre de Documentation de l'OMS en Finlande. Au total 300 exemplaires des documents finnois avec une demande de retour de l'information, ont été distribués à trois groupes significatifs d'utilisateurs répartis dans 100 municipalités :

- planificateurs en matière de santé au sein des conseils communaux de santé
- Pourvoyeurs de soins de santé des centres communaux de soins de santé
- Lecteurs des bibliothèques publiques (grand public)

L'enquête adressée aux personnes sondées portait sur :

- l'attitude vis-à-vis du problème de l'équité en matière de santé en général
- l'évaluation des documents du point de vue du contenu de l'information et de son utilité

L'étude a montré qu'une majorité écrasante de toutes les personnes sondées (80) dans les 3 groupes ont considéré que l'équité en matière de santé était un problème important (95%) ayant des implications sociales et morales, et de même ils ont jugé les documents utiles (73%) dans la montée de la prise de conscience de ce problème. Cependant, il est apparu que les représentants du grand public étaient les moins impliqués dans ce problème. Il a donc été conclu que les centres communaux de soins de santé et les bibliothèques publiques serviraient de noyau de base dans l'élaboration d'un réseau sur la prise de conscience des droits de chacun.

Abstract

As part of an equity awareness building project, two equity in health documents, published by the Regional Office for Europe, were rendered into Finnish by the National Library of Health Sciences, the WHO Documentation Centre in Finland. Altogether 300 copies the Finnish documents, with an inquiry for feedback, were distributed to three vital user groups in hundred municipalities:

- health planners of municipality health boards
- health care providers of communal health care centres
- the general public in public libraries represented by librarians.

The inquiry was concerned with the respondents':

- attitude to the issue of equity in health in general
- assessment of the documents in terms of information content and usefulness.

The main aim was to have data to build a vital equity user base for the Library to focus on. The survey showed that an overwhelming majority of all the respondents (80) in the three groups considered equity in health an 'important' issue (95%) with social and moral implications. They found the documents useful (73%) in arousing awareness of the issue. However, it demonstrated that the representatives of the general public were the least involved in the issue. Therefore it is concluded that community health care centres and public libraries should serve as basic nodes in building of an equity awareness network.

Equity in health an ideal?

The first of the 38 Health for All (HFA) targets is concerned with equity. Equity in health, which by the WHO definition implies a fair opportunity for all to attain their full health potential, is also an underlying concept in many of the other HFA targets. Yet, despite sustained efforts, there is consistent evidence that differences in health, differences which may be regarded, unnecessary, unfair and unjust - inequities - between countries and within countries have not diminished on the contrary [1,3]. The revised Finnish Health for All strategy document confirms and shares these concerns of increasing socio-economic and regional imbalance [2].

Equity in health documents

As part of the WHO equity awareness building project, the WHO Regional Office for Europe has published two key documents on concepts, principles and strategies promoting equity in health [3,4]. The idea is that these documents would be rendered into as many of the national languages of the region as possible. The Finnish versions came out in June 1994, translated by the National Library of Health Sciences, the WHO Documentation Centre in Finland, in consultation with the Steering Committee for the Finnish Health for All Strategy.

Survey on the impact of the documents

Aims of the survey

The Finnish versions from the documents were distributed by the Library

countrywide, followed with a survey aiming :

- to build awareness of HFA target -oriented information
- to build a vital equity user base for the Library to focus on and intertwine its activities with the national HFA strategy.

Conduction of the survey

In October 1994, 300 copies of the documents with an inquiry for feedback were sent to three vital user groups in 100 municipalities:

- health planners of municipal health boards (100)
- health care providers in community health centres (100)
- the general public in public libraries represented by librarians (100).

The municipalities were chosen from the 11 Finnish-speaking provinces - the Swedish-speaking Åland was left out. In each province, 9-10 municipalities were chosen with regard to two variables: the population numbers and the level of education: 4-5 municipalities with proportionally the highest population rate and the 4-5 municipalities with proportionally the lowest population rate; 4-5 municipalities with proportionally the highest level of (higher) education and the 4-5 municipalities with proportionally the lowest level of (higher) education.

The inquiry was concerned with :

- the respondents' attitude to the issue of equity in health, described in terms of degree of importance



- the respondents' assessment of the documents, described in terms of information content and usefulness

A total of 80 inquiries were returned, to corresponding a return rate of 27%. The break-down of the respondents was as follows:

- health planners of municipal health boards 32 (32%)
- health care providers in community health centre 30 (30%)
- the general public from public libraries 18 (18%)

The respondents came from all the 11 provinces; in the provinces, the number of municipalities from which the respondents came varied from one to four.

Main findings of the survey

Attitude to the issue of equity in health

An overwhelming majority (95%) of all the respondents (80) considered equity in health a matter of importance and seemed to be aware of some of its implications to society: all of the municipal health planners, a great majority of the health care workers (86%) and the general public, represented by the public libraries, ranked the issue 'very important' or 'important'.

Twelve of the municipal health planners, seventeen of the community health care providers, and five of the representatives of the general public gave an argument why the issue of equity in health should be considered important. Administrative, economic, political, social, and ethical reasons were mentioned. Administrative and economic reasons were among those emphasized by health planners. Several health planners felt that economic recession and administrative changes, i.e. decentralization of power from the central government to the municipalities as well as management by results, will lead to a distorted allocation of resources and result in increasing inequity in health and health care; therefore equity pursued through equality should be the first priority in health planning.

Economic, political and ethical reasons were among those asserted by health care providers. Some of them were concerned that diminishing economic resources result in increasing inequity in health and health care despite the efforts to prioritize; whereas some health care workers claimed that equity in health is a fundamental human right and, as such, an ideal which can never be attained but which must be consciously and continuously striven for. Social and ethical reasons were those referred to by the representatives of the

public libraries. Some claimed that equity in health is concerned with social justice and human rights, and therefore the issue should be permanently discussed and kept on the agenda, while some claimed that issue is so self evident that there is no need for focusing on it.

Assessment of the (equity in health) documents

Judged by their information content, just over half of the respondents (58%) found 'something new' in the documents, where as the rest (42%) found 'nothing new' in them.

One half of the health planners found 'something new' in the analyses and definitions of the concepts e.g. the distinction between 'equity' and 'equality', the pragmatic clarifications of 'equity in health' and 'equity in health care' in terms of social justice and fairness and in the formulations of the principles as well as in the outlined strategies; while the other half found 'nothing new' in the documents, even though all of them considered equity in health an important issue.

Similarly, one half of the health care providers found 'something new' in the concepts, principles and strategies, especially in the thorough analysis of the underlying causes for health differences; the other half found 'nothing new' in them. Yet a great majority of those who found 'nothing new' in the documents regarded the equity in health issue 'important' or 'fairly important'.

For almost all of the representatives of the public libraries there was 'something new' in the documents. For many of them it was difficult to specify what there was new because of the "expert" HFA information. Many held that the concepts were clearly defined and as such gave insights into the issue. Judged by their usefulness, a great majority of the respondents found the documents useful ('very useful' [23,7%], 'useful' [50%] or 'fairly useful' [22,5%]); only three respondents (3,8%) saw no use for them.

Most health planners considered the documents useful: ('very useful' [31%], 'useful' [53%] or 'fairly useful' [12%]); only one found no use for them. Reasons given for their usefulness: they are easy to read, easy to understand; they focus the discussion, summarize the subject, emphasize intersectoral cooperation, build awareness of the equity in health issue in the context of the whole society. Most of the health care providers regarded the documents useful ('very useful' [20%], 'useful' [40%] or 'fairly useful' [33,3%]);

only two found them 'not useful'. Reasons given for their usefulness: they stimulate discussion, build awareness of the issue; give a basis for comparing differences in health. However, some felt that the documents were quite theoretical and prepared for health planners (policy makers) rather than health care providers.

Most representatives in the public libraries found the documents 'useful' (61%); none found them 'not useful'. Many thought the documents useful because of adequate and awareness-building information. Some regarded the information useful for themselves, i.e. for ordinary people, some thought it more appropriate for health planners, health care professionals or students of health care.

Conclusions

The survey shows:

- the majority of the respondents seemed to be familiar with some aspects of the equity in health issue in society but they also felt that the WHO equity in health documents were helpful in clarifying the concepts and principles;
- ordinary people are still the least aware of the issue and the least prepared to use their right and duty to participate and become involved in the issue [5];
- there is a need for the WHO Documentation Centre to focus on the dissemination of HFA target oriented information.

In addition, the survey strongly suggests that research libraries, such as the National Library of Health Sciences in Finland functioning as a WHO Documentation Centre, should consider community health care centres and communal public libraries necessary nodes in building of an equity-awareness network – especially with the prospects of a virtual library.

References

- [1] Health for all targets: the health policy for Europe. Updated. ed. Copenhagen: WHO Regional Office for Europe, 1993
- [2] Health for all by the year 2000: revised strategy for cooperation. Helsinki, Ministry of Social Affairs and Health, 1993
- [3] Whitehead, M. The concepts and principles of equity and health. Copenhagen: WHO Regional Office for Europe, 1990. – EUR/ICP/RPD 414
- [4] Dahlgren, G., Whitehead, M. Policies and strategies to promote equity in health. Copenhagen: WHO Regional Office for Europe, 1992. – EUR/ICP/RPD414(2)
- [5] Kuronen, T., Pekkarinen, P. Equity and information. Library herald 1996 (1) (in print)

Päivi Pekkarinen

WHO Documentation Centre
National Library of Health Sciences
Haartmaninkatu 4
00290 Helsinki, Finland
email: paivi.pekkarinen@helsinki.fi



NLM International Programs - USA

The National Library of Medicine in Washington has appointed an International Panel to assist with the Library's long range planning activities, including an examination of the library's international programs. As part of these activities, the NLM formed a special group of Ad Hoc Consultants, composed of health sciences librarians, and asked them to gather information from librarians around the world in response to the four general questions the panel is considering:

1. Should NLM retain an International Program? If yes, what are the most important elements?
2. Should NLM focus its efforts on particular countries or regions? If yes, which?
3. Should NLM focus its efforts on a particular type or types of biomedical information? If so, which and for whom?
4. Are there particular communication methods or strategies, e.g. satellites, that receive special attention? If so, which?

The Consultants began their work in mid-July with each member accepting responsibility for information gathering by either geographic region or their personal international contacts. Each member obtained information from contacts in their assigned region or based on their own experience. In addition to the Consultants, information was received from many librarians who were contacted and asked to respond. While not every part of the globe is represented, significant representation was achieved. Based on the synthesis of the information gathered, the Ad Hoc Consultants developed a vision statement and statement of roles for NLM based on this vision. They are offered to the Panel for their consideration.

VISION

The international demand for biomedical information needed to solve public health problems, cure disease, and promote health throughout the world, will be met by an International Network of Libraries of Medicine (INLM). The libraries in this network could be National Libraries in those countries where such an approach was both appropriate and obtainable, or they could be regional or core libraries where particular circumstances deemed that a more appropriate approach. The critical element is the designation of a particular library as having the responsibility for acquiring and distributing biomedical information for a specific country or region. Each Library of Medicine (LM) will develop

the products, services, and distribution systems appropriate to its national characteristics, its level of responsibility, and its level of technology. But each will be linked via the Internet to a network of other Libraries of Medicine, joined in a global consortium, whose sole purpose is to ensure that health information can be accessed wherever the information or the user might be located.

