

NEWS LETTER

TO EUROPEAN
HEALTH LIBRARIANS
DES BIBLIOTHECAIRES EUROPEENS
DE LA SANTE



European Association for Health Information and Libraries
Association Européenne pour l'Information et les Bibliothèques de Santé

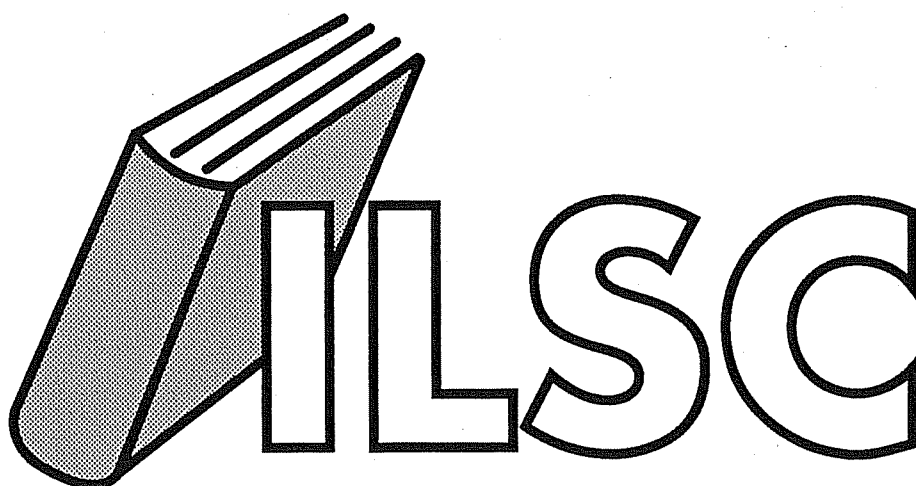
OCTOBER 1994 • NUMBER 29 • OCTOBRE 1994 • NUMERO 29

CONTENTS

- EDITORIAL 3
- NEWS FROM OUR ASSOCIATION :
 - Letter from the President 4
 - Report on the June Board and Council meetings in Oslo 5
 - Amendments to the EAHIL Statutes and Rules of Procedure 5
 - EAHIL election results 7
- NOUVELLES DE NOTRE ASSOCIATION :
 - Lettre du Président 11
- ANNOUNCEMENTS - COMMUNIQUÉS :
 - European Veterinary Libraries Group - *Groupe Européen des bibliothèques vétérinaires* 12
 - Pharmaceutical Information Group - *Groupe Information Pharmaceutique* 16
 - Nursing and Allied Health Group - *Groupe bibliothèques en soins infirmiers* 16
- FEATURE ARTICLE :
 - Perception of quality in Health Care Libraries 17
 - La gestion de la qualité au sein des bibliothèques de santé* 17
- NEWS FROM OUTSIDE EUROPE
 - Zagreb - the Soros Foundation grant to the Central Medical Library 20
 - The Spanish 5th Conference of information and Documentation in Health Science 20
- LETTERS TO THE EDITOR :
 - About Oslo 21
 - End User Searching at your own peril - *Interrogation pour l'utilisateur final - à vos risques et périls* . 24
- FORTHCOMING EVENTS : 25
- EAHIL Symposium on cooperation of Medical Libraries in Prague, Czech Republic 25

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
- ILSC, Wezembeek-Oppem, Belgium
- SWETS SUBSCRIPTION SERVICE, Lisse, The Netherlands



Librairie • Bookseller

Livres

Ouvrages à suite

CD-ROM Compacts disques

Bureau d'expertise

Micro-Informatique

Gestion bibliothéconomique



Books

Series

CD-ROM Products

Consultants Office

Hardware Workstations

Libraries management

EDITORIAL

Good Service

The Oslo Conference was a success. It was wonderful to meet colleagues from all over Europe, listen to good papers and discuss matters with other librarians. New subgroups were established and other activities are also increasing. The Norwegians did it very well - they gave all of us good service.

Good service is the key issue in our work. I remember when I was a novice in my career and had a more experienced colleague who was always willing to help us. We could ask her anything, even so-called stupid questions, and she had the ability to make the questions feel relevant. When she saw that we were ignorant in a matter, she very discreetly expanded it and gave us more information than we had the understanding to ask.

This I consider good service. Of course there are other things, more easily measured: adequate opening hours, enough books, journals and other media, short delivery times, a satisfying number of study carrels, etc. Then naturally, we have to be knowledgeable, and know when we don't know.

By the end of the year I would like to have your comments on good service. I don't mean theoretical considerations or "paper" research results, but hints for everyday use. For example, making an extra phone call to save your client's feet or arranging small improvements in the inhouse network with the computer centre to make photocopy ordering easy for the library user. The hints need not be word-processed, they can be sent to me as handwritten notes.

Do you think we can make library service too good?



Liisa Salmi
Editor

EDITORIAL

Un service de qualité

La conférence d'Oslo fut un succès. C'était merveilleux de rencontrer des collègues de toute l'Europe, d'écouter des présentations de qualité, et de discuter avec d'autres bibliothécaires. De nouvelles sections se sont créées et d'autres activités se multiplient. Les Norvégiens avaient très bien fait les choses - ils nous ont fourni à tous un service de qualité.

Un service de qualité est la chose essentielle dans notre travail. Je me souviens du temps où j'étais novice dans ma carrière : j'avais alors une collègue plus expérimentée qui était toujours disposée à

EUROPEAN ASSOCIATION FOR HEALTH INFORMATION AND LIBRARIES

ASSOCIATION EUROPEENNE POUR L'INFORMATION ET LES BIBLIOTHEQUES DE SANTE

President: Mr Tony McSEAN
British Medical Association Library
BMA House, Tavistock Square
London WC1H 9JP (UK)
Tel: +44/71/383 6036 - Fax: +44/71/388 2544

Executive Secretary: Mrs Beatrice DORAN
Library Royal College of Surgeons of Ireland
Mercer Library
Mercer Street Lower - Dublin 2, Ireland
Tel: +353 1 780 200 - Fax: +353 1 780 934

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

Past President: Monique CLELAND, Switzerland
First Vice President: Elisabeth HUSEM, Norway
Second Vice President: Deonilla PIZZI, Italy
Treasurer: Pascale DELAUSNAY, Belgium
Assistant Secretary: Teodora OKER-BLOM, Sweden

Correspondence regarding advertisements in the Newsletter should be addressed to the Business Managers/Toute correspondance concernant la publicité dans notre Bulletin d'Information doit être adressée aux Business Managers :

Claude DARIS and Jean-Claude SMEETS
c/o EAHIL - 60 rue de la Concorde
B-1050 Bruxelles, Belgium

The 1994 full membership subscriptions including the subscription to our quarterly Newsletter are as follows/Les cotisations 1994 comprenant l'abonnement à notre Bulletin d'Information trimestriel sont: individual: BF. 1.930; Institutional: BF. 4.680; Collective: BF. 5.200

Full information regarding the Association may be obtained from the EAHIL secretariat/toute information concernant l'Association peut être obtenue de :
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
Opening hours: 9:00 to 13:00

Business Managers :
Claude DARIS and Jean-Claude SMEETS
Centre Gestion Bibliothèques
Université Libre de Bruxelles (ULB)
21, avenue Franklin Roosevelt
B-1050 Bruxelles
Tel: +32/2/642 23 88 - Fax: +32/2/650 41 46

nous aider. Nous pouvions tout lui demander, jusqu'à lui poser des questions dites stupides; et elle avait l'art de les faire sembler pertinentes. Lorsqu'elle constatait notre ignorance dans un domaine, elle développait le sujet très discrètement et nous donnait plus d'information que nous ne pouvions en demander.

Voilà ce que je considère être un service de qualité. Bien sûr, il y a d'autres choses, plus facilement évaluables : des heures d'ouverture suffisantes, une collection adéquate de livres, de périodiques et d'autres médias, des délais de livraison réduits, un nombre satisfaisant de cabinets d'études, etc. Et puis, naturellement, nous nous devons d'être bien informés, et de savoir quand nous ne le sommes pas.

Pour la fin de l'année, j'aimerais recevoir vos com-

mentaires à propos d'un service de qualité. Je n'entends pas des considérations théoriques, ou des exposés de résultats d'études, mais des petits conseils pour une utilisation quotidienne. Par exemple, donner un coup de fil supplémentaire pour éviter au client des déplacements inutiles, ou apporter de petites améliorations au réseau interne avec l'aide du département informatique pour que les commandes de photocopies d'articles soient rendues plus faciles pour les utilisateurs de la bibliothèque. Ces conseils ne doivent pas être tapés sur traitement de texte, ils peuvent m'être envoyés sous forme de notes manuscrites. Pensez-vous qu'on puisse proposer des services de trop bonne qualité ?

Liisa Salmi

Rédactrice-en-Chef

NEWS FROM OUR ASSOCIATION

Letter from the President

Between one thing and the next, this autumn's Presidential column contains a broader than usual range of topics, some of which appear in greater detail later in this issue. The theme which runs through most of them is that of following up issues and initiatives which came out of the Oslo Conference, and none of these is more significant than the results of the recent postal ballot. The regular reader will recall that serious procedural difficulties arose when the 1994 General Assembly failed to reach its quorum of 50% of the voting membership. The Assembly could not, therefore, officially take place. In its place an informal meeting was convened and matters of interest were discussed but no formal decision-making could take place.

EAHIL's rules insist that there are some matters which must be ratified by a quorate General Assembly - or failing that by a postal ballot of the members. Following Oslo, this ballot had to be organised as a matter of the greatest urgency because without ratification we could officially have no budget for 1995 and there were important electoral changes which needed to be ratified before the new Councillors take up office in January. With summer holidays beckoning, the ballot was organised in great haste and the results are hereafter.

On behalf of my colleagues on the Board, I would like to thank all of you who took the trouble to complete and return your voting slips. Like all Pan-European organisations, EAHIL never seems to be short of a collection of rules and regulations with which to confront any situation, and in this case we needed at least a 25% turn-

out of everyone entitled to vote, and at least 67% of all votes cast must be in favour of each proposition.

In the event, both these stipulations have been comfortably exceeded which is just as well because goodness knows what the Board would have done had we gone into January without a valid budget!

Before leaving the election behind, I must thank Roselyne Hoet for setting up and managing this large and unscheduled task on the very eve of her holiday, and Anne Pion, Chair of the Election Committee, for supervising the counting of votes with her customary quiet efficiency.

Later in this issue, you will find three short articles relating to the establishment of special interest groups within EAHIL for librarians and information workers working in the areas of Veterinary Science, Nursing and the Pharmaceutical Industry. It is expected that the January meeting of the Board will be asked to give formal approval to the establishment of these sub-groups, and my personal feeling is that this is a healthy and positive development for our Association, and one which shows a growing maturity. Already in Oslo there were signs that giving a special focus to specialist interest benefits both members and the Association as a whole, and my *ex officio* attendance at the veterinary and nursing meetings provided (unexpectedly) many of the highlights of the conference week.

The next Board meeting will also be discussing a set of draft guidelines for members thinking of setting up special interest groups to cover other specialisms. Our objective will be to establish a set of rules which are as simple and trouble-free as possible, and both Board members

and secretariat will be happy to give informal advice and support to anyone who might be interested in taking this route.

At the time of writing, there are still a few papers from the Oslo conference which have not arrived in written form, but the response from our presenters has been astonishingly good. John van Loo and I will soon have altogether run out of excuses for not starting the editing process, and the final version should be at the printers in a few weeks. Our thanks go to everyone who took the trouble to edit their papers to the correct length and to submit them on diskette which cannot have been easy in many cases.

Changing the subject completely, EAHIL has always drawn a few members from among the enlightened medical librarians in North America. But we have never attracted as many as we would like and one important reason seems to be the added difficulty to many US and Canadian librarians of paying their subscription in a foreign currency. Perhaps we Europeans are just resigned to a situation where writing a cheque in a foreign currency means that you pay high bank costs whatever you try to purchase - but Americans seem (understandably) to have a low tolerance for this sort of thing. We have been speaking to the Medical Library Association for some time about the possibility of their collecting subscriptions on EAHIL's behalf and passing on the money in one transaction. Discussions have gone very well, and we are hopeful of concluding a deal in the fairly near future. This will make life easier for the existing faithful band

of members and will also make it easier for us to set about expanding our membership.

Which is a happy note on which to end this column...

