



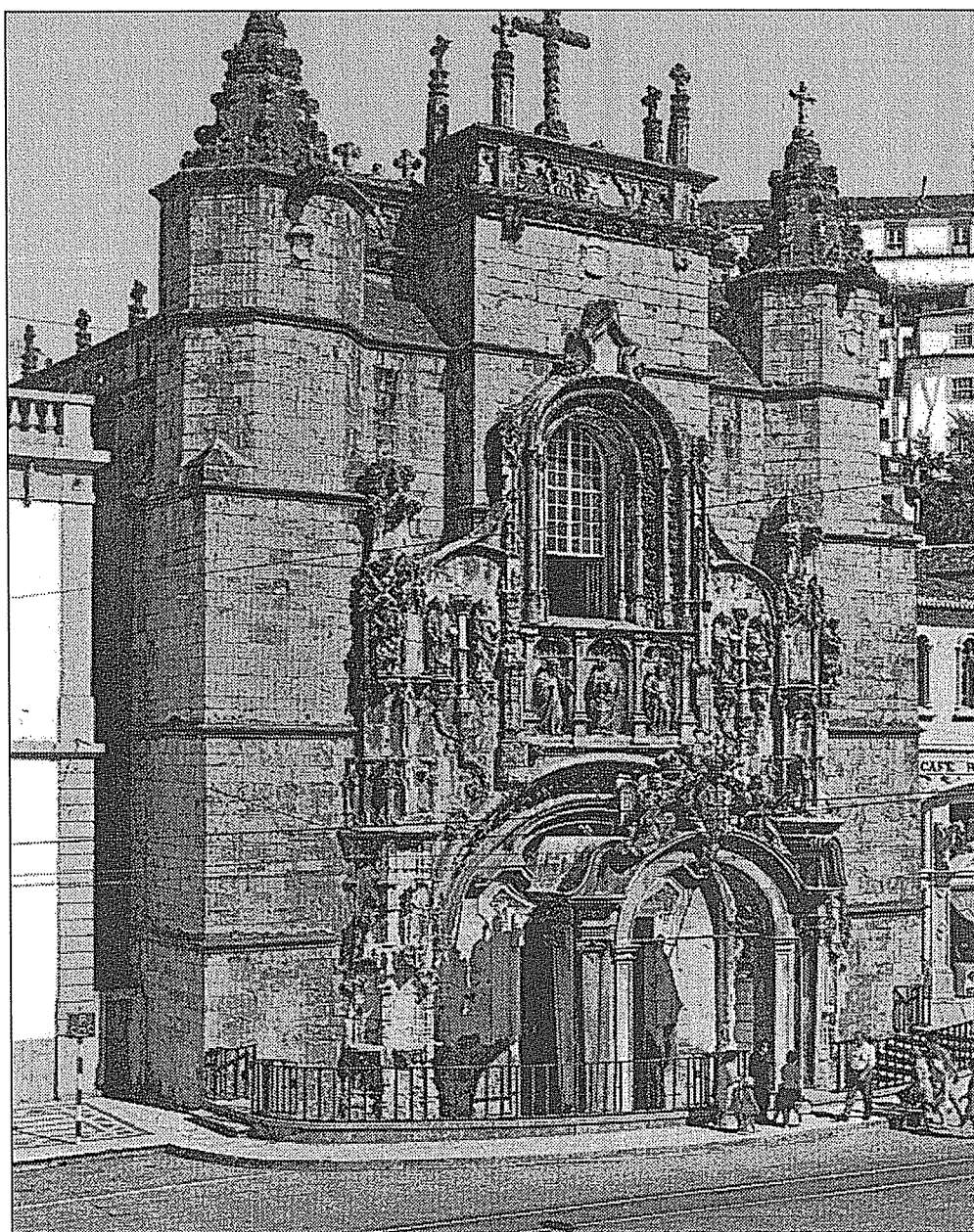
*European Association
for Health Information and Libraries*

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

April - Avril 1996 • N° 35

Newsletters

to European Health Librarians • des Bibliothécaires Européens de la Santé



Fifth European Conference of Medical and Health Libraries
Coimbra, Portugal - September 18-21, 1996

The production of this Newsletter was made possible by the generous sponsorship of:
La publication de ce Bulletin a pu être réalisée grâce au généreux parrainage de:

- DAWSON EUROPE, Palaiseau, France
- EBSCO SUBSCRIPTION SERVICES EUROPE, Aalsmeer, The Netherlands
- SILVERPLATTER INFORMATION B.V., Amsterdam, The Netherlands
- SWETS SUBSCRIPTION SERVICE, Lisse, The Netherlands

Power Up to Integrated Information Management with EBSCO.



Only EBSCO gives you the power to achieve the ultimate in information management with integrated subscription, electronic access and document delivery services. We offer:

- unparalleled global subscription service
- multiple databases via CD-ROM, database licensing and EBSCOhost (our new online, client/server, Z39.50 compliant host)
- online full text for over 1,000 journals
- customized current awareness services
- rapid delivery of virtually any document
- information management reports
- and proven customer service.

European Headquarters
The Netherlands
Phone: +31 297 32 39 49
Fax: +31 297 32 31 56
e-mail: maileu@ebSCO.com

Powerful, integrated information management from one reliable, global source.

See our Home Page:
<http://www.ebSCO.com>



THE LEADER IN INTEGRATED INFORMATION MANAGEMENT

CONTENTS • SOMMAIRE

• EDITORIAL	4
• NEWS FROM OUR ASSOCIATION : EAHIL 1996 Elections	6
• NOUVELLES DE NOTRE ASSOCIATION : <i>Les élections de l'AEIBS</i>	8
• NEWS FROM THE EAHIL SUB-GROUPS News from the European Veterinary Libraries Group	9
News from the Pharmaceutical Information group	11
• NEWS FROM EUROPE Hope (Standing Committee of the Hospitals of the European Union)	13
Council of Europe, Strasbourg, January 23-24, 1996	13
Quarter Centennial Jubilee of the German MLA	14
GIDIF, RBM	15
Impact of Electronic Technologies on end-user Education in Italy	16
• FEATURE ARTICLES : A questionnaire by library users for library users	18
<i>Un questionnaire destiné et établi par les utilisateurs de la Bibliothèque</i> State of the Art of the application of the new information of technologies	20
<i>"State of the Art" dans l'application des nouvelles technologies, Portugal</i>	
• PUBLICATIONS :	22
• LETTER TO AND FROM THE EDITOR	26
• FORTHCOMING EVENTS :	27
• INTERNET PAGE:	28

Editorial board • Comité de rédaction:

EDITOR - RÉDACTRICE EN CHEF: Liisa SALMI, Medical Library, Kuopio University Central Hospital, SF-70210 Kuopio, (Finland) Tel.: +358/71/17 37 70 - Fax: +358/71/16 34 29 • e.mail: salmi@messi.uku.fi

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@micforum.ki.se

FRENCH LANGUAGE EDITOR : CHEF DE RUBRIQUE EN LANGUE FRANÇAISE: Jean Philippe ACCART; Bibliothèque Médicale, Centre Hospitalier d'Argenteuil, 69 rue du Lieutenant-Colonel Prudhon, F-95100 Argenteuil, France Tel.: +33/1/34 23 24 69 - Fax: 33/1/34 23 26 96

ENGLISH LANGUAGE EDITOR : CHEF DE RUBRIQUE EN LANGUE ANGLAISE: Jean SHAW, The Old Rectory, Shoscombe, Bath BA2 8NB, 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

Louisa VERCELLESI Zeneca SpA, Via Fr. Sforza, Palazzo Volta, 20089 Basiglio (MI), Italy - Fax : 39 2 90 75 56 15.

Whilst the Editorial Board endeavours to obtain items of interest, the facts and opinions expressed in those items are the responsibility of the authors concerned. They do not necessarily reflect the policies and opinions of the Association.

La Rédaction s'efforce d'obtenir des articles intéressants. Cependant, les faits et opinions exprimés dans ces articles sont de la responsabilité de leurs auteurs. Ils ne reflètent pas nécessairement les politiques et opinions de l'Association.

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

Executive Secretary : Teodora Oker-Blom,

Karolinska Institutets Bibliotek och
Informationscentral,
Box 60201, S-10401 Stockholm, Sweden
Tel: 46 8 728 68 30 - Fax: 46 8 30 81 28
e.mail : Teodora.Oker-Blom@kib.ki.se

Other members of the Executive Board Autres membres du Bureau Exécutif:

Past President: Tony McSeán, UK; Beatrice
Doran, First Vice-President; Deonilla Pizzi,
Second Vice President., Pascale Delausnay,
Treasurer ; Teodora Oker-Blom, Executive
Secretary ; Jean-Philippe Acccart, Assistant
Secretary

The 1996 full membership subscriptions
including the subscription to our quarterly
Newsletter are as follows/Les cotisations
1996 comprenant l'abonnement à notre
Bulletin d'Information trimestriel s'élèvent à:

- Individual: BF. 1.990
- Institutional: BF. 4.820
- Collective: BF. 5.360
- Affiliated members: BF. 16.000

- 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@micforum.ki.se
Opening hours: 9:00 to 13:00



EAHIL Aims Towards Year 2000: EAHIL Programme of Work

As you probably know, EAHIL has now got a "strategic programme of work", approved by the Council in Prague in September 1995. This is not the first, nor the last time, that I will mention this document. It should be our guide towards the year 2000, and all we do should be related to the aims that we have agreed upon and which are written down in the document.

My hope is that our Association will succeed in its vision to be an active professional association uniting and motivating all librarians and information officers working in medical and health science libraries in Europe.

EDITORIAL

The challenges in our daily work in the library are many - we constantly need to be updated and trained in new methods and technology and we need an innovative approach towards our old routines. It is expected of us that we change in the same rapid way as the changes in the information world. This is of course an important process in order to ensure the future of our libraries and our role as professionals in medical information. Being part of the EAHIL family, we should all be willing to share with each other our experiences and new knowledge. As said in the programme of work, EAHIL wants to develop an efficient network system to be used by all members in order to increase communication and information among them, for instance by the creation of EAHIL discussion groups and electronic mail on Internet, and to increase the accessibility of the EAHIL Newsletter, through a printed and an electronic version, of at least some parts of it.

One of the important aims in the programme of work is to recruit new members. We want our EAHIL family to grow and to become strong and healthy. Good news is that EAHIL has got new members after the Prague Symposium, many of them from the Czech Republic. I think this proves once again that meetings with colleagues are most important, and that electronic ways of communication will never replace human contact.

Talking about recruiting new members - EAHIL wants to launch a recruiting campaign with incentives. More of the concrete plans will come later. In the meantime I would like to challenge each one of you to recruit one new member! That would bring us very close to our aim of reaching a membership of 1000 members before the year 2000!

Another important aim for EAHIL towards the year 2000 is to establish agreements for cooperation with medical and health science libraries in Eastern and Central Europe. We can develop and strengthen cooperation with libraries through, for instance intensified contact and workshops, we can make agreements for delivering free copies of journal articles, etc.

The two next EAHIL workshops in 1997 and in 1999, will most probably be arranged in Budapest, Hungary and Tallinn, Estonia. These events will allow us to visit two beautiful old cities, and it gives us good opportunities for making new contacts and enlarging our EAHIL family with new members from these countries.

Looking forward to seeing many of you in Coimbra!

Elisabeth Husem
EAHIL President

L'EAIBS/EAHIL - Objectifs à atteindre pour l'an 2000 Programme de travail de l'AEIBS

Comme vous le savez probablement, l'AEIBS s'est dotée d'un "programme de travail stratégique" approuvé par les membres du Conseil qui se sont réunis à Prague en septembre 1995. Ce n'est pas la première fois, ni la dernière, que je fais et ferai référence à ce document qui sera notre guide jusqu'à l'an 2000. Toutes nos actions tendront vers les objectifs sur lesquels nous nous sommes mis d'accord et qui ont été repris dans ce document.

Mon espoir est que notre Association réussisse dans sa vocation d'être une association professionnelle active, unissant et motivant tous les bibliothécaires et les documentalistes travaillant dans le domaine des bibliothèques médicales et hospitalières en Europe. Les défis que nous devons relever dans notre travail journalier au sein des bibliothèques sont multiples - nous avons besoin d'être constamment mis au courant et formés aux nouvelles méthodes et

technologies dans le domaine de l'information et il nous faut aussi avoir une approche innovatrice et créative vis-à-vis de nos vieilles routines. On attend de nous que notre aptitude au changement soit aussi rapide que les changements survenus dans le domaine de l'information dans le monde. Ce processus est bien sûr très important si nous voulons assurer l'avenir de nos bibliothèques et notre rôle en tant que professionnels dans le domaine de l'information médicale.

En faisant partie de la famille de l'AEIBS, nous devons avoir la volonté de partager nos expériences et nos nouvelles connaissances avec nos collègues. Comme il est dit dans le programme de travail, l'AEIBS souhaite développer un système de réseau performant qui pourra être utilisé par tous les membres afin d'accroître et de développer la communication et l'information entre eux - de créer par exemple un groupe de discussion de l'AEIBS ainsi qu'un courrier électronique sur Internet et d'augmenter l'accessibilité à la Newsletter de l'Association, du moins pour certaines rubriques, grâce à une version électronique.

L'un des objectifs les plus importants de ce programme de travail est de recruter de nouveaux membres. Nous souhaitons voir grandir notre famille AEIBS et la voir devenir forte et saine. Une bonne nouvelle a été de voir que l'AEIBS a recruté des nouveaux

membres à la suite du symposium qui s'est tenu à Prague, la plupart d'entre eux étant originaires de la République tchèque. Je crois que cela prouve une fois de plus que les réunions et les rencontres avec d'autres collègues sont très importantes et que les moyens électroniques de communication ne remplaceront jamais les contacts humains. En ce qui concerne le recrutement de nouveaux membres, l'AEIBS souhaite lancer une campagne de recrutement avec "incentives".

Des plans plus concrets seront développés plus tard. En attendant, je voudrais mettre au défi chacun d'entre vous de recruter un nouveau membre de plus! Cela devrait nous rapprocher très étroitement de notre but qui est d'atteindre 1.000 membres avant l'an 2000!

Un autre objectif important de l'AEIBS à atteindre pour l'an 2000 est d'établir des accords de coopération avec les bibliothèques médicales et de santé de

l'Europe Centrale et l'Europe de l'Est. Nous pouvons renforcer et développer la coopération entre bibliothèques grâce à des séminaires et à des contacts intensifiés, nous pouvons également établir des accords afin de distribuer des exemplaires gratuits de notre "Newsletter", ainsi que d'articles de périodiques, etc... Les deux prochains séminaires de l'Association qui restent encore à fixer, en 1977 et en 1999, auront probablement lieu à Budapest/Hongrie et à Tallinn/Estonie. Ces deux manifestations nous donnerons ainsi la possibilité de visiter deux magnifiques vieilles villes, et de bonnes occasions d'établir des nouveaux contacts avec des collègues issus de ces pays et d'élargir ainsi notre famille AEIBS.

Dans cette attente, je me réjouis de vous revoir très nombreux à Coimbra!

Elisabeth Husem
Présidente de l'AEIBS

- A New Editor for the Newsletter to European Health Librarians - **-Appel à un Rédacteur-en-chef pour la Newsletter -**

A new Editor for this essential medium of communication between EAHIL members is required to take the place of Liisa SALMI, who will be retiring from the post at the Coimbra Conference in September 1996.

The Newsletter is published quarterly and one of the main functions of the Editor is to ensure that the items in it reflect the interests of the membership, by encouraging the submission of articles and news items, commissioning particular material, and working with officers of the Association. The Editor is ably supported by the Editorial Board, which includes the section and language editors and the production manager.

Members who are interested in taking up this challenging task are invited to contact Lisa Salmi

Un nouveau Rédacteur, ou Rédactrice, en chef de la Newsletter est recherché(e) pour remplacer Liisa Salmi; celle-ci quittera son poste à la Conférence de l'AEIBS/EAHIL de Coimbra en septembre 1996.

Notre Newsletter est le moyen de communication essentiel entre les membres de l'AEIBS/EAHIL. Elle est publiée tous les trimestres et une des principales fonctions du Rédacteur est de s'assurer que les articles reflètent les intérêts des membres, en encourageant la publication d'articles généraux et d'information, ou sur des sujets plus spécifiques, et ceci, en travaillant avec les représentants de l'Association.

Le Rédacteur en chef est aidé dans cette tâche par le Comité de Rédaction, ce qui comprend les chargés de rubriques en français et en anglais ainsi que la section Publication.

Les membres de l'AEIBS/EAHIL qui seraient intéressés pour reprendre cette fonction stimulante et enrichissante peuvent contacter Liisa Salmi.

Liisa Salmi, Editor

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

tel: 358 71 173 770 - Fax: 358 71 163 429 - email: liisa.salmi@uku.fi

NEWS FROM OUR ASSOCIATION

EAHIL 1996 Elections

Every two years elections take place in which each EAHIL member should be keen to participate.