Roles for the National Library of Medicine (NLM)

The NLM has for years been filling several roles that contribute to the realisation of this vision. The goal for the future is not necessarily to abandon, change, or create new roles for the NLM but to review existing programs and services in light of this new comprehensive vision and to modify existing ones and create new ones that will hasten the day when this vision is a reality. The NLM's greatest contribution is in the area of leadership. It is not possible either culturally or economically for the NLM to create, establish, fund, operate, or in any way direct the development of the component parts or organisational structure of the INLM. What the NLM can do is provide leadership by sponsoring educational and informational programs, by engaging in the transfer of their technology to developing LMs, by establishing co-operative programs, by providing access to bibliographic and other types of data, and by participating in a global document delivery system.

What is of greatest importance is the development of a co-operative relationship between the agency responsible for acquiring and distributing biomedical information (the NLM in a particular country) with the NLM, much as is done in establishing the foreign MEDLARS Centres. As the recognition of both the need for and the value of a National, Regional, or Core Library of Medicine develops, country by country, contact can be made with the NLM and the circle will grow. Initially, the NLM will have a strong role to play in demonstrating the value of its information programs and services and making visible how a Library of Medicine can contribute to the improvement of health both in its own country as well as globally. However, it should not be long before the growing number of Libraries of Medicine and the growing capability of the INLM will allow the leadership to move to other Libraries of Medicine in other countries thus sharing both the participation in and the

responsibility for the continued growth of the INLM. It is certainly reasonable to foresee a strong Library of Medicine in every major area of the world that could serve as a model, as well as provide leadership, for other countries wishing to develop their own national library of medicine. At the present time, and to continue its leadership role, the NLM should continue its International Program. The important issues for the moment are to have a strong National Library of Medicine that can serve as the gold standard against which the development of other national, regional, or core libraries can be compared.

In the final analysis, the International Programs of the National Library of Medicine, where they are known, are serving as a role model for developing and developed countries. To a certain extent, the products and services of the NLM are known throughout the world and often emulated with national versions of similar products, e.g. the African Index Medicus. On the other hand, it is apparent that, in many parts of the world, the international programs of the NLM are virtually unknown. This disparity between the name recognition of a product like MEDLINE but the almost total absence of knowledge of the Foreign Associate Program, indicates that there is still much to be done throughout the world. It is the leadership of the NLM that can be of greatest value rather than any specific program, product, or service.

Improving health in the global village will require global village libraries. The NLM can stimulate the growth of these libraries through strong International Programs of its own and the leadership to assist in the development of the International Network of Libraries of Medicine. " Members of the Group stressed the importance of a two way exchange in every international programme. Each can learn from the other.

Robert Braude, Assistant Dean for Information Resources, Cornell Medical Library, Cornell University Medical College, New York, has been the chairman of the Ad Hoc Consultants Group and has written the vision and the report on behalf of the Group.

The NLM International Panel has not yet finished their work, they will have two more meetings, so more information will come later.

EAHIL WORKSHOP

MANAGING INFORMATION IN THE NEW ELECTRONIC AGE

DES POLITIQUES DE GESTION DE L'INFORMATION DANS LES BIBLIOTHÈQUES MÉDICALES À L'ÈRE NOUVELLE DE L'ÉLECTRONIQUE

BUDAPEST, HUNGARY, SEPTEMBER 23-25, 1997

CALL FOR PAPERS APPEL AUX COMMUNICATIONS



Dear Colleagues,

The preparations for the EAHIL Workshop are under way. We extend a cordial invitation to you to attend this Meeting on September 23-25, 1997 with the objectives of strengthening the links between health librarians from Eastern, Central and Western Europe. Dates have been changed and we hope this will be convenient to everybody.

The site of the Workshop will be the National Széchényi Library located in the Castle area of Budapest, in the former Royal Palace. The language of the workshop is English.

This is the first call for papers. Please send your abstract before February 28* to Marta Viragos, Chair of the Local Organising Committee.

You will find hereafter the summary of the programme. More news will appear in the next Newsletter and on our www homepage. (<http://www.clib.dote.hu>).

We will be happy to welcome you in Budapest, the capital city of Hungary, the " Pearl of the Danube ". On the West side of the river is Buda, built on the hills rising gradually from the river, on the East, where the flat lands of the Hungarian Plain begin, is Pest. It is peaceful and bustling, a big metropolis, yet friendly, it treasures the old and embraces the new. In Budapest the historic blends with the modern. You will take away with you the abiding impression of buildings and sights, and of course, the atmosphere of the place.

Don't miss this EAHIL workshop. EAHIL will celebrate its 10 year anniversary in this beautiful city.

We are looking forward to welcoming you in Budapest.

Marta Viragos
Central Library Medical University,
Nagyerdei krt. 98
Debrecen 4012, Hungary
Phone/Fax: 36 52 413 847
email: marta@lib.dote.hu

*Instructions for papers:

If you intend to give a lecture, you are kindly requested to send your abstract related to the theme or sub-themes of the Workshop. The abstract should not exceed 200 words (if it is longer, please accept our shortening). Speakers will normally have 20 minutes for the presentation.
Please send your abstract together with the registration form before FEBRUARY 28, 1997 to Marta Viragos.

**EAHIL '97. Workshop and Conference
Budapest, Hungary 23-25 September, 1997.**

CONFERENCE REGISTRATION AND HOTEL RESERVATION FORM (I)

Please, return this form by *28th February, 1997* to:
Kult-Turist Ltd. (EAHIL)
H-1094 Budapest, Angyal u. 31.
Fax: (+36-1) 218-6560
Phone: (+36-1) 218-6558, (+36-1) 218-6559
 If sent by fax, please send an original copy by post.

Please note, that the registration form is only for 1 person. (If more persons intend to participate, please, make a copy.) Please, use block capitals.

Mr Mrs Ms Family name

First name(s):

Company/Institution:

Mailing address:

.....

Phone:(country code)(area code)

Fax:

E-mail address:.....

Invoicing address (if it is different from the mailing address)

.....

.....

Country with postal code:

Name(s) of accompanying person(s):.....

(They will have the possibility to attend the optional programs, the sight-seeing tour and the reception as well.)

1. Registration fee

	EAHIL Members	Non Members
Before 30th April 1997	US\$180	US\$210
After 30th April 1997	US\$200	US\$240
Accompanying person	US\$ 60	

2. Accommodation *(Please, mark with a circle the required category, and choose the type of the room)*

Category	Single room with bath/shower	Double room with bath/shower
"A" (5*)	DEM 430-450	DEM 540-570
"B" (4*)	DEM 200-300	DEM 220-340
"C" (3*)	DEM 130-180	DEM 140-220

The prices are per room per night incl. breakfast.

If you need other kind of accommodation, please, make your note here.....

I wish to have accommodation according to the marked category:
 from (date of arrival)
 until(date of departure)
 for altogether nights.
 Special remarks (if any) regarding accommodation:

.....

EAHIL WORKSHOP

MANAGING INFORMATION IN THE NEW ELECTRONIC AGE

DES POLITIQUES DE GESTION DE L'INFORMATION DANS LES BIBLIOTHÈQUES MÉDICALES À L'ÈRE NOUVELLE DE L'ÉLECTRONIQUE

BUDAPEST, HUNGARY, SEPTEMBER 23-25, 1997

SUB-THEMES:

- Human Communication through Electronics
L'aspect humain en électronique
- Serving the New Information Needs of Users
Répondre aux nouveaux besoins en information des usagers
- Partnership Management in Library Services
Politique de gestion de l'information en bibliothèque

PRELIMINARY PROGRAMME:

22ND SEPTEMBER	Welcome party (optional)
23RD SEPTEMBER	10:00-17:00 Registration EAHIL Executive Board and Council Meetings 10:00-17:00 Special Group Meetings 17:30 Opening Ceremony 19:00 Reception
24TH SEPTEMBER	9:00-11:30 Plenary Session 11:00-13:00 Lunch 13:00-15:00 Workshops 16:00 Guided tour of Budapest
25TH SEPTEMBER	9:00-10:00 Workshops 10:00-11:00 Coffee break 11:30-12:30 Plenary Session
Afternoon	Cultural programmes (library visits, museums, thermal baths, etc.)
Evening	Boat trip on the Danube with dinner (optional)
26TH SEPTEMBER	optional - whole day post conference tours to: <ul style="list-style-type: none">• the Danube Bend (Esztergom-Visegrád- Szentendre)• the North-East of Hungary (Eger - Hollókő)• the North-West of Hungary (Pannonhalma- Győr)

REGISTRATION FEES:

EAHIL MEMBERS	US\$180 (BEFORE APRIL 30, 1997) US\$200 (AFTER APRIL 30, 1997)
NON MEMBERS	US\$210 (BEFORE APRIL 30, 1997) US\$240 (AFTER APRIL 30, 1997)
ACCOMPANYING PERSON	US\$60

THE FEE INCLUDES:	<ul style="list-style-type: none">• participation in the workshops• reception on 23rd September, 1997• Coffee between the workshops• Conference material• sightseeing tour by bus on 24th September 1997
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IMPORTANT DATES:

28TH FEBRUARY, 1997	<ul style="list-style-type: none">• Deadline for submission of abstracts• Deadline for Registration and hotel reservation (see enclosed form)
30TH APRIL, 1997	<ul style="list-style-type: none">• Deadline for advanced payment of registration fee and a deposit for accommodation
15TH JULY, 1997	<ul style="list-style-type: none">• Deadline for payment of the accommodation• Deadline for payment of optional programmes, if you wish to pay by bank transfer

5. Excursions

Please mark the ones you or your accompanying person(s) intend to participate in and state the number of persons.

Possibilities	Price per person (paid in advance)	Price per person (paid on site)	No. of persons
Excursions			
Party on the Boat (a boat-trip on the Danube with dinner) 25th September, evening	DEM 50,-	DEM 55,-	
Esztergom-Visegrád-Szentendre by bus (one day) 26th September	DEM 95,-	DEM 105,-	
Hollókő-Eger-Szilvásvár by bus (one day) 26th September	DEM 95,-	DEM 105,-	
Győr-Pannonhalma by bus (one day) 26th September	DEM 95,-	DEM 105,-	
Sight-seeing tour (optional for accompanying persons) 24th September	DEM 25,-	DEM 30,-	
Reception (optional for accompanying persons) 23rd September	DEM 40,-	DEM 45,-	

I will pay the excursions in advance by bank transfer on site

At the end of March 1997 you will be sent an invoice, together with the confirmation of your registration and hotel reservation (name and address of the hotel). You will have to pay the registration fee and a deposit for the accommodation until 30th April, 1997. We will send you the final program at the end of June. At the same time, you will receive a second invoice, and you will have to pay the total amount of the accommodation. If you choose to pay the excursions in advance by bank transfer, they will also be charged here. The total of this invoice will have to be paid by 15th July, 1997.

For cancellations of accommodation received within

30 days prior to arrival	100%	of the deposit
15 days prior to arrival	40%	of the total amount
5 days prior to arrival	60%	of the total amount
1 day prior to arrival	80%	of the total amount
when no cancellation is received,	100%	of the total amount will be charged.

Please, note that all cancellations have to be made in writing and sent to the address of Kult-Turist Ltd.