Tony McSeán
EAHIL President



Report of the Board and Council Meetings held at the Fourth European Conference of Medical and Health Libraries in Oslo, on June 28, 1994

The Board and Council expressed its deep appreciation to Elisabeth Husem, to the Organizing Committee and Programme Committee for all their work in relation to the Oslo Conference. Over 530 people registered for the Conference which was an overwhelming success. Congratulations are due to all who made it such a success. The Board and Council also expressed their appreciation and thanks to all the sponsors of the Conference.

Eastern Europe Workshop

Plans are in hand for the 1995 EAHIL Workshop to be held in Prague. The Board and Council are very appreciative of the organisation of this meeting which is being carried out by Dr Otakar Pinkas. It is hoped that EAHIL members will support this workshop by attending it in large numbers.

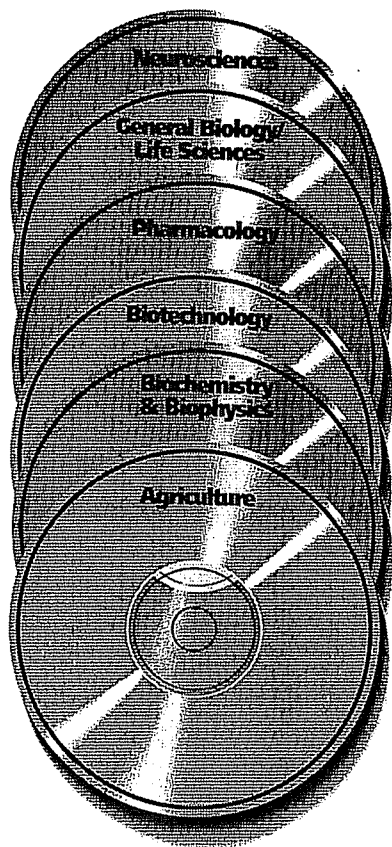
5th European Conference of Medical and Health Libraries, Coimbra, Portugal, 1996

Antonia Pereira da Silva reported progress in the organisation of the next Conference in 1996. She made pro-

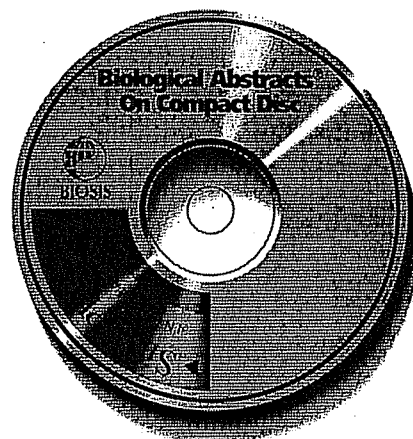
Amendments to the EAHIL Statutes and Rules of Procedure *Modifications aux statuts et Règlement d'Ordre intérieur de l'AEIBS*

- Proposition 1:** that the proposed budget for 1995/1996 be adopted :
Budget proposé pour 1995/1996
- Proposition 2:** that EAHIL Councillors' term of office be extended from two to four years (amendment to EAHIL's Statutes) :
Mandat des membres du Conseil étendu à 4 ans
- Proposition 3:** that the Board's proposal to simplify electoral procedures be approved (amendment to EAHIL's Rules of Procedure):
Proposition sur la simplification des procédures électorales :
- Proposition 4:** that the quorum for the EAHIL General Assembly be reduced to 25% of the voting membership present or represented (amendment to EAHIL's Statutes and Rules of Proc).
Quorum pour l'Assemblée Générale de l'AEIBS réduit à 25% de ses membres votants présents ou représentés :

	For <i>Pour</i>	Against <i>Contre</i>	Abstention: <i>Abstention</i>
Proposition 1	199	1	1
Proposition 2	194	7	0
Proposition 3	193	7	1
Proposition 4	175	26	0



You could buy a collection of CDs in these areas...



...and still not match the coverage found in **Biological Abstracts® on Compact Disc.**

Why purchase several compact discs when you can rely on a single source for access to the widest range of life science journal literature: **Biological Abstracts on CD.**

Comprehensive Journal and Subject Coverage

Nearly 6,500 international journals are monitored for **Biological Abstracts on CD**, so researchers can pinpoint relevant references quickly and easily. **Biological Abstracts on CD's** extensive multidisciplinary life science coverage enables you to direct a variety

of researchers to this single, convenient source.

A Smart Investment

Biological Abstracts on CD eliminates the need to purchase costly single-subject publications that offer limited coverage. Plus, **Biological Abstracts on CD** employs SilverPlatter®'s user-friendly software, so even novice searchers achieve optimum results.

Call Now for a 30-Day Free Trial Disc!

1-800-523-4806 (USA and Canada)
(215) 587-4847 (Worldwide)

Yes! Send me the following:

- A 30-Day trial disc for **Biological Abstracts on CD**
- Brochure and prices

Name _____

Title _____

Organization _____

Address _____

City _____ State _____

Country _____ Postal Code _____

Telephone _____

Return this coupon to BIOSIS, Inquiry Fulfillment, EH1094BCD, 2100 Arch Street, Philadelphia, PA 19103-1399 USA or to the Official Representative or Authorized Distributor in your area. Fax (215) 587-2016. Internet: biosis@a1.relay.upenn.edu



BIOSIS®

Information for Today's Decisions and Discoveries

BIOSIS is a registered trademark of Biological Abstracts, Inc. SilverPlatter is a registered trademark of SilverPlatter International, N.V. licensed to SilverPlatter Information, Inc.

motional flyers available to members advertising the Conference in Coimbra.

6th European Conference of Medical and Health Libraries in 1998

There is a notice in this issue of the Newsletter calling for formal proposals for a venue for the 1998 Conference. All paid up EAHIL members are entitled to submit proposals to hold our European conference in their country.

Treasurer's report

The Treasurer, Pascale Delausnay, said EAHIL showed a positive balance at the end of the financial year. She recommended that the Association should endeavour to provide a reserve fund to include provision for six month's salary for the EAHIL secretary together with a year's rent of the office accommodation in Brussels. She also proposed a 3% increase in annual membership fees for the next two years. Members continue to be reminded by the secretariat when they have not paid their annual membership fee but each year a number of people do not pay and so no longer belong to EAHIL. It is suggested that each member should try and persuade one other libraries to join EAHIL and so increase our membership number.

It has been decided the annual cost of subscribing to the Newsletter alone is to be increased to the same level as to individual membership so that people who subscribe to the Newsletter only will automatically have individual membership of the Association.

Amendments to the statutes and Rules of Procedure

The Board and Council agreed to the recent amendments to the EAHIL statutes and Rules of procedure

EAHIL Directory

A great deal of work has been carried out to date and the database is almost ready for publication. The final draft of the entries for individual countries will be given to members of the Board and Council for review before final publication. A pre-publication flyer offering the Directory to EAHIL members at a reduced price was included in the information package for members attending the EAHIL Conference. It is hoped the Directory will be published by the end of October 1994.

EAHIL Newsletter

A report was received from Jean Shaw, former Editor, and the Editorial Committee of the Newsletter and they were thanked by the Board and Council for the work in this regard. The Board and Council also expressed their thanks to the sponsors of the Newsletter.

Ethics Group

A group of volunteers, members of EAHIL, met during the Oslo Conference to draw up a code of ethics for

medical and health care libraries to be published by EAHIL in the not too distant future.

Eastern Europe

The Board and Council were pleased to see the number of Eastern European libraries present at the Oslo Conference. The Scandinavian countries are concentrating on providing help to the Baltic countries. It was suggested that members of EAHIL would provide a list of Eastern European libraries which need support and that this list would be coordinated by Tony McSean.

AHILA

EAHIL was represented at this meeting in Uganda by Tony McSean and Monique Cleland. At the meeting the need for sister libraries to send free photocopies to libraries in Africa was stressed. Libraries could communicate their request via the Internet.

Election Results

The Board and Council expressed their appreciation of the work of Anne Pion, Chair of the Election Committee. The new President is Elisabeth Husem from Norway and Pascale Delausnay has been re-elected to the Board. The only new member of the Board is Jean-Philippe Accart from France. The results of the elections is given hereafter.

Next Council and Board Meetings

The next Board and Council meetings will be held in Prague to coincide with the EAHIL Workshop in Prague in September 1995.

Beatrice Doran
Executive Secretary



EAHIL ELECTIONS RESULTS

The election results have been officially announced in Oslo, on June 28, 1994 in the context of our Fourth European Conference of Medical and Health Libraries. *The results of the elections are given :*

The newly elected members :

The new president for 1995/1996 :

Elisabeth Husem

*University of Oslo, Institute of Psychiatry, Library,
P.O.Box 85, Vinderen, N-0319 Oslo 3, Norway
Tel. 47 22 146590- fax: 47 22 495861*

New elected members of the Executive Board for 1995-1998:

Jean-Philippe Accart

*Bibliothèque Médicale du Centre Hospitalier d'Argenteuil,
69 rue du Lieutenant Colonel Prudhon, F-95107 Argenteuil
Cedex, France - tel. 33 34 232469 - Fax: 33 34 232696*

Pascale Delausnay

Rhône-Poulenc Rorer, Dépt. Médical et Scientifique, Bd. Sylvain Dupuis 243, Bte 3, B-1070 Brussels, Belgium - Tel. 322 529 4698 - fax: 322 529 4622

From January 1st, 1995, the members of the Executive Board will be:

Elisabeth Husem (N), President, *Tony McSeán* (UK), Past President, *Jean-Philippe Accart* (F), *Pascale Delausnay* (B), *Beatrice Doran* (Irl), *Teodora Oker-Blom* (S), *Deonilla Pizzi* (I).

EAHIL Council for 1995-1998:

The complete list of National delegates on the Council for 1995-1998 is as follows:

BELGIUM:

- *Muriel Carcano*, Smith Kline Beecham, rue du Tilleul, B-1332 Genval (Belgium) - tel. 322 656 2037 - fax: 322 656 2095
- *Françoise Noel-Lambot*, Bibliothèque Faculté de Médecine, Université de Liège, C H U, B-4000 SART TILMAN - LIEGE tel:32 41 66 75 01 fax :32 41 66 75 06

DENMARK:

- *Lise Christensen*, Medical Library, Aalborg Hospital, 18-22 Hobrovej, DK-9000 Aalborg (Denmark) - tel: 45 99 32 1111 - fax: 45 98 10 37 22

FINLAND:

- *Pirjo Rajakilli*, National Public Health Institute, Library, Mannerheimintie 166, Helsinki (Finland) - tel. 358 0 474 4278 fax: 358 0 474 4494

FRANCE:

- *Pierre Marie Belbenoit-Avich*, Bibliothèque Interuniversitaire de Lyon, Section Santé, 8 avenue Rockefeller, F-69373 Lyon Cedex 08 (France) - tel. 33 78 77 70 95 - fax: 33 78 77 71 91
- *Christiane Nicq*, Bibliothèque Universitaire, 2 rue Ecole de Médecine, F-34000 Montpellier (France) - tel. 33 67 66 27 77 - fax: 33 67 66 19 24

GERMANY:

- *Inge Pawel*, Medizinische Bibliothek, Stadt Krankenhaus, Sauerbruchstrasse 7, D-3180 Wolfsburg 1 (Germany) - tel. 49 5361 801 557 - Fax: 49 5361 801 364

ITALY:

- *Manuela Colombi*, SCHERING-PLOUGH SpA, Medical Direction, via Ripamonti 89, I-20141 MILANO (ITALY) - tel: 39 2 525 8431 - fax: 39 2 539 8155
- *Gabriella Poppi*, Istituto Superiore di Sanita, Biblioteca, via Regina Elena 299, I-00161 Roma (Italy) - tel. 39 6 4990 - fax: 39 6 44 02 34

THE NETHERLANDS:

- *Miebiet Wilhelm*, Netherlands Cancer Institute, Library, Plesmanlaan 121, NL-1066 CX Amsterdam (Netherlands) tel. 31 20 512 2595 - fax: 31 20 617 2625

NORWAY:

- *Ragnild Lande*, University of Trondheim, Medical Library and Information Center, Regionsykehuset, N-7006 Trondheim (Norway) -tel. 47 73 99 84 89 - fax: 47 73 99 81 66
- *Turid Tharaldsen*, National Institute of Public Health, Geitmyrsvn. 75, N-0462 Oslo (Norway) tel. 47 22 04 22 00 - fax: 47 22 35 36 05

PORTUGAL:

- *Antonia Pereira da Silva*, Hospitais da Universidade de Coimbra, Servico de Documentacao, P-3049 Coimbra Codex (Portugal) tel: 351 039 722 115 Fax:351 039 23907

SPAIN:

- *Anny Bristoire de Belmonte*, Biblioteca, Facultad de Medicina, Universidad de Alicante, E-03550 San Juan de Alicante (Spain) - tel: 34 65 65 85 48 fax: 34 65 65 85 14

SWEDEN:

- *Arne Jakobsson*, SPRI Library, Box 70487, S-10726 Stockholm (Sweden) - tel. 46 8 702 4781 - fax: 46 8 702 4799

SWITZERLAND:

- *Gina Reymond*, Commission des Bibliothèques Biomédicales, Bibliothèque de Seujet, 14 Quai du Seujet, CH-1201 Genève (Switzerland) - tel. 41 22 738 2357 fax: 41 22 738 3549
- *Muriel Serodino*, Bibliothèque de la Faculté de Médecine, CHU, 9 avenue de Champel, CH-1211 Genève (Switzerland) - tel. 41 22 702 5100 - fax: 41 22 347 3334

UNITED KINGDOM:

- *Brian Furner*, School of Hygiene and Tropical Medicine, Keppel Street, London WC1 8HT (UK) tel. 44 71 927 2276 - fax: 44 71 927 0273
- *Linda Lisgarten*, The School of Pharmacy, University of London, 29-39 Brunswick Square, London WC1N IAX (UK) - tel: 44 71 753 5834 - fax: 44 71 278 0622

The newly elected will take office on January 1st, 1995.