According to the EAHIL Rules of Procedure, the Election Committee is composed of two full members whose names have been put forward by the Executive Board for approval by the Council. The Elections Committee will be in charge of running these elections and control the counting of the vote in Brussels by mid-July. They will announce the result of the elections at the General Assembly during the Coimbra Conference on September 19th, 1996. The results will also be published in the Newsletter. We are pleased to announce and would like to thank Suzanne BAKKER (The Netherlands) and Angélique MATTIOLI (Belgium) who have agreed to serve on the Election Committee and to devote a part of their time to this important EAHIL activity.

The EAHIL election procedure started in March 1996. All members are urged to find candidates willing to stand for

election or re-election to the positions of EAHIL President, and three new Executive Board members. Council members were elected in 1994 for a four year term, until December 1998. Consequently no election is required for the Council unless there is a vacancy. All candidates should be full EAHIL members who have settled their 1996 membership fee before April 30th, 1996.

The schedule of the elections is as follows: the first mailing has already been sent out to solicit names of candidates who would be willing to serve either as President of the Association (for a two year term), or as Board members (a four year term). Each position is important and those who agree to serve as EAHIL officers will find that they have to devote some of their time to carry out their responsibilities. But it is rewarding to fulfil EAHIL's objectives and to have the confidence of colleagues in doing so. The second mailing, by mid-May, will contain the ballot papers and the list of candidates to be elected or re-elected as EAHIL officers. We thank them in anticipation of their co-operation.

To be elected or re-elected in 1996:

Three members on the Executive Board. The term of Elisabeth Husem (Norway), Beatrice Doran (Island), Teodora Oker-Blom (Sweden) and Deonilla Pizzi (Italy) will be ending in December 1996.

Elisabeth Husem, EAHIL President, is willing to stand for re-election.

Council members:

Ireland and the Czech Republic, each have more than five members, so that a national delegate will have to be elected provided that all members from those countries have settled their fee before April 30.

We count on everyone of you to consider serious candidates to propose (including yourself), and to vote for your EAHIL officers in the early summer. The Executive Board and Council depend on your determination to keep EAHIL a successful organisation devoted to your interests, wishes, needs and contacts in our profession.

Elisabeth Husem
EAHIL President

EAHIL Meetings *Réunions de l'AEIBS*

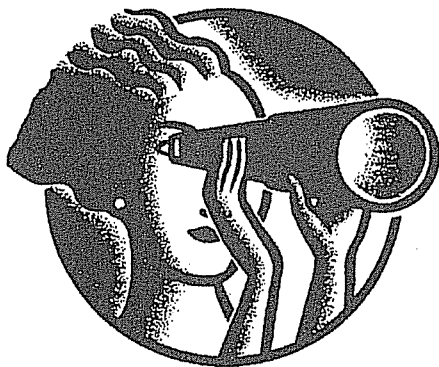
The **EAHIL GENERAL ASSEMBLY** will take place on September 19, 1996, at 5:30 p.m., at the 5th European Conference of Medical and Health Libraries to be held in Coimbra, Portugal. All EAHIL members are cordially invited to this important event of EAHIL. The invitation and the agenda will be sent in May to all members. The **EXECUTIVE BOARD** meeting and the annual **COUNCIL** meeting will take place in Coimbra, Portugal, on September 17 at 10:00 a.m. et 3:00 p.m. respectively.

National delegates are invited to attend the Council meeting and will receive the agenda in due time.

L'ASSEMBLEE GENERALE de l'AEIBS se tiendra le jeudi 19 septembre 1996 à 17h30, dans le cadre de notre 5ème Conférence Européenne des Bibliothèques Médicales et de Santé, à Coimbra, Portugal. Tous les membres de l'Association y sont cordialement invités. L'heure et l'ordre du jour seront communiqués au mois de mai prochain. Nous comptons sur la présence de chacun.

Les réunions du **BUREAU EXECUTIF** et du **CONSEIL** auront lieu à Coimbra le mardi 17 septembre respectivement à 10h00 et à 15h00.

Les délégués nationaux seront conviés à la réunion du Conseil et recevront l'ordre du jour en temps utile.



Finder™

sur CD-Rom

Base de sommaires
Fourniture de documents
Pour trouver sans chercher....

Une base exhaustive

Base de sommaires de plus de 12 000 titres de périodiques pluri-disciplinaires, couvrant la période 1990 à nos jours.

Convivialité de la recherche

Simplicité d'utilisation, recherche multi-critères (mots clés, auteur, titre de la revue, date de publication,...).

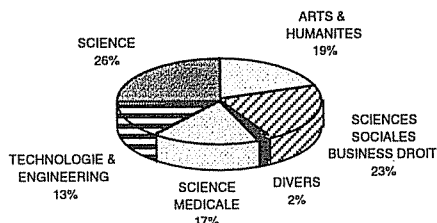
Lien avec votre fonds documentaire

Possibilité d'identifier instantanément si les articles sélectionnés font partie de vos propres collections.

Fourniture de documents

Option commande auprès de la *British Library*, le fournisseur référencé de Dawson.

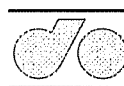
Domaines couverts



DAWSON FRANCE

Service Marketing
Rue de la Prairie - Villebon sur Yvette
91121 Palaiseau Cedex - FRANCE
Tél : 33/(1) 69 10 47 00 - Fax : 33/(1) 64 54 83 26
E-mail : dufour@dawson.co.uk
<http://www.dawson.co.uk>

Pour plus d'information, contacter :
François LADEUILLE - Tél : 33 (1) 69 10 47 41



dawson

NOUVELLES DE NOTRE ASSOCIATION

Les élections de l'AEIBS/EAHIL

Les élections de l'AEIBS/EAHIL ont lieu tous les deux ans en vue d'élire ou réélire le Président de l'AEIBS et des membres du Bureau Exécutif et du Conseil. Tous les membres de plein droit sont appelés à y participer activement.

Le règlement d'ordre intérieur stipule que le Comité d'Élections se compose de deux membres de plein droit en règle de cotisation dont la candidature a été soumise par la Bureau Exécutif au Conseil pour accord. Le Comité d'Élections est chargé de l'organisation et de la bonne marche des élections ainsi que du contrôle du dépouillement des bulletins de vote qui se tiendra à Bruxelles. Les résultats des élections de 1996 seront officiellement annoncés à l'Assemblée Générale de l'AEIBS à Coimbra, le 19 septembre. Ils seront également publiés dans la Newsletter.

Suzanne BAKKER (Pays Bas) et Angélique MATTIOLI (Belgique) ont été approuvées et nommées membres du Comité d'Élections par le Conseil. Nous les remercions vivement d'avoir accepté de consacrer une partie de leur temps précieux à cette activité essentielle que sont les élections.

Le 8 mars dernier tous les membres de plein droit ont reçu des formulaires de candidature en vue d'élire ou réélire le(la) président et 3 membres du Bureau Exécutif de l'Association. Le Conseil dont les membres ont été élus en 1994 pour un mandat de 4 ans ne requiert pas d'élections cette année-ci, sinon dans les pays où un siège est vacant.

Les candidats doivent être membres de plein droit de l'Association et en règle de cotisation à la date du 30 avril 1996. Le déroulement des élections se fait de la manière suivante: un premier envoi, effectué le 8 mars dernier, sollicite des candidatures de membres prêts à s'engager et à accepter soit le poste de président (mandat de 2 ans) soit un poste au sein du Bureau Exécutif (mandat de 4 ans). Chacun de

ces postes est important et requiert la volonté des élus de consacrer une partie de leur temps à la réalisation des projets et objectifs de l'Association.

Le second envoi s'effectuera vers la mi-mai et comprendra la liste des candidats qui se présentent aux élections avec les bulletins de vote.

Doivent être élus ou ré-élus en 1996:

Trois membres au Bureau Exécutif. Les mandats d'Elisabeth Husem (Norway), Présidente sortante de l'AEIBS, Beatrice Doran (Irlande), Teodora Oker-Blom (Suède) et Deonilla Pizzi (Italie) se termineront en décembre 1996. Elisabeth Husem représente sa candidature pour sa ré-élection au poste de présidente.

Au Conseil: L'Irlande et la République Chèque ont plus de 5 membres enregistrés en 1996 et ont droit à un

délégué national au sein du Conseil, pour autant que les membres de ces pays aient réglé leurs cotisations avant le 30 avril.

Nous comptons sur chacun de vous pour présenter des candidats (ou vous-même) désireux de se présenter aux élections, ainsi que d'élire par l'envoi de vos bulletins de vote ceux et celles en qui vous mettez votre confiance pour conduire à bien l'Association. Le Bureau Exécutif et le Conseil dépendent de votre détermination à faire de l'Association une organisation consacrée à vos intérêts, vos souhaits, vos besoins et vos contacts dans votre profession.

Nous comptons sur votre participation et vous en remercions.

Elisabeth Husem
Présidente de l'AEIBS

SPONSORSHIP AND MEMBERSHIP

SWETS & ZEITLINGER BV, The Netherlands, has generously renewed its sponsorship for one year. EAHIL appreciate very much Swets continuing financial support for the Newsletter and thoroughly thanks them for their encouragement.

SWETS & ZEITLINGER BV, Heereweg 347, P.O.Box 830, NL-2160 SZ Lisse, the Netherlands, Tel: 31 252 345 111 - Fax: 31 252 415 888
email: infoho@swets.nl

We are happy to welcome new EAHIL members:

Individual members :

- DUNHAM Joanne, University of Leicester, Clinical Sciences Library, Leicester, UK
- KAUFMAN Jeff, Yarra SA, Grasse, France
- LORRY ZERFAFA Laurence, Pharmamed Ltd, Zejtun, Malta
- OBST Oliver, - Universitäts- und Landesbibliothek München, Germany
- PERMENTIER Christine, Baxter R&D Europe, Nivelles, Belgium
- ZUCCHETTI Elena, Biblioteca, Fondazione Floriani, Milano, Italy

Institutional members :

- GLAXO IMB, Library, Mrs Micheline Demont, Grand-Lancy, Switzerland
- Library of MEDICAL ACADEMY OF LATVIA, Mr Inara Lejniece, Riga, Latvia

Associate members :

- BOWMAN Claire, Canadian Memorial Chiropractic College, Toronto, Canada

EAHIL SUB-GROUPS

EAHIL European Veterinary Libraries Group (EVLG)



The activities of our group are expanding. Just recently a long cherished wish of the group became a reality.

A newsletter totally dedicated to matters concerning the veterinary documentary information field in Europe (and abroad) was launched. The editors, Linda Warden of the Royal Veterinary College London and Rosemary Warner of the University College Dublin, succeeded in composing an interesting first issue.

The fact that it's possible to cover topics more broadly than is possible in the normal EAHIL-newsletter makes it especially worthwhile "supplementum".

We'll try to issue it twice a year. If you're interested in receiving forthcoming issues or want to send in a contribution. Please contact one of the editors:

- Rosemary Warner
Veterinary Medicine Library
University College
Ballsbridge - Dublin 4
Ireland
Phone : + 353 1 668 7 988
Fax : + 353 1 668 9 732
E-mail Rosemary.Warner@ucd.ie
- Linda Warden
The Royal Veterinary College
The Library
Royal College Street
London NW1 0TU
England
Phone : + 0171 468 5162
Fax : + 0171 388 2342
E-mail : lwarden@rvc.ac.uk

It is intended to publish further issues both in paper format, and electronically, via the new EVLG Homepage, which can be accessed at:
<http://www.vetmed.fu-berlin.de/evlg/>
This homepage is at present under construction, courtesy of our German colleagues. The editors felt, [and now I quote] "that it is important to publish

the Newsletter in both formats, because in these days of rapid technological change, one should not assume that all libraries have the same level of electronic access. Nowadays, so much emphasis is placed on e-mail, electronic discussion lists and the Internet, that those libraries without access to any of these may feel marginalised."

And one of the main purposes of the EVLG and also of EAHIL is to bring together all those interested or working in our field!

And now for the event of the year, the Coimbra conference :

In my opinion quite an attractive programme for the EVLG was put together for this conference.

The Scientific Organizing Committee agreed with the proposal to organize the veterinary sessions in two of the parallel sessions and not exclude it from the main conference again. The veterinary part of the programme will be as below.

Paul van Olm

*Institute for Animal and Health
The Library - Edelhertweg 15
NL-8200 AB Lelystad - Netherlands
Tel: 31 3200 38074 - Fax: 31 3200 38050
email: p.w.vanolm@id.dlo.nl*

Thursday 19th September 1996

10.30 – 12.30 : Parallel session

D Veterinary Special Interest Group – chair Anna Eslau Larsen (Denmark)

1. Doris Reinitzer – Austria:
The veterinary medical library of Austria offers new library services.
2. Anne-Catherine Munthe – Norway:
The new library of the Norwegian college of veterinary medicine.
3. Mitsuko Williams – USA : Plants toxic to animals :
Development of a curriculum- integrated Home Page.
4. Marta Prosbová – Slovakia:
Scientific information management in veterinary medicine education.

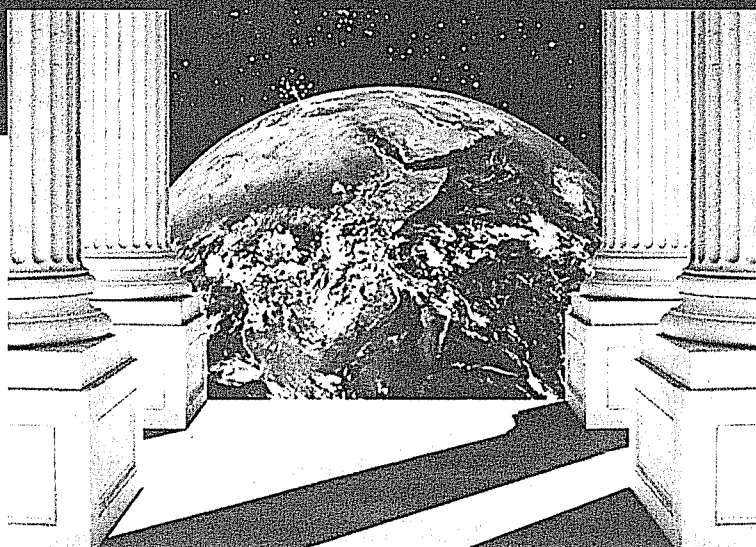
Friday 20th September 1996

10.30 – 12.30 Parallel session

D Veterinary Special Interest Group – chair Paul van Olm (The Netherlands)

1. Mirella Mazzucchi – Italy :
The scientific publications of Bologna veterinary faculty in some CD-ROM products.
2. Raisa Iivonen – Finland :
Marketing library to practising veterinarians.
3. Friedhelm Rump – Germany :
Interlibrary lending and electronic communication
4. Anna Eslau Larsen – Denmark :
2nd International Conference of Animal Health Information Specialists, Copenhagen 1997

major databases ERL technology...



...towards a worldwide library

By collaborating with our partners, SilverPlatter offer a worldwide library providing the information that users need and technology that enables effective access.

ERL technology, SilverPlatter's award winning client/server Wide Area Network solution, makes information accessible to users around the world. ERL Technology:

● delivers a worldwide library of over 250 ERL compliant databases that information users need including:

ABI/INFORM

Current Contents Search

Ei Compendex*Plus

EMBASE

INSPEC

MEDLINE

● enables access through DOS, Windows, Macintosh, UNIX and WWW interfaces

● supports Z39.50 V2 & 3

● integrates into existing TCP/IP or IPX based networks

For more information contact your local distributor or SilverPlatter Information.

SilverPlatter Information B.V.
Nieuwe Herengracht 49
1011 RN Amsterdam
The Netherlands
Tel: +31 (0)20 625 9650
Fax: +31 (0)20 623 7408



As you can imagine, we have a lot of news for the "Pharmaceutical Information" programme at the EAHIL 5th European Conference of Medical and Health Libraries in Coimbra, Portugal.

The Pharmaceutical Decision Committee met in Brussels in late January in order to select papers to be included in our Programme. As you can see (or at least, try to imagine), we have worked hard but in a good and friendly atmosphere. You may recognize on the picture Marie-Danielle Meunier (Pfizer France), Chair, Nada Trzan-Herman (Lek Ljubljana), Muriel Carcano (SmithKline Beecham Belgium) and your secretary. Jeanet Ginestet (Sanofi France) and Pascale Delausnay (Rhone Poulenc Rorer Belgium) were noty present.

Here is the result of their cogitations, which were accepted by the Scientific Programme Committee :

The Pharmaceutical Information session, chaired by Hans Holm from Astra Hässle, Sweden, will be split into two parts : the first part will oversee general aspects, the 2nd part will focus on technological aspects.

In order to enhance the quality of the meeting, a workbook with papers will be distributed. It will also contain some interesting tools, such as the Pharmaceutical Information Group members directory.

Numerous other papers during the general programme, as well as the Continuing Education Courses, and posters will also cover aspects of pharmaceutical information; and specialized exhibitors have already announced their participation at the Conference.

A dinner restricted to PhInfG members will also be organized to permit further, more relaxed discussion.