In case of cancellation of the participation prior to Juni 30, 1997, 70% of the registration fee will be refunded, thereafter no refund is possible.

**Please, make all your bank transfers (money orders only) to the following bank account:
Magyar Külkereskedelmi Bank Rt. (Hungarian Foreign Trade Bank)
Address: 1821 Budapest V., Szent István tér 11. Hungary
Account No. 10300002-20338967-00003285, for the favour of Kult-Turist Ltd./EAHIL**

Payments on the spot can be made either in cash in the following currencies: USD, DEM, FRF, GBP, or by American Express / Visa / Eurocard-Mastercard credit cards. Please, note that no personal cheques are accepted.

Date:

Signature:

*Please, make a copy of the registration form before sending it back to the
Conference Travel Agency KULT-TURIST.*



African librarians deserve our support* - but equally we can learn from them

A report on the 5th Congress of the Association for Health Information and Libraries in Africa, Brazzaville, Congo Republic, 23rd - 27th September, 1996.

In countries with scarce resources, where drugs, medical equipment, and health care facilities may well be inadequate to meet demand, how do libraries and information services rate in the battle to win "health for all...?"

Health education is seen as one of the most important ways forward, but effective health education requires the collection and transfer of high quality, relevant and comprehensible information from a variety of sources to health workers and the populations they serve. In short, it needs an efficient information system involving standards, health planning decisions, feedback, the collection and analysis of local data, as well as the use of the general body of medical research. But there are not enough libraries; information personnel are few in number and often professionally isolated. Library and information resources are thus ill-equipped to deliver the information needed by each sector in the information chain. So, in answer to the question which begins this report, information is probably not valued as highly as it should be by those who hold the purse strings and have to make very difficult decisions about the relative value of drugs, doctors, nurses and information.

In this short space I cannot properly do justice to our African colleagues in their determination to make the best use of what they have, their initiative and effort in the face of the enormous odds against them. Such qualities were amply demonstrated at the 5th Congress of the Association for Health Information and Libraries in Africa (AHILA). This took place at the WHO Regional Office for Africa (Afro) in Brazzaville. About 60 participants from 30 African countries were present with small delegations from Belgium, France, UK and USA. The following is, therefore, just a selection of the issues that were addressed. The need to develop a national information strategy and to promote the effective use of information through new and better funded national or regional libraries / information resources was the focus of much discussion. In the resolutions passed at the end of the Congress support was given to the ideas

expressed in a discussion document entitled Regional Health Literature and Information Programme 1996 -2000 in which the role of African Index Medicus (AIM) was seen as one of the key "building blocks" of the strategy. African countries have to make the best use of their scarce resources; the feedback and data contained in locally produced reports and publications is information, which is easily lost or overlooked (1) but may be vital to effective health policies, and more relevant for rural health workers than materials generated outside the region. Such material is not easy to collect and document. The AIM scheme aims to promote the creation of national reference databases, which are then collated by the WHO Afro library staff and will be made available to others electronically, though printed versions are still necessary. The conference recognised that further training for personnel in the skills of indexing and the use of computer technology for database compilation would be needed if standards are to be maintained and improved. Also the number of countries involved needed to be enlarged and to include some of the francophone countries. Such an undertaking requires considerable commitment from staff in the co-operating countries. But AIM has a value in addition to its primary and overt purposes. It can begin to redress the low profile that is the fate of poorly resourced libraries in general and even amongst their own users. The visibility afforded by such a database both nationally and, through AIM internationally, is likely to make it easier to collect papers and reports from researchers and in turn the databases should improve the image of the library's ability to deliver relevant information, so justifying requests for better and more regular financing.

At the other end of the spectrum there was much interest and support for another WHO initiative - the provision of mini-libraries in a specially fitted, lockable, blue trunks, the "Bibliothèques Bleues". One of the great dilemmas is how far to develop a central information resource, which may be an efficient way of gathering and exploiting a range of information resources and services, but may not be in a position to provide on the spot information support for health workers in rural areas. These nurses and their assistants are at the forefront of health care. Support for them is regarded

as of the utmost importance, but also very difficult, since communications infrastructures in remote areas are poor. The Bibliothèques Bleues scheme aims to make some support information available to health centres at a relatively low cost and at a level which is appropriate to the health workers' needs. Much of the material is being made available by WHO, but some other publishers are participating in the scheme.

Discussions in the workshops were lively and around four themes (2):

- Where are the weaknesses in the information chain?
- How can we proactively meet our challenges?
- What strategies for collaboration can we initiate?

What media/channels could best assist in breaking barriers to information provision?

Weaknesses were perceived throughout the information chain from the lack of international standing for local research and publications, the non-existence or unenforceability of legal deposit laws, the lack of professional information staff and facilities, and the difficulties of providing health workers in remote areas with the information that they need and would find time to use. Breaking barriers to information provision focused largely on health education. Radio, television, drama, printed leaflets and person to person contact are all important means of communication and innovative examples of their use were given both in the papers presented and in discussion.

After the rapporteurs had done a miraculous job a number of priorities for action were drawn up, a few of which are mentioned below:

- to study and assess the information needs of health workers in all fields,
- to give support and visibility to local publications;
- to promote the value of information by lobbying government and any other means at their disposal.

The need for greater collaboration between information personnel in Africa was particularly stressed, though co-ordination of efforts with other agencies such as policy makers and non-governmental organizations was also seen as important. Collaboration, training and

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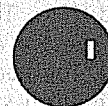
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continuing education were issues that arose in many contexts. Perhaps electronic networks will make this more possible, since geographical distances and costs of travel make rapid communication by other means so difficult.

Everyone worked very hard, even if just by listening and trying to learn, as I did as SatelLife UK's representative. But on the Thursday night we had a party! Music, dancing and a buffet dinner in the open air at the WHO Club and everyone looking their best in a variety of colourful costumes. Irene Bertrand, from WHO in Geneva, the Dreyfus Health Foundation and SatelLife [USA] were all honoured for the work they had done for African librarians in their various ways, and each of the participants were given a memento

of their stay in Brazzaville in the shape of small wooden carving. Congratulations and many thanks must go to Lucilda Hunter and her team at Afro, who organized and arranged the conference so successfully and generously.

Afterthought

At the European Association of Health Information and Libraries at Coimbra just days before, two exhibition halls were filled with the wares from major producers of information products - at AHILA there was just one representative - from SilverPlatter.

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**Non-Africans may become Associate Members of AHILA (i.e. without voting rights). The subscription is \$20 per annum for individuals and \$80 for institutional members. Bank certified cheques or Bank drafts should be sent with your name and address to Nance M'Jamtu-Sie, AHILA Treasurer, Medical Librarian, College of Medicine and Allied Health Sciences, University of Sierra Leone, PMB Freetown, Sierra Leone.* ■

Jean G. Shaw

SatelLife UK, The Old Rectory, Shoscombe Bath BA2 8NB., United Kingdom

An American overview of our Coimbra Conference

As the Medical Library Association (MLA) representative to EAHIL, I attended the fruitful EAHIL Council Meeting. It was good to see friends and colleagues whom I have not seen since the Prague EAHIL, one year ago. The 5th European Conference of Medical and Health Libraries was held at the new hospital's congress centre on the North West section of town. The new hospital has 1700 beds and 1000 physicians on staff. It is one of the largest in Portugal. The official Meeting began in the afternoon. Greetings were expressed by Antonia Pereira da Silva, President of the Local Organising Committee, Elisabeth Husem, President of EAHIL, and me on behalf of MLA. A paper was delivered on the role of the National Union Catalogue in Portugal, and the exhibits opened. I gave my paper this morning and it was very well received. All the handouts I brought were taken, and several people signed up to join the job exchange database.

Other presentations of the day included:

- The Health of Nations by Carols Marias
- Strategic Planning for the Future by Tom Wilson
- and a paper on the formation of the Norwegian Medical Library Association

Several entire sessions were devoted to aspects of Internet and covered topics such as Omni and Galeno. Other groupings of papers addressed evidence-

based health care and total quality management. The conference included sessions on consumer health (notably Help for Health's own Robert Gann), as well as sessions on problem based learning, electronic document delivery, history of medicine, and many other timely and interesting topics. Lois Ann Colaiani provided a plenary session entitled "Professional development: a health information management strategy - keeping up-to-date on changes in resources." Manuela Prates (Portugal) also gave a plenary session entitled "Information teaching: beyond curriculum into life-long learning." Celia Zaher of Brazil gave a plenary session entitled "Highlights of health sciences information in America, Latina, and Caribbean."

The conference organised a visit to the old University of Coimbra which was established in 1537. We saw the beautiful University Chapel with its goldleafed 18th century organ, painted ceiling, 17th century tiles, and Manueline portal. The baroque University Library, next door to the University Chapel, is the architectural gem of the city. The exquisite library is composed of a trio of high-ceilinged rooms and walled by two-story tiers of lacquer-decorated book shelves. It contains more than a million volumes, from the 16th to 18th century. The library has marble inlaid floors. The library tables are of ebony and rosewood. Friday evening's Gala Dinner was given at a former royal palace - Palacio de S. Marcos. It included

Fado-Coimbra style. Fado is typical Portuguese music, and in Coimbra it is only sung by men who wear dark capes, most of whom are students from the University. Most of the Fado songs of Coimbra are love songs. (In contrast, Lisbon's Fado is only sung by women.)

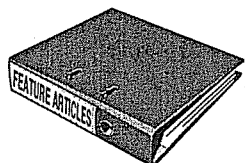
The closing session of the conference was a surprise to us all. About 25 University (male) students dressed in the traditional university garb of the black cape came singing robustly into our auditorium. They were led into the auditorium by a handsome young student carrying a chamber pot with cow horns attached to it on the top of a long pole. They also played instruments: small tambourines, an accordion, flutes, a base fiddle, several small stringed instruments, and a few instruments I did not recognise at all. They entertained us, made us smile, and warmed our hearts.

As the conference ended, there was a feeling of affection for colleagues, and a certainty that all of us felt the special warmth and generosity of our wonderful Portuguese local arrangements team. The conference was a major success - both professionally and socially. ■

Donna Flake

Coastal AHEC Library
2131 South 17th St.
PO Box 9025
Wilmington,
NC 28402 9025
USA





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The Medical Library System in the Federal Republic of Germany - (Part II)

Le réseau des bibliothèques médicales en République Fédérale Allemande (Deuxième Partie)

La deuxième partie de cet article décrit l'histoire, la structure, le fonctionnement et les activités de :

- La Faculté de Médecine et de ses bibliothèques annexes. On y voit que la plupart des bibliothèques médicales sont intégrées aux bibliothèques universitaires, et offrent une large variété de services tels que recherches bibliographiques en ligne, sur CD-ROMs, profils documentaires et accès à Internet. Le système de prêt inter-bibliothèque y est également développé.
- Les Bibliothèques des hôpitaux dans leur ensemble offrent également des services utilisant les moyens modernes d'information. Les bibliothécaires en activité dans ce secteur se réunissent annuellement dans une section de l'Association Allemande des Bibliothèques Médicales.
- Les Bibliothèques Spécialisées dans le Secteur Public et Privé, appartenant majoritairement au secteur chimique et pharmaceutique, sont quant à elles bien équipées pour la recherche informatisée de l'information et la commande électronique des documents et possèdent pour la plupart une banque de données interne.
- L'Information pour la Santé et la Documentation Médicale est réalisée par DIMDI (Institut Allemand de Documentation et d'Information Médicale) qui est devenu le centre de documentation le plus important de l'Europe de l'Est avec un accès à 60 banques de données biomédicales mondiales.
- L'Association Allemande des Bibliothèques médicales qui regroupe tous les bibliothécaires scientifiques de tous les secteurs.