Anne Pion
Chair of the Election Committee

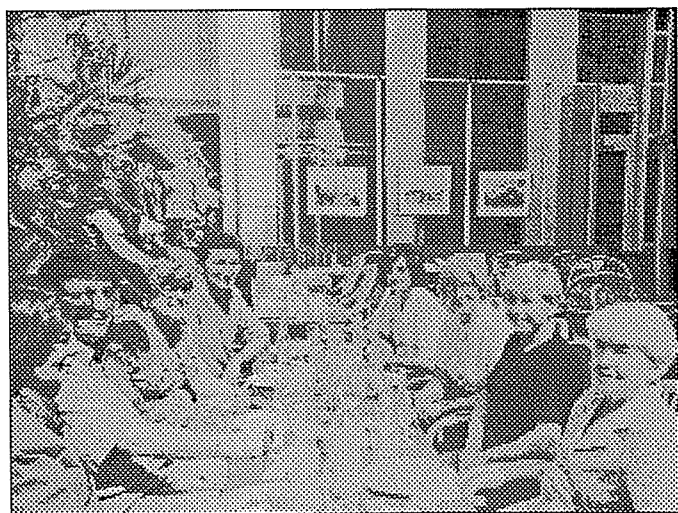
We want to express our warm appreciation to all candidates for their willingness to stand for office. We also warmly thank Anne Pion, Chair of the Election Committee, and its members, for their work accomplished for these elections.

Tony McSeán
EAHIL President

New EAHIL membership

We warmly welcome new EAHIL members:

- Bleeker Ans, Medical Library, Erasmus Univ. Rotterdam
- Carlsson Johnny, Fac. of Veterinary Medicine, Uppsala, Sweden
- Earlsfort Terrace Library, Univers. College Dublin, Sheila Murphy, Dublin
- Erne Gunnel, Veterinary Medical Library of SVA, Uppsala, Sweden
- Innherred Sykepleier Hogskole, Sigrun Espelien Aasen
- Johnson Ann K. Sanofi Winthrop, Guildford, UK
- Lindgren Isberg Catharina, Fering AB, Malmö, Sweden
- Medical Products Agency, Marju Remes Castell, Uppsala, Sweden
- Mersschaert Carole, Fac. Médecine Vétérinaire, Liège, Belgium
- Taylor Solveig, Med. Library, Univers. Trondheim, Norway
- Tierarztl. Hochschule Hannover, Dr Friedhelm Rump, Hannover, Germany
- Trzan-Herman Nada, Lek-Ljubljana, Slovenia
- Veterinary Medicine Library, Angela Hastings, Dublin.
- Votipkova Marie, National Medical Library, Prague
- Warner Rosemary, Fac. Veterinary Medicine, Univ. College Dublin
- Walden Linda, Royal Veterinary College, London, UK



The EAHIL Executive Board in Oslo :

Teodora Oker-Blom, Tony McSeán, Beatrice Doran, Jean-Philippe Accart, Antonia Perreira da Silva, Roselyne Hoet, Pascale Delausnay, Monique Cleland

C A L L

Future EAHIL European Conferences of Medical and Health Libraries

The future for our biennial conferences is looking very secure following the success of Oslo and the promising start made by the organisers of the 18-21 September 1996 Coimbra Conference. The Board agreed some time ago to accept an invitation from London to host our 7th European conference in the year 2000, hopefully in association with the 8th International Congress on Medical Librarianship. This leaves a gap in the schedule for 1998. Although this seems a long time into the future, our conferences are increasingly complex affairs and take a very great deal of time to organise. With this in mind, the Board has decided to start the process of deciding where the 1998 meeting will take place. We have agreed the following timetable:

- 1• Outline proposals to host the conference should be sent to the EAHIL Secretariat by **December 15, 1994**. These can be as detailed or as general as the proposers think appropriate, but should include as a minimum (a) a suggested venue, (b) an indication of who would form the core of a Local Organising Committee, and (c) what institutional resources (if any) are available to support the proposal.
- 2• The January meeting of the EAHIL Board will discuss all the proposals received. Among the factors which will be considered will be the strength of local support, the financial backing of the bid and the need to continue the policy of moving the conference around to different parts of Europe. If possible, the Board will reach a decision at this stage.
- 3• If more information is needed before a decision can be made, the President will write to all those concerned giving details of what is required.
- 4• It is expected that a final decision will be made, at the latest, at the Board and Council meetings scheduled for September 1995.

We have already received one strong indication of interest in hosting the 1998 conference, and we encourage everyone interested to make an outline proposal. There is no denying that organising an EAHIL conference is very hard work, but the Norwegians have shown (and the French, Italians and Belgians before them) that it can also be a highly enjoyable experience.

Anyone requiring further information is encouraged to contact me or my colleagues on the EAHIL Board.

Tony McSeán
EAHIL President

TIMELY NEW JOURNALS FROM RAVEN PRESS

CLINICAL AND APPLIED THROMBOSIS/HEMATOSIS

The Official Journal of the Academy of
Clinical and Applied Thrombosis/Hemostasis
Editor-in-Chief: Rodger L. Bick

An invaluable new working tool that offers original research on the latest results of clinical trials, new pharmacologic developments, new laboratory diagnostic procedures and new management strategies for thrombotic and hemorrhagic diseases.

Volume 1, 1995. Published quarterly.
Library/institutional subscription rates:
\$118.00 in the U.S., \$128.00 elsewhere.

INFLAMMATORY BOWEL DISEASES

Official Publication of the Crohn's and
Colitis Foundation of America
*Editors-in Chief: Robert Burakoff and
Richard P. MacDermott*

Provides current information in the clinical and basic sciences to all physicians and investigators who are caring for patients with IBD or performing research related fields. The journal features peer-reviewed original articles and reviews in basic and clinical sciences, updates on clinical trials, reviews of the current literature, case reports, and other columns.

Volume 1, 1995. Published quarterly.
Library/institutional subscription rates:
\$108.00 in the U.S., \$118.00 elsewhere.

THE WILMER RETINA UPDATE

Editor-in-Chief: Neil M. Bressler

This eminently authoritative and practical newsletter provides up-to-the minute case reports that clearly demonstrate the application of recent clinical research to the management of common and rare retinal disorders. Each case is compiled with commentary by a leading retinal specialist and extensively illustrated.

Volume 1, 1995. Published bimonthly.
Library/institutional subscription rates:
\$88.00 in the U.S., \$103.00 elsewhere.

TECHNIQUES IN NEUROSURGERY

*Editors: Christopher M. Loftus
and H. Hunt Batjer*

Provides technique-oriented coverage of the latest neurosurgical procedures as they are conceived and executed by leading neurosurgeons. Each article covers basic indications, surgical positioning and each phase of the operative procedure.

Volume 1, 1995. Published quarterly.
Library/institutional subscription rates:
\$115.00 in the U.S., \$130.00 elsewhere.

ADVANCES IN ANATOMIC PATHOLOGY

Editors: John K.C. Chan and John Batsakis

The most practical resource for managing the pathology information explosion. Provides expert insights on new entities, techniques and findings condensed in an easy-to-read, standardized format. Each abstract includes insightful commentary by top authorities.

Volume 2, 1995. Published bimonthly.
Library/institutional subscription rates:
\$121.00 in the U.S., \$131.00 elsewhere.

ANNALS OF SURGICAL ONCOLOGY

The Official Journal of The Society for
Surgical Oncology

Editor: Charles M. Balch

Here is an oncology journal designed specifically to bring the latest, most significant developments involving multidisciplinary cancer care and research to the practicing surgeon from all specialties.

Volume 2, 1995. Published bimonthly.
Library/institutional subscription rates:
\$187.00 in the U.S., \$208.00 elsewhere.

JOURNAL OF BRONCHOLOGY

Dedicated to the Art and Science of
Bronchoscopy and Related Disciplines
Editor-in-Chief: Udaya B.S. Prakash

Provides on-going coverage of new developments, trends, and equipment in bronchoscopy and other closely related disciplines, including thorascopy/pleuroscopy, laryngoscopy, and thoracic surgery.

Volume 2, 1995. Published quarterly.
Library/institutional subscription rates:
\$119.00 in the U.S., \$135.00 elsewhere.

MENOPAUSE

The Journal of the North American
Menopause Society
*Editor-in-Chief: Isaac Schiff
Editor: Wulf H. Utian*

Menopause is the new peer-reviewed scientific journal devoted exclusively to a complete exploration of subjects pertaining to menopause. It will be the one resource you can turn to for reliable, up-to-the minute information in this field.

Volume 2, 1995. Published quarterly.
Library/institutional subscription rates:
\$108.00 in the U.S., \$119.00 elsewhere.

THE OTOLARYNGOLOGY JOURNAL CLUB JOURNAL

Editor: Paul Donald

An indispensable tool for managing an ever-increasing flow of information. Provides expertly condensed articles in a readable, standardized format. Each abstract is accompanied by insightful commentary. Critical illustrations from original articles and key references are also included.

Volume 2, 1995. Published bimonthly.
Library/institutional subscription rates:
\$113.00 in the U.S., \$123.00 elsewhere.

All subscriptions are entered on a calendar-year basis. Prices include \$3.00 handling.
Raven Press journals are distributed exclusively in Japan by Igaku-Shoin, Ltd. Please contact them for subscription information.
To request a sample copy or place your order, contact your subscription agent or:
Raven Press, Subscription Department 1B, 1185 Avenue of the Americas, New York, New York 10036, USA

NOUVELLES DE NOTRE ASSOCIATION

Lettre du Président

D'une chose à l'autre, la colonne du Président de cette Newsletter d'automne contient plus de sujets que d'habitude, dont certains se verront détaillés dans ce numéro. Le suivi des sujets et des initiatives qui ont vu le jour à la conférence d'Oslo est le thème qui en sous-tend la plupart, et aucun n'est plus significatif que les résultats des votes par correspondance. Le fidèle lecteur se rappellera les sérieuses difficultés procédurales lorsque l'Assemblée Générale 1994 n'atteignit pas le quorum de 50% des membres votants. L'Assemblée ne put donc avoir lieu officiellement. Au lieu de quoi, une réunion informelle a été tenue, et des matières d'intérêt ont été discutées, mais aucune décision formelle n'a pu être prise.

Les règlements de l'AEIBS insistent sur le fait que certaines décisions doivent être ratifiées par une Assemblée Générale valable - et, dans la négative, par un vote postal des membres. Après Oslo, ce vote devait être organisé de toute urgence car, sans ratifications, nous ne pouvions pas disposer officiellement d'un budget pour 1995. D'autre part, des modifications électorales importantes devaient être ratifiées avant que les nouveaux membres du Conseil ne prennent mandat en janvier. Avant les départs de vacances d'été, le vote a été organisé en grande hâte. Voir les résultats page 5.