The General Meeting of the Pharmaceutical Information Group is planned for Thursday Morning 17

**GENERAL ASPECTS
Wednesday 18th Sept.
From 10h15 to 13h35:**

- 10h10-10h35
V. Maes (Pfizer Belgium) :
Pharmaceutical information associations active in Europe.
- 10h35-10h55
B. Fayl (EMEA) :
The European Agency for the Evaluation of Medicinal Products.
- 10h55-11h15
M. Nardelli (Zeneca, Italy) :
Finding solutions in the library
- 11h15-11h30
Discussion
- 11h30-12h00
Sandwich Break
- 12h00-12h20
GF. Miranda (Sanofi Wintrop Italy) :
Quality requirements in management of subscriptions
- 12h20-12h40
M. Colombi (Schering-Plough Italy) :
Information for pediatricians: a need to be satisfied ?
- 12h40-13h00
L. Vercellesi (Zeneca Italy) :
Ethical quality and pharmaceutical manufacturers literature
- 13h00-13h20
EJ. Scott (Glaxo Wellcome) :
Copyright and the Pharmaceutical industry
- 13h20-13h35
Discussion

**TECHNOLOGICAL ASPECTS
Wednesday 18th Sept.
from 16h30 to 18h30**

- 16h30-16h50
C. Kluiters (Elsevier):
Recent developments in electronic libraries in the health care industry
- 16h50-17h10
JP. Lardy (Univ. Cl. Bernard, France):
Filtering scientific information from the virtual library
- 17h10-17h30
P. Bador (Univ. Cl. Bernard, France):
Les serveurs Web dans le domaine pharmaceutique
- 17h30-17h50
P. Stadler (Boehringer Mannheim, Germany):
Content tables of biomedical journals via email: a new well-received service from the central library at Boehringer Mannheim
- 17h50-18h10
M. Gretz (Boehringer Mannheim, Germany) :
Silent revolution in the library: electronic media replace printed products. The example of official pharmacopeias and drug directories at Boehringer Mannheim Library.
- 18h10-18h30
Discussion



From left to right : Marie-Danielle Meunier, Nada Trzan-Herman, Muriel Carcano, Vincent Maes

September, from 10h30 to 12h30, in order i.e. to elect its Executive Board. If you have any item to raise, don't forget that all items which Members wish to propose for inclusion in the agenda must reach the Secretariat one month before the date of the meeting.

These activities have been made possible by the generous help of Elsevier.

Elections of the 1996-1998 Pharmaceutical Information Group Executive Board

Candidates to one of the three positions - Chair, Secretary, Treasurer - please send me your candidature letter before 15th May, including a few words about yourself and your ideas for the Group.

These presentations will appear in the next issue.

Pharmaceutical forum

As announced in the previous issue, the Pharmaceutical Forum will be organized, thanks to the help of Pascale Delausnay (Rhone-Poulenc Rorer, Belgium) and Nada Trzan-Herman, Lek, Ljubljana on the 21th May 1996 in the Gosset Hotel in Brussels, and on the 23 May in the premises of Lek at Ljubljana, Slovenia.

The speaker, Miss **Bonnie Snow**, Senior Staff Consultant Pharmaceuticals & Biomedicine Dialog & Data-Star, is an expert in the field of pharmaceutical information.

She is a regular author well-known in "Database" and "Online" journals, and also the author of "Drug Information: A Guide to Current Resources" the second edition of which is undergoing the final peer review process and should be published by the third quarter this year.

She is also teaching two continuing education courses on the subject, one of which is being accredited by the Medical Library Association.

As announced, the Program will cover three main themes :

- New tools for tapping into the Drug R&D Pipeline
- Update on other new pharmaceutical information sources
- Pharmacoeconomics searching

The cost is 3.500 BEF to be sent before the 6th May to the account of the Pharmaceutical Information Group : 310-0847838-47. Please specify "Pharma Forum - Brussels" or "Ljubljana".

Vincent Maes

*Pfizer SA - 102 rue Leon Theodor
B-1090 Brussels, Belgium*

Tel : 32 2 421 17 12

Fax : 32 2 421 17 93

email: maesv@pophost.eunet.be

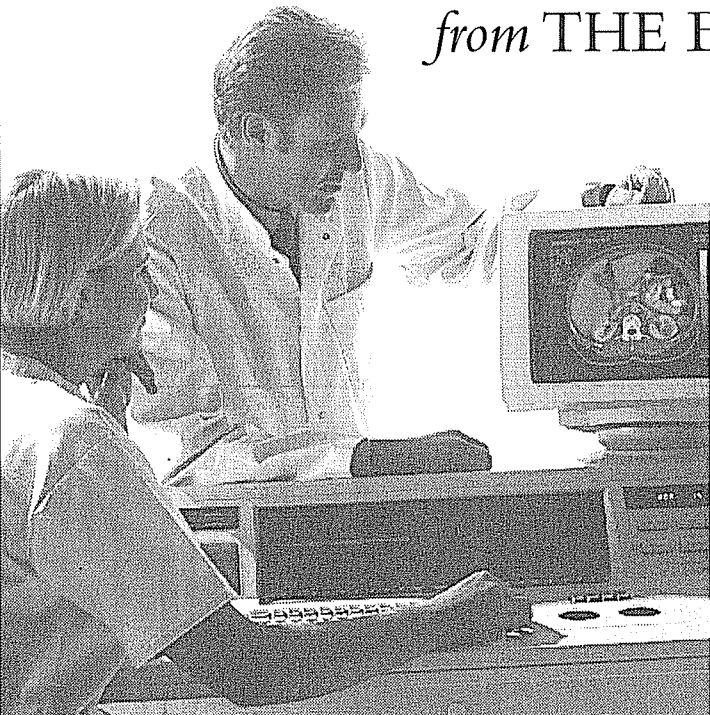
Please note my new Tel & Fax Nr.

NEW • NEW • NEW • NEW • NEW

HEALTH CARE INFORMATION SERVICE

from THE BRITISH LIBRARY

NEW • NEW • NEW • NEW • NEW



The new service brings together the Library's considerable resources into a sharp new focus

The Health Care Information Service has

- An outstanding reference collection of printed and electronic material on biomedical and health-care topics, patents and business information
- Expert staff: including indexers of UK titles for MEDLINE
- An international referral network

It offers you

- Reading Room services
- Search services - we search on your behalf with STMsearch or you search with BLAISE-LINK/ Grateful Med or ESA IRS-Dialtech
- Publications and courses
- AMED database for coverage of Allied and Alternative MEDicine
- Current awareness services for orthodox and complementary topics
- Documents distributed by the Document Supply Centre

For more information contact: Bruce Madge, Health Care Information Service, The British Library, 25 Southampton Buildings, London WC2A 1AW Tel + 44 (0)171- 412 7933 Fax +44 (0)171 412 7954 or email bruce.madge@bl.uk

NEWS FROM EUROPE

With HOPE (The Standing Committee of the Hospitals of the European Union), EAHIL is working for a future European network of health documentation centres

Avec HOPE (Le Comité Permanent des Hôpitaux de l'Union Européenne), EAHIL travaille à l'élaboration d'un futur réseau européen des centres de documentation en sciences de la santé

In Europe, there are 15 000 hospitals with more than 5 million employees, opened 24 hours a day, at the disposal of 370 million European citizens. The Standing Committee of the Hospitals of the European Union (HOPE) is a non governmental European Association, which was created in 1966, and has been, since 1995, an international social profit association. It includes national hospital associations as well as representatives from the national health systems of the 15 member states of the European Union, plus Switzerland as an observer.

Its objectives

1. Acting as a principal source of advice on hospital and health affairs to the institutions of the E.U.;
2. Developing and maintaining information about the planning and operation of the hospital services and of the health systems within which they function;
3. Advising members on matters relating to standards of provision, organisation and operation of hospital services and of the health systems within which they function;
4. Promoting exchange programmes and training within the E.U.;
5. Maintaining links with the health professions in the E.U.;

6. Liaising and cooperating with international bodies : the World Health Organisation, the Council of Europe, etc.

7. Engaging in any other activity designed to further the best interests of the hospital services in the E.U.

Among the past achievements :

- The European Charter of Rights for Hospital Patients (1979)
- Hospital services in the E.C. (1993)
- Hospitals and the elderly (1993)
- Nursing profession in the EC (1995)

The need for a European network of health documentation centres

An efficient flow of information between all European countries and regions by means of a computerized information exchange system is a "conditio sine qua non" for efficient health care and certainly for analysis, research, continuing education and European action. In the long run, HOPE intends therefore to stimulate a European network of documentation centres on health and hospitals all over Europe, which should function as a link between existing national and European documentation centres in the health sector. As evidence that EAHIL has a strong role to play in the future network : our Association is a NGO too, and participates in the HOPE actions, attending the HOPE meetings for example. Ursula Hausen, Past EAHIL

President, was deeply involved and was the link between the Association and the European institutions.

Now, as she has retired, the Executive Board has decided to keep in touch by automatically sending a representative from EAHIL : Jean-Philippe Accart gave a paper at the 7th HOPE meeting in Madrid, last Spring (see the October issue of the Newsletter) and Robert Gann to the AGORA Meeting in Brussels last October. The next meeting will be the HEALLO Group meeting which will gather all European associations involved in health. We will keep you informed of the development of such cooperation.

For more details: "Looking Back and Looking Forward : a report on 5 years HOPE actions programme (1989)" - Hospital Committee of the European Community, 1993

Contact: Prof. Schutyser, Secretary General, Standing Committee of the Hospitals of the European Union (HOPE), Kapucijnenvoer 35, B-3000 Leuven, Belgium - Tel. 32 16 336902 - Fax: 32 16 336906 -email: hope@geo2.poptel.org.uk

Jean-Philippe Accart
*Chair of the IFLA Section of Biological and medical Sciences Libraries
Centre Hospitalier d'Argenteuil, France*

The Council of Europe for NGO's, Strasbourg, January 23-24, 1996

La participation de EAHIL au Conseil de l'Europe est effective, notamment à la dernière réunion des organisations non gouvernementales (ONG) et du Groupe de Santé dont la réunion s'est tenue les 23-24 janvier 1996. Cette dernière réunion à laquelle assistait Ursula Hausen, a donné lieu à un échange d'informations pharmaceutiques et bioéthiques.

EAHIL was represented by Ursula Hausen at the Council of Europe sectoral meeting for NGOs and at the Groupe de Santé Meeting. Sectoral meetings prepared by the Council of Europe secretariat are always devoted to specific themes. This one - Health

Protection of Consumers in the pharmaceutical, food, cosmetics and pesticides fields - had been proposed for some time.

Documentation:

- Protection of Public Health (Doc. No. P-SG (95) 3

- List of the publications of the Partial Agreement in the Social and Public Health Field
- Handbook of the Committees of the Partial Agreement in the Social and Public Health Field, Strasbourg, March 1995 (P-SG (95) 1)

- Texts of the Council of Europe on Bioethical Matters (CDBI/INF (93) 2 Rev.)
- Convention Committee on Bioethics Librarians (DCBI)

The publications of the Council of Europe may be ordered from: Council of Europe Publishing, Sales Unit, F-67075 Strasbourg Cedex: tel: 33 88 41 25 81, fax 33 88 41 27 80

The NGO Groupe Santé has followed closely the work in the context of the

Bioethics Convention and has kept contact with the work of bodies of the Council of Europe concerned with social questions and health, in particular of the Health Division.

The Council of Europe now has a Newsletter: *La lettre / Newsletter of Information and Documentation Centres (IDC)* on the Council of Europe, listing the IDC's addresses and activities. The 1996 issues are devoted to the presentation of the IDC's on the Council of Europe. From these you will learn more about the IDC's activities in

Budapest, Sofia, Vilnius (January issue), Warsaw, Bucharest, Moscow (April issue), Bratislava, Kiev, Tallinn (July issue), Prague, Riga, Ljubljana (October issue). This is of interest to our members in Central and Eastern Europe.

(The Newsletter is available at the Council of Europe, Division of the Pan-European Co-operation Programmes, Directorate of Political Affairs, F-67075 Strasbourg Cedex, Fax 33 88 41 29 11: Yann de Buyer)

Quarter Centennial Jubilee of the "German MLA"

September 18-20, 1995, the 25th Annual Meeting of the Working Group for Medical Librarianship, the "German MLA" (AGMB) was held in Münster, a city of 250,000 inhabitants in Northwestern Germany. Besides the medieval outlook of the center (you can still visit the room in the City Hall, where they made peace in 1648 for the famous Thirty years' war) Münster has the third biggest university in unified Germany with about 45,000 students.

Two half day's Internet workshops held by MEDIBIB-L owner Oliver Obst framed the conference. The courses were almost overcrowded, with 60 librarians who took the chance to learn more about medical information on the Net and how to get it.

The quarter centennial jubilee was attended by 150 librarians and celebrated with two honoured lectures. The only remaining founder, Dr. F.J. Kuehnen, Head of the German Central Library of Medicine, and Klaus Gerber, long-time Chair, gave interesting and exciting insights on the history of the AGMB. They also examined the present state of the AGMB and the developments needed to meet the future. Dr. Wagner from the new Medical Branch Library of the host University and Regional Library Münster told us story upon story of the trouble shooting process which the remodeling of a central laundry to create a medical library appeared to be.

Today everybody seems to love the Library with its high ceilings and strong floors (remember the mighty wash boilers!).

In this beautiful brick building from the twenties, the latest computer and network technology have been installed to meet the information needs of the 10,000 medical professionals and students the Library serves.

The most noteworthy speeches of the conference were of course the ones about the Internet. Whereas in 1994 there was only one, now there were up to six speeches about this topic, marking the explosion in awareness of the rapidly changing information environment. The titles of the speeches ranged from "Biomedical databases on the Internet", "Document Delivery on the Internet" to "Medical Libraries as Information Agents and Providers on the World Wide Web"; Prof. Riehnhoff from the University of Marburg damped the overall Internet enthusiasm with his lecture about the somewhat obscure quality of medical information published on the Net. He pointed out that the Internet needs librarians to review, select, evaluate, and index the medical information on the Internet to guarantee high quality.

As in every year, the representatives of the two most important medical library organisations, the German Central Library of Medicine and the German Institut for Medical Information and

Documentation ((DIMDI, Deutsches Institut für Medizinische Dokumentation und Information), gave a roundabout of their ongoing activities as well as an outlook on the future. Most important for the audience was the announcement of the MEDLARS-Center DIMDI offer numerous biomedical databases, i.e. MEDLINE on the World Wide Web (<http://www.dimdi.de>).

The exhibitors - local bookstores and pharmaceutical agencies as well as international publishers - sponsored a buffet perfectly arranged and organized by the kind-hearted host Dr. Wagner and his supportive staff in the former central laundry.

The contributors to this meeting not only had the chance to enjoy the delightful talks with colleagues and the free buffet but also surfing the Web at the Internet Cafe. Overall the conference combined most successfully meeting, learning, and teaching opportunities at a wonderful place.

As a reward the organisers gained a visitor's book full of thankful addresses.

Oliver Obst, PhD
Medical Branch Library
Universitäts- und Landesbibliothek
Krummer Timpen 3-5
D-48143 Münster, Germany
Fax: 49 251 838 398
email: obsto@uni-muenster.de

GIDIF,RBM: The Italian Association of Information Professionals in the Pharmaceutical Industry and Biomedical Research Centers

GIDIF, RBM: L'Associazione Italiana per les Professionnels de l'information des centres de recherche de l'industrie pharmaceutique et biomédicale.

Ce groupe a démarré en 1983 avec l'idée de rassembler des professionnels de l'information des centres de recherche de l'industrie pharmaceutique et biomédicale. Le but est de promouvoir et défendre l'image du documentaliste, de délivrer des stages et des cours de formation continue, et d'aborder les problèmes que leurs membres rencontrent quotidiennement dans leur travail.

The group started up informally in 1983 as a meeting of colleagues. These club-like arrangements went on for three years but in 1985 the leading group realized that a formal association was necessary in order to improve the quality and quantity of meetings.

The aims of GIDIF,RBM are :

- 1 to promote and defend the documentalist's professional image
- 2 to promote training and continuing education courses for all members
- 3 to contribute to the study and development of tools and methods useful in the information professional's work.

The decision to group together people from the pharmaceutical industry and biomedical institutes reflects the fundamental spirit of the association: i.e. a practical approach to help members solve the problems they meet in their daily work.

Members of the Association are:

- information professionals in the biomedical field or similar disciplines (ordinary members).
- Public or private institutions working in the field (institutional members).
- Public or private institutions or associations not working in the field but interested in supporting the association's aims and initiatives (associate members).
- People who have contributed to the development of documentation (honorary members).

Newsletter

A quarterly newsletter *Notizie* is published. It keeps members informed of what is going on locally and internationally in their fields of

interests. GIDIF,RBM is also a permanent contributor to the leading Italian journal on librarianship *Biblioteche Oggi*.

Meetings and Workshops

Since its informal establishment in 1983 GIDIF,RBM has organized annual conferences and more recently annual workshops. The former generally deal with topics of policy and managerial aspects of documentation; the latter with technical aspects and updating. These meetings are open to non-members. GIDIF,RBM members are often invited to speak at other associations' meetings. The list of events and proceedings in Italian are available from the Secretary

Union catalogue

One of the association's first initiatives was the creation of a union catalogue to facilitate the retrieval of journal collections and the consequent exchange of information. Since 1990 the catalogue has been available electronically and is updated annually. About 40 libraries and more than 4.500 titles of which 3.200 active subscriptions and 12.700 collections are covered.