Medical Faculty and Branch Libraries

Before reunification West Germany had 27 medical faculty and branch libraries in universities and medical schools and East Germany had 5. Today, the number amounts to 35.

The number of medical students at the different universities and medical schools in Germany lies between 700 and 4.500. The medical libraries are therefore different in size and collections depending on the faculty or university they have to provide for.

Mostly, these medical libraries are integrated into the university libraries. Acquisition and cataloguing is done in the mother institution. As a result, the medical branch libraries can concentrate on their customers, mostly students and young scientists. They offer a broad variety of services and information products like on-line searches and CD-ROM-systems, SDI's, end-user training gopher and WWW-services and - in some places - collections of audio-visual materials - all in close collaboration with the teachers and the faculty. Whenever possible, there is a network link to the mother institution, the university library, via the campus network. Through this, all services of all libraries can be offered anywhere.

In the last five years, declining budgets for acquisition in the majority of medical libraries in the Federal Republic of Germany have created difficulties.

Nowadays, acquisition is being concentrated on periodicals. The number of current subscriptions amounts to 800 on average with a minimum of 400 and a maximum of 1.200 titles. Only a core collection of monographs can now be acquired. So, interlibrary loan is becoming a more and more important tool for literature supply. Interlibrary loan orders which cannot be fulfilled within an interlibrary loan region (the regional cell) are sent to the GNLM. As there are no regional centres of collection - in contrast to the United States - the German National Library of Medicine has to care for the majority of ILL-orders with the whole country. Within the last 25 years this centralised ILL-system has proven to be very effective in terms of organisation, time and money.

Today, in some places there is a tentative approach towards decentralised document supply via private document suppliers (companies or agencies). They offer comfortable on-line or CD-ROM based current awareness services combined with document supply facilities. In some libraries we can observe a trend from "acquisition just in case" to "document supply just in time". The future will show whether these comfortable but costly services will be able to "substitute" the normal interlibrary loan services or if they are even a menace for the library as a service institution. In our opinion, the above cited analysis of interlibrary loan orders from the GNLM has proved that there will always be a need for one strong

and efficient document supplier in the biomedical field where "one-stop-shopping" is possible. In the long run, libraries and their customers will not be willing to switch from one supplier to the next when ordering articles; they want one capable partner with a proven extensive and well-qualified service.

*... interlibrary loan
is becoming a more
and more important
tool for literature
supply.*

In response to the policy of private document suppliers more and more medical faculty and branch libraries are now themselves offering electronic current awareness services on the campus network together with an option for electronic

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document delivery by E-mail directly to the PC's and desks of the users.

They regard this as the one niche which the medical library of the future has to occupy in order to survive. Another one is the capability of becoming an information navigator for their customers in the biomedical field especially in the on-line and Internet environment.

Hospital libraries

Unlike other countries hospitals in Germany in general have no obligation to maintain a medical library. Only accredited teaching hospitals must have well maintained and catalogued libraries. It has to be said, however, that the size of these libraries and the kind of management (by librarians or by non-professionals) is not defined.

Altogether, a broad spectrum of hospital libraries can be found in Germany: from one person libraries needing professional external support to libraries with several professionals and auxiliaries. These institutions have good monograph and journal collections with up to 400 current titles, on-line and CD-ROM based information services and are in some places even capable of providing physicians with professional support for publications (word processing and graphical work).

In some cities patient libraries supported by public libraries are affiliated to local hospital libraries. Depending on the number of professionals and volunteers they offer services to patients including bibliotherapy.

Sadly, we have to state that as a result of several German health reform laws hospital libraries have diminished in number and size especially in the eastern parts of the country (formerly the German Democratic Republic). In more and more hospitals there is a trend towards decentralised book collections in departments lacking any professional services.

Hospital librarians are organised within the German Medical Library Association; here they form a separate section and meet annually.

Specialised medical libraries in the private and public sector

The majority of libraries in the chemico-pharmaceutical sector belongs to this group. Their size depends on the size and the research activity of the mother institution they are part of. So, several chemico-pharmaceutical companies in

Germany have very well-maintained libraries with journal collections of more than 3.000 current titles and up to 20 employees. In general, pharmaceutical libraries are well equipped with computer systems for literature searching, document ordering and in-house documentation. Smaller pharmaceutical libraries rely mostly on the collections and services of the GNLM.

Within the German Medical Library Association pharmaceutical libraries have built up their own section.

There is a variety of other forms of specialised medical libraries outside universities. To be mentioned here are the library of the German Cancer Research Institute in Heidelberg, the libraries of the German Drug Administration Institutes in Berlin and the libraries of several Max-Planck-Research Centres and of the Academy of Sciences. A special role is attributed to the library of the German Centre for Patient Education in Cologne. This library collects patient education material which can be lent by interlibrary loan on request.

Health information and medical documentation

The oldest institution in this field is the German Institute for Medical Documentation and Information (DIMDI) founded 1969 by the Ministry of Health and located in Cologne like the GNLM. As the German Medlars Centre DIMDI indexed the national biomedical literature during its first years. Later, DIMDI became the main biomedical host in Middle Europe offering access to more than 60 databases from all over the world. For that purpose a specific retrieval language was developed and online access via all kinds of networks was built up. DIMDI's customers are documentalists and librarians in the public sector and the industry but also physicians connecting via modem or videotext systems. Today, DIMDI offers bibliographic and factual databases allowing duplicate checks when searching in several databases and even a database overlapping search facility named "superbase". In the last few years, DIMDI's scope of functions has been partly altered. Two major new tasks are the translation of the International Classification of Diseases in its 10th edition and the documentation of national medical products.

Further important documentation centres in the medical field are the Institute for Documentation on Social Medicine, Epidemiology and Public Health in Bielefeld and the Institute for Hospital

Building in Berlin. Both institutions abstract all types of literature within their subject areas and build up databases named SOMED and HECLINET accessible via DIMDI.

The German Medical Library Association

Founded in 1975 on the initiative of the GNLM, the GMLA celebrated its 20th anniversary in 1995. The Association joins librarians from all types of medical libraries and is even open to non-professionals needing help. At the moment, 280 persons are members of the Association. The most important event for all members is the annual meeting which takes place in the autumn for two and a half days. The proceedings of these meetings are published in the bulletin of the Association. Hospital librarians and librarians from pharmaceutical libraries form two working groups within the Association. One of the major tasks of the Association in the last few years has been to build up a unified association of medical librarians from the East and West after the reunification of Germany. Included in this work are continuing education courses for medical librarians from the new Federal States ("Länder").

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Ulrich Korwitz
Deutsche Zentralbibliothek für Medizin,
D-50924 Köln,
Germany
E-Mail:
Ulrich.Korwitz@uni-koeln.de





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Marketing of Information Services and other products

Le Marketing des Services d'Information

L'idée de faire du marketing n'est pas très courante ni très populaire dans les bibliothèques et services d'information. Les bibliothécaires pensent généralement que le marketing ne concerne que le monde des affaires, mais lorsque l'existence des bibliothèques et des services d'information risque d'être remise en question au sein de leurs organisations, ils doivent alors s'engager eux-mêmes dans la voie du marketing. Faire du marketing consiste à promouvoir certains produits ou services et à susciter un désir de les obtenir.

- *Quels sont les produits offerts par les bibliothèques : Pour être aptes à se vendre elles-mêmes, les bibliothèques doivent définir leurs produits qui sont les recherches, l'enseignement, l'accès à l'information.*
- *Processus de marketing : Au sens large, le marketing passe de l'identification des marchés à la fourniture des produits ou services. Ce processus n'est habituellement pas applicable dans les bibliothèques, mais parmi les nombreuses activités de ces dernières, chaque membre du personnel fait du marketing d'une façon ou d'une autre. Les bibliothèques devraient essayer de trouver un membre de leur personnel qui est plus doué pour le marketing et qui serait alors formé pour devenir un expert qui connaîtrait et maîtriserait parfaitement tous les produits offerts par la bibliothèque. Les nouveaux produits utilisés dans les bibliothèques, bien définis et de haute qualité devraient nourrir et accélérer la demande et la vente.*
- *Tactiques de marketing et de promotion : Ces tactiques comprennent des approches telles que : expositions, conférences et séminaires avec démonstration de produits, annonces, brochures, mailing, publications dans des journaux, contacts personnels, présentation de produits, vidéos, information sur des pages Web d'Internet*
- *Stratégie de marketing : Elle devrait inclure un programme planifié dans le temps avec une série d'actions individuelles de marketing bien organisées. La satisfaction des utilisateurs est d'une grande aide mais il ne faut pas oublier que l'information négative est également très aisément dispersée. L'équité en matière de santé.*

Marketing

What is marketing?

The idea of marketing is not very common or even popular in libraries and information services. There are almost as many definitions of marketing as there are marketing textbooks. Also dictionary definitions of marketing exist, but they are not precise - they leave room for many activities to be called marketing and marketing means different things to different people. Librarians often think that marketing is confined to the business world since it has not been necessary for libraries to consciously market themselves. However, many not profit organisations like religious organisations, social services do market themselves and have always done so but differently from business marketing. Only lately, when the existence of libraries and information service centres in organisations is no longer self-evident, they also must actively engage themselves in marketing. In the simplest terms, marketing is creating an awareness, interest and desire for the products or services

What products do libraries produce?

To be able to market, libraries have to define their products. The library's products we first think of are loans and similar types of services, but nowadays searches, teaching, acting as reference librarian etc. are also products. Libraries produce expert services, and in most cases, highly customised ones, which fulfil different types of individual information

needs. Answers to individual information requests have value, either economic, human, social or societal, for the user of the information.

How is the expertise turned into a marketable product?

The service to be marketed should give the customer the maximum amount of benefits according to his or her needs. A marketable service is made by defining, planning, developing, describing, producing and pricing the product in the way that meets the customer's expectations. Services are intangible products, which makes it more complicated to offer clearly defined products. This is, of course, true of all intellectual products compared with industrial ones. Nowadays libraries also have to think about competitors and to deliver the desired results more effectively and efficiently than competitors, other libraries do.

The Marketing Process

In a broad sense, marketing includes purchase, sales, transport, financing, pricing and collection of charges. It includes sales promotion by advertising, publicity and other means, using different channels of distribution. It includes product development, and warehousing of goods. It also includes the follow up of the stock, demand and interests of the customers. In other words from the identification of the markets up to the supply of the demand of the consumer for the product or the service. The whole

range of activities is not usually applicable to the libraries, but it is true that everybody in the organisation does marketing in one way or another, with effective or ineffective marketing attitude. Libraries should try to find a person on the staff who is active in marketing, and the key marketer should be trained to become an expert, who knows the library products thoroughly.

The marketer must, first of all, overcome the user's or buyer's indifference to information itself. Marketing of information should link the potential value of the data to current or future needs of its users. However the use and usefulness of different types of products depend on the customers. The benefits of information are not necessarily obvious, they are often not predictable or usually they cannot be measured. Library products have not traditionally been planned and designed to be very tempting. New, well designed, top-quality products from libraries might feed and accelerate the requests and sales.