Au nom de mes collègues du Bureau, je voudrais remercier tous ceux qui ont pris le temps de compléter et de retourner leur bulletin de vote. Comme toutes les organisations pan-européennes, l'AEIBS ne semble jamais être en reste de règlements et de procédures qui permettent d'affronter n'importe quelle situation : nous devons ici disposer d'au moins 25% des votes, et au moins 67% de ces votes devaient être favorables pour chaque proposition.

Dans le cas qui nous occupe, les deux conditions ont été largement satisfaites - ce qui est fort heureux car qui sait ce que le Bureau aurait dû faire si nous étions arrivés en janvier sans budget ratifié.

Avant de quitter le chapitre élections, je dois remercier Roselyne Hoet pour avoir organisé et mené à bien cette tâche aussi importante qu'imprévue à la veille de ses vacances, et Anne Pion, Présidente du Comité d'Élections, pour la supervision du dépouillement des votes avec son habituelle efficacité tranquille.

Plus loin dans ce numéro, vous trouverez trois courts articles relatant la création de groupes d'intérêts de l'AEIBS pour les documentalistes dans les domaines vétérinaires, soins infirmiers et de l'industrie pharmaceutique. Il est prévu qu'au cours de sa réunion de janvier, le Bureau se verra demander l'approbation formelle pour leur création, et mon opinion personnelle est que

ceci est un développement sain et positif pour notre Association qui montre une maturité grandissante. A Oslo déjà, il y a eu des signes qu'aussi bien les membres que l'Association ne pouvaient que bénéficier d'une certaine focalisation sur les intérêts des spécialistes, et ma présence non officielle aux réunions des Bibliothécaires vétérinaires et Bibliothécaires en soins infirmiers ont vu contre toute attente certains des instants les plus marquants de la semaine de la Conférence.

La prochaine réunion du Bureau discutera également une série de recommandations pour les membres qui désirent créer des groupes d'intérêts d'autres spécialités. Notre objectif sera d'établir une série de règles qui seront aussi simples et claires que possible, et, autant les membres du Bureau que le Secrétariat seront heureux de conseiller et de soutenir de façon informelle quiconque sera intéressé par cette voie.

Au moment où j'écris, quelques communications de la Conférence d'Oslo ne me sont toujours pas parvenues sous forme écrite, mais la qualité des réponses de nos orateurs fut étonnamment bonne. John van Loo et moi-même présenteront bientôt nos excuses pour ne pas avoir déjà entamé le processus d'édition, et la version définitive sera imprimée dans quelques semaines. Nos remerciements vont à tous ceux qui ont pris la peine de rédiger leurs textes en suivant les instructions et de les soumettre sur disquette, ce qui n'a pas dû être évident dans beaucoup de cas.

Pour changer complètement de sujet, l'AEIBS a toujours vu dans ses rangs des membres parmi les plus éclairés d'Amérique du Nord. Mais nous n'en n'avons jamais attiré autant que nous le voulions. Une des raisons importantes semble être la difficulté pour beaucoup de documentalistes américains et canadiens à payer leur affiliation dans une monnaie étrangère. Peut-être que nous, Européens, sommes résignés au fait que rédiger un chèque en monnaie étrangère signifie payer des frais bancaires élevés. Mais les Américains, avec raison, ne semblent pas avoir beaucoup de tolérance pour cette sorte de choses. Nous sommes en pourparlers avec la Medical Library Association depuis un certain temps sur la possibilité qu'elle collecte les cotisations pour le compte de l'AEIBS, et nous les verse en une seule transaction. Les discussions vont bon train, et nous espérons pouvoir conclure un accord dans un proche avenir. Cela facilitera la vie aux membres fidèles et pour élargir le cercle de nos affiliations.

Ceci apporte une note finale parfaite pour cette colonne...

Tony McSeán
Président de l'AEIBS

A P P E L

Les Conférences Européennes des Bibliothèques Médicales et de Santé de l'EAHIL/AEIBS

Après le succès d'Oslo, l'avenir de notre 5ème Conférence Européenne des Bibliothèques Médicales et de Santé est bien assuré et son ouverture est prévue par les organisateurs à Coimbra, les 18-21 septembre 1996. Le Bureau a accepté une invitation de Londres comme lieu de notre 7ème Conférence européenne en l'an 2000, en espérant s'associer au 8ème Congrès International des Bibliothèques Médicales de Londres.

Ceci laisse une disponibilité pour l'année 1998. Nos conférences européennes deviennent des événements de plus en plus complexes et leur organisation demande beaucoup de temps. Bien que cela paraisse longtemps à l'avance, le Bureau a donc décidé de réfléchir déjà sur le lieu de la rencontre de 1998. Le calendrier suivant a été adopté:

1. Les propositions préliminaires d'offre d'accueil pour cette conférence en 1998 devront être envoyées au secrétariat de l'EAHIL/AEIBS pour le **15 décembre 1994**. Ces propositions peuvent être détaillées ou générales, selon le jugement de ceux qui les établiront mais devront inclure au moins:

- la proposition du lieu de rencontre
- des indications sur le comité local d'organisation (quelles seront les personnes qui en feront partie);
- quelles ressources institutionnelles (s'il y en a) seront disponibles pour le financement de cette proposition.

2. Le Bureau de l'EAHIL/AEIBS se réunira en janvier et discutera des propositions reçues. Parmi les facteurs qui seront examinés, compteront surtout: un soutien local fort, le support financier pour cette offre d'accueil et également la nécessité ou non de continuer ce système de conférence tournante dans différents pays d'Europe. A ce stade, le Bureau essaiera de prendre une décision.

3. Si des informations complémentaires sont nécessaires avant que l'on puisse prendre une décision, le Président écrira à toutes les personnes concernées leur donnant plus de détails sur ce qui est requis.

4. En principe, une décision finale devra être prise, au plus tard en septembre 1995, par les membres du Bureau et du Conseil. Nous avons déjà reçu, pour l'accueil de cette conférence de 1998, l'indication d'une offre intéressante et nous encourageons ceux qui seraient intéressés à nous envoyer une proposition préliminaire. Sans aucun doute, organiser une telle rencontre de l'EAHIL/AEIBS est un travail lourd, mais les Norvégiens (ainsi que les Français, les Italiens et les Belges avant eux) ont montré que cela peut être une excellente expérience.

Toute personne désirant des informations complémentaires peut me contacter ou contacter l'un de mes collègues du Bureau de l'EAHIL/AEIBS.

Tony McSeán

Président de l'EAHIL/AEIBS

A N N O U N C E M E N T S - C O M M U N I Q U É S

European Veterinary Libraries Group (EVLG) Groupe Européen des Bibliothèques Vétérinaires (GEBV)

Lors de la Quatrième Conférence Européenne des Bibliothèques Médicales et de Santé qui s'est tenue à Oslo (Norvège) du 28 juin au 2 juillet, 1994 la création d'un groupe spécialisé de bibliothèques vétérinaires a été proposée. Le groupe dénommé provisoirement "European Veterinary Libraries Group" (EVLG) agira en tant que section de l'Association Européenne pour l'Information et les Bibliothèques de Santé, en attendant l'approbation du Bureau de l'EAHIL/AEIBS.

Objectifs :

- Rassembler tous ceux qui sont intéressés et/ou travaillent dans le domaine de l'information en santé animale.
- Développer et encourager la coopération entre les bibliothèques vétérinaires.
- Organiser un forum d'échanges d'idées et de discussions de problèmes communs.

- Maintenir le lien avec d'autres organisations internationales actives dans le domaine comme la "European Association of Establishments for Veterinary Education" (EAEVE) et la "World Veterinary Association" (WVA).

Méthode de travail : Le EVLG organisera des réunions lors des conférences de l'AEIBS, coopérera et organisera des réunions avec d'autres groupes de bibliothèques vétérinaires dans le monde. Le EVLG éditera son propre bulletin et/ou collaborera au bulletin de l'AEIBS par des articles dans le domaine vétérinaire. Le EVLG étendra à l'Europe le service E-mail "Vet-Lib" déjà créé par le groupe américain frère.

Histoire et avenir : La création de ce groupe dans le cadre de l'AEIBS est analogue à la situation aux USA où le groupe "Veterinary Libraries Group (VLG)" existe dans la "Medical Library Association". Lors de la conférence d'Oslo, un représentant de ce groupe, Mitsuko Williams de la "Veterinary Medicine Library" de l'Université de Illinois située à Urbana-Campaign, présentait un exposé décrivant leur organisation et leurs

activités. Comme suite à la "First International Conference of Animal Health Information Specialists", qui s'est tenue à Reading (UK) en 1992, il a été décidé d'organiser une seconde conférence internationale dans l'avenir. Ivan Katic, directeur de la Bibliothèque de la Royal Veterinary and Agricultural University de Copenhague s'est offert pour accueillir cette conférence en été 1996.

Bureau provisoire : L'initiative de créer le EVLG a été accueillie avec enthousiasme par les 30 documentalistes vétérinaires de 15 pays européens (Albanie, Allemagne, Autriche, Belgique, Danemark, France, Grande-Bretagne, Hongrie, Irlande, Italie, Norvège, Pays-Bas, Slovaquie, Suède et Suisse) présents à la Conférence d'Oslo. Les membres EAHIL/AEIBS de ce groupe ont élu un bureau provisoire. Les personnes suivantes ont été élues :

Paul Van Olm - Pays-Bas - président
Marta Prosbová - Slovaquie - secrétaire
Friedhelm Rump - Allemagne - trésorier

Affiliation : Dans l'avenir, les collègues pourront se joindre au EVLG en devenant membres de l'AEIBS : l'affiliation individuelle 1995 revient à 1990 BF, (51 ECU). Pour obtenir un formulaire ou recevoir plus d'informations sur les autres formes d'adhésion (institutionnelle/collective), contactez : Mme R. Hoet, Secrétariat AEIBS, 60, rue de la Concorde B-1050 Bruxelles, Belgique.

Une petite participation supplémentaire pour l'affiliation du groupe spécial est prévue (10 ECU). Pour l'instant, le groupe n'existe pas officiellement, il n'est donc pas encore possible de devenir membre du groupe. Une fois que le Bureau de l'EAHIL/AEIBS aura ratifié la création et la dénomination du EVLG, nous enverrons un courrier accompagné d'un formulaire à tous nos collègues en Europe.

At the Fourth European Conference of Medical and Health Libraries held in Oslo from June 28 to July 2nd the establishment of a special Group of Veterinary Libraries was proposed. The group with the provisional name **European Veterinary Libraries Group (EVLG)** will act as a section of the European Association for Health Information and Libraries (EAHIL) pending official approval by the EAHIL Board.

Goal

- To unite all those who are interested and or employed in the animal health information field;
- To develop and encourage cooperation between veterinary medical libraries;
- To maintain the link with other international organisations in the field such as the European Association of Establishments for Veterinary Education (EAEVE) and the World Veterinary Association (WVA).

Means : The EVLG will organise meetings during EAHIL conferences and will cooperate and organise mee-

tings with other veterinary libraries groups in the world. The EVLG will edit its own newsletter or/and will contribute special veterinary items to the EAHIL Newsletter. The EVLG will extend the e.mail service "Vet-Lib" already started by the USA sister group further through Europe.

History and future : The establishment of this group in the framework of EAHIL is analogous to the situation in the USA where a Veterinary Libraries Group (VLG) exists inside the Medical Library Association. A representative of this group, Mitsuko Williams of the Veterinary Medicine Library of the University of Illinois at Urbana-Champaign gave a lecture at the Oslo Conference outlining their organisation and activities. As a follow-up of the First International Conference of Animal Health Information Specialists, held in Reading (UK) in 1992, it was decided to organise a second international meeting in the future. An offer to hold this conference in the summer of 1996 in Copenhagen was generously made by Ivan Katic, the Director of the Library of the Royal Veterinary and Agricultural University of Copenhagen.