Working Groups

The working groups are set up by members to look closely into topics of general or particular interest for the profession such as role, new products, techniques and sources. The results have been published in international and local journals.

Literature produced by GIDIF, RBM

Adonis

In 1990 a working group was set up to assess whether a subscription to *Adonis* would be of advantage to small to medium-sized libraries and

information centres. 68 libraries agreed to keep a record of the articles retrieved from elsewhere. Then the working group examined how many requests could not be met using the GIDIF,RBM catalogue. At that time *Adonis* covered 441 titles 339 of them overlapping the union holdings. However since the *Adonis* collection had a life span of only one year less than 10% of the queries could be satisfied by a subscription to this product.

*Adonis : Valutazioni preliminari di un nuovo prodotto per il recupero di fonti primarie - Bibliotime 91, 2, suppl 2, 33-35 Corresp.author: M. Colombi**

Documentation services and the documentalist's job

This working group started in 1992 and conducted a survey to identify various features of information professionals working in Italy in public and industrial research institutions. The results outlined professional skills, knowledge, innovative and managerial spirit deployed by GIDIF,RBM members to achieve institutional objectives. History and structure of documentation centres and libraries were analysed and their services and products, technologies and resources examined.

*Documentation Services and the Documentalist's Job in Italy in the Nineties - Drug Information Journal 1994;28:557-564 Corresponding author: Annalisa Cambini**

Quality Assurance

This study was set up in 1992 to define a suitable procedure for quality assurance in documentation centres. The aim was to define quality measurements and develop

assessment questionnaires. The initial approach was to identify products and services delivered by individual centres. A mission statement for a typical documentation centre was established. Essential common quality indicators adequate to the full range of products were identified. Specific quality indicators were produced. Overall assessment of the services was not tackled as resources were considered a limiting factor. The understanding of customer needs and queries, as well as innovation, emerged as crucial to achieve and maintain quality.

*Quality Assurance in Drug Information Centres Online & CD-ROM Review 1993;17(5):279-283 Corresponding author: Luisa Vercellesi**

Interactions with pharmaceutical marketing agencies and technical medical media

The aim of the study set up in 1994 was to ascertain the perceptions of GIDIF,RBM members of a loose relationship between information centres, marketing agencies and technical medical media. Through questionnaires and structured interviews present and potential relations between biomedical information centres and technical medical media or pharmaceutical marketing agencies were investigated. Information professionals showed attention to literature delivered by these two entities, recognizing them as major sources of information for prescribers. Their present role as suppliers is mainly mediated for primary documentation and searches. Agencies and technical medical media expressed needs which could have been solved by information professionals and the possibility of closer relations

emerged particularly with regard to value added information.

*Interactions of biomedical information centres with pharmaceutical marketing agencies and technical medical media: new customers/suppliers. 4th European Conference for Medical and Health Libraries, Oslo 1994 poster session. Presented for publication to Drug Information Journal. Corresponding author: L.Vercellesi**

*EAHIL Members

Vanna Pistotti*

*GIDIF,RBM, Secretary
GA Memorial Pfeifer Memorial Library
Istituto "Maria Negri"
via Eritrea 62 20157 Milano, Italy*

Luisa Vercellesi*

*Zeneca SpA
Medical Information Group
via Fr.Sforza 20080 Basiglio, Italy*

Impact of Electronic Technologies on end-user Education in a Scientific Library in Italy

Répercussions des technologies nouvelles sur l'enseignement aux utilisateurs finaux dans une bibliothèque scientifique italienne

Les auteurs décrivent l'expérience et les répercussions de l'enseignement des nouvelles technologies à des utilisateurs finaux dans la Bibliothèque scientifique de l'Istituto Superiore di Sanita à Rome.

Introduction

The purpose of this paper is to describe the experience of the Istituto Superiore de Sanita (ISS) Library in training end-users to search CD-ROM databases. The ISS Library is a multi-disciplinary scientific library, holding over 3,500 current periodicals and 170,000 monographs, with an average of 100 researchers using the library every day. The acquisition of 40 CD-ROM products (including basic reference tools such as Medline, Science Citation Index, CAB Abstracts, Current Contents, as well as full text in the pharmacological and legislative fields, encyclopedias, serials directories, and grey literature reference tools such as SIGLE and Dissertation Abstracts), followed by the installation of three single-user multidrive CD-ROM workstations, raised several education issues because of the strong impact of these new electronic products on users

accustomed to searching printed information sources.

Methodology

A questionnaire was distributed to a sample of frequent users with the purpose of assessing :

- acquaintance with information retrieval techniques
- preferred reference tools
- requests for training courses organised by the library

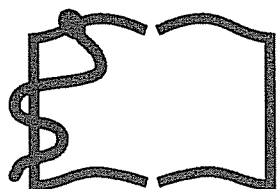
The results of this survey showed that electronic reference tools on floppy disk or on CD-ROM were still consulted almost exclusively through the mediation of the library staff, and that there was a strong demand (82% of our sample) for training in order to improve their knowledge of the existing information resources. Diversity among software interfaces

used by different CD-ROM publishers and DOBIS/LIBIS software, adopted for the online catalogue, caused disorientation among users. The library was therefore urged to prepare a complete training programme, with the aim of reaching the following objectives :

- awareness of the existence of new products and of new supports
- improvement of search effectiveness
- independence from continual assistance by librarians.

The organisation of a training strategy included multiple steps. First of all, it was necessary to consider the problem of library staff training. Weekly training sessions were organised for the personnel staffing the reference service; classes were held by librarians who already had experience with online database searching, and all personnel staffing the reference service

EAHIL / AEIBS



FIFTH EUROPEAN CONFERENCE OF MEDICAL AND HEALTH LIBRARIES,
COIMBRA, PORTUGAL - SEPTEMBER 18-21, 1996

CINQUIÈME CONFÉRENCE EUROPÉENNE DES BIBLIOTHÈQUES MÉDICALES
ET DE SANTÉ, COIMBRA, PORTUGAL, LES 18-21 SEPTEMBRE 1996

"Health Information Management: What Strategies" *La gestion de l'information de santé: Quelles stratégies?*

Dear Colleagues,



The Final announcement is being prepared to be delivered shortly. There you will find detailed information on the continuing education courses, the scientific programme, the social programme and touristic tours. The registration forms for the continuing education courses, for the Conference itself and for the hotel reservation will be included as well, so that you can plan everything in time.

The papers and posters that have been selected can foresee quite an interesting scientific programme. And we are preparing a varied and attractive social programme to welcome you all.

L'annonce finale est sur le point d'être distribuée. Vous y trouverez des informations détaillées sur les cours de formation continue, le programme scientifique, le programme social et les visites touristiques. Les formulaires d'inscription pour la Conférence et les cours de formation continue, ainsi que les réservations d'hôtel y seront inclus. Il vous sera possible de planifier votre séjour globalement.

Les communications et posters qui ont été sélectionnés sont prometteurs d'un grand intérêt scientifique. Nous avons également prévu un programme social varié et attrayant en vue de vous accueillir chaleureusement au Portugal.

Antonia Pereira da Silva

*President of the Local Organising Committee
Hospitais de Universidade de Coimbra
Apartado 9023 - P-3049 Coimbra Codex, Portugal
Tel: 351 39 322 69 - Fax: 351 39 239 07*

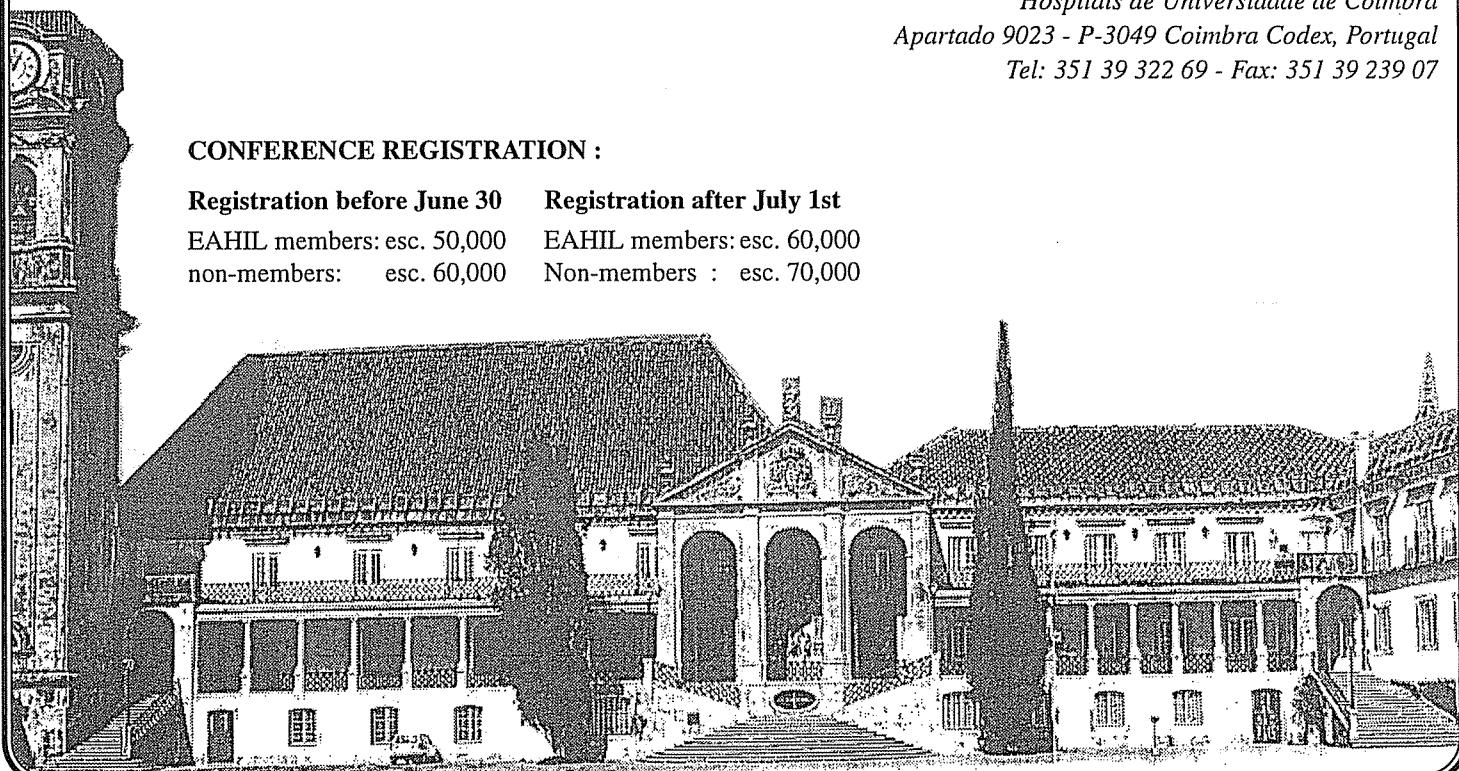
CONFERENCE REGISTRATION :

Registration before June 30

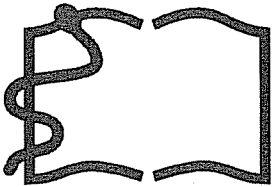
EAHIL members: esc. 50,000
non-members: esc. 60,000

Registration after July 1st

EAHIL members: esc. 60,000
Non-members : esc. 70,000



EAHIL / AEIBS



FIFTH EUROPEAN CONFERENCE OF MEDICAL AND HEALTH LIBRARIES,
COIMBRA, PORTUGAL - SEPTEMBER 18-21, 1996

CINQUIÈME CONFÉRENCE EUROPÉENNE DES BIBLIOTHÈQUES MÉDICALES
ET DE SANTÉ, COIMBRA, PORTUGAL, LES 18-21 SEPTEMBRE 1996

"Health Information Management: What Strategies"
La gestion de l'information de santé: Quelles stratégies?

P R O G R A M M E

TUESDAY, 17TH OF SEPTEMBER

- 9.00 - 17.00
Continuing education courses
- 10.00 - 13.00
EAHIL Board Meeting
- 15.00 - 17.30
EAHIL Council Meeting

WEDNESDAY, 18TH OF SEPTEMBER

- 8.30 - 17.00 - Registration
- 9.00 - 13.00
Continuing education courses
- 10.10 - 13.35
Special Interest Group Session
Pharmaceutical Information Group I
- 14.30 - 15.00
Opening Ceremony
- 15.00 - 15.30 - Plenary session
- 15.30 - 16.00
Exhibition opening
- 16.00 - 16.15 - Coffee Break
- 16.15 - Visit to the University
- 16.30 - 18.30
Special Interest Group Session
Pharmaceutical Information Group II

THURSDAY, 19TH OF SEPTEMBER

- 9.00 - 10.00 - Plenary Session
- 10.00 - 10.30 - Coffee break
- 10.30 - 12.30
Parallel Sessions :
 - Information support for clinical decision making;
 - Professional education and development;
 - Information professional issuesSpecial Interest Group Session :
European Veterinary Libraries Group I
- 12.30 - 14.00 - Lunch
- 14.00 - 15.00 - Plenary session
- 15.00 - 15.30
Attended poster session
- 15.30 - 16.00 - Coffee Break
- 16.00 - 17.30
Parallel sessions :
 - Managing INTERNET resources I
 - Evidence-based health care
 - Total quality management applications
- 17.30
General Assembly of EAHIL members
- 20.00
Typical Portuguese Evening (included in the registration fee)

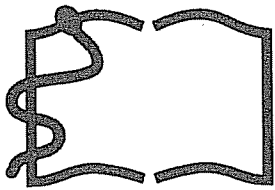
FRIDAY, 20TH OF SEPTEMBER

- 9.00 - 10.00
Plenary Session
- 10.00 - 10.30
Coffee break
- 10.30 - 12.30
Parallel Sessions :
 - Networking and cooperation
 - Management of academic libraries
 - New trends in health information managementSpecial Interest Group Session :
European Veterinary Libraries Group II
- 12.30 - 14.00
Lunch
- 14.00 - 15.30
Parallel sessions :
 - Electronic document delivery I
 - Managing INTERNET resources II
 - Consumer health information
- 15.30 - 16.00
Coffee break
- 16.00 - 17.30
Parallel sessions :
 - Information skills for problem based-learning
 - Electronic document delivery II
 - Bibliometrics in health information management
- 20.00
Gala dinner at S. Marcos Paçace
(included in the registration fee)

SATURDAY, 21ST OF SEPTEMBER

- 9.00 - 11.00
Parallel sessions :
 - Knowledge-based of health care
 - National policies and practices
 - Libraries in the changing market
 - History of Medicine and Medical Information
- 11.00 - 11.30
Coffee break
- 11.30 - 12.00
Plenary session
- 12.00 - 12.30
Closing Ceremony
- 12.30 - 13.00
Farewell surprise

EAHIL / AEIBS



FIFTH EUROPEAN CONFERENCE OF MEDICAL AND HEALTH LIBRARIES,
COIMBRA, PORTUGAL - SEPTEMBER 18-21, 1996

CINQUIÈME CONFÉRENCE EUROPÉENNE DES BIBLIOTHÈQUES MÉDICALES
ET DE SANTÉ, COIMBRA, PORTUGAL, LES 18-21 SEPTEMBRE 1996

"Health Information Management: What Strategies"
La gestion de l'information de santé: Quelles stratégies?