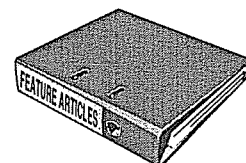
Marketing and promotion tactics

The goal of the marketer is to make the potential customer aware of the product being marketed. How does this happen?

The strategy should be many-sided to be successful but the first thing is always to identify the target group. After that promotion and sales tactics should include typically a mixture of approaches such as: First one has to try to identify the target

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group. Promotion and sales tactics includes typically a mixture of approaches like:

- exhibitions, conferences and seminars with live demonstration of the product.
- advertising
- brochures
- direct mail
- articles in journals
- personal contacts
- product presentations
- videos
- informing on www-pages

Exhibitions and conferences provide an opportunity for a large number of people to see a live demonstration. Direct mail should have a particular message to the target group of the product. Direct contacts are very important and they may be achieved by telephone or by meeting potential customers.

About the marketing strategy

When libraries have come to see that marketing is essential, they are making marketing a priority, and creating a real marketing philosophy and strategy.

The marketing strategy should include a schedule with a related, well organised series of individual marketing actions, and it should be started early enough to go hand in hand with other stages of the whole process of sales management. Satisfied users are a great help in marketing by delivering positive information about the product, but one must not forget that negative information is also very easily spread.

Marketing is one of the things that does not work unless everyone in the library or information service believes in it. So customer satisfaction is delivered by an able, motivated and satisfied staff.

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Irja Laamanen

*The Finnish Institute
of Occupational Health
Information Service Centre
Topeliuksenkatu 41aA
FIN-00250 Helsinki, Finland
Fax: 358 9 474 7490*

*Email:
irja.laamanen@occuphealth.fi*



The Editorial Board

wishes all EAHIL members a happy and prosperous New Year 1997

and thanks for the active participation

in making the Newsletter.

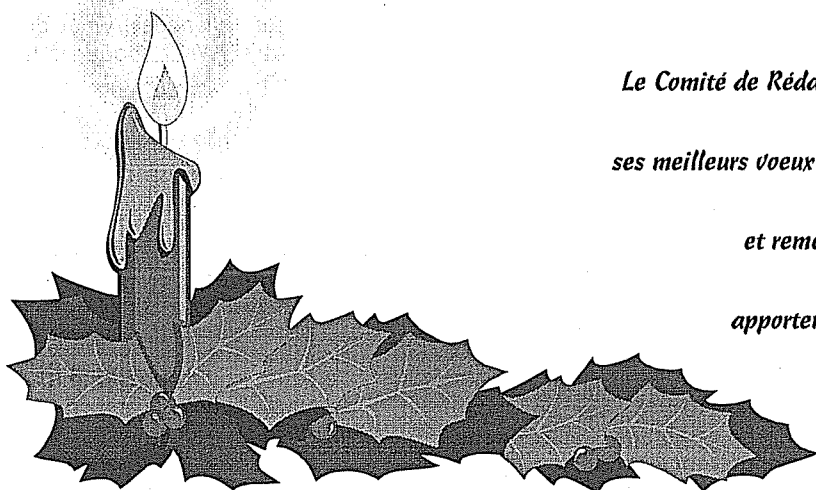


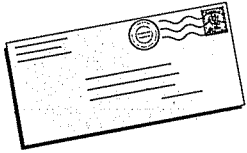
Le Comité de Rédaction présente aux membres de l'Association

ses meilleurs voeux pour une heureuse et fructueuse année 1997

et remercie tous ceux qui ont bien voulu

apporter leur contribution à la Newsletter.





LETTERS TO THE EDITOR

Fun and Frustration - Confession of the Resigning Editor

Looking back at the two years and eight issues as the Editor of the EAHIL Newsletter, the topmost feeling is that of having been in a privileged position in the European health sciences library community.

The changes in our profession have been great and rapid during this time, so rapid that I have the feeling that I do not need to apply for new jobs because every day brings new matters and issues to be decided upon. The head and the hands are so full of new ideas, plans and developments that prioritisation has to take place all the time. In a situation like this, it is very important to have a network of colleagues all over Europe to discuss with and have a forum for this discussion. However, a printed version of a newsletter published four times a year, is not always enough for up-to-date exchange of ideas. That is why a www home page on the Internet was designed and materialised so that we can distribute real time information to our members and to encourage even unofficial communication in the discussion groups of Internet. I was very thrilled that this happened during my time as the Editor. On the other hand, the time of the printed version is by no means over. I think that for a long time still, the

printed and the digital word will supplement each other very suitably.

I am grateful for all the contributions we received during these two years and I hope that the members will go on telling their ideas, sending in their research, sharing their experiences and informing of their national news. I am also grateful to those who have not contributed - we also need good readers! I am also very impressed by the enormous wealth of knowledge and different skills that our members have.

Then the frustrating part. Every editor knows the difficulties in receiving everything in time. People very easily promise articles and pieces of news when there is three to four months to do it, but when the time comes, nothing has been done. I suspect that some writers have misunderstood the meaning of the word "deadline". It does mean the date when the contribution has to be with the Editor, not the time when the writer should start thinking of what he/she has promised. I think, however, that in the end, all editors know how to be on the sure side when the deadline comes. Now I know how to do it.

Another difficulty is the editor's right to edit an article. This right is a necessity, otherwise we would never have any newsletters or journals. There has to be a

maximum length, which very often depends on the money we can use for one issue. The postage costs are unfortunately in a very decisive position here. Also the writers' enthusiasm in writing articles is very understandable, but when we make an international Newsletter, some parts may be only of local or national interest, and then an editing hand is needed.

These frustrating matters do not, however, weigh too much. They belong to the job and make an editor's life exciting. The best part of the job is no doubt the international professional network of which an editor has the opportunity to be part of. Getting acquainted with European colleagues, some of whom become friends, also means very much on a personal level.

Recently, I was interviewed on a librarian's work at my university in order to give background of information for a new salary system. Much emphasis was laid on the internationality of our work, and I very much thought of EAHIL and its activities when answering the questions. ■

Liisa Salmi

*Kuopio University Hospital Medical Library
P.O.Box 1777 - FIN-70211 Kuopio, Finland*

Fax: 358 17 163 429

email: liisa.salmi@uku.fi

Author Rights and Copyright

Les bibliothécaires belges sont préoccupés par le problème des droits d'auteur. Depuis la sortie d'une réglementation européenne à ce sujet, un nouveau droit est apparu sur le marché, le droit de prêt destiné à rémunérer les auteurs pour le prêt de leurs ouvrages et notamment en bibliothèque. De plus le droit de reprographie est examiné de plus près et commence à ressembler au copyright à l'américaine... Quelle est votre opinion à ce sujet ? Quel est l'état de la réglementation de votre pays ?

Belgian librarians are preoccupied with author rights. Europe produced a rule on it, a new author right is born: the lending right. Furthermore, the focus is set on copyright and it is becoming more like US commercial copyright. Something is disturbing me about these rights:

- who is hidden behind this new author rights? the publishers' lobby...?
- how to organise the payment? By a society with employees, thus a part of the royalties will pay the administrative bureaucracy.

How many readers would reach those (expensive) publications without libraries? How many authors would remain unknown without us promoting them?

In the case of copyright, and particularly of articles, the problem of scientific journals is astonishing:

- the writers are not remunerated, and more have to pay to publish colour illustrations;

- most of those journals are full of advertisements;
- some are quite expensive (more than 150 000 BF for 30 not too large issues);
- libraries pay institutional subscription prices, which means up to 75% more than an usual reader;
- some publishers ask the writers to give up their copyright;
- when you ask for an out of print reprint, the author often sends you himself a photocopy of his work

Where are the author rights? A scientific article is written to share and promote widely research results. On what right would commercial publishers prevent librarians from collaborating to this diffusion?

What does EBLIDA*1, the so-called European lobby of librarians associations, do? At a conference organised by the APBD*2 on the lending right, EBLIDA's representative only told the audience how

to use the European rule. No more. I thought Eblida's work is to fight for our rights against the European "rule makers"...

And you, dear colleagues, what do you think about this? What about the law in your country?

- *European Bureau for Library, Information and Documentation Associations*

- *Association Professionnelle des Bibliothécaires et Documentalistes, rue des Marronniers, 7, 5861 Thy-le-Château, Belgium, fax: 32 71 611634*

Angélique Mattioli

*Institut de Pathologie et de Génétique
Bibliothèque - allée des Templiers, 41*

B-6280 Loverval, Belgium

fax: 32 71 471520 -

email: library.ipg@mail.interpac.be

EAHIL/IFLA WORKSHOP

ON RESOURCES SHARING IN MEDICAL LIBRARIES INFORMATICS AND HUMAN ASPECTS

LE RÉSEAU D'INFORMATION DANS LES BIBLIOTHÈQUES MÉDICALES LES ASPECTS HUMAINS ET INFORMATIQUES

A Satellite event with the IFLA Section of Biological and Medical Sciences Libraries
IFLA 63th General Conference - Copenhagen - August 31-September 5, 1997

COPENHAGEN - THURSDAY SEPTEMBER 4th, 1997

It appears that libraries and documentation are subject to restricted budgets; that technologies now give various possibilities to obtain documents and to consult data all over the world; that libraries and librarians are more accustomed to cooperate than before - even on an international level.

What are the implications of such technologies in our profession, particularly in the health field? Have we thought of the human aspects? The Workshop will consider these aspects and will be the best opportunity to exchange points of view.

Since its foundation, EAHIL has maintained close links with IFLA. **To celebrate the 10 year anniversary of EAHIL**, Monique C. Cleland, former EAHIL President and Secretary of the IFLA Section of Biological and Medical Sciences Libraries, in collaboration with Jean-Philippe Accart, President of this Section and former EAHIL Board Member, proposed that EAHIL organizes a joint EAHIL Workshop with this Section in Copenhagen as a satellite event, on **Thursday September 4th, 1997**.

Il apparaît que les bibliothèques et centres de documentation sont sujets à des restrictions budgétaires; que les technologies fournissent des grandes possibilités dans la fourniture de documents et l'accès aux données à travers le monde; que les bibliothécaires sont de plus en plus enclin à coopérer et à partager leurs expériences au-delà des frontières. Quelles sont les implications de ces technologies dans notre profession, particulièrement dans le domaine de la santé? Avons-nous pensé à l'aspect humain? Cet Atelier de Travail a pour but de réfléchir à ces aspects et sera la meilleure opportunité d'échanger nos points de vue.

*Depuis sa fondation, l'AEIBS a gardé des liens étroits avec IFLA.. **Pour célébrer les 10 ans d'existence de l'AEIBS**, Monique C. Cleland, ancienne Présidente de l'AEIBS et Secrétaire de la Section des Bibliothèques Médicales et des Sciences Biologiques d'IFLA, en collaboration avec Jean-Philippe Accart, Président de cette Section et ancien membre du Bureau de l'AEIBS, a proposé d'organiser conjointement avec IFLA un Atelier de Travail, le **jeudi 4 septembre 1997**.*

The workshop will take place at a venue near the Health and Science Campus, Copenhagen Universities, and be chaired by Alice Norhede.

Registration fees:

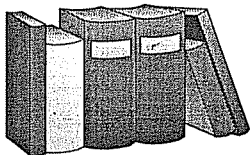
- **FREE** for EAHIL members attending the IFLA Conference;
- BF 1,500 for EAHIL Members not attending IFLA;
- BF. 1,800 to non EAHIL Members.