Provisional Board : The initiative to set-up EVLG was unanimously welcomed by the 30 veterinary librarians from 15 European countries (Albania, Austria, Belgium, Denmark, Finland, Germany, Hungary, Ireland, Italy, Netherlands, Norway, Slovakia, Sweden, Switzerland and the United Kingdom) present at the Oslo conference. The EAHIL members from this group elected a provisional Board by vote. The following persons have been elected:

Paul van Olm, The Netherlands - Chair
Mara Prosbová, Slovakia - Secretary
Friedhelm Rump, Germany - Treasurer

Membership : Colleagues can - in the future - join the EVLG by becoming member of EAHIL: the 1995 individual membership costs BF 1,990 (50 ECU). For an application form or inquiries on other membership possibilities (institutional/collective), please contact Mrs R. Hoet, EAHIL Secretariat, 60 rue de la Concorde, B-1050 Brussels. Belgium

A small fee for the membership of the special group is foreseen (10 ECU) extra. At present the group does not exist officially, so at this moment it is not yet possible to become a member of the subgroup. After the EAHIL Board has approved the installation and the name of the EVLG we will send out a mailing to all colleagues in Europe together with an application form.

For all other inquiries on the activities of the group, you can contact:

- **Drs Paul W. van Olm** - Library Institute for Animal Science and Health, Edelhertweg 15, P.O.Box 65, NL-8200 AB Lelystad, The Netherlands
Tel. 31 3200 73911 - Fax: 31 3200 73473
E.mail: P.W.van.Olm@CDI.AGRO.NL

EBSCO's Medical Reference Line...

• C O M P R E H E N S I V E •
MEDLINE
EBSCO CD-ROM

HEALTH
PLANNING & ADMINISTRATION
EBSCO CD-ROM

EBSCO — A Company With Roots!

You already know EBSCO as the subscription service agency with 27 offices worldwide. But we are also a growing leader in CD-ROM technology for the library.

Our popular CD-ROM line has expanded to include the medical field. Now you can see how this intuitive software and its unique administrative features have been effectively saving librarians time and money for years.

Come Grow With Us!

Our goal is to provide reference products to accommodate your library's research needs. We offer you complete coverage of the National Library of Medicine database along with special subsets for hospital administrators and physicians. For patient education, we have designed new CD-ROM research tools which help answer questions quickly and accurately.

EBSCO can help you plant the seeds of success for future medical records in you library.



HEALTH SOURCE

PHYSICIAN'S
MEDLINE®
· P L U S ·

· C O R E ·
MEDLINE®
EBSCO CD-ROM

PERSONAL
MEDICAL
ADVISOR

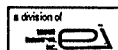
...Is Branching Out
To Fit Your Needs.

EBSCO
SUBSCRIPTION SERVICES
BIOMEDICAL DIVISION

European Headquarters:
P.O. Box 204
1430 AE Aalsmeer
The Netherlands
(+31) 2977-23949
FAX: (+31) 2977-23156



EBSCO Publishing
P.O. Box 2250
Peabody, MA 01960
USA



Pharmaceutical Information Group Groupe "Information Pharmaceutique"

Lors de la Conférence d'Oslo, 30 documentalistes issus de l'industrie pharmaceutique de 12 pays européens ont décidé de se rassembler pour créer une section de l'AEIBS baptisée Groupe "Information Pharmaceutique".

Le premier objectif de ce groupe sera d'assurer une large couverture des centres d'intérêts documentaires de l'industrie pharmaceutique lors des prochaines activités de l'AEIBS, surtout lors de la Conférence prévue en 1996 à Coimbra, et en collaborant activement à son Bulletin; ceci en vue d'amplifier la participation des documentalistes issus de l'industrie pharmaceutique.

Dans un cadre plus général, les autres objectifs seront :

- *Promouvoir et développer l'accès et la diffusion de l'information pharmaceutique.*
- *Promouvoir les contacts entre les documentalistes de l'industrie pharmaceutique en Europe, et ainsi encourager l'échange d'idées et d'expériences.*
- *Défendre les intérêts des documentalistes des industries pharmaceutiques en Europe.*
- *Etablir des contacts avec les organisations internationales et nationales similaires.*

Un délégué par pays présent a été élu en vue d'établir des contacts avec les associations nationales similaires, ou de créer une structure nationale si celle-ci était inexistante. Des élections futures désigneront les membres du Bureau du GIP.

Dès l'approbation de la création du groupe par le Bureau de l'AEIBS qui se réunira en janvier prochain, un courrier avertira toutes les personnes intéressées, décrivant également les modalités d'affiliation. On peut cependant déjà signaler qu'une affiliation à l'AEIBS sera demandée, mais que, jusqu'à présent, aucune cotisation supplémentaire n'a été prévue.

During the Oslo Conference, 30 information specialists of the pharmaceutical industries in 12 European countries decided to come together to create a section of EAHIL called "Pharmaceutical Information Group".

The first objective of the group will be to ensure a large coverage of pharmaceutical industries information needs by EAHIL future activities, mainly during the 1996 Conference in Coimbra, and in active collaboration with the Newsletter; this is intended to increase the participation of information specialists from pharmaceutical industries.

In broader perspective, the other objectives will be :

- To promote and develop access and spreading of pharmaceutical information.
- To promote contacts between information specialists from pharmaceutical industries in Europe, with the view to supporting the exchange of ideas and experiences.

- To defend the interests of people from pharmaceutical industries in Europe.
- To establish contacts between international and national sister organisations.

One delegate for each country present was elected to establish contacts with national sister organisations, or to create a national structure where it did not exist. Future elections will appoint members of the PIG Board.

As soon as the creation of the group has been approved by the Board of EAHIL that meets in January, an announcement will be mailed to all interested people, describing affiliation modalities. Affiliation to EAHIL will be required, but so far no additional fee has been planned.

For all additional information, please do not hesitate to contact :

Vincent Maes - Pfizer S.A. - 102, rue Léon Theodor B-1090 Bruxelles - Tel: +32 2 423.07.12 - Fax: +32 2 423.07.99 - E-mail: maesv@Belgium.EU.net



EAHIL subgroup for Nursing and Allied Health? Un groupe "Bibliothèques en soins infirmiers" de l'AEIBS ?

Pendant la session spéciale "Bibliothèques en soins infirmiers" qui s'est tenue lors de la Quatrième Conférence Européenne des Bibliothèques Médicales et de Santé à Oslo cet été dernier, la création d'un groupe au sein de l'AEIBS a été proposée. Les participants furent généralement favorables à cette idée, mais même si le forum fut bien suivi, l'ensemble des pays membres de l'AEIBS n'y était pas représenté; il a donc été convenu de sonder l'intérêt pour une affiliation en diffusant la proposition par le Bulletin de l'AEIBS.

Les buts et les objectifs d'un groupe "Bibliothèques en soins infirmiers" seraient les suivants :

- *rassembler ceux qui travaillent dans les bibliothèques en soins infirmiers*
- *développer la coopération entre ces bibliothèques*
- *constituer un forum d'échange d'informations et d'expériences de service d'informations pour des personnels en soins infirmiers*
- *agir comme un représentant des intérêts des personnels en soins infirmiers au sein de l'AEIBS*
- *conseiller le Bureau de l'AEIBS sur des matières en soins infirmiers*

Méthode de travail

Le groupe proposé organiserait des réunions, des ateliers de travail et des cours de formation permanente pendant les conférences de l'AEIBS, et collaborerait au Bulletin de l'AEIBS par des contributions spéciales portant sur des questions en soins infirmiers.

Affiliation : Pour rejoindre le futur groupe envisagé, il faudra être membre de l'AEIBS et prévoir une cotisation supplémentaire de l'ordre de 10 ECU.

During the special group session for Nursing and Allied Health Libraries held at the Fourth European Conference of Medical and Health Libraries in Oslo this summer there was a tentative proposal to form a subgroup within EAHIL. Those present at the session were generally in favour of the idea, but as the otherwise well-attended forum represented only a limited number of nations in EAHIL it was agreed to sound out membership interest by broadcasting the proposal further through the EAHIL Newsletter.

The aims and objectives of a Nursing and Allied Health subgroup would be:

- to unite those employed in libraries in the nursing and allied health field;
- to develop cooperation between libraries in the nursing and allied health field;
- to provide a forum for exchange of information and of practice in information service provision for nursing and allied health groups;
- to act as a focus for nursing and allied health interests within EAHIL;
- to provide advice to the EAHIL Board on nursing and allied health information matters.

Working Methods

The proposed subgroup would organise meetings, workshops and continuing education courses during EAHIL Conferences and contribute special items on nursing and allied health matters to the EAHIL Newsletter.

Membership

To join a possible future subgroup you will have to be/become a member of EAHIL - an additional small fee in the range of ECU 10 is foreseen for membership of a subgroup.

If you are interested in the establishment of a subgroup for Nursing and Allied Health librarians with EAHIL, please contact Patricia Flor before 1st December 1994 at the following address:

Patricia Flor, Telemark College, The Library, Post Box 1039, N-3704 Skien, Norway - tel. 47 35 525583 - fax: 47 35 527022 - E.mail:Patricia.Flor@tmsh.no

Patricia Flor, Norway

Kirsten Gerzymisch Schmidt, Denmark

Jean Yeoh, United Kingdom

FEATURE ARTICLE

Perceptions of Quality in Health Care Libraries

A comparative survey of the attitudes of health library staff and users in the Trent Regional Health Authority

La gestion de la qualité au sein des bibliothèques de santé :

Etude comparative des comportements des gestionnaires des bibliothèques bio-médicales avec ceux des utilisateurs, dans la région de Trent, Grande Bretagne.

La gestion de la qualité, dont l'assurance-qualité est l'épine dorsale a fait l'objet d'un souci constant de la part des tutelles de santé, ces dernières années. Les bibliothèques bio-médicales font partie de ce système de santé, cependant, et ceci n'est qu'un sursis, elles ont échappé à cette préoccupation. Pourtant, "ce qui n'est pas quantifié ne pourra être géré", affirme de Sousa. Mesurer la qualité du service est complexe car des facteurs autres que matériels entrent en jeu et le client n'est pas toujours en mesure d'évaluer le service dans sa totalité (car il y a des parties non visibles dans le déroulement du service; par exemple, il jugera négativement le service qui ne correspond pas à ses attentes...).

Parasuraman, dans une enquête sur ce sujet, dans la région de Trent, a cherché à réunir les critères communs aux bibliothécaires et aux utilisateurs dans un but de service de qualité. Les facteurs - ou indicateurs - considérés comme importants pouvaient-ils être saisis sur ordinateurs ou systèmes informatiques? Le bilan d'un questionnaire (basé sur ServQual) envoyé à toutes les bibliothèques de santé de la région de Trent a été partiellement le suivant: les utilisateurs ont insisté sur la nécessité d'un personnel serviable et compétent, certes, mais ont été plus indulgents, par exemple, sur les délais de service que le personnel lui-même. Ce dernier, par contre, donnait moins d'importance aux heures d'ouverture que les utilisateurs, etc.

En conclusion, ServQual est un outil performant pour mesurer la qualité car les données brutes saisies sont traitées en lieu avec d'autres. On doit certes continuer à fournir aux utilisateurs des informations orales et rapports de toutes sortes mais on ne doit pas négliger pour autant les besoins en informations sur la qualité que réclament les gestionnaires de bibliothèques de santé.

Introduction

There has been an increased focus on quality management in the National Health Service (NHS) in recent years. The focus has been primarily on quality assurance, which uses published standards to evaluate a product or service.

The driving force for this interest in quality assurance has mainly been management's need to justify and market services. The purchasers of these services are health authorities. That is institutional bodies, acting on behalf of the actual users of the service, patients rather than patients themselves.

Health service libraries are part of this system. Where they have escaped the attentions of the standard setters, this can only be a temporary reprieve.

Personal observation suggested that the main focus of health librarians' quality management was the individual library user. While this end user focus is to be applauded there are very real dangers in not addressing the quality concerns of managers, who rarely have a detailed knowledge of library services.

Health libraries in the area covered by the Trent Regional Health Authority (RHA) were surveyed to discover whether the observed focus on delivering quality to users and an apparent lack of focus on the provision of quality information to managers was well founded.

Health libraries in the Trent Regional Health Authority

There are no formal ties between the libraries in the area covered by the Trent RHA.

There are three medical schools, whose library services each form part of a large university library service.

Most of the other libraries in the Trent Region are small and relatively poorly funded. Librarians are often not consulted about the level of their budgets, which are under pressure from inflation and possible cuts.

This makes the collection of data on quality and its transformation into information to use to support the management process vital.

Remember "What is not measured will not be managed" (De Sousa).

Service Quality

Definitions of quality have tended to be based on manufacturing, where there is a physical product to measure, assess and compare with other products.

Assessment of the quality of services is complicated by a number of factors:

There is no physical product to touch, examine and compare with similar products.