P R O G R A M M E

MARDI 17 SEPTEMBRE

- 9.00 - 17.00
Cours de formation continue
- 10.00 - 13.00
Réunion du Bureau Exécutif de l'AEIBS/EAHIL
- 15.00 - 17.30
Réunion du Conseil de l'AEIBS/EAHIL

MERCREDI 18 SEPTEMBRE

- 8.30 - 17.00 - Inscriptions
- 9.00 - 13.00
Cours de formation continue
- 10.10 - 13.35
Session des groupes spécialisés :
Groupe Pharmaceutique d'Information I
- 14.30 - 15.00
Cérémonie d'ouverture
- 15.00 - 15.30 - Session plénière
- 15.30 - 16.00
Exposition - Ouverture
- 16.00 - 16.15 - Pause café
- 16.15 - Visite de l'Université
- 16.30 - 18.30
Session des groupes spécialisés :
Groupe Pharmaceutique d'Information II

JEUDI 19 SEPTEMBRE

- 9.00 - 10.00 - Session plénière
- 10.00 - 10.30 - Pause café
- 10.30 - 12.30
Sessions parallèles :
- Soutien documentaire pour la prise de décision clinique
- Formation professionnelle et développement
- Problèmes liés à l'accès à la documentation professionnelle
- Session des groupes spécialisés:
Groupe Européen des bibliothèques Vétérinaires I
- 12.30 - 14.00 - Déjeuner
- 14.00 - 15.00 - Session plénière
- 15.00 - 15.30 - Session des posters
- 15.30 - 16.00 - Pause café
- 16.00 - 17.30
Sessions parallèles :
- Gérer les ressources d'Internet I
- Les soins de santé basés sur des rapports techniques d'observation
- Les applications du concept "qualité totale"
- 17.30
Assemblée Générale des membres de l'AEIBS/EAHIL
- 20.00 - Soirée typique portugaise
(inclus dans les droits d'inscription)

VENDREDI 20 SEPTEMBRE

- 9.00 - 10.00
Session plénière
- 10.00 - 10.30
Pause café
- 10.30 - 12.30
Sessions parallèles :
- Le travail en réseau et la coopération
- La gestion des bibliothèques universitaires
- La gestion de l'information de santé : nouvelles tendances
- Session des groupes spécialisés :
Groupe Européen des bibliothèques Vétérinaires II
- 12.30 - 14.00
Déjeuner
- 14.00 - 15.30
Sessions parallèles :
- La fourniture électronique de documents I
- Gérer les ressources d'Internet II
- L'information de santé pour les patients
- 15.30 - 16.00
Pause café
- 16.30 - 17.30
Sessions parallèles :
- Techniques documentaires appliquées à la résolution de problèmes
- la fourniture électronique de documents II
- La bibliométrie dans le management de l'information de santé
- 20.00
Dîner de gala au Palais S. Marcos
(inclus dans les droits d'inscription)

SAMEDI 21 SEPTEMBRE

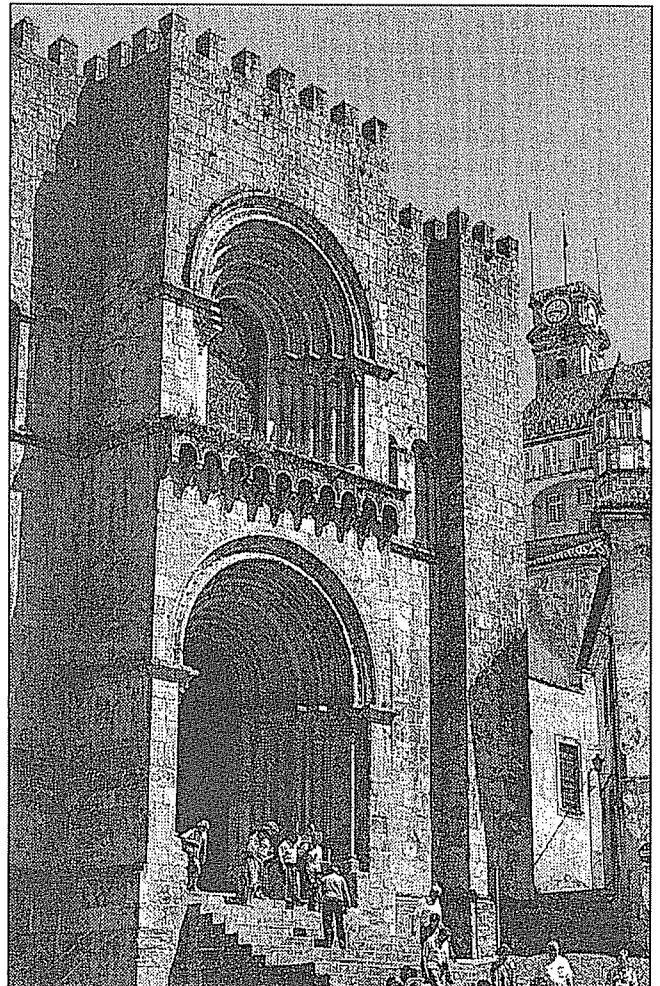
- 9.00 - 11.00
Sessions parallèles :
- Formation initiale en soins de santé : politiques et pratiques nationales
- Les bibliothèques dans un monde économique en mutation
- Histoire de la médecine et de l'information médicale
- 11.00 - 11.30
Pause café
- 11.30 - 12.00
Session plénière
- 12.00 - 12.30
Cloture de la Ceremonie
- 12.30 - 13.00
Suprise d'adieu



The Belfry at the University (1733).

FIFTH EUROPEAN CONFERENCE OF MEDICAL
AND HEALTH LIBRARIES,
COIMBRA, PORTUGAL
SEPTEMBER 18-21, 1996

WELCOME TO COIMBRA !



The Old Cathedral (XII c.)

5^{ÈME} CONFERENCE EUROPEENNE DES
BIBLIOTHEQUES MEDICALES ET DE SANTE,
COIMBRA, PORTUGAL
18-21 SEPTEMBRE 1996

were trained with at least the basic knowledge of these new tools.

An in-depth study of manuals enclosed with CD-ROM products was an essential prerequisite for the preparation of documentation to be distributed to end-users for integration with the training programme. In fact, documentation prepared by librarians played an important support role in training sessions, since CD-ROM manuals turned out to be too detailed and caused confusion among users, due to difficulties in terminology and the fact that they were written in a foreign language. It was decided, therefore, to prepare a guide (in Italian) to the CD-ROM's available in the library, illustrating the main features and essential commands of each product, together with examples of easy searches, and a sample record of each database. This guide was handed out at training sessions and made available at each workstation.

Following these initial phases, which included staff training and preparation of documentation, formal classes were organised for end-users of the library. Lessons were held with a maximum of forty participants, with the help of a liquid crystal display screen linked to a CD-ROM workstation. Contents and peculiarities of products available in the library were illustrated, allowing end-users to become acquainted with the large variety of scientific fields covered, and with primary documents (journal articles, books, technical reports, patents theses, etc.) indexed by different databases. Basic elements of information retrieval techniques were outlined during the courses such as the use of controlled terminology versus free language searching. Use of Boolean operators and of limit fields in narrowing or expanding search strategies was also explained.

Evaluation forms distributed at the end of the formal courses, revealed a great interest from participants and the need for a more practical training approach. Therefore individual training sessions were organised on demand, concerning specific databases and advanced search techniques, such as the use of the Explode command and of subheadings in Medline. During these one-to-one sessions end-users

were also encouraged to make use of electronic tutorials enclosed with some products: tutorials were mainly used as a first approach to CD-ROM's, since they could give an idea of the potentialities of these media and of the characteristics of the databases.

Help available on disc and advanced interfaces such as those provided by WINSPIRS software (mapping from free language to controlled headings) and by OVID software (using a mouse to move a question mark to screen fields where help is needed) were also outlined to more experienced users.

Conclusions

Overall success of our training strategy was measured either by the increase in the demand for advanced training sessions or by the rise in the number of searches effected by end-users. Following the first collective training course at the end of September 1994, there were 70 individual appointments in the last trimester of 1994, and 63 in the months of January-February 1995. Consultation of CD-ROM databases showed a significant increase in the quantity of searches performed by end-users (124 in 1993, year of introduction of CD-ROM service; 806 in 1994; 385 January-May 1995, with an average respectively 10, 67 and 77 searches per month).

Moreover it is interesting to point out that before the introduction of the training programme, searches were mostly oriented towards databases well known by users such as Medline

(70% of the 1994 searches were executed on this database); following formal and individual training sessions there was a diversification showing a better knowledge of sources available in the library - in the first five months of 1995 about 60% of the searches were still performed on Medline, but there was also an increase in the consultation of specific reference tools such as food science and toxicology databases.

References

Byron Anderson and Samuel T. Huang. : Impact of New Library Technology on Training Para-professional Staff. *The Reference Librarian*, 39(1993) p. 21-29.

Robert L. Bolin : The challenge of CD-ROMs for Libraries. *The Reference Librarian*, 43(1994) p. 117-130.

Joan Day : Training end-users of CD-ROM in: *CD-ROM in Libraries: Management issues*, edited by Terry Hanson and Joan Day. London: Bowker Saur, 1994, p. 137-157.

Maurella Della Seta and Cristina Mancini : *Guida al CD-ROM possenti dalla biblioteca dell'Istituto Superiore di Sanita. Serie Relazioni*, 94/5.

David Newble and Robert Cannon : *A handbook for Medical Teachers*. Lancaster: MTP Press, 1987.

**Maurella Della Seta
and Cristina Mancini**
*Biblioteca,
Istituto Superiore di Sanita
viale Regina Elena,299
00161 Roma, Italy*

1996 MEMBERSHIP

Do not delay the renewal of your membership.

The EAHIL elections and the Coimbra Conference are important events in 1996.

ADHESION 1996

Avez-vous songé à renouveler votre adhésion ?

Les élections de l'AEIBS/EAHIL et la Conférence européenne à Coimbra sont des évènements importants en 1996.

FEATURE ARTICLES

A Questionnaire by Library Users for Library Users

Un questionnaire destiné aux utilisateurs de la bibliothèque et établi par les utilisateurs

Les indicateurs de performance, le regard porté par les utilisateurs sur la bibliothèque, la connaissance des besoins et des souhaits des utilisateurs, tous ces arguments semblent être très importants lorsque nous devons nous battre pour défendre et justifier le budget consacré à la bibliothèque. L'un des objectifs de la Bibliothèque Universitaire de Leicester est de tenir compte de l'opinion des utilisateurs afin d'adapter l'organisation future du service. Afin de cerner les besoins des utilisateurs au moyen d'un questionnaire qui serait ensuite exploité statistiquement, le logiciel professionnel "Priority First", qui offrait les avantages de reprendre les notions jugées comme étant les plus importantes par les utilisateurs, a été choisi.

La première partie du questionnaire était très courte et avait pour objectif d'obtenir des informations pratiques sur les utilisateurs et le personnel de la bibliothèque. La partie la plus importante du questionnaire était constituée par les questions soulevées par quatre groupes ciblés parmi le personnel académique, les chercheurs et les étudiants (voir publication de Mullaly-Quijas (1994) concernant l'utilisation de cette méthodologie de recherche en sciences de "Priority Search" qui possédait le degré de professionnalisme nécessaire pour encourager les participants à exprimer leurs opinions et à les énoncer d'une manière cohérente. Ce questionnaire a ensuite été distribué largement dans le campus et l'analyse des résultats a été réalisée très rapidement par le programme statistique de "Priority Search". L'histogramme obtenu a donné 36 points dans l'ordre décroissant des priorités, mais la répartition des dix priorités principales pour chacun des groupes a démontré que de légères divergences en fonction des différents groupes. Par contre, nous avons pu noter une unanimité, pour les priorités suivantes:

- *assurer la disponibilité d'un stock adéquat de livres récents*
- *maintenir les abonnements de périodiques*
- *informatiser le catalogue de tous les livres*
- *avoir plus de copies des textes essentiels*
- *assurer une meilleure liaison entre la bibliothèque et le personnel académique.*

Le rapport de cette étude a été ensuite largement distribué dans l'Université et nous a ainsi permis, grâce aux priorités établies par le personnel académique et les chercheurs, d'obtenir des fonds supplémentaires pour assurer le maintien des abonnements de périodiques par exemple. Cette étude aura aussi permis d'améliorer nos services et il nous appartient, maintenant que les lecteurs nous ont indiqué quelles étaient leurs priorités, de les analyser dans cette optique.

Performance indicators, users views of the library service, finding out what the customer really wants - all these seem to become more important as we have to fight for and justify the money spent on the library. Hence one of the written objectives of the Library at Leicester University includes the use of feedback from the users to modify and inform our forward planning.

But how to find out what the staff and students at the University of Leicester want from their library; can we find out what obstacles prevent usage, by those who use it infrequently? Much has been written on questionnaires and to design one that has some statistical validity and gives you the information you want is very far from simple. We decided to employ the professional, market survey package offered by Priority First. Not least amongst its advantages was that the issues addressed were those viewed as important by our users (rather than Library staff) and as far as possible the questions were framed in the users

own language and presumably free of library jargon.

The first part of the questionnaire was short and indeed drawn up by library staff. Its objective was to acquire factual information on the status (student, staff etc.) of the user, subject studied, gender, age group and information about distance or other circumstances which might make visits to the library difficult. It also included questions on the frequency of library use and the general level of satisfaction with the services. This would allow us to look at the priorities of the different groups eg. staff, students, distance students, etc.

The greater part of the questionnaire was derived from issues raised by focus groups. The use of focus groups as a research methodology in library research is on the increase and a description with an example of their use can be found in a recent publication by Mullaly-Quijas (1994). Our four focus groups (Academic and research staff, education students, medical students and other students)

were designed to get the opinions of those using all the three branches of the University Library.

They varied in size, though the most efficient number lies somewhere between 10 - 16 - big enough to be representative but not too intimidating for the participants. The medical student focus group had eight members and despite being bribed with food, it was difficult to get even that number together. Originally I had devised a "stratified random sample" but it quickly became apparent that if there was to be any focus group at all, I would have to appeal to their better natures whilst they were having their lunch in the hospital canteen. On looking back it would have been better if I had allowed considerably more time to find suitable willing participants. Fortunately there were representatives from each year; eight participants in total and two from each of the years that we make provision for.

The focus group sessions themselves were "facilitated" by a staff member from Priority Search. The facilitator is

indeed the key to success and a degree of professionalism is necessary to encourage people to express their opinions and then to clarify or codify them into a set of coherent statements on ways in which they thought the library service could be improved. Our facilitator undoubtedly had such qualities. He had attended previous meetings with the Library's Policy and Management team, when we drew up the preliminary questionnaire, so that he was sufficiently conversant with the general background to encourage debate over a wide range of relevant issues. There were no library staff present during the discussions, since it is important that members of the focus groups were not inhibited in expressing their ideas.

Focus groups may use tape recordings (as in the U.S.A.), but we found that flip-charts provided an adequate means of recording the opinions and ideas expressed.

From these our facilitator arranged the suggestions into a hexagonal grid, so that similar and related ideas could be grouped together visually. Out of these the Policy & Management team chose 36 (just about the maximum) issues, which the focus groups had suggested would make the library and its services better for them.

We covered most of the issues raised, but discarded those that were already being addressed or were regarded as being totally impossible.

The chosen issues were arranged in the questionnaire so that users had to prioritize each statement against another. For example they had to choose whether "Maintaining the financial commitment to periodicals" rated more highly than "Increase the number of reading places in the library". As you will see from the above example there was no logical connection between the two statements, but each statement appeared three times against different statements and this we were assured would give us a fairly good picture of our users' priorities. The statistics of this procedure are complicated but it has been successfully used in general market research and we accepted Priority Search's assurances on this point.

Perhaps one of the most difficult exercises was obtaining lists of our users in the desired categories, so that we could obtain a representative sample. Once the numbers had been determined the questionnaires (which took about 15-20 mins to fill in) could be distributed. Although some were distributed by post (part-time and distance students), most of them were handed out by library staff around the campus. Although I am assured that no strong arm tactics were employed, it did mean that someone stood over the unfortunate volunteer until the questionnaire had been completed! We did not distribute them in the library and tried as far as possible to use staff, who would probably not be recognized as library staff. We don't often have snow in the U.K. but the week of the questionnaire distribution coincided with the snowfall of the winter and the staff did well to fill their quotas in the different user categories as they shivered round the campus.

Priority Search uses a computer programme to analyse the results and it did not take very long. The amount of data we received was formidable. The results from the focus groups had been instructive in themselves and it has been useful to have the uninhibited views of medical students even if there were only eight of them, but this was as nothing compared to the questionnaire results. These were broken down in every conceivable way in a book some 60 pages long. The summary histogram gave the 36 statements in descending order of priority, but the breakdown of the top ten priorities (also histograms) for subject faculty, staff v. student, sex, age, part-time v. full time students etc. demonstrated that each group had slightly varying priorities. So when we wish to address the needs of disabled students, they would be significantly different in some respects from the other groupings. On the other hand there was considerable unanimity across all groups about the major priorities:

- Ensure an adequate stock of up to date books available
- Maintain the financial commitment to periodicals
- Get all books on to the computer (We have catalogued only those books which have been borrowed - from the collections held before automation)

- More multiple copies of the essential texts
- Better liaison between library and academic staff

These four items were all within the first 10 priorities of each group. Clearly they are vitally important to our readers, whilst the training of library staff was not as important an issue to any of our users. Presumably if they had not found library staff "pleasant and helpful", this might have been more of an issue. But it does raise an important point in that these are the users' priorities and that in addressing their priorities, we should not abandon our professional judgement altogether - so library staff training will remain an important issue at Leicester.

Probably the most important question is how to follow up these findings. The survey report was distributed widely throughout the University. Thus when we ask for additional money to maintain periodicals we can strengthen our case by reference to the fact that it was the number one priority for academic and research staff. We also mounted an exhibition which was taken round to each Branch in turn so that we could demonstrate the results to those who took part and anyone else who might be interested. But we undertook the survey not to rest on our laurels but to improve library services and the task of examining our readers priorities has been entrusted to all the Section Heads within the library. Their work has barely begun, but already it is clear that there are things that can be done relatively easily, things that need to be incorporated into long term planning and almost everything requires additional resources in terms of finance or staff time or both. Still the readers have told us where their priorities lie; it is up to us to look at our priorities in that light.

Mullaly-Quijas P, Ward DH, Woelfl N 1994 Using focus groups to discover health professionals' information needs: a regional marketing study. Bull Med Libr Assoc 82:305-311.