The registration form will be included in the April issue of our Newsletter with full details.

For further information, please contact our coordinators:

Alice NORHEDE, Chair of the Workshop, The Danish Pharmaceutical Library, Universitetsparken 2, DK-2100 Copenhagen, Denmark - Tel: 45 3537 0850 - Fax: 45 3537 0852 - email: ALN@charon.dfh.dk

Jean-Philippe ACCART, Centre d'Information et de Documentation, ANACT, 41 quai Fulchiron, F-69002 Lyon, France - Tel: 33 4 7256 1334 - Fax: 33 4 7837 9690 - email: anact-69@imagnet.fr



PUBLICATIONS AND NEW PRODUCTS



A selection of articles from **Medical Reference Services Quarterly** vol. 15, 1-3, 1996

Article copies are available from the Haworth Document Delivery Service, Binghamton, N.Y. Pre-payment required, check or credit card. FAX: +1-800-895 0582. Cost: set-up charge \$8.00, photocopying 1-10 p. \$1.00, 11-20 p. \$3.00, 20-29 p. \$5.00. Same day fax: \$.35/page, postage outside US \$2.00/ first article, \$.50 each add. article. Call +1-800-342 9678.

- **Buchanan H.S. & Marshall J.G. Benchmarking reference services: step-by-step.** (1): 1-13. This article summarizes the steps necessary to conduct benchmarking research. With examples for every step.
- **Lingle V.A. Benchmarking in health care: using the Internet to identify resources.** (1): 41-55. Using resources accessible at no charge through the Internet, a collection of information in formats such as books, journals and articles, multi-media materials and organizations was compiled.
- **Hull P. Pharmaceutical published literature databases: a survey.** (1) : 77-88. This article provides an overview of pharmaceutical product literature databases with focus on production software, user interfaces, and database usage. The survey revealed that at present organizations re-assess the value of these databases to justify their cost.
- **Lei P. P. & Martinez J.P. Gateway to bioinformatics: the Internet.** (2): 1-22. This article is a guide to online searching the complex area of biotechnology information with its emerging subspecialties. It covers the genetic, sequence, chromosome, cell, cell culture and disease specific databases as well as their producers and contributors. An extensive list of biology related listservs is provided.

As announced at the EAHIL Coimbra Meeting last September the Editorial Board and I in particular are looking for a new Publication Section editor. Anybody with an interest in collecting and summarizing information suitable for this section and ideas how to organise this part of the Newsletter should get in touch with the Editor or with me at their earliest convenience (addresses on p. 3 of this Newsletter under Editorial Board/Comite de rédaction).

- **Hogan K. & Scarborough R. Patents for medical librarians.** (2): 23-31. This article gives background information on patents and a listing of sources for U.S. and foreign patents. Internet sites are included.
- **Running W.E. A comparison of MICROMEDEX CCIS and CCOHS CCINFODisc: sources of chemical safety information.** (2): 33-51. There is no one comprehensive source for chemical hazards data. In addition to online databases these two CD-ROM databases provide a vast source for occupational health and safety information. They differ in price and ease and speed of access.
- **Mardikian J. HIV/AIDS Internet resources; a selective guide.** (3):1-11. This guide is intended as a subject-specific tool for reference librarians to use when assisting with the retrieval of AIDS-related information. It is an alphabetical listing of electronic sites, resources, listservs, online journals and databases.
- **Calabretta N. The hospital library as provider of consumer of health information.** (3): 13-22.
- **Oberg L. A. The moving target: Internet instructions at the University of Washington Health Sciences Libraries and Information Center.** (3): 73-79. The emergence of the Internet has confronted librarians with "a moving target" and at the same time the opportunity to stake a claim in providing a new type of assistance to users.

ALSO IN THE LITERATURE

Kompella J. (1996) Multimedia authoring tools. *MLA News* no.288 (September): 1,10. Slide shows, interactive tutorials and large projects that integrate video, animation, sound, graphics, and text, represent three levels of authoring tools. Apart from these are Web-based authoring tools. The author gives examples for all. A checklist what to look for is included. References for additional information.

Rettig J. (1996) Beyond "cool". Analog models for reviewing digital resources. *Online* 20(5):52-64. Since the quality of information on the Internet varies from excellent to poor there is a need for evaluation. Search engines are only basic screening devices. Librarians review a limited number of Internet sources in library journals and on Web sites using established evaluation criteria taken from printed sources. There is a list of these criteria. Guidelines from ALA's Reference and User Services Association are forthcoming.

The first two issues of Internet Reference Services Quarterly by *Haworth Press* (vol. 1, no.1 and 2, 1996) have appeared with the Proceedings of the Spring 1995 Conference of the Eastern New York Chapter of the Association of College and Research Libraries (ENY/ACRL) held on March 17, 1995 at Rensselaer Polytechnic Institute.

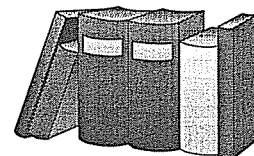
NEW PRODUCTS AND PRODUCT REVIEWS

Internet Medicine: a Critical Guide vol. 1, 1996. Published monthly by Lippincott-Raven, annual subscription rates \$114 (foreign). The issues contain 12 pages full of pointers to Websites in medicine, product reviews, glossaries, and articles discussing all aspects of Net information technologies.

The Bio-Psychiatry CD-ROM, published by Elsevier Science, Inc., contains three journals: Biological Psychiatry, Neuropsychopharmacology and Schizophrenia Research with full text and illustrations. For more information: FAX +1-212-633-3990.

La recherche d'information sur les réseaux Internet: pour en savoir plus (1996) Jean-Claudel Le Moal et Bernard Hidoine. Cet ouvrage est le support d'un cours par l'INRIA sur l'informatique et l'information scientifique et technique qui s'est tenu du 30 septembre au 4 octobre 1996 à Tregastel. Sept contributions sur les sujets suivants: Bibliothèques virtuelles, bibliothèques numériques; recherche d'information sur l'Internet; avantages et limites des hypertextes pour la gestion de

**PUBLICATIONS
AND NEW PRODUCTS**



l'information; besoin en traitement automatique du langage naturel pour la recherche d'information sur les réseaux; la recherche d'information sur les réseaux: problèmes juridiques; sécurité et paiement sur les réseaux, illustré par le modèle de paiement GlobelD; Kiosques, BBS, bouquets de service. *ABDS Editions, Collection Sciences de l'information, série Etudes et techniques* 253p. ISBN 2-901046-62-2, F 260. FAX: +33-1-43 72 30 41.

Lardy J.P. (1996) : Recherche d'information dans Internet: outils et méthodes. *ADBS, Collection Sciences de l'information, série Recherches et documents.* ISBN 2-901046-79-7; 96p. F 175. Contact: *Afnor, Tour Europe.* FAX: ++31-1-42 91 56 56. L'auteur expose dans cet ouvrage les méthodes et présente les outils les plus utilisés et les plus performants de la recherche d'information documentaire dans Internet.

STN International, jointly operated by FIZ Karlsruhe in Europe, CAS in Columbus, Ohio, and JICST in Japan, is providing access to WorldCat (OCLC Online Computer Library Center, Dublin, Ohio) by linking their mainframes. WorldCat is a very large bibliographic database including location data for the recorded items in all areas of knowledge. Its use for bibliographic verification purposes is unlimited. Available on STN is also the *SWETSCAN Table of Contents database with 13'000 journals with weekly SDI service.*

There is a new part in **ISI's "Focus On"** series beginning October 1996. Focus On: Psychopharmacology includes clinical and experimental studies of psychotropic substances in humans and animals as well as biochemical models of human behavior. *Monthly distribution of diskette.* (ISI Europe: FAX +44-1895-256710).

As of October 1996 the **Dialog file 65, Inside Conferences**, is available to access the collection of conference proceedings at the British Library from 1993 on. The file contains about 15'000 proceedings per year with weekly updates of about 9500 proceedings. Document delivery in combination with KR OneSource.

Sauppe E. (1996) Dictionary of Librarianship : Woerterbuch des Bibliothekswesens (German-English, English-German). *2nd revised and enlarged edition.* xxiv, 388 p. ISBN 3-598-11316-1 . Available from K.G.Saur Muenchen. FAX: +44-89-7 6902-150. DM 178.00. "Including a section of Information, Science, bibliography, Reprography and Data Processing."

Lee R. (1996) How to find information: Medicine and Biology. A guide to searching in published sources. This is a new guide in the British Library's How to Find series. L 5.00 for a single copy, half price for 10 or more copies. The guide covers reference sources e.g. encyclopedias, pharmacopeias and dictionaries as well as printed, online and CD-ROM resources. ISBN 0-7123-0837-7. Order from Turpin Distribution Services, Ltd. Blackhorse Road, Letchworth, Herts SG6 1HN. FAX: +44-462-480947; email: turpin@rsc.org. (payment for single copies with cheque only, overseas postage extra).

Summers A. (1996) How to find source materials: British Library collections on the history and culture of science, technology and medicine. 48 p., L10.00, ISBN 0-7123-0835-0. This guide will aid the finding and using the vast, but scattered resources of the British Library. For historians and social scientists researching medicine and science. Order from Turpin Distribution Services, Ltd. (s.a.)

Db-Qual "is a new irregular newsletter published by the Centre for Information Quality Management (CIQM). Its aim is to keep database users and providers up to date with (our) activities and with what is happening worldwide on the quality of databases." The Centre was set up by the Library Association and the UK Online User Group to act as a clearing house to which database users may report problems relating to the quality of any aspect of a database (search software, data, indexing, documentation, training). Research has shown that there is often a gap between user expectations and the capabilities of a database. CIQM is therefore proposing a label for databases. It also maintains several Internet sites for additional information.

Database labels may be found: <http://www.fdggroup.co.uk/labels.htm>. The newsletter is accessible at: <http://www.fdggroup.co.uk/ciqm.htm>. The BUBL site to look for a selection of papers, reading lists, quality criteria and press releases: gopher://ukoln.bath.ac.uk:7070/11/BUBL_Main_Menu/H1H2/H2C/H2C28. For more information contact Chris Armstrong, CIQM, Penbryn, Bronant, Aberystwyth SY23 4TJ, Dyfed, UK. FAX: +44-1974-251441; E-mail: lisqual@cix.compulink.co.uk.

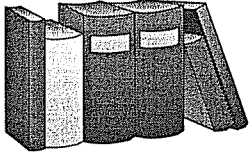
Hoffer E.P. (1996) Searching Medline on the PC. Medical Software Reviews 5(8): 1-3, 10. Using the same 5 medical

topics the author searched 9 MEDLINE versions: Grateful Med, Knowledge Web (Knowledge Finder), Healthgate, Medscape, Physician's Online, Paperchase, Altavista, Silverplatter, and Ovid. The purpose of the project was to evaluate literature searching from the perspective of the practitioner doing occasional searches. Knowledge Web ranked highest due to its ability to accept natural language queries, still producing the most relevant articles compared to the other systems. The generic Internet search engines turned up interesting material not found in standard medical journals.