Services are often consumed at the same time as they are experienced.

The customer affects the way the service is delivered. For example, a library user who knows precisely what information she wants is more likely to get precise focused information than one who has only a vague idea.

Much of a service is either supported or conducted out of sight of the customer.

The customer either ignores the hidden part of the service when making an assessment of the service as a whole or makes a guess about the hidden parts based on the visible aspects of the service.

For example: "Customers assess the quality of the maintenance of the jet engines from the coffee stains on the flip down trays" (Swissair executive, quoted by De Sousa).

Parasuraman et al. suggested that customers assess the quality of a service by comparing their expectations of what it should offer and deliver with what they perceive they have received.

Each delivery of the service is a performance which is positively valued if it exceeds expectations and negatively valued if it fails to come up to expectations.

Services can boost their user's evaluation of their quality by improving the service, informing users of the hidden parts of the service that are used to meet their needs and by creating realistic expectations of what the service can deliver.

Parasuraman et al. studied the factors that were perceived by service users as important in assessing quality over a range of services. They found that the following common factors used to assess quality by consumers:

Tangibles : physical facilities and equipment;

Reliability: ability to perform the promised service dependably and accurately;

Responsiveness : willingness to help customers and provide prompt service;

Assurance: knowledge and courtesy of employees and their ability to inspire trust and confidence;

Empathy : the caring individualised attention the organisation provides to the customer

Later work resulted in the development and validation of Servqual, a questionnaire designed to evaluate services in each of these areas.

The Study

The study investigated whether health library users and staff in the Trent Region, England, agreed on what factors contributed to a quality service and whether the fac-

tors highlighted as important were captured by the libraries' quality monitoring and reporting systems.

Method

A postal questionnaire, based on Servqual, was sent to all health libraries in the Trent Region. Libraries were asked to distribute copies to all their staff and to users on a random basis.

Libraries were also asked to report on any data relating to their service that was collected.

Results

There was a 75% (25 libraries) response rate to the questionnaire. The data suggested a high degree of correlation in library user and staff perceptions of what constitutes quality. This was tested for significance using Spearman's rank correlation test.

Users particularly emphasised the value of helpful, knowledgeable staff. They were more tolerant of delays due to staff being busy than the staff themselves. Users gave greater weighting to increased opening hours than library staff.

Only 44% of the libraries collected any information that could be used as performance indicators. Only 30% used quality standards. The majority of measures used related to reliability (48%) or tangibles (32%). Quality measures focused on tangibles (36%) and reliability (17%).

Most of the data collected related to tangibles and was the data that was easiest to collect, for example stock levels. Half the libraries collecting data reported that there was no mechanism for reporting the findings. Typically it was the larger libraries that had data collection, monitoring and reporting systems in place.

Library users' versus library manager's perceptions

Like many publicly funded services, health libraries are not directly funded by their customers. Health library users rarely have any direct control over the management of the service or allocation of funds to the library.

Fortunately this does not mean that they are of no importance, in the political sense. They often include people in positions of considerable influence, such as professors or senior consultants. Equipping them with accurate information about the library service can help to create a positive perception of the quality of the service among key people in the organisation.

This is not enough. The library manager's view may be influenced but not defined by others' views. The manager needs information in a form that she/he can understand and readily compare to other competing demands and services.

The results of the study suggest that the library manager's needs for measures and information about quality are being neglected, in the Trent RHA.

Recommendations

Libraries need to collect and report data that relate to the whole service rather than concentrate on the aspects which are the easiest to collect. More emphasis needs to be placed on the collection of data that relates to softer measures of quality. Servqual is one of the tools that can be used.

Local faculties, with business studies or statistics students can often be recruited to design and collect data as part of their studies.

Raw data is meaningless to the manager. The data needs to be transformed into meaningful information that can be used to evaluate the service and prioritise areas for change. The timetable for reporting needs to fit in with the budget setting timetable.

Conclusion

Librarians should continue to inform their users by talking to them and through formal means, such as annual reports.

They neglect their manager's needs for information on quality at their peril.

Reference

Clark, J.R. (1992) Perceptions of quality in health libraries: a study of library users, staff and the use of quality standards and performance indicators in health libraries in the Trent Region, MBA Dissertation, Sheffield Business School

De Sousa, G. (1989) New service businesses must manage quality, Journal of Business Strategy, Vol. 10 (May/June) p. 21-5

Parasuraman A. Zeithmal, V.A. & Berry L.L. (1985) A conceptual model for service quality and its implications for future research, Journal of Marketing, Vol. 49 (Fall), p. 41-50

Parasuraman A. Zeithmal, V.A. & Berry L.L. (1988) Servqual: a multiple item scale for measuring perceptions of service quality, Journal of Retailing, Vol. 64 No. (1) p. 12-40

John R. Clark
Tutor Librarian, Staff Education Centre,
Rampton - Hospital
Retford, Nottinghamshire DN22 0AR - UK

NEWS FROM OUTSIDE EUROPE

Zagreb - The Soros Foundation grant to the Central Medical Library

The Central Medical Library, Faculty of Medicine, University of Zagreb, has won the Soros Foundation (New York) grant consisting of a medical CD system. Parts of the system are: 2 units of 486 PC with 6-CD jukebox and laserjet printer as well as 14 CD-ROM database disks. Database set includes: MEDfive (CD-PLUS), Clin PSYCH (CD-PLUS), SAM-CD (Scientific American Medicine) and Macmillan/Maxwell's. Full-text databases Lancet, BMJ, JAMA, Annals of Internal Medicine, and American Heart Association Compact (Circulation, Circulation research, Stroke, Hypertension, Arteriosclerosis and Thrombosis).

The Central Medical Library has also applied to the East & Central Europe Journal Donation Project. We are happy to announce that 8 journal subscriptions have been established.

In the period of severe economic constraints these donations are considered very important both to teaching and research, and are of great benefit to the Croatian medical community. The Central Medical Library will try its best to make these sources accessible to the greatest number of users possible.

Jelka Petrak
*Central Medical Library
 Faculty of Medicine, Univer.Zagreb
 P.O.Box 445
 41000 Zagreb, Croatia*



The Spanish 5th Conference of Information and Documentation in Health Science

Spanish medical librarians held their biennial meeting in Palma de Mallorca on June 4-6 at the Palacio de Congresos. This Conference was organised by ABADID (Asociació de Bibliotecaris, Archivers y Documentalistes de les Illes Balears), member of FESABID and sponsored by Consell Insular de Mallorca and the Health Department. It was attended by 124 librarians, editors, medical scientists, etc. from all over Spain. This Conference gave good opportunities for librarians to exchange ideas and experiences in an informal environment as well as

providing a substantial programme of lectures, workshops and exhibits.

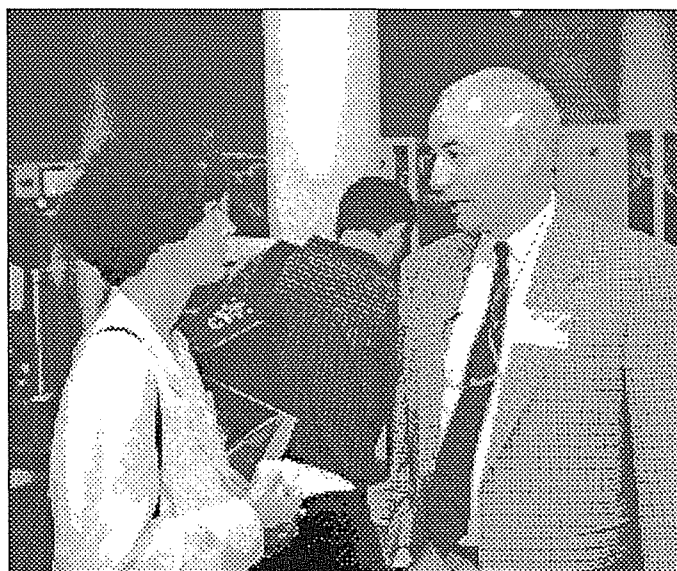
The first session was devoted to networks, the second plenary session was dedicated to discuss the impact of the new technologies in the medical librarians role, and the third day we talked about quality control, prices and services. We had 38 free communications and 10 posters of very high quality. There were also 3 working groups of: hospital libraries, university libraries and medical management libraries, and two round tables about Association for health information librarians and collective catalogues. In addition some exhibitors presented their new products and services: Baratz, Doc-6 and Dialog, Ebsco and Swets.

After the success of this 5th Conference, it was agreed that the 6th Conference of Information and Documentation in Health Science, would be organised in Madrid. For more information, contact : Virgili C. Paez, Apdo. 1318, Palma de Mallorca 07080, Spain. Tel. 34 711 73746, fax: 34 711 73 922

Maria Francisca Ribes Cot
*Biblioteca Hospital,
 Universitario Marqués de Valdecilla,
 Avda. Caldecilla s/n,
 39008 Santander, Spain*



**EAHIL "Prix d'Honneur"
 "The Medical Librarian of the Year"**



Marc Walckiers, First EAHIL President (1987-1988)
here with Françoise Noël-Lambot, Belgian Delegate, in Oslo.

Letters to the Editor

The Medical Librarian of the Year has the word

The award "The Medical Librarian of the Year" recently created by the European Association for Health Information and Libraries, has been bestowed upon me as the initiator of the European Conferences of Medical Libraries in 1986 and as organiser of EAHIL in 1987 to 1988. I very much appreciate that eight years later my efforts appear to be successful and have not been forgotten.

Through this letter, I would like to express my acknowledgement to EAHIL Board members for this outstanding honour and take the opportunity to make a few comments which could prove to be of interest to many colleagues, especially for young colleagues.

EAHIL honoured me with this award, but I must point out that I did nothing alone and that indeed little could have been done without the steadfast cooperation of a number of colleagues, especially Ursula Hausen.

We did no more than what had obviously to be done at that time and it would be worthwhile to briefly summarise this here. Health librarians scattered throughout Europe had few opportunities to share their experiences. They did not yet use fax machine and E-mail, which were brand-new at the time and the main opportunities to meet each others were the International Conferences of Medical Librarianship held in 1969 in Amsterdam, in 1980 in Belgrade and 1985 in Tokyo.

Among 600 delegates in Tokyo, we were 28 European colleagues. Over a sandwich, we recognised that European medical librarians could not wait until the next International Conference (to be held five years later in New Delhi) but should meet sooner in Europe. As I was from Brussels, my colleagues asked me to organise a European Conference of Medical Libraries with the EC support. As the CEC-DGXIII was about to initiate its libraries' programme, they were very keen to provide us with funding, premises and interpreters. In addition, WHO offered travel grants for Eastern European colleagues. This enabled us to announce this first European Conference of Medical Libraries in Brussels with EC and WHO moral and financial support. We had no idea of what the response of our colleagues would be, and we were astounded by the 350 registrations received from all European countries except Albania. 80 papers were presented from October 22 to 25, 1986 including those of high-level representatives of EC and WHO and the were published by North Holland in 1987.

One of the Conference resolutions was to set up a European Association of Medical Libraries. This was prepared during the spring of 1987, with a Newsletter including the draft statutes. Finally during the IFLA annual

Conference on August 18, 1987 in Brighton (UK), 22 European medical librarians from 13 member states of the Council of Europe signed these statutes and the 60 founders members attending this founding meeting elected me as President and Valentina Comba, Christine Deschamps, Ursula Hausen, Anna Nicolaysen and Derek Wright as Board members. These statutes were registered under the Belgian law, the secretariat was organised in Brussels and the Newsletter regularly published.

The second European Conference of Medical Libraries was organised by our Italian colleagues in Bologna in November 1988 and attracted 500 participants.

Ursula Hausen (from Hannover) took over the Presidency of EAHIL in 1989-1990, Monique Cleland (from Lausanne) in 1991-1992 and Tony McSeán (from London) in 1993-1994. With more than 500 participants in Montpellier in 1992 and in Oslo in 1994, the 3rd and 4th Conference were also very successful.

After my deep involvement from 1986-1988, it is my great pleasure to see that an increasing number of colleagues from an increasing number of countries are developing EAHIL activities and promoting health and medical librarianship throughout Europe.

My wish is to see this trend heightened in the fields of health services and biomedical research and enlarged to other fields. I am very confident that the EAHIL award will contribute to this aim and am grateful to the EAHIL Board for this means of expressing appreciation of the work of their predecessors and of promoting personal commitments to our profession in Europe.