Jean G. Shaw

*Formerly at Clinical Sciences Library
University of Leicester
Leicester LE2 7LX*

Present email : exxjgs@bath.ac.uk

State of the Art of the Application of New Information Technologies in Portuguese Health Libraries

"State of the Art" dans l'application des nouvelles technologies pour l'information dans les bibliothèques de santé au Portugal

Après une brève introduction retraçant les grandes lignes des résolutions prises par la Commission Européenne, une large description de la situation au Portugal, concernant l'impact de l'application des nouvelles technologies de l'information dans les bibliothèques de santé et les services de documentation, est présentée en détail en se référant aux données d'une étude réalisée en 1993. Une clarification générale de l'importance stratégique de la mise sur pied d'un réseau informatisé performant pour l'information dans les bibliothèques dans le domaine de la santé, au travers de la mise en oeuvre d'infrastructures organisationnelles techniques et professionnelles et d'une politique nationale solide dans le domaine de l'information, est développée.

Abstract

After a brief introduction outlining the European Commission purposes, a broad description of the Portuguese situation, as far as the impact of the application of new information technologies in health libraries and documentation services is concerned, is presented in detail considering data from a 1993 study. A general clarification of the strategic importance of an efficient and operational automated library information network for the health field, through the implementation of organisational, technical and professional infrastructures and a solid national information policy is indicated.

In 1986 the European State of the Art of the application of new information technologies in libraries was studied in each of the EC member states to determine the extent to which catalogues existed in machine readable form, the role of library networks, the level of automation for library housekeeping functions (such as acquisitions, circulation control and local cataloguing), the use of computer-based user-related services, and the nature and level of interlibrary transactions and activities. In 1990 the European Commission felt a need to review the process made since the original LIB 2 study, in order to provide a current knowledge-base for actions and to help provide additional information for developing projects, both at the Community and the project partners level.

Information was sought on the number of commercial, integrated library systems installed and on the range of modules available, including the basic modules for acquisitions,

cataloguing, circulation, serials and interlibrary loans and supplementary ones for email, office automation, etc.

In Portugal this reassessment was undertaken by BAD - Associação Portuguesa de Bibliotecários Arquivistas e Documentalistas. It was based on data published by that study, with a further literature review and on data collected through a questionnaire - similar to that which was focused on the health field and used in a study carried out by the author in 1993 for submission for the Degree of Master of Sciences in Information Management at the University of Sheffield.

To accomplish the above purpose, a descriptive study based on data collected through a survey and on the available literature, was carried out. In the design step, the methods adopted were a survey in the form of a mailed questionnaire, sent to 139 libraries and 10 interviews with head-librarians of institutions sampled afterwards.

Since the questionnaire was similar to the one of the LIB 2 study, the drafting,

construction and pre-testing of the questionnaire were considered unnecessary, although a few minor changes were made. Further steps were taken to ensure that the collected data was accurate, to secure data from respondents, to prepare (coding) and to organise (processing) the data for analysis and reporting. The response rate was 52%, so all the data analysed hereinafter will concentrate on the 72 institutions that answered the questions which were asked. Three main types of library were considered: academic, governmental and private. There was a clear predominance of libraries from the governmental sector, but the study proved that there is no association between the application of new information technologies and the type of library.

The following table shows the data obtained on the global application of new information technology to libraries in the health field, with regard to the data collected on information access via the TELEPAC communication network, local databases, integrated systems, CD-ROM and online search:

TYPE OF LIBRARY	Telepac %	Local DB %	External DB %	Integrated systems %	CD-Rom search %	On Line search %	TOTAL %
ACADEMIC	1 (5,3)	2 (10,5)	2 (10,5)	4 (21,1)	7 (36,8)	1 (5,3)	19 (26,8)
GOVERNMENTAL	1 (2,1)	3 (6,4)	5 (10,6)	2 (4,3)	7 (14,9)	2 (4,3)	47 (66,2)
PRIVATE	0 (0,0)	0 (0,0)	2 (40,0)	1 (20,0)	2 (40,0)	1 (20,0)	5 (7,0)
NO ANSWER	--- ()	--- ()	--- ()	--- ()	--- ()	--- ()	1 ()

TABLE 1: Global application of new information technology to libraries in the health field

Automated bibliographic resources are reasonably well implemented in Portuguese libraries in the health field although (from 72 responses), 59 institutions claimed to have no budget for new information technology equipment and 63 reported that they had no maintenance budget.

The percentage use of other information technologies in libraries, is shown in the following (chart 1) :

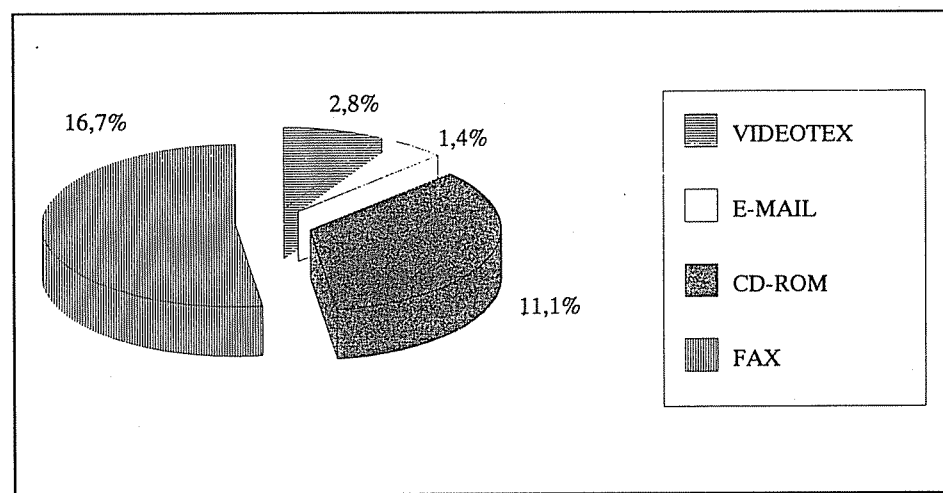


CHART 1: Percentage of use of other IT services

As mentioned earlier, the methodology of the survey also included personal interviews with ten head librarians. The problems faced by health libraries seemed to be equally distributed and the reasons for the slow application of the organisation can be summarized as follows:

- (1) insufficient funds,
- (2) lack of adequate trained staff,
- (3) lack of proper in-service training for their adoption,
- (4) no support from the authorities,
- (5) expensive telecommunication system and
- (6) no recognition of the library as an important part of the organisations.

The application of modern information technologies to libraries, proves to be a gradual process that the majority of the surveyed libraries seemed to be willing to initiate in the near future.

In the libraries that use IT for the management of their collections, the reasons for the inadequate training of their staff were said to be connected with budget difficulties and the

impossibility of allowing personnel to have training from outside, due to lack of personnel to fulfill routine tasks. The organisational impact of the application of new information technologies is summarized in the following (chart 2). The design and development of new information products and the optimization of information resources are considered the main positive effects of their application (Chart 2).

initiate cooperation, improve cost effectiveness of resources and optimize facilities, through the building of a national information network, that APDIS (Associação Portuguesa de Documentação e Informação de Saúde) was created.

Recent trends towards the increased availability of medical information in electronic format, simpler methods for searching databases, and the improved ability to store and use that information, and the Internet, should not be forgotten by members in top level positions. It is the information specialist's role to seek to exercise influence at the highest levels so that a future study like this can present different and more optimistic data about the state of the art and impact of IT on library functions in Portugal.

Reference

Andrade, Isabel (1993) *Aplicação de novas tecnologias de informação em bibliotecas e serviços/centros de documentação e informação na área da saúde em Portugal: ponto da situação e impacte organizacional*, Lisboa: Instituto Nacional de Engenharia e Tecnologia Industrial; University of Sheffield, Department of Information Studies.

(A study submitted in partial fulfilment of the requirements for the degree of Master of Science in Information Management)

Isabel Andrade

*Universidade Nova de Lisboa
Escola Nacional de Saude Publica
Lisboa, Portugal*

In Portugal, technological advances, namely the application of modern IT for information storage and retrieval, especially CD-ROM, have made the medical literature more accessible; providing valuable support for clinical decision making and enabling researchers to become aware of recent developments in their area of expertise.

In fact, it was in order to be able to cope with different information needs,

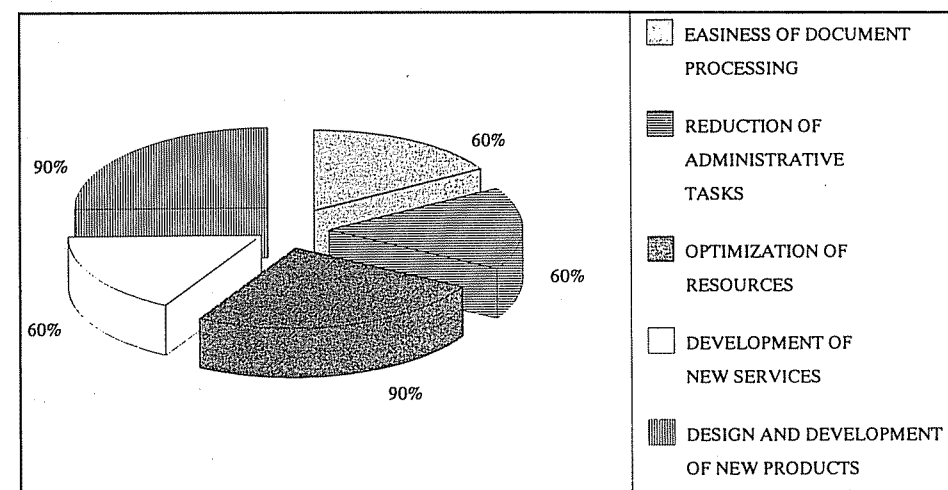


CHART 2: Organizational impact of IT application



THE JOURNAL ISSUE IN DEPTH

**MEDICAL REFERENCE SERVICES
QUARTERLY vol 14 no 3 1995**
(Article copies available from The
Haworth Document Delivery Service.
Pre-payment required (check or credit
card) For more information: FAX ++1-
607-722 1424.) - 10 Alice Street,
Binghamton, NY 13904-7581, USA

**Killion V.J. RNdex Top 100: a
quality-filtered database for
nursing research.** p. 1-11. Conceived
as alternative or supplement to
CINAHL it is one of the first products
specifically developed for electronic
searching by SilverPlatter Information,
Inc. It provides access to more than
100 leading nursing journals. The
literature is analysed by a newly
developed 9000 term thesaurus
reflecting the current terminology of
the nursing profession. The thesaurus
and structured abstracts provide the
added value of the database plus rapid
indexing. (Price information available
from SilverPlatter Information, Inc.
FAX: ++1 617 769-8763).

**Brazin L.R. Sources of information
on postgraduate medical training
programs - 1995 update.** p. 13-26.
"This is the biannual update of an
article listing directories, journal
articles, and general books that aid the
librarian, resident, or medical student
in finding information on residency
and fellowship programs [in the U.S.]."

**Hill J.B. & Madarash-Hill C. The
phenytoin database: "a remarkable
medicine" on Disc.** p 27-37. A
bibliographic database on CD-ROM

PUBLICATIONS

containing more than 15 000
references to the literature. Available
free of charge from Health Foundation.

**Online updates: a column for
search analysts Health Services
Technology/Assessment Text
(HSTAT).** p. 39-43. This is an online
collection of documents pertaining to
clinical practice guidelines, HIV/AIDS
treatment information, and health care
decision making, recently introduced
by NLM.

**Chiang D. Navigate the net : Food
safety and nutrition information
on the net.** p.45-51. Beginning point
for locating nutrition and food safety
resources. One should remember that
many Internet resources on food and
nutrition are provided by departments
and institutions associated with
agriculture rather than medicine.
Description of the FDA Bulletin Board,
the Center for Food Safety and Applied
Nutrition (FDA), the International Food
and Nutrition Database (IFAN)
(Pennsylvania State University), the full
text files from the International Food
Information Council, the bulletin board
service Nutriquest (Cornell University),
the USDA Food and Nutrition Center
catalogue, various discussion groups
and gateways to other resources.

**Medical Informatics : Funkhouser
N.F. Betwixt and between: Librarian
and/or informatician?** p 53- 57.
A contribution to the changing role of
the librarian.

**Hospital and Corporate Inform-
ation Services : Marshall J.G &
Buchanan H.S. Benchmarking
reference services: an introduction.**
p.59-73. The general concept of
benchmarking linking it whenever
possible to reference services.
Discussion of data collection
instruments and the need to develop
common measurement tools. Many
references.

**Education and Training : Canning
C.S., Edwards A. J. & Meadows S. E.**
Using focus groups to evaluate library
services in a problem-based learning
curriculum. p.75-81.

The Book Review Section (edited by
J.M. Coggan) carries the following titles:
Alternative Healing: The Complete A-Z
Guide to Over 160 Different Alternative
Therapies, by Mark Kastner and Hugh
Burroughs (Halcyon Publ., 1993)

- Concise Encyclopedia of Biochemistry,
2nd ed. rev. and expanded, by
Thomas Scott and Mary Eagleson
(Walter de Gruyter, 1988).
- Consumer Health Information Source
Book, 4th ed., by Alan M. Rees (ed)
(Oryx Press, 1994).
- The Future of Medical Practice.
Council on Long Range Planning and
Development. American Medical
Association (1994). The Information
Broker's Handbook, by Sue Rugge and
Alfred Glossbrenner (Wincrest
/ McGraw Hill 1992).
- 94 Yearbook of Medical Informatics:
Advanced Communications in Health
Care, by Jan H. Van Bommel & Alexa
T. McCray (Schattauer, 1994).
- Trends in Organizational Behavior, vol.
1, by Cary L. Cooper & Denise M.
Rousseau (John Wiley, 1994).

ALSO IN THE JOURNAL LITERATURE

**Obst O. (1995) Untersuchung der
Internetbenutzung durch Biblio-
thekskunden an der Universitaets-
und Landesbibliothek (ULB)
Muenster.** (Internet use by library
clients of the University Library (ULB).
Muenster/Germany). Bibliotheksdienst
29(12):1980-1998. (in german)
The study looked into the rising use of
library PCs set up mainly for
bibliographic searches for Internet
surfing (25% more use). In addition, a
questionnaire found out that students
from advanced courses in liberal arts
programs, social studies, law,
philosophy, theology, languages,
followed by those in medicine and the
sciences are the main Internet users.
Most use is every other day, the length
of use about an hour.
E-mail is the favorite feature used,
followed by NetNews, WWW, Telnet,
FTP and Gopher. MUD and IRC are the
least used services in this study.

Main use among students is for study and private purposes, among faculty for research and instruction.

Three quarters of those interrogated used the library PCs for their convenient location and in combination with conventional literature and information searches, but had other access points either at home or in various institutes. The article concludes with suggestions how to possibly guide the use of the library PCs for study and research.

Hicks A. & Tedd L.A. (1995) Networked information resources for medical librarians: an overview and some case studies in the UK. *Journal of Librarianship and Information Science* 27(4): 199-208.

The authors examine various information resources for medical librarians via the Internet: e-mail, document transfer, telnetting, gopher, WWW, the use of mailing lists, job advertisements, electronic bulletin boards, access to remote databases and electronic periodicals. They also describe the use of these resources by three UK medical libraries.

Fleck I. & Bawden D. (1995) The information professional: attitudes and images. Examples from information services in law and medicine. *Journal of Librarianship and Information Science* 27(4):215-226. -

The objective of this study was to provide information on the perception of the library and information professional. Two professional groups, one legal, one medical, were surveyed on how they viewed librarians and information specialist in a special library and information service (LIS). Although regarded highly librarians are regarded as fulfilling a service-oriented and reactive function, not as dynamic or proactive.

Babiak U. (1995) Download - und was dann? Dateiformate identifizieren und handhaben. (Download - what next? How to recognise and handle data formats.) *ABI-Technik* 15(4): 443-448. (in german)

This article provides answers to problems rising from downloading datafiles from the Internet and other networks.

The journal **Electronic Library** carries a column "New on the Net" with newly announced Net resources. Example in issue 6, vol. 13, 1995 p.570-575, medical resources in this issue on p. 572-573.

ONLINE, the Magazine of Online Information Systems, and **DATABASE**, the Magazine of electronic database reviews, have a selective list of NET SITINGS (by John S. Makulowich).

Similarly, there is "Navigate the Net" in the Medical Reference Services Quarterly (see above).

Guide to the Internet, a series of four articles introducing the Internet to medical practitioners, has been published by Mark Pallen in the following issues of the **BMJ**:

Introducing the Internet, vol 311:1422-4

Electronic Mail, vol 311:1487-90

The world wide web, vol 311:1552-6

Logging in, fetching files, reading news, vol 311:1626-30.

The series is available as electronic version on <http://www.bmj.com/bmj/> allowing to explore the various methods for accessing, manipulating, or disseminating data on the Internet, such as electronic mail, telnet, file transfer protocol, and the world wide web.

Besznosoff D. (1995) Biomedical Literature Retrieval in the Computer Age. *Sciences de l'Information*, vol. 32, 4/5, juil.oct.95, p. 205-211.

The computerization of biomedical information handling has influenced research practices and the practice of medicine to the same extent as the management and application of scientific information.

Nevertheless, doctors themselves do not make significant use of electronic means to access information.

Daniel Besznosoff notes here that as far as his profession is concerned (he is doctor himself in the French army), the habit of reading the printed scientific literature is not about to be replaced by new technologies.

He then presents a panorama of biomedical bibliographic sources and electronic techniques for their exploitation.