In addition to **MEDLINE** and other databases in the biomedical field Knowledge Finder by Ariess offers access to **EMBASE Alert on CD or HD**. It is a 6 months rolling file with biweekly updates from 3500 journals (focus on drugs and drug research). Also, there is now T.E.A.L., The Electronic Anesthesiology Library, a fulltext CD-ROM comprising the journals Anesthesiology, Anesthesia & Analgesia, British Journal of Anaesthesia, and the Canadian Journal of Anaesthesia. References of the articles have links to MEDLINE abstracts. All images and graphs can be enlarged or compared side by side. For information contact *NOVA IDEA, Bergisch Gladbacher Strasse 978, D-51069 Koeln; FAX: ++49-221-968 50 99; (Ariess Systems Corp., North Andover, MA; FAX: +1-508-975 3811; Internet: kfinder@ariessys.com).*

Association Publishing and CHT Training Services have designed 5 training packages for trainers and managers working in the library and information sector. Dr. Gillian Burrington is the Consultant Editor. The packages include tutor support, pre-course work, OHP materials, structured and timed sessions, handouts, exercises and recommendations for further reading. The following titles are available: **Library and Information Managers as Trainers, Delivering Quality Library and Information Services, Leadership and Team building for Library and Information Services, Managing Change in Library and Information Services.** Priced between L400.00 to L700.00. For more information: FAX +44 (0) 171-636 7543; e-mail lapublishing@la-hq.org.uk

New from Library Association Publishing: The LIS Professional Series with Success at the Enquiry Desk by Tim Owen, **First Steps in Management, Dealing with Aggression and Violence in Your Workplace** by Sheila Pantry,



PUBLICATIONS AND NEW PRODUCTS

First Steps in Management by Beryl Morris and **Making Project Management Work for You** by Liz MacLachlan. Each paperback for L12.50. Order from Bookpoint Ltd. FAX: 01235 832068/861038 or on the Internet Bookshop: <http://www/bookshop.co.uk>

EBSCO released a Web version of EBSCONET. An account number and password are needed to access the site, available from a Regional Office. <http://www.ebsco.com> allows to link to EBSCO Publishing, EBSCODoc and EBSCOhost. EBSCOhost offers access to 1500 serial titles in full text, over 1000 full image titles, abstracts and indexing for about 3800 titles, citations for 11000 journals, newspapers, brochures and pamphlets. <http://www.epnet.com> is also the address for the Library Reference Center database containing 30 library science publications which may be accessed for free by librarians.

Introduced last September and designed for specialised libraries **Turnkey EMSCOPES by Elsevier Science** combines EMBASE updates with bibliographic management software such as ProCite or Reference Manager. For information or a demo package e-mail to embase-europe@elsevier.nl or Fax: +31-20-4853222.

Information in Practice is a new section in the **British Medical Journal** devoted to managing clinical information. The first article is by :

Smith, Richard (1996) What clinical information do doctors need? *BMJ* 313:1062-8. The paper examines studies of the needs and wants of doctors for medical knowledge.

SwetsNet, a major new service for electronic serials. Swets Subscription Service announce the launch of SwetsNet. This service offers libraries and scholars a single source for ordering and accessing a broad range of publishers electronic titles. The service uses the Internet for the delivery of fulltexts. For further information: Swets & Zeitlinger, email: infoho@swets.nl or www.swets.nl

Municipal Directory (Annuaire des Communes et Regions d'Europe) guarantees access to over 46'900 named directors and chief officers in 13,561 local and regional authorities in 24 European countries. For further information contact *John Fairbairn, Newmedia Publishing Ltd., 71 Bondway, London SW8 1SQ, UK; FAX: +44-171-820 8354, e-mail: 100615.2361@compuserve.com, internet: http://www.elgo.co.uk.*

In 1996 the Population Studies & European Issues, a series by Wiley, has been augmented by the following titles: Population Migration In the European Union (by P. Rees, J. Stilwell, M. Kupiszewski and A. Conway, all at the U. of Leeds); Reconstructing the Balkans (edited by D. Hall, Scottish Agricultural College, and D. Danta, California State U.).

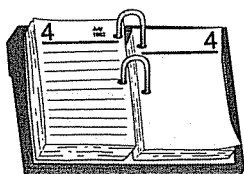
EUROPE

EUROPEAN HEALTHCARE MARKETS 1996 analyses in depth the healthcare situation in Europe. It contains 16 individual country reports, statistics, expenditure trends, cost control initiatives, the pharmaceutical market and much more. Published by *Miller Freeman and Market Tracking International*. Price: L646. FAX: +44-171-272-8525.

European Local Government Officers (ELGO) database and the European

PUBLICATIONS FROM THE WHO

Anderson P. (1996) Alcohol - less is better. *WHO Regional Publications, European Series, no. 70.* This is a report of the WHO European Conference on Health, Society and Alcohol, held in Paris in December 1995. During the conference the European Charter on Alcohol was adopted. ISBN 92-890-13346. Sfr. 19.00



FORTHCOMING EVENTS

March 17-19, 1997 - Harrogate, UK
HC97 - Information-led healthcare: facing the clinical challenge. Further information: Prof. Bernard Richards, HC97 Programme Committee, Dept. of Computation, UMIST, Sackville Street, Manchester M60 1QD, UK fax: 44 161 200 3322

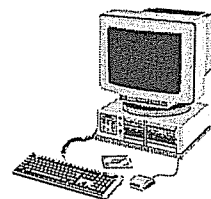
August 31-September 5, 1997 - Copenhagen, Denmark
63rd IFLA Council and General Conference. - Section of Biological and Medical Sciences Libraries: Theme "Improving Access to Electronic and Medical Information". Call for papers: to be sent before February 15. Contact: IFLA, P.O.B. 95312, NL-2509 CH The Hague, Netherlands. Fax: 31 70 383 4827

September 4, 1997 - Copenhagen - EAHIL Workshop. EAHIL/IFLA joint Workshop on Resources Sharing in Medical Libraries - Informatics and Human Aspects. For further information: Jean-Philippe Accart, ANACT, 41 quai Fulchiron, 69002 Lyon, France, Fax: 33 4 7837 9690 E-mail: anact-69@imaginet.fr

September 23-25, 1997 - Budapest, Hungary
EAHIL Workshop in Budapest "Information Management Policies in Medical Libraries in the New Electronic Age", Budapest, Hungary. Contact person: Dr Márta Virágos, Director of the Central Library, Medical University, Debrecen 4012, Nagyerdei ket. 98, Hungary - Tel/fax: 36 52 413 847 - email: Marta@lib.dote.hu

June 22-27, 1998 - Utrecht, The Netherlands
EAHIL Sixth European Conference of Medical and Health Libraries "The digital Library in Biomedicine". Information: EAHIL'98, P.O./Box 80125, NL-3508 TC Utrecht, Netherlands, fax: 31 20 253 3667, E-mail: l.donkers@fbu.ruu.nl

July 9-12, 2000 - Westminster, UK
8th International Congress on Medical Librarianship, Queen Elisabeth II Conference Center. This congress is being organised under the auspices of the Library Association, and is being organised as a tripartite event incorporating EAHIL's 7th European Conference of Medical and Health Libraries and the UK Health Libraries Group Annual Conference. ■



File Transfer Protocol (FTP)

What is it ?

It is both a program and a method used to transfer files between computers connected to the Net.

It is a way of distributing files : people interested in distributing files and software set up public file archives, accessible for interested folks to retrieve them. With FTP, you can also send files to hosts where you have access.

Any types of files can be accessed : text documents, images, software, ...

These files can also be available as compressed files.

To find out more about extensions and compressions, look at:

Common Internet File Formats

<http://www.matisse.net/files/formats.html>

In order to use the FTP function, you can use a usual Web browser (Netscape), although specific design software (FTP client programme) provides additional functions. It allows for not knowing commands to navigate on the server, retrieve a file, ...

Once you are connected to a host, you are asked for login and password. What is called anonymous FTP is public access without any restrictions to some files, where you login as "anonymous". As password, usually you type in your email address.

```
*****
*                                     *
*                                     *
*      The National Library of Medicine Publications      *
*                Online Services Manuals                *
*                                     *
*  Get the "INDEX" file for a listing of this directory's contents.  *
*                                     *
*****
FTP Directory: ftp://nlmpubs.nlm.nih.gov/online/medlars/manuals/

* Parent Directory
* INDEX. .... [Nov 11 16:00]   5k
* aidsdr.ps. .... [May 4 1994] 98k
* ...
```

After you are logged in, usually, you receive a welcome message that describes and how to use the ftp server. In addition, you can find a "README" or "INDEX" message, that list what can be found on that list :

The hierarchical structure is quite identical to usual computers. In the root directory, you can find sub-directories, and sub-sub-directories, ... Unless you have specified a directory, you are in the root "/" directory. Usually, you can find :

```
/bin
/pub
/dev
...
```

The public material is usually stored in the pub directory. In others, private or work files are stored.

With a simple point-and-click, you can return to parent directory, retrieve a file, go down the hierarchy to another sub-directory.

Information given :

INDEX, aidsdr.ps : name of the file with its extension. For example, "ps" is the extension for Postscript files.

[May 4 1994] : date of last update

98k : size of the file

To find files, you can use a search software called Archie (see below). Some Web search engines also retrieve such information :

FTPSearch : <http://ftpsearch.ntnu.no/ftpsearch>

Some samples :

Center for Disease Control : <ftp://ftp.cdc.gov>

You can find the MMWR reports, software, ...

SilverPlatter <ftp://ftp.silverplatter.com/>

in the /software directory, you have access to winspirs files

National Library of Medicine <ftp://nlmpubs.nlm.nih.gov/>

under the /online directory, you can download e.g. the MeSH, the 'List of Serials Indexed for Online Users Publication', manuals, factsheets, ...

Additional readings :

A FAQ on Anonymous FTP

<http://hoohoo.ncsa.uiuc.edu/ftp/faq.html>

Popular ftp sites : List of Internet sites accepting anonymous ftp, maintained by Perry Rovers

FTP Sites list

<ftp://rtfm.mit.edu/pub/usenet/news.answers/ftp-list/>

Also available as WWW <http://www.info.net/Public/ftp-list.html>

Archie

Archie (Supposedly short for "Archive") was a tool created as a master directory that could keep track of where public files might be stored. Thus, it has functions as both a catalogue and an index of FTP sites. Thus, Archie is a specific type of search program - in this case a file locator - that looks for files in anonymous FTP file libraries (archives accessible to the public) and housed at over 1200 sites around the world. Actually, Archie is a collection of servers that regularly talk to each other and pool their information - about 200 Gigabytes - into a huge, global database that is periodically updated. Once a month, Archie searches nearly all of the anonymous FTP sites on the Internet and compiles a list of all the files. You can search by keyword and it will respond by coming up with file locations.

You can use Archie through Telnet at the following locations :

```
archie.sura.net
archie.unl.edu
archie.ans.net
archie.rutgers.edu
quiche.cs.mcgill.ca
```

Or, through

email : archie@archie.rutgers.edu

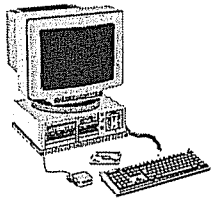
Type "help" in the body for more info,

gopher: <gopher://gopher.tamu.edu>

WWW :

http://www.yahoo.com/Computers_and_Internet/Internet/FTP_Sites/Searching/Archie/

You may also use specific designed Archie client programs (e.g. Archieplex).