Marc Walckiers

Library Fac. Medicine, Univ. of Louvain (Brussels)



Just Eight Germans at EAHIL Conference in Oslo

The European Association for Health Information and Libraries organized their 4th European Conference of medical and Health Libraries which took place from 28 June to 2 July 1994 in Oslo. The main topic of the conference was: "Health Information - New Possibilities". After three highly successful conferences in Brussels (1988), Bologna (1990) and Montpellier (1992), this conference was a further milestone in the yet short history of EAHIL. About 500 delegates had registered and actually come to Oslo. Among them 8 from Germany. Is that bad? Yes, it is, as all the German medical librarians who did not participate missed a major chance to pick up information on the latest developments in medical librarianship in Europe and all over the world. Only 8 German librarians have attended - what may be the reasons for this?

- 1 Was the major topic boring?
- 2 Was the preparation/the marketing of the conference insufficient?
- 3 Were the presented topics/contents not up to date?
- 4 Were the speakers incompetent?
- 5 Were the "Continuing Education courses" out of time?
- 6 Was the exhibition boring?
- 7 Is Oslo not attractive?
- 8 Do German librarians not like to travel abroad?
- 9 Were the costs for the travel too high?

All these questions have to be denied. However, I cannot give reasonable answers to these questions. It is obvious that non-participants missed a great chance. Here are some highlights of the conference:

- Lois Ann Colaianni (NLM): Looking towards the future while working in the present.
- John R. Clark: Perceptions of quality in health care libraries.
- John van Loo: Tendering for periodicals supply, experiences from the United Medical and Dental School.
- Margaret P. J. Haines: The hidden costs of networking.
- Birgitta Öhman: The development and use of Drugline, a fulltext drug information database.
- Oliver Obst/ULB Münster (Germany): The impact of local CD-ROM networks on users and library.
- Pascal Bador: How many pharmaceutical journals in Europe today.
- Hans J. Holst: LIDOK, a group of information professionals in Swedish drug research companies.
- Rita Zangini: Designing a library, the dream of every librarian.
- Eugene Garfield (ISD): Experiences of an information scientist.

The exhibition was formed by 25 outstanding companies coming from Scandinavia and the rest of Europe including the trendsetters in the field of health information and libraries. The exhibition offered every opportunity for product information, for criticism and for getting in touch with people.

All in all, the conference provided first hand information in compact format not available every day. Was this worth travelling to Oslo? Yes, indeed it was without any doubt.

The 5th EAHIL Conference will take place in Coimbra, Portugal in September 18-21, 1996. I do hope that there the current developments in German librarianship will be presented and that German librarians in an appropriate number will be attending.

Peter Stadler

Voritzender der Arbeitsgemeinschaft für medizinisches Bibliothekswesen - Boehringer Mannheim GmbH Zentralbibliothek Sandhoferstr. 116 - D-68305 Mannheim, Germany

Report of experience at the 4th European Conference of Medical and Health Libraries in Oslo, from 28th June to 2nd July 1994

Right, to start with I want to express my happiness being at this Conference. As I had been in my job for only a year, the conference gave me the very suitable occasion to get in contact with librarians from all over the world. Venerable institutions like the NLM, the BMA, and the EAHIL itself, which I knew only by hearsay, were becoming living organisms as I got into touch with their members.

The composition of the conference delegates was very instructive. It was not surprising to me that the Scandinavian countries contributed to about 40% of the participants. The United Kingdom (65) and France (46) were also more than proportionally represented. But what gives me really food for thought was the poor appearance of Germany (8), which was even exceeded by countries like Belgium (12), Iceland (10), the Czech Republic (10) and Hungary (9). But I'm convinced that through well-organised congresses like this (thanks to Arne and to all other persons, who made this possible) and also through the Internet neighborhood the interest will grow more and more.

What made a deep impression on me was the continuous presence of Norwegian folklore at the Conference. Beginning with wonderful lure songs and folk dances at the opening ceremony, to the pretty folk dress of some women of the local support team (and which reminded me strongly of Bavarian costumes), the welcoming reception and tour of inspection in the Oslo City Council, and the evening at the Norwegian Folk Museum everything was filled with the love of Norwegian hosts for their country and culture - a love which they transmitted very well to the participants by their great friendliness and cheerfulness.

Back to the congress, I will concentrate my report on four lectures. Right at the beginning of the congress, at one of the numerous coffee breaks, I heard a sentence from a conference professionalist: "A congress is nothing but tourism and talks in corridors". This made my naive enthusiasm suddenly fade away, but slowly, from session to session I recognized that there was not a single presentation that didn't teach me something. If not the content of the speech itself then the way someone spoke or presented his findings.

The plenary session was opened by the psychiatrist Dr Astrid Noklebye Heiberg of Oslo. She presented a clear, un-stilted, and fascinating speech about the hidden difficulties in the communication process. She made us both laugh and open-mouthed by the dialogue of a married couple, she demonstrated the effect of monotonous teaching by lulling us to sleep, and ended by reminding us

to take care of the specific kind of each users perception.

Chris Atton from the Napier University Edinburgh, taught us a very real course in critical thinking. Accompanied by extensive pantomime he gave us the idea of how relieving it could be to leave the beaten path of dull bibliographic instruction courses. To teach critical thinking could be a living and really satisfying communication and learning process for both the librarian and the student. The secret of his success in teaching students seemed to be the concealment of just being a librarian! If his students knew, they would be overwhelmed by a sudden feeling of boredom.- Good chance for our profession, isn't it?

His lecture - one half hour before mine - also let me forget my own stage-fright. Nevertheless I felt more secure in reading my manuscript word-by-word. That's that!

I will not leave the charming city of Oslo without reminding you of the hundreds of human sculptures in the famous Vigeland Park, the overwhelming view from Holmenkollen over the fjords and the wide-spread city of Oslo, or the fish restaurants at the port - occupied by crowds of jolly Norwegians.

Overall, it was a wonderful background for meeting with remarkable librarians!

Oliver Obst

*University- and State Library Münster
Krummer Timpen 3-5
48043 Münster, Germany*



Letter to our Norwegian Colleagues

When two years ago Oslo was announced as a host city for the 4th European Conference of Medical and Health Libraries, our first reaction was to try to be realistic. We couldn't possibly attend that Conference! Oslo is far away from Zagreb, travel and accomodation had to be very expensive and, most of all, were were in the middle of the war. Our everyday life both professional and private had quite different priorities. Our library was overwhelmed with users coming directly from front-lines, searching information on war injuries, trying to establish professional contacts with their colleagues abroad and writing papers on their medical experiences. We have never had such a strong feeling of participating directly in patient care and in research. Our library was indeed a central point for meetings at the Faculty. There was no silence, but it was not important because everybody was in a hurry to do something. We were all in a fever, war fever, working with the highest enthusiasm. Even during air-raid alarms our library was a shelter, we all

stayed there for hours, and imagine, no books or journals have ever been found to be missing.

From that perspective it was hard to think of Oslo, it was unrealistic, impossible and even foolish. But we did! We felt very isolated in many aspects, but we were not ready to accept our own, deliberate professional isolation. We decided to pretend that everything was normal, so we submitted papers to the Conference.

And then we received a letter from the Organising Committee saying they were offering us free registration and accomodation. All of a sudden Oslo became much closer to Croatia. It was so beautiful and encouraging to know that we had colleagues in Norway who cared, understood and were willing to help. Maybe our country has many characteristics of scientifically peripheral setting, but after receiving the offer from our Norwegian colleagues we felt as though we were in the center of Europe (Actually we do not see ourselves as East Europeans - the term has too many painful connotations for us).

We managed to come to Oslo, to attend the Conference, to listen and to learn, to meet our colleagues from different countries, to exchange ideas and start new forms of cooperation. We were welcomed by our Norwegian colleagues in an extraordinary way. They showed so much friendliness, kindness, and hospitality. They have helped us in many ways.

Let us hope it will not be too long before we can invite you all to Croatia.

Thank you very much.

Anamarija Bekavac and Jelka Petrak

*Central Medical Library
Zagreb University School of Medicine - Salata 3
4100 Zagreb, Croatia*



Cours de formation permanente à la 4ème Conférence Européenne des Bibliothèques Médicales et de Santé à Oslo

Sous l'efficace direction de Patricia Flor (Norvège), le mercredi 19 juin de notre 4ème Conférence Européenne à Oslo étaient consacrés à la session des cours de formation permanente. Cinq cours (quatre en anglais et un en français) étaient offerts avec pour thèmes:

- utiliser un CD-ROM et un réseau de CD-ROM,
- les services offerts par la bibliothèque et leurs coûts
- Internet
- l'image du bibliothécaire
- le futur de l'information biomédicale

Tous ces cours ont obtenu une excellente audience avec plus de 200 participants pour l'ensemble; le cours le plus suivi en nombre ayant été celui sur Internet, ce qui démontre l'intérêt croissant porté par les bibliothécaires européens à ce "réseau de réseaux". Cette session de cours, toujours très appréciée par les membres de l'Association, a donc été un succès et représentait un prélude optimiste pour la suite de la Conférence. Ce que n'ont pas démenti les jours suivants.

Jean Philippe Accart
Centre Hospitalier d'Argenteuil
France



End User Searching - At your own peril

Interrogation par l'utilisateur final - A vos risques et périls.

L'exemple d'interrogation médiocre par un utilisateur final, dont j'ai fait état dans mon exposé et lors de la dernière session plénière à Oslo, a suscité l'intérêt de mes collègues européens.

Il s'agit d'une correction publiée dans un des périodiques de recherche les plus prestigieux : The Proceedings of the National Academy of Sciences, USA. Les auteurs, rattachés à mon Institut, y admettent que la façon dont ils avaient interrogé Medline - par mots-clés -, ne leur a pas permis de localiser un article antérieur décrivant les mêmes résultats de recherche (1).

Depuis lors, j'ai recherché environ 25 autres articles dans le champ "Published Erratum" des revues scientifiques des quatre dernières années, celui-ci étant disponible avec le système Ovid Medline. Il apparaît que ceci est la première description d'utilisation d'erreurs de recherche pour arriver au résultat.

L'insistance de l'utilisateur final sur un mot-clé plutôt qu'une approche par sujet a toujours été un problème dans cette bibliothèque, et ce malgré les formations intensives. Si j'en crois mon expérience, les utilisateurs finals ne sont pas disposés, ou ne sont pas facilement à même de comprendre le concept de MESH. De nombreux bibliothécaires mentionnent de manière anecdotique ce problème ainsi que d'autres liés à la recherche par les utilisateurs finals, et King affirme que "des erreurs potentiellement coûteuses ont été commises par des utilisateurs finals" (2).

Cette fois pourtant, tout n'était pas perdu pour la bibliothèque. J'ai pu utiliser cet exemple comme clef de voûte d'une proposition pour engager une dépense de \$Aust.100.000 destinée au transfert de notre système Medline vers un réseau Unix CD PLUS Ovid, qui a

notamment comme caractéristique de permettre l'interface automatique de mots-clés en termes MESH. Le nouveau système sera opérationnel le 1er septembre de cette année.

Je serais intéressée par le point de vue de mes collègues européens à propos de leurs exemples d'erreurs de recherche par les utilisateurs finals.

Following the example of poor end user searching mentioned both in my talk and at the last plenary session at Oslo interest was shown by my European colleagues.

The reference was made in a correction in one of the world's most prestigious research journals, The Proceedings of the National Academy of Sciences, USA. The authors, from my institute, admitted that the way they had searched Medline, using keywords resulted in their failing to find a previous paper describing the same research results(1).

Since this occurrence I have searched a further 25 papers in the "Published Erratum" field on Ovid Medline in scientific journals over the past four years. This appears to be the first such incidence describing Medline searching errors leading to the result.

The insistence on a keyword, rather than subject approach by end users has always been a problem in this library, despite intensive training. In my experience end users are just not willing, or easily able to understand the concept of MESH. There has been much mention of this and the problems of end user searching at an anecdotal level by librarians and in a 1993 paper King states that "potentially costly errors are being made by end users"(2).

All was not lost for the library in this case, however. I was able to use the example as a key point in a proposal for funding of \$Aus.100,000 to change our Medline network system to a Unix based CD PLUS Ovid network with its feature of automatic mapping of key words to MESH headings. The new system will be launched on September 1st this year.