Deplanque S. (1995) A Librarian's Experience in a Scientific Environment: the Development of a Databank in Structural Biology.

Sciences de l'information, vol. 32, 4/5, juil.oct. 1995, p. 235-241

This article describes the origins, objectives and design of a databank created in a university research laboratory. Interested readers will discover a very sophisticated information system on the structure of proteins. Beyond this highly specialized subject, it is interesting to learn how a librarian/information professional who was not a specialist in this field was able to create the databank with the close collaboration and confidence of her colleagues. It is an outstanding case of cooperatives partnership between information professional and researchers working together as a team.

Weech T.L. (1995) The Evolution of the Education of Library Professionals in the United States.

Bulletin des Bibliothèques de France, 6, 1995, p. 82-88

To determine the extent of the evolution of the education of library professionals in the USA, it is helpful to look at both the statements of competencies desired by the employers and the profession as well as reviewing the competencies as reflected in the curricula of library schools. Library education programmes are examined with special attention paid to the impact of new technology and public social and political concerns on the design of new curricula. Finally, the author speculates on the future direction of library education in the US, with an attempt to predict the typical curriculum in the year 2000 and beyond.

NEW PRODUCTS

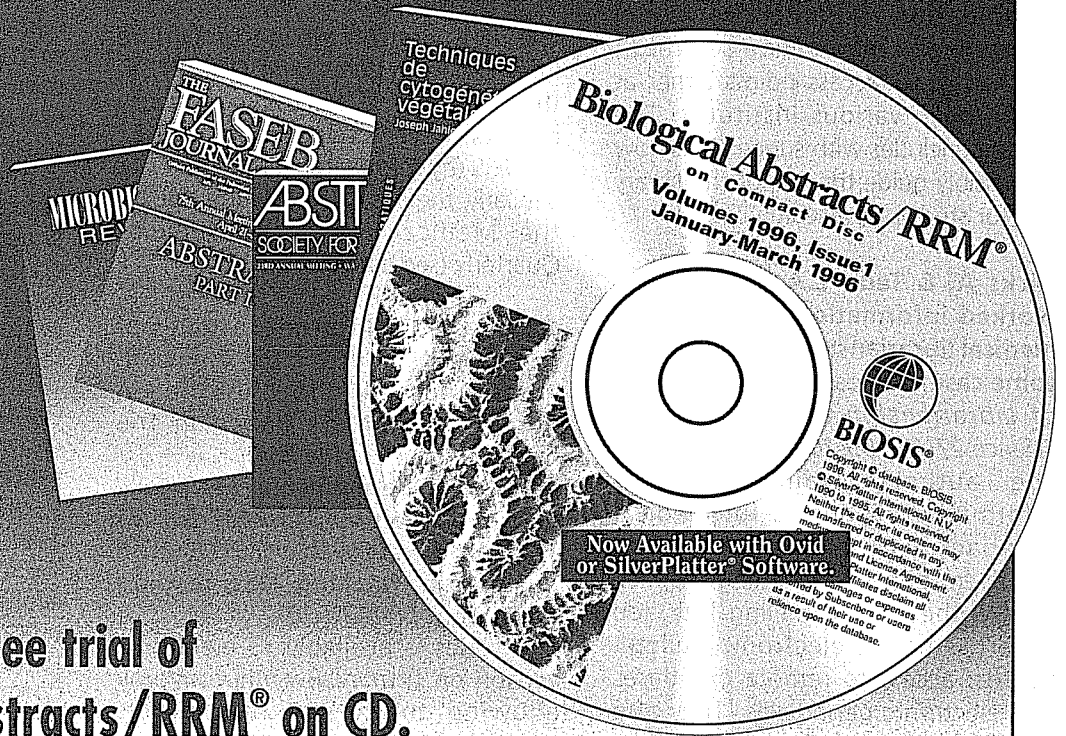
Drug Discovery and Research

includes information on all aspects of drug research and development. The CD-ROM is available in six therapeutic areas (cardiovascular, antimicrobials, immune system, central nervous system, cancer chemotherapy and endocrine system and inflammation, allergy and gastrointestinal system) or as one consolidated title. Contact *Derwent North America*, ++1-703-790-0400.

The BLAISE-LINK Newsletter from the **Medical Information Centre of the British Library** (No.14/1995

Discover what your life science searchers are missing:

- meeting papers
- reviews
- patents
- books



Apply for a free trial of **Biological Abstracts/RRM® on CD.**

Help your researchers obtain references to information not covered by other biological and medical databases. Apply for a trial of **Biological Abstracts/RRM (Reports, Reviews, Meetings) on CD** and let your researchers evaluate how complete their search results will be with references to meeting papers, reviews, books, and U.S. patents.

Biological Abstracts/RRM on CD provides over 140,000 references to 2,000 meetings, symposia, and workshops annually, including:

- *International Conference on AIDS*
- *Annual Meeting of the Society for Neuroscience*
- *Annual Meeting of the American Association for Cancer Research*
- *Meeting of the American Federation for Clinical Research*

Researchers also can rely on **Biological Abstracts/RRM on CD's** references to review articles, books and book chapters, and U.S. patents.

Apply for a free trial today so your researchers can evaluate **Biological Abstracts/RRM** using their own areas of research. The trial program includes at least one quarter's worth of data, your choice of Ovid or SilverPlatter search software, quick reference card, database documentation, and complete support from the BIOSIS Help Desk.

Call Today for Your FREE 30-Day Trial.

1-800-523-4806
(USA and Canada)

215-587-4847
(Worldwide)

Or simply return the coupon.

YES!

- Contact me about the 30-day trial program.
- Please send me a brochure and price card.

Name _____

Title _____

Organization _____

Telephone _____

Address _____

City _____ State _____

Country _____ Postal Code _____

Return this coupon to BIOSIS, Inquiry Fulfillment, EH496RCD, 2100 Arch Street, Philadelphia, PA 19103-1399 USA; the Official Representative or Authorized Distributor in your area. Fax 215-587-2016. To contact BIOSIS via Internet e-mail: info@mail.biosis.org World Wide Web URL: <http://www.biosis.org>

October/November) reprinted the Vocabulary of Health Care Reform from the *NLM Technical Bulletin May-June 1995*.

Elsevier Science has announced the availability of the following 1996 User Aids for **EMBASE** and **EMBASE Alert: Emtree Thesaurus** 1996, published January 1996 with 200 new medical terms and 500 new drug terms. History notes have been added for many terms. *Cost: Dfl. 210*. The **EMBASE List of Journals indexed 1996** has been published in February 1996. Dfl 85. **EMBASE User Manual** will be published in May 1996. There will be sample searches and information on how to search the database in different hosts. The **EMDOCS Document Delivery Service** for every host will also be included. Dfl 85. To order or for additional information, contact : *Customer Services, : Elsevier Science B.V. Molenwerf 1, 1014 AG Amsterdam, The Netherlands, FAX: +31 20 485 32 22, Tel: +31 20 485 35 07, e-mail: embase-europe@elsevier.nl.*

There is also a new medical specialty **CD-ROM** product from **OVID Technologies : EMBASE CD : Psychiatry**, covering 10 years of information from EMBASE. *Available in DOS and Windows, quarterly updates.*

DATAWARE TECHNOLOGIES announces Netanswer for CD Answer, a link for CD-ROM publishing and WWW. It allows to load existing CD Answer CD-ROMs onto an Internet-connected UNIX or Windows NT platform. The CD-ROM publisher or Dataware's service organisation then develops HTML filters to enhance and tailor the delivery of information to Web users worldwide. Contact Tracy Humphries, Dataware Technologies (UK) Ltd., Congress House, Lyon Road, Harrow, HA1 2EN, Tel: +44(0)181-424 0382, FAX: +44(0)181-424 9587 e-mail: Thumphries@dataware.com, Home Page: <http://www.dataware.com>.

ABDS, L'Association des Professionnels de l'Information et de la Documentation, a annoncé l'ouverture du serveur Web: <http://www.abds.fr> Tim Kientzle has written the "**Internet File Formats**" for both novices and

experts. The book covers the best way to transfer and send files, how to convert Internet files from one format to another, how to use FTP and how file compression techniques supported by the Internet work. Coriolis Group, \$39.99, CD-ROM included.

The Council of Europe now has a newsletter: La Lettre - Newsletter of Information and Documentation centres on the Council of Europe. This edition is the first in a series devoted to the presentation of the information and documentation centres on the Council of Europe, listing their addresses and activities. This should be important for our members in Central and Eastern Europe. For further information, please contact: Division of the Pan-European cooperation Programmes, Directorate of Political Affairs, Council of Europe, F-67075 Strasbourg Cedex, France. Fax: 33 88 41 27 46; Yann de Buyer: 33 88 41 29 11; Mariana Pavlova: 33 88 41 31 16.

PUBLICATIONS FROM THE WHO

1995 Economic change, social welfare and health in Europe, edited by Lowell S. Levin, Lauri McMahan and Erio Ziglio. WHO Regional Publications, European Series, No 54. Seven papers presented at an international symposium on the social determinants of health held in Helsinki, on June 18-21, 1993.

1995 Investing in Women's Health : Central and Eastern Europe. WHO Regional Publications, European Ser. No 55. Many charts and graphs, lots of figures. List of country coordinators and focal points of 11 countries and 1 test city. The Vienna Statement on Investing in Women's Health in the Countries of Central and Eastern Europe is included.

The WHO has formed a consortium of publishers that has begun the publication of a CD-ROM **ExtraMED**. It is a compilation of the full images of 223 lesser known medical journals mostly from developing countries. Not only provides the **CD-ROM** the full text of sometimes hard to come by articles, but the in-depth indexing reveals information about tropical diseases, including symptomatology, drug regimens and epidemiological results. Monthly updates. Available from Informania Ltd, P.O. Box 1359,

London W5 3ZP, UK, FAX/Tel 01730-265398.

EUROPE

The EU Committee of the American Chamber of Commerce in Belgium has recently published three guides. "**The Business Guide to EU Initiatives**" offers an overview of important current EU proposals. For each initiative there is a summary of contents and prospects as well as an analysis of business implications. The "EU Environment Guide" with the contents and business impact of over 80 new and adopted EU environmental regulations, information on the 15 Member States environmental policies and legislature, a list of world organizations and non-governmental organizations involved in environmental affairs and an overview of US environmental policies and priorities. "The Guide to the New European Parliament 1994-1999" in its second edition. *Available from EU Committee, Av. des Arts 50, Bte 5, B-1000 Brussels. Tel: ++32-2-513 68 92, FAX: ++32-2-513 79 28 (1000074.41@Compuserve.com).*

The "**Handbook of European Union**", 2nd ed., October 1995, covers all aspects of European construction with background information on how it has evolved. It also gives information on how the different facets are interrelated. Each commercial and industrial sector is examined with many references to bibliographies and legislative texts. Likely future developments are discussed. *Available from: European Study Service, BP 29. B-1330 Rixensart, Belgium. FAX: +32-2-6530180.* - The "**Directory of EU Information Sources 1995-1996**" (The Red Book), 7th ed., *available from Euroconfidential S.A. BP54, B-1332 Genval, Belgium, FAX: +32-2-6530180. Cost: 8600 BF.*

COMMI-CONTACT 1996. Designed for specialists on European issues - "who does what?" *Available from EUROSOURCES-PROMETHEUS, rue de Noyer 26, B - 1040 Brussels, Belgium, FAX: +32-2-7367650.*

Beatrice Wilhelm

Editorial Board - Publication section

Fax : 41 61 641 08 75

Email : Wilhelm@ubaclu.unibas.ch



LETTER TO AND FROM THE EDITOR

Internet at hospitals

Internet dans les hôpitaux

Nous utilisons Netscape, peut-être est-ce la cause du problème?

Il me semble impensable que tous ces services sophistiqués que nous avons planifiés et développés seraient hors de portés des hôpitaux à cause des exigences informatiques extrêmes au niveau de la sécurité des données. J'aimerais savoir si vous avez les mêmes problèmes!

• • • • •

The University Hospital and the University in Kuopio, Finland cooperate closely with one another. The medical library at the hospital is simultaneously the medical faculty library of the university, and much research is carried out together.

The hospital has its own in-house network for Medline and other databases, as does the university. After the hospital joined the Internet community - a project headed by the medical library - we thought of combining our efforts and decided to join the university in using Internet/SilverPlatter/Medline in the Netherlands.

SilverPlatter agreed to our having a common license and we thought we could share the costs.

So far so good! From the very beginning it was clear that the hospital needed a "firewall" because of data security. The firewall is an extra computer, through which every message goes out and in, and this is done in order to protect patient records etc.

I have been happily marketing all the new services on Internet, from Medline to electronic document delivery and

browsing contents pages of medical journals and doing searches in all the libraries around the world.

None of these activities were successful, and I eventually understood that there is nothing wrong in my way of doing things but the firewall just simply does not allow these straightforward activities.

My technological knowledge is not of a very high standard, which I am not ashamed of, because I think the computer professionals do it better than I.

Then I understood that the computer professionals had no idea of what medical librarians do and how many-sided their work is.

We have now come as far as to see that http:// and telnet addresses do not work with a firewall and we are just waiting to see whether ftp works from a hospital protected by an extra computer.

My problem is now that I do not know, if there is a solution to this problem, in the whole world.

Please let me know if any of you have the same kind of problems. We are using NETSCAPE - maybe that is the cause of the problem?

I still cannot believe that all these sophisticated services that we have been planning and developing would be out of reach for hospitals because of high requirements for data security.

Liisa Salmi, Editor
Kuopio University Hospital,
Medical Library,
P.O.Box 1777
FIN-70211 Kuopio, Finland
tel: 358 71 173 770
Fax: 358 71 163 429
email: liisa.salmi@uku.fi

L'Hôpital Universitaire et l'Université à Kuopio, Finlande, travaillent en étroite collaboration. L'hôpital a, tout comme l'Université, un réseau interne permettant l'accès à Medline et aux autres banques de données.

L'hôpital, suite à un projet élaboré par la Bibliothèque Médicale, s'est ensuite connecté à Internet, et dans le but de combiner les efforts et partager les coûts, a ensuite décidé de se joindre à l'Université pour utiliser Internet/SilverPlatter/Medline aux Pays-Bas avec l'autorisation de SilverPlatter.

Dès le départ, il était clair que les données des patients devaient être protégées et que de ce fait l'hôpital avait besoin d'un "firewall", un ordinateur qui filtre les messages et les accès aux données protégées.

J'étais enthousiasmée par tous les nouveaux services proposés et accessibles par Internet, de Medline à la livraison électronique des documents, en passant par les recherches dans les catalogues de toutes les bibliothèques du monde entier. Hors, aucune de ces opérations n'a pu être effectuée avec succès et ils semblerait que ce soit le "firewall" qui ne les permette pas. C'est seulement maintenant, arrivés à ce nouveau développement de notre projet, que nous nous sommes rendus compte que les adresses ftp:// et telnet n'étaient pas accessibles avec le "firewall".

Mon problème est de savoir s'il existe ou non une solution.

"With a little help from your friends" in EAHIL ...

What can PEN-friends do?

Have you ever considered the potentials of our own "EAHIL-network"?

Thanks to the technology, like email and fax, most of us find that it is now faster to get hold of information. This is often crucial for our users who sometimes need a piece of information here and now. But in many cases it is still the PEOPLE behind all this technology that really count!

Personally I have received very fine help from EAHIL colleagues. In one case, I needed the name and address of a specialist at a hospital in Madeira and Antonia Pereira da Silva in Coimbra, Portugal, very kindly supplied me with that bit of information. Thank you Antonia! The other question was answered by Suzanne Bakker from Amsterdam who helped me to localize and get information about a Dutch engineer/scientist who has invented/developed some very specific equipment to be used in the field of ophthalmology. It was great to be able to deliver this information (including

"grey literature") impossible to find in any database - to one of our ophthalmologists who needed this information badly. Very good P.R. for our medical library - but all the credit goes to Suzanne Bakker who used her skills to find the "stuff". I think she used much of her precious time to solve my problem. But as a true librarian I hope she also enjoyed the challenge.

Here is the story: On November 10 an email was sent from Denmark to Amsterdam with a request for copies of articles published by a Dutch engineer working in the field of ophthalmology. The name of the engineer was mentioned as well as the equipment/procedure he had been working on. A reference was made to the city of the University/Hospital where he had been working.

There was nothing found in Medline. Additionally Science Citation Index on CD-ROM was checked (including cited references), but no articles were found. The directory (study guide) of that

particular university does not have a name index. The telephone directory of that city was checked, but the named person could not be reached. It was not sure that this would be the right person. The next step was to ask the secretary of the ophthalmology department of the Academic hospital; she referred me to someone who had cooperated with the one we were investigating. This ophthalmologist told us that the only publications so far were papers presented at some conference of meeting and published in the respective proceedings. He was willing to send copies to Denmark. These copies arrived in Denmark on November 23!

Do you have similar successful stories to tell of PEN-friends? Send them to our Newsletter Editor.