**RESOURCES****Scientific Medical News Groups****sci.engr.biomed**

Discussing the field of biomedical engineering.

sci.med

Medicine and its related products and regulations.

sci.med.aids

AIDS: treatment, pathology/biology of HIV, prevention. (Moderated)

sci.med.cardiology

All aspects of cardiovascular diseases.

sci.med.dentistry

Dental related topics; all about teeth.

sci.med.diseases.cancer

Diagnosis, treatment, and prevention of cancer.

sci.med.diseases.hepatitis

Hepatitis diseases.

sci.med.diseases.lyme

Lyme Disease: patient support, research & information.

sci.med.immunology

Medical/scientific aspects of immune illness.

sci.med.informatics

Computer applications in medical care.

sci.med.laboratory

All aspects of laboratory medicine and management.

sci.med.midwifery

The practice of obstetrics by midwives. (Moderated)

sci.med.nursing

Nursing questions and discussion.

sci.med.nutrition

Physiological impacts of diet.

sci.med.occupational

Preventing, detecting & treating occupational injuries.

sci.med.orthopaedics

Orthopaedics Surgery, related issues and management.

sci.med.pathology

Pathology and laboratory medicine.

sci.med.pharmacy

The teaching and practice of pharmaceuticals.

sci.med.physics

Issues of physics in medical testing/care.

sci.med.prostate.bph

Benign prostate hypertrophy.

sci.med.prostate.cancer

Prostate cancer.

sci.med.prostate.prostatitis

Prostatitis.

sci.med.psychobiology

Dialogue and news in psychiatry and psychobiology.

sci.med.radiology

All aspects of radiology.

sci.med.telemedicine

Clinical consulting through computer networks.

sci.med.transcription

Information for and about medical transcriptionists.

sci.med.vision

Human vision, visual correction, and visual science.

Alternative News Groups**alt.health.cfids-action**

Chronic Fatigue Syndrome Action Group. (Moderated)

alt.image.medical

Medical image exchange discussions.

alt.med.allergy

Helping people with allergies.

alt.med.cfs

Chronic Fatigue Syndrome discussions. (Moderated)

alt.med.equipment

Discussion of medical equipment.

alt.med.fibromyalgia

Fibromyalgia Fibrosis List.

alt.med.phys-assts

The profession of physician's assistant.

alt.med.veterinary

Veterinary medicine and animal health.

alt.med.vision.improve

Improving vision.

alt.medical.sales.jobs.offered

Jobs for medical industry salespeople.

alt.support.diabetes.kids

Support for kids w/diabetes and their families.

Medical Mailing List Summaries**bit.listserv.c+health**

Computer and Health Discussion List. (Moderated)

bit.listserv.medforum

Medical Student Discussions. (Moderated)

bit.listserv.medlib-l

Medical Libraries Discussion List.

bit.listserv.mednews

MEDNEWS - Health Info-Com Network Newsletter. (Moderated)

bit.med.resp-care.world

Respiratory Care World.

Miscellaneous Medical News Groups**can.med.misc**

Medical issues in Canada.

clari.biz.industry.health

The health care business. (Moderated)

clari.biz.industry.health.care

Health care business, hospitals, doctors. (Moderated)

clari.biz.industry.health.care.releases

Releases: hospitals, doctors. (Moderated)

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clari.biz.industry.health.pharma

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clari.biz.industry.health.pharma.releases

News releases: drugs, equipment. (Moderated)

clari.nb.health

Newsbytes: computers in medicine. (Moderated)

clari.tw.health

disease, medicine, health care, sick celebs. (Moderated)

clari.tw.health.aids

AIDS stories, research, political issues. (Moderated)

comp.protocols.dicom

Digital Imaging and Communications in Medicine.

fj.life.health

Discussion about health.

fj.sci.medical

Topics related to medical science.

francom.medical

Thèmes reliés au monde medical.

git.club.amsa

The American Medical Students Association

misc.education.medical

Issues related to medical education.

misc.health.aids

AIDS issues and support.

misc.health.alternative

Alternative, complementary and holistic health care.

misc.health.arthritis

Arthritis and related disorders.

misc.health.diabetes

Discussion of diabetes management in day to day life.

misc.health.infertility

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misc.health.injuries.rsi.misc

All about Repetitive Strain Injuries.

misc.health.injuries.rsi.moderated

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misc.health.therapy.occupational

All areas of occupational therapy.

misc.kids.health

Children's health.

pnet.health.braininjury

Acquired brain injury forum. (Moderated)

pnet.health.drug-alcohol

Drug and alcohol abuse discussion. (Moderated)

pnet.health.talk

Health discussion and issues.

relcom.commerce.medicine

Medical services, equipment, drugs.

sci.engr.biomed

Discussing the field of biomedical engineering.

talk.politics.medicine

The politics and ethics involved with health care.

thelinq.health-workers

Discussions for school health workers. (Moderated)

thelinq.student.health

Health related topics for students. (Moderated)

tnn.living.health

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tnn.medical

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uiuc.misc.safety

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uwo.biomed.engrg

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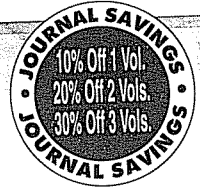
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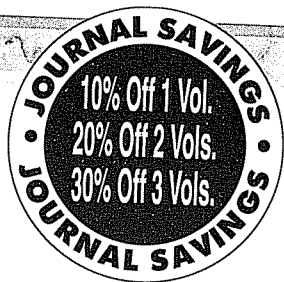
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About the Editor

Eric P. DeLozier, MLS, is Senior Assistant Librarian at The Pennsylvania State University, The Milton S. Hershey Medical Center in Hershey, Pennsylvania. He is a member of the Steering Committee of HealthWeb: The Big Ten Conference Health Sciences Libraries Internet Special Interest Group, the Medical Library Association, and the Central Pennsylvania Health Sciences Library Association. Mr. DeLozier has written several articles and conducted numerous workshops and presentations primarily on topics relating to the Internet. He holds a Graduate Certificate in Computer and Information Systems from Penn State Harrisburg.

About the Associate Editor

M. Sandra Wood, MLS, MBA, is Librarian, Reference and Database Services, at The Milton S. Hershey Medical Center of The Pennsylvania State University at Hershey. She holds the academic rank of Librarian and has over 26 years' experience as a medical reference librarian, including general reference services, management of reference services, database searching, and user instruction. As an experienced medical reference librarian, as well as an online search analyst, Ms. Wood has published widely in the field of medical reference. She is active in the Medical Library Association and Special Libraries Association, most recently serving on MLA's Board of Directors as Treasurer.

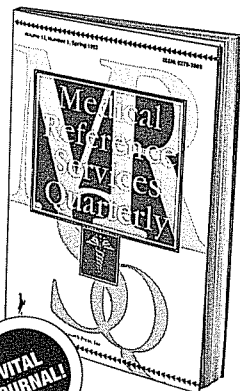
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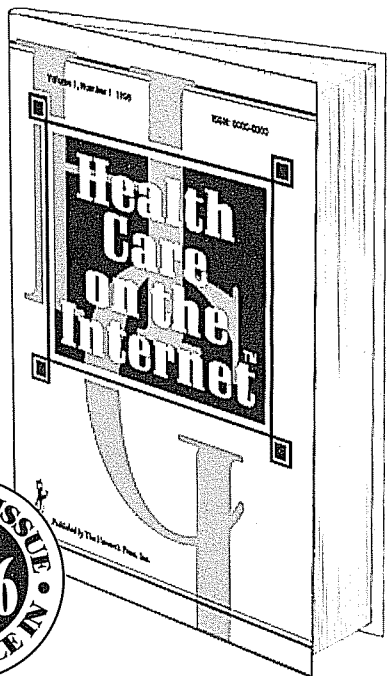
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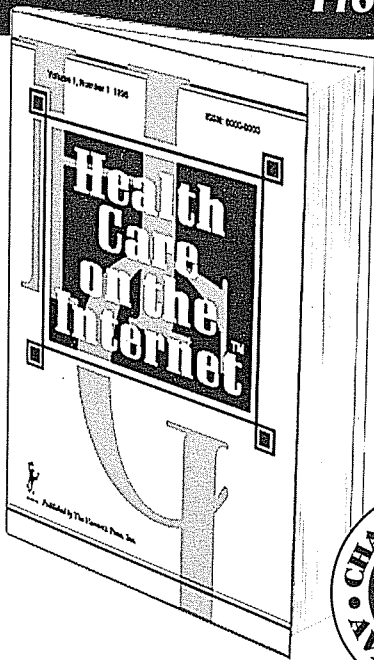
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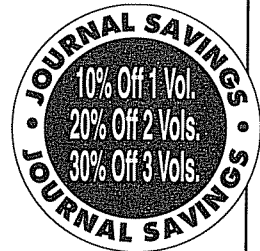
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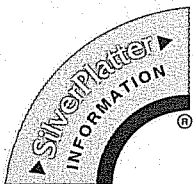
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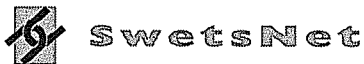
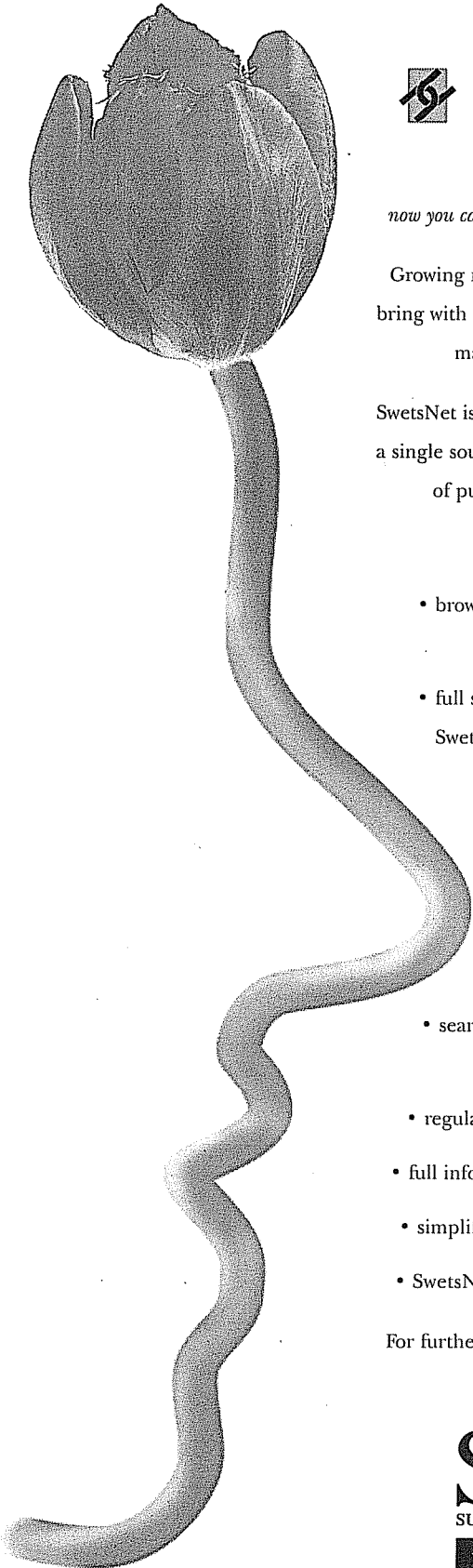
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