I would be interested to hear from European Colleagues who have examples of end user searching errors.

References

- (1) Corrections. *Biochemistry, Proc Natl Acad Sci USA* 1993;90:3775
- (2) King NS. *End-user errors: a content analysis of Paper Chase transaction logs. Bull Med Libr Assoc* 1993;81:439-441

Josephine Marshall

the Walter and Elisa Hall Institute
of Medical Research, Royal Parade, Parkville,
Victoria 3052-Australia Fax: 61 3 347 08 52
E.mail: marshall@wehi.edu.au

FORTHCOMING EVENTS

October 18, 1994 - Villeurbanne, France

La Recherche en Sciences de l'Information (IV), Economie de l'Information. Informations: Mme Dalstein, ENSSIB, 11-27 bd du 11 novembre 1918, F-69623 Villeurbanne Cedex, fax: 33 16 7244 2788

October 21, 1994 - Brussels, Belgium

Colloque: Droits d'Auteur. Informations: Mr Wim De Vos, Bibliothèque Royal Albert 1st, Bd. de l'Empereur, 4, 1000 Brussels. fax: 32 2 519 5533

November 11-12, 1994 - Bucarest, Roumanie

Séminaire de coopération hospitalière en Europe. "Le rôle des hôpitaux dans les

systèmes de santé en évolution et en transformation". Contacts: COFRA-HOPE, 5 allée de l'Île Gloriette, B.P 1005, F-44035 Nantes, France, Fax: 33 40 08 46 57

December 6-8, 1994 - London, UK
Online Information 94. Contact: Learned Information Ltd. Woodside, Hinsey Hill, Oxford OX1 5AU, Fax: 44 865 736354.

May 10-12, 1995 - Washington DC, USA

7th International Congress on Medical Librarianship. "Health Information for the Global Village". For further information: Mrs Frances Groen, International Organizing Committee, c/o McGill University Libraries, 3459 McTavish Street, Montreal, Quebec, Canada H3A 1Y1

June 13-15, 1995 - Paris, France

IDT 95 - Marches et Industries de l'Information. Paris, Palais des Congrès.

Appel aux communications/call for papers, information: ADBS - IDT 95, 25 rue Claude Tillier, F-75012 Paris, France - fax: 33 1 4372 3041

August 21-24, 1995 - Copenhagen, Denmark

4th Nordic Conference for Medical Libraries. "Health Information - Research and Development". Call for papers and information: Inger Vibeke Nielsen, Psychiatric Research Library, Psychiatric Hospital in Aarhus, DK-8240 Risskov, Denmark - fax: 45 8617 7455

September 21-22, 1995 - Prague, Czech Republic

EAHIL Symposium on Cooperation of Medical Libraries. Theme: "Library cooperation in the era of electronic technology". Further information: Mr O. Pinkas, National Medical Library, 121 32 Prague 2, Sokolská 31, tel. 422 2491 5775 - fax: 422 2491 4625

EUROPEAN ASSOCIATION FOR HEALTH INFORMATION AND LIBRARIES

EAHIL SYMPOSIUM ON COOPERATION OF MEDICAL LIBRARIES

SYMPOSIUM DE L'AEIBS/EAHIL: LA COOPERATION ET LES BIBLIOTHEQUES MEDICALES

Prague, Czech Republic, September 21-22, 1995

"Library Cooperation in the era of Electronic Technology"

"La coopération des bibliothèques, l'électronique et la technologie"

CALL FOR PAPERS - APPEL AUX COMMUNICATIONS

Subthemes - *Sous-thèmes:*

1. Classical and modern methods of acquisition
Le développement des collections: méthodes classiques et modernes
2. Document supply - new ways and approaches
L'accès aux documents - méthodes et approches nouvelles
3. Shared cataloguing and union catalogues
Le catalogage en commun et les catalogues collectifs
4. Networking: impact on library and information services
Le travail en réseau: son impact sur les bibliothèques et leurs services

Proposals are invited for papers related to the theme and subthemes of the Symposium. Typed abstracts (3 copies) of between 200 and 250 words in English should be submitted before January 31st, 1995 to the Programme Committee. Abstracts should include the author's name, affiliation, address and telephone/fax numbers. Authors will be notified by the end of March 1995 of the acceptance or non acceptance of their paper and, if accepted, will be requested to submit the full text in English before May 15th, 1995. The full text papers will be published in the Symposium Proceedings.

Papers to be sent to the Programme Committee before January 31, 1995:

Otakar Pinkas, Národní lékařská knihovna - Sokolská 31, 121 32 Prague 2, Czech Republic
Tel. 422 293 682 - fax: 422 2491 4625

European Association for Health Information and Libraries

**PROCEEDINGS OF THE 4TH EUROPEAN CONFERENCE FOR MEDICAL AND
HEALTH LIBRARIES, Oslo, June 28-July 2, 1994.**

**PRE-PUBLICATION SUBSCRIPTION FORM
BON DE COMMANDE**

The Proceedings of the 4th European Conference of medical and Health Libraries: "HEALTH INFORMATION - NEW POSSIBILITIES", ed. John van Loo, Tony McSeán, will be published by Kluwer Academic Publishers, The Netherlands. The volume of the proceedings will contain the speakers' presentation as well as a summary of the posters with the latest and most interesting European developments in medical and health librarianship.

Les actes de la Quatrième Conférence Européenne des Bibliothèques Médicales et de Santé : "LA SANTÉ ET L'INFORMATION - NOUVELLES POSSIBILITÉS", et un résumé des affiches seront publiés par Kluwer Academic Publishers, Pays-Bas. Cet ouvrage est disponible par souscription.

Pre-publication prices - Prix de souscription: • EAHIL members: BF. 3,300
• Non-members : BF. 3,950

If you wish to purchase this publication at the reduced price, please mail the form below, before December 1, 1994, to:

Si vous désirez souscrire à cette publication et réserver votre exemplaire, il y a lieu de renvoyer avant le 1er décembre 1994 le formulaire ci-dessous dûment rempli à :

EAHIL Secretariat, attn. Roselyne Hoet
60 rue de la Concorde - B-1050 Brussels, Belgium
Tel/fax: 322 511 80 63

The number of copies available at a reduced price will be limited. Requests will be filled in the order of their receipt.
Le nombre d'exemplaires disponibles au prix préférentiel étant limité, les ouvrages seront réservés par ordre d'arrivée des commandes.

Name:

Institution :

Address :

Postalcode & City : Country :

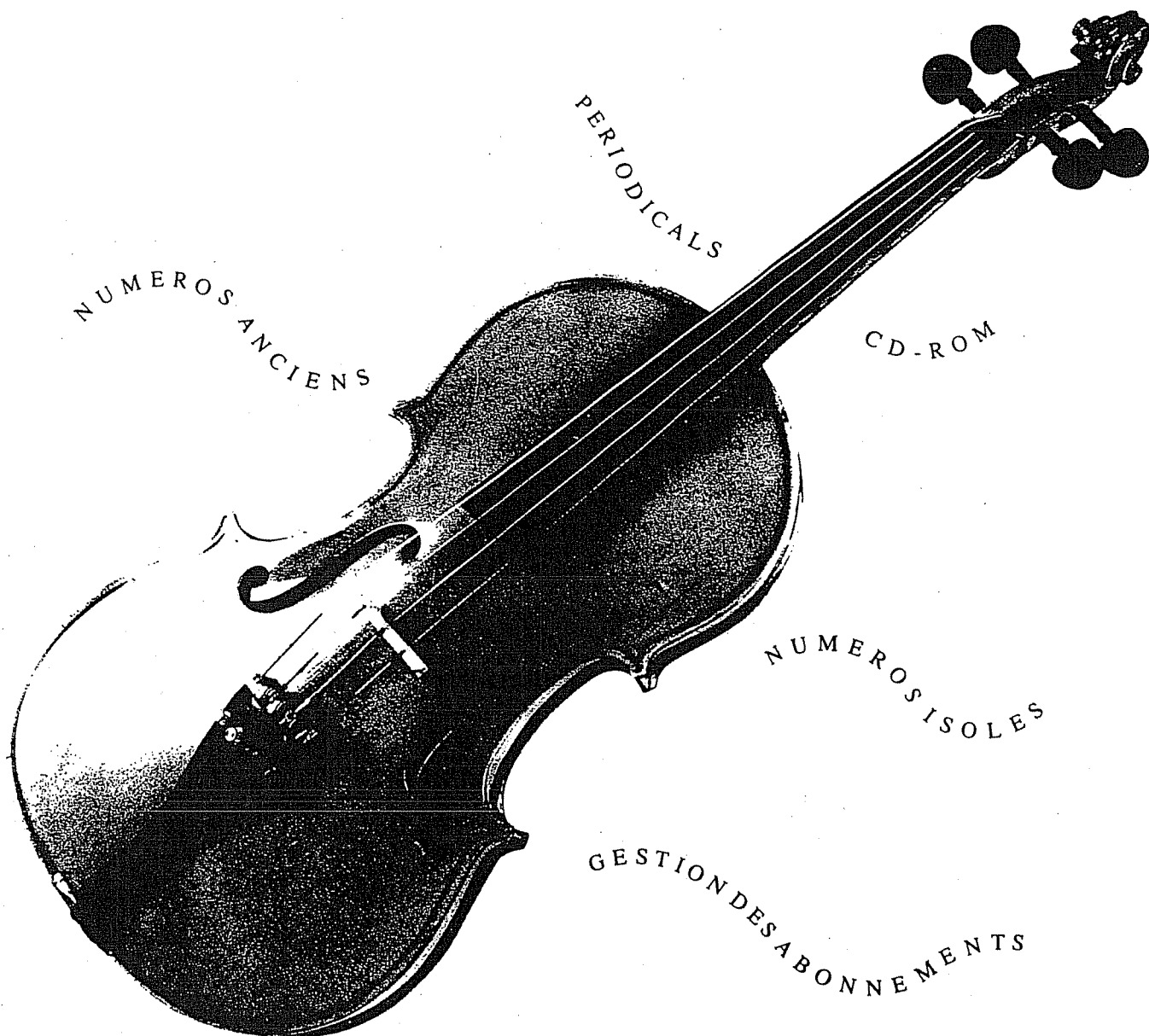
Tel.: Fax :

Please enter my order for..... copy(ies) of The Oslo Proceedings "Health Information - New possibilities"

Paid by cheque (enclosed) Please invoice me for BF. :

Date Signed

60 RUE DE LA CONCORDE • B-1050 BRUSSELS • BELGIUM • TEL.: +32/2/511.80.63 • FAX : +32/2/511.80.63
Bank : BBL, Ag. Galerie Louise B-1050 Bruxelles, Acc. : 310-0650373-74
Postgiro/CCP : B-1100 Brussels, Acc. : 000-1294232-58



jouez sur toute la gamme

Si vous souhaitez une Agence Internationale d'Abonnements hors pair pour vous procurer et gérer vos périodiques du monde entier: choisissez Dawson.

Nous sommes sans rival grâce à un Service tout à votre écoute, fiable, et complet.

Sachez jouer sur toute la gamme de nos Services: Suites, Numéros Isolés, Numéros Anciens, Air Express, Minitel et même CD-ROM!

Des dizaines de milliers de documentalistes apprécient chaque jour la qualité du Service Dawson. De concert avec eux, venez composer votre succès!

● **LIVRES**
● **ET TECHNOLOGIES**
sont les deux autres gammes de notre répertoire.

En Europe, Dawson est en harmonie avec vos besoins.



dawson

The International Network for the Information World

Pour toute information complémentaire, veuillez téléphoner, écrire ou télécopier au:
Service Marketing, Dawson France, B.P. 40, 91121 Palaiseau Cedex, France. Tél: (1) 69 10 47 00 Télécopie: (1) 64 54 83 26

NEW

***Worldwide information
quick and easy
on your own desk***



SWETDOC

- *Swets gives you electronic access to worldwide information.*
- *You can order documents through DataSwets, our worldwide on-line communication system.*
- *We deliver documents within 48 hours via our European and North American document suppliers.*
- *SwetScan, our contents page service, helps you easily search and order for your articles. Full details of individual articles of 14.000 journals are displayed on screen.*

For more information, please contact:

SWETS
WETZELINKER

Swets Subscription Service
P.O. Box 830 ● 2160 SZ Lisse ● The Netherlands
Tel. +31-2521-35111 ● Fax +31-2521-15888