Lise N. Christensen

*Aalborg Sygehus, Hobrovej 18-22,
DK-9000 Aalborg, Denmark*

FORTHCOMING EVENTS

May 16-18, 1996 - Warsaw, Poland
Conference on the Ways of Development and Directions of Cooperation of Medical Libraries at the Central Medical Library, Warszawa. For further information et registration: The Central Medical Library, ul. Chocimska 22, 00791 Warszawa, tel. 48 2 491156 - Fax: 48 2 497802.

May 21-23, 1996 - Paris, France
IDT96: The Forum of Professional Electronic Information. Palais des Congrès, Paris. Contact: SPAT at 33 1 4557 3048

June 12-15, 1996 - Coimbra, Portugal
Evaluation Meeting and Conference - HOPE Exchange Programme 1996. Contact : Hospitais da Universidade de Coimbra, av. Bissaya Barreto, 3049 Coimbra. - Fax : (039) 23 907.

August 4-16, 1996 - Tilburg, The Netherlands
International Summer School on the Digital Library. Contact: Ticer BV, PO

Box 4191, NL-5004 JD Tilburg, The Netherlands, fax: 31 13 466 83 83, email: Ticer@kub.nl

August 25-31, 1996 - Beijing, China
62nd IFLA Council and General Conference. "The Challenge of Change: Libraries and Economic Development / Le défi du changement : les bibliothèques et le développement économique". Contact: Mr Qiu Dongjiang, Beijing International Convention Center, 8 Beichendong Road, Chaoyang District, Beijing 100101, P.R. China - Fax: 0086 10 4910257

September 18-21, 1996 - Coimbra, Portugal -
EAHIL Fifth European Conference of Medical and Health Libraries. "Health Information Management: What Strategies?". Contact: Antonia Pereira da Silva, Hospitais da Universidade de Coimbra, Apt. 9023, 3049 Coimbra, Portugal, Fax: 351 39 23907

September 30-October 2, 1996 - Basel, Switzerland Arbeitsgemeinschaft für Medizinisches Bibliothekswesen (AGMB). More information: Medizinbibliothek, Kantonsspital Basel, Hebelstrasse 20, CH-4031 Basel or Peter Stadler : Fax: 41 621 759 4419, email: Peter_Stadler@BMG.corange.com

October 14-17, 1996 - Brighton, UK
European Congress of the Internet in Medicine. For further information: entail: Clive Baldock: cliveb@rsch.org.uk

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.

Internet Page

INFORMATION

To fill you sleepless nights, I suggest you surf from this wonderful site from the Emory University Health Sciences Center Library :

MedWeb :

Biomedical Internet Resources
<http://www.cc.emory.edu/WHSC/medweb.html#toc>

To make you salivate a little, here is its table of contents :

- Lists of Internet Resources
- News and What's New
- Conferences and Calendars
- Directories
- Aerospace Medicine
- AIDS and HIV
- Alternative Medicine
- Anatomy and Embryology
- Anesthesiology
- Bibliographies, Indices, Terminology, Writing Guides
- Bioethics
- Biomathematics & Biostatistics
- Biophysics
- Biotechnology
- Cardiology
- Clinical Practice
- Consumer Health
- Databases

- Dentistry
- Dermatology
- Disabilities
- Educational Resources
- Electronic Journals
- Emergency Medicine
- Employment Opportunities
- Endocrinology
- Family Medicine
- Gastroenterology
- Genetics and Molecular Biology
- Geriatrics
- Grants and Funding
- Gynecology and Women's Health
- Health Care Reform
- Hearing
- Hematology
- History of Medicine
- Hospitals
- Immunology
- Infectious Diseases
- Informatics
- Medical Centers and Medical Schools
- Medical Illustration
- Medical Libraries
- Mental Health, Psychiatry, Psychology
- Microbiology and Virology
- National and International Institutes and Agencies
- National Library of Medicine
- Nephrology
- Neurology

- Nursing
- Nutrition
- Occupational Health and Safety
- Oncology
- Ophthalmology and Optometry
- Orthopedics
- Pathology and Laboratory Medicine
- Pediatrics
- Pharmacy and Pharmacology
- Physical Medicine and Rehabilitation
- Physical Therapy
- Physician Assistants
- Physiology
- Preventive Medicine
- Primatology
- Public Health
- Radiation
- Radiology and Imaging
- Reproduction Medicine
- Respiration Medicine
- Rheumatology
- Societies and Associations
- Sports Medicine
- Surgery
- Telemedicine
- Toxicology
- Transplantation
- Tropical Medicine
- Veterinary Medicine
- Virtual Reality and Medicine

not bad, hey ?

To end with an email feature, please find hereafter some resources describing how to find email addresses, and then finally some more recommended reading.

HOW TO FIND EMAIL ADDRESSES

- "How to find people's email addresses"

by David Alex Lamb

<http://www.qucis.queensu.ca/FAQs/email/finding.html>

French translation is also available :

"Comment trouver une adresse e-mail"

<http://www.fdn.fr/fdn/doc-misc/find-e-mail-add/index.html>

- Belgian White Pages .- Main

<http://www.ping.be/advalvas/white/>

If you want to find people in Belgium (not exhaustive, because you have to self-subscribe)

MORE READING

cited by **Ellen Chamberlain** from her Back2skol course :
You'll find lots of helpful information about effective email style and writing techniques in:

D. Angell and Brent Heslop. The Elements of E-Mail Style. Addison-Wesley, 1994.

Also there are tips on communication, productivity, organizing mail messages, addresses, and specific instructions for a variety of email packages in:

L. Lamb, and J. Peek. Using Email Effectively. O'Reilly & Associates, Inc., 1995

And some Internet available ones :

K.D. Sherwood. A Beginner's Guide to Effective Email
<http://www.webfoot.com/advice/email.top.html>

Yahoo's Collection on Email Software (links to FAQs on some of the more popular e-mail packages):

http://www.yahoo.com/Computers_and_Internet/Software/Electronic_Mail/

NEWSGROUPS

We will now go on with the (Usenet) "Newsgroups" tool :

What is it? Again, from **Mrs Ellen Chamberlain's** "Back to school" course :

Usenet was created in 1979 by two graduate students at Duke University and another at the University of North Carolina who got together and wrote conferencing software linking the two institutions. Word spread about the programme and two years later, a graduate student at Berkeley, working with a local high school student, released a new version that was able to handle large volumes of postings. Usenet was born. Today, Usenet consists of thousands of individual newsgroups, variously called conferences, forums, bboards (BBSs), or special interest groups (SIGs). There are currently more than 6,000 newsgroups operating in several different languages at roughly 190,000 sites. It is estimated that more than seven million individual users read the information at these sites. No central

organization or body runs Usenet. It is, indeed, a living expression of freedom of the press, because you don't have to own a press to publish your own ideas on Usenet.

Usenet is divided into broad subject categories, such as the following:

alt — controversial or "alternative" topics
bit — redistributions of a subset of LISTSERV mailing lists
comp — computers and related subjects
misc — discussions that don't fit anywhere else
news — USENET news and software
rec — arts, hobbies, and recreation
sci — scientific research and application
soc — social issues and ethnicity
talk — politics & related topics; (debate-oriented & long-winded)"

Newsgroups are arranged hierachally. E.g. you have a general subject : "sci", then, a sub-topic "med", and finally a last level "physics". That gives "sci.med.physics" for a newsgroups on physics in medicine.

"News" must not be understand as "events" but more as "postings", like in Email lists . The Usenet Newsgroups are quite similar to Email lists. Some of them are simply redistributed on Usenet from the identical Email "list".

- **Net Happenings.** Network happenings announcement list.
Available through newsgroup :
news: comp.internet.net-happenings
Discussion list : email: majordomo@lists.internic.net
(body: subscribe net-happenings FirstName LastName)
- **PHARM - Pharmacy Mail Exchange**
Available through newsgroups : news: sci.med.pharmacy
Discussion list : email pharm-request@de.montfort.ac.uk

The main difference between Email lists and Usenet newsgroups is the access. This is stressed by Patrick Suarez in his "Beginner's Guide to the Internet for DOS and Windows":

Newsgroups do not transmit messages via the Email system. Instead, host machines pass newsgroup postings to other machines that request them, and users employ special programs called "newsreader" to access newsgroup topics, and read and post messages. The mailing list traffic comes to you automatically via Email if you subscribe. Newsgroup articles wait for you to come to them.

The general volume of news articles has no effect on your computer if your access is through dialup; nothing lands permanently on your hard drive unless you actually downlaod and store it there.

There are many different newsreaders : nn, rn, news, vnews, pcnews, etc. Most have some features to permit you some selection on the subjects. The contents seem also to be a bit different : ("Ednet Guide to Usenet Newsgroups")

"There appear to be more computer, science and social groups on Usenet, but fewer scholarly, humanities, literature and academic/administrative and educational groups - most of these are redistributed from Email lists."
Last thing about contents, you should realise that many of the "alt" newsgroups are controversial...

Usually, you can also reach Usenet through WWW. You need only to type "news:// " before.

E.g.: to reach sci.med.pharmacy,
type news : //sci.med.pharmacy. Some browsers may ask you the hostname of the news server.
Not all providers give access to all newsgroups, mainly because of space needed to store all the stuff. Usually, they give access to a certain proportion of it. All remove articles from newsgroups after a short delay (usually 3 to 7 days).

REFERENCES

Ellen Chamberlain. "Back to school:" the electronic library classroom. A New Class on the Net for Librarians with Little or No Net Experience. (Fall 1995)
www to: <http://web.csd.sc.edu/bck2skol/bck2skol.html>
ftp to: univscvm.csd.sc.edu directory: /bck2skl.191
email to: listserv@univscvm.csd.sc.edu,
body: index bck2skol f=mail

The file you forward will list filenames and filetypes for each lesson distributed thus far as "bck2skol 95-00001". (the characters following 95- are zeros, not the letter "O").

To request a specific lesson :
[mail listserv@univscvm.csd.sc.edu](mailto:listserv@univscvm.csd.sc.edu) and include the command:
Get bck2skol 95-000xx f=mail substituting the appropriate lesson number for the 'xx' string (for example 9500001)

- **The Beginner's Guide to the Internet for DOS and Windows** (version 2.0, 1995), by Patrick J. Suarez
ftp to: oak.oakland.edu directory :
/SimTel/msdos/info/bgi20.zip.
<http://www.acs.oakland.edu/oak>
- Ednet Guide to Usenet Newsgroups
ftp to: nic.umass.edu directory: /pub/ednet/edusenet.gde.

RESOURCES

first some resources for Electronic Journals :

- **MedWeb** : Electronic Newsletters and Journals
<http://www.cc.emory.edu/WHSC/medweb.ejs.html>
which permits those formats: alphabetical listing, full text, tables of contents and index (of sorts) provides also links to "National Library of Medicine's List of Journals Indexed in Index Medicus."
"National Library of Medicine's List of Serials Indexed for Online Users".
In the list, the information available through Internet is mentioned: e.g. American Journal of Gastroenterology (table of contents of current issue); American Journal of Nursing (tables of contents and selected articles); American Journal of Pathology (tables of contents and abstracts); Medical Matrix; Guide to Internet Clinical Medicine Resources; Medical Electronic Journals and Newsletters.
<http://www.kumc.edu:80/mmatrix/journal.html>

This points to other Internet Medical Ejournal, and comments on each site visited. E.g. "JAMA HOMEPAGE American Medical Association, the world's most widely read medical journal. Peer-reviewed, highly selected clinical science articles for physicians and health professionals. Information that becomes news breaks for the public. Includes a searchable database of journal article abstracts."

- **Association of Research Libraries Directory of Electronic Journals and Newsletters**
gopher://arl.cni.org:70/11/scomm/edir
- **Committee on Institutional Cooperation (CIC) Periodicals: electronic periodicals and journals**
gopher://gopher.cic.net/11/e-serials

• **NewJour-L:**

discussing list announcing new electronic journals/newsletters
email to: listserv@e-math.ams.org body: sub NewJour-L
your name

• **Internet Press:** A guide to electronic journals about the Internet

Email to: ipress-request@northcoast.com
Subject: archive
Body: send ipress
www to: <http://www.northcoast.com/savetz/ipress.html>
ftp to : rtfm.mit.edu directory:
/pub/usenet/news.answers/internet-services/internet-press
To receive regular updates :
email to: ipress-request@northcoast.com
Subject: subscribe

Some resources for the newsgroups :

• **New Newsgroups**

Announces new newsgroups
NEWS:news.announce.newgroups

• **Newsgroups**

Discussions about newsgroups
NEWS:news.groups

• **NewsGroups**

<http://www.w3.org/hypertext/DataSources/News/Groups/Overview.html>

• **Find NewsGroups**

Searchable index for discovering Usenet newsgroups of interest. A menu of newsgroups whose names or brief descriptions (not articles) match the search string will be returned.
<http://www.cen.uiuc.edu/cgi-bin/find-news>

• **USENET repository:**

collection of FAQ's and files from Usenet newsgroups
ftp rtfm.mit.edu directory: /pub/usenet/

You will also find a lot of Usenet resources in the

• **Internet/BitNet Health Science Resources List,**

compiled by Lee Hancock
<http://debra.dgbt.doc.ca/~mike/healthnet/lhlist/hancock.html>

These updates are published in previously mentioned (issue 33) Hmatrix-L discussion list :

• **HMATRIX-L. AMIA** Internet Working Group discussion list.

To subscribe: email listserv@ukanaix.cc.ukans.edu
Body: subscribe HMATRIX-L Your first name & last name

Vincent Maes - Pfizer SA

102 rue Leon Theodor

B-1090 Brussels, Belgium

Tel: 32 2 421 17 12

Fax: 32 2 421 17 93

email : maesv@pophost.eunet.be

Please note my new Tel & Fax Nr.

Provision of information on INTERNET by pharmaceutical companies

Fourniture de l'information sur INTERNET par les sociétés pharmaceutiques

There is a growing interest in the Internet both as a source of information and as a medium through which to provide information.

This interest is equally balanced by the concern about data security in the use of this supersource of information and in the pharmaceutical companies, ethical concern about the provision of information on drugs.

A note appearing in this issue deals with data security in an academic setting and typically there is no difference between a public or a private environment from that point of view.

From a pharmaceutical company point of view regarding the provision of information on drugs, it should be kept

in mind that Internet is essentially a public medium and it transcends national boundaries.

It is essential to keep a balanced and ethical approach in line with the current legislation, the international IFMA (International Federation of Manufacturers Association) code of practice and any local and company codes.

It is recommended to clearly identify the audience for whom every particular piece of information is intended and make appropriate efforts to provide access only to the relevant audience for which the information is intended.

Internet is truly international and information provided to the Internet is

available worldwide. It is necessary therefore to consider national and multinational aspects for any information delivered through Internet.

Home pages, press releases, corporate annual reports, services provided, approved data sheets indicating the country where licences have been obtained, all this information which may be addressed through Internet. The use of the communication highway for pharmaceutical literature is debatable even in the case of copies approved by local health authorities, due to the international nature of the net.

Luisa Vercellesi

*Medical Information Group Manager
Zeneca S.p.A., Basiglio, MI, Italy*



SilverPlatter Information, in collaboration with our partners and the library community, continues to develop a worldwide library that provides greater access to the information that users need.

This library already contains over 250 media independent databases in:

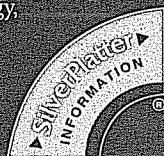
- | | |
|--------------------|----------------------|
| Business | Social Sciences |
| Education | Environment |
| Food & Agriculture | Health & Safety |
| Health Sciences | Humanities |
| Reference | Science & Technology |

SilverPlatter databases are ERL (Electronic Reference Library) compliant and can be accessed over Local Area Networks, Wide Area Networks and the Internet.

All major platforms including PC, Windows, Mac, UNIX and WWW are accessible with SPIRS software and in local languages.

As well as being ERL compliant, SilverPlatter databases conform to Z39.50 and HTTP. And by sharing our technology, access options and information continues to grow in the worldwide library.

For more information please contact your local distributor or SilverPlatter Information.



SilverPlatter on the Internet.

Our Universal Resource Locator is

<http://www.silverplatter.com/>

SilverPlatter Information B.V.

Nieuwe Herengracht 49

1011 RN Amsterdam

The Netherlands

Tel: +31 (0)20 625 9650

Fax: +31 (0)20 623 7408

Towards a WORLDWIDE LIBRARY



Adapting to change is essential for today's subscription agent.

As the needs of libraries evolve, we ensure that appropriate services are there to assist you:

SwetScan – Utilise your journals collection to the full through our electronic table of contents service, tailored to your subscriptions.

EDILink – Explore the efficiencies and savings of receiving information from Swets electronically.

Are you well connected?

A wide range of subscription data can be provided to you in machine readable form, whether diskette, tape or over the Internet, through *EDILink* our electronic data service.

E-media – For all your electronic serials acquisitions.

FAST – Let Swets take the strain of managing your serials acquisitions through *FAST*, the journal consolidation service in which we handle issue check-in, claims, processing and delivery allowing you to concentrate on other priorities.

Swets – *beautifully connected worldwide.*

SWETS

Swets Subscription Service
P.O. Box 830, 2160 SZ Lisse, The Netherlands
Tel: +31 252 435 111, Fax: +31 252 415 888
e-mail: infoho@swets.nl
WWW Home Page: <http://www.swets.nl>