DEPARTMENTS / DÉPARTEMENTS

Editor's message

Great news! Beginning with this issue, the *Journal of the Canadian Health Libraries Association* (JCHLA) is being published as an open access journal. Furthermore, the back files of JCHLA online from Vol. 25(1), 2004 to Vol. 27(1), 2006 will be accessible without a password. As librarians we strive to remove the barriers and provide access to information. Using the open access publishing model, JCHLA will be available to a larger audience, and authors can expect their published work to have a greater impact.

This issue has two interesting feature articles. Shelley Hourston contributed an insightful and entertaining article ti-tled "Creativity and the resilient health librarian". Eugene Barsky wrote a second informative article on a very current topic, "Weblogs and podcasting for health librarians", in his series "Introducing Web 2.0". Many health librarians are eager to review books for JCHLA, and thank you for your enthusiasm. This issue has three book reviews. As JCHLA Editor I have to be creative and think of ways to extend librarians' enthusiasm for writing book reviews to include writing papers. Do you have any suggestions to offer?

Sandra Halliday

DEPARTMENTS / DÉPARTEMENTS

A word from the President

The gavel has been passed! Please join me in welcoming Linda Slater as the Canadian Health Libraries Association / Association des bibliothèques de la santé du Canada (CHLA / ABSC) president for 2006–2007.

How often do we see the phrase "It is hard to believe it has been a year already!" at the end of someone's term? I must concur. Last June, as Penny Logan handed me the gavel, I thought, "A year — we will be able to accomplish so much." We have. And yet there are projects that remain ongoing. The year was not quite as long as I thought!

At the fall and winter CHLA / ABSC Board meetings, the board worked hard at developing a communications strategy to inform all aspects of our work. Wayne Glover, of Associations First, facilitated a morning discussion at the fall meeting and led us through a full day of discussions at the winter meeting. An example of the impact of our discussions is the redesign of the CHLA / ABSC pamphlet by Sue Fahey, public relations director.

The introduction of online membership renewal and payment has proved to be very popular; 79% of our members used the credit card option for membership renewal or purchase. At the time of writing, about 100 members have not so far rejoined the association. The board is developing a survey to be sent to lapsed members in an effort to determine why they may have elected not to rejoin.

On the National Network of Libraries for Health / Réseau national des bibliothèques pour la santé (NNLH / RNBS) Task Force front, in January a contract to create a business plan was awarded to TDV Global. The project will be done in two stages: a concept of operations and a business plan. The concept of operations phase will be completed in time for the 2006 conference and will be used to obtain endorsements from CHLA / ABSC members and stakeholders for the second stage. CHLA / ABSC and the Task Force gratefully acknowledge the significant donations received from the Public Health Agency of Canada and the Canada Institute for Scientific and Technical Information.

The Task Force on Hospital Library Standards presented a draft of the *Standards for Library and Information Services in Canadian Healthcare Facilities* at the fall board meeting. A copy of the draft was also posted on the association Web site in January for member feedback. A final version of the standards will be presented at the CHLA / ABSC Conference in May 2006.

In January 2006, CHLA / ABSC responded to three media requests for comments about budget cuts to Health Canada's Science Library Network. A formal CHLA / ABSC response was posted in January on the association Web site and also was sent to various people in Health Canada.

CHLA / ABSC offered a scholarship to support chapter members in attending "Discover the leader in you! Developing and realizing your leadership potential" — a continuing education course offered at the 2006 conference. This course represented the final stage of a process that began with the Chapter Presidents' Lunch at the 2005 conference. The first stage was the creation of a report listing issues, successes, challenges, and difficulties identified by chapters during a facilitated discussion at the lunch. The second stage was the creation of a PowerPoint presentation based on these discussions that could be used by chapters at their own meetings or could be viewed by members from a link on the association Web site. The final stage was the development of a continuing education course to be held as part of the 2006 CHLA / ABSC Conference. The hope is that members taking the course will become actively involved in the chapter and the association and will take on leadership roles within their organizations. A total of eight people from five different CHLA / ABSC chapters were awarded scholarships.

In conclusion, I would like to thank all the members of the board for their work, their insights, and their collegiality. I also would like to thank members of the association who called and e-mailed their comments, corrections, criticisms, and kudos. As I begin my term as past-president, I look forward to passing along to new members the pearls of wisdom I have gleaned this past year and recruiting new board members later this fall.

Tamsin Adams-Webber
April 2006

DÉPARTEMENTS / DEPARTMENTS

Le mot de la présidence

Le marteau de fonction a été dûment légué ! Je vous invite à vous joindre à moi pour souhaiter la bienvenue à Linda Slater comme présidente de l'ABSC / CHLA pour l'année 2006–2007.

Combien de fois avons-nous entendu cette phrase lorsque quelqu'un termine son mandat : « C'est incroyable à quel point cette année s'est écoulée rapidement ! » J'avoue que je n'en suis pas épargnée. En juin dernier, alors que Penny Logan me remettait le marteau, je me disais : « Toute une année ! Nous allons pouvoir en faire des choses ! » En effet, nous avons accompli beaucoup ! Cependant, certains projets demeurent à l'état de projets. L'année n'a pas été aussi longue que je l'aurais cru.

Lors des réunions du conseil d'administration de l'automne et de l'hiver, des efforts soutenus ont été déployés afin d'élaborer une stratégie de communication visant à informer de tous les aspects de notre travail. Wayne Glover, de l'organisation « Associations First », a animé une matinée lors de la réunion d'automne, laquelle nous a amenés à une journée complète de discussions lors de la réunion d'hiver. Un exemple concret des répercussions de nos discussions est le dépliant de l'ABSC / CHLA qu'a réalisé Sue Fahey, directeur des relations publiques.

Le lancement de l'adhésion, du renouvellement et du paiement en ligne est vite devenu très prisé; 79 % de nos membres ont profité de la possibilité d'acquitter leur cotisation ou leurs achats par carte de crédit. Au moment d'écrire ces lignes, environ 100 membres n'ont pas encore renouvelé leur adhésion à l'association. Le conseil d'administration est à peaufiner un sondage qui sera envoyé aux membres dont l'adhésion n'a pas été renouvelée afin de déterminer les raisons qui ont motivé leur décision en ce sens.

Quant au Comité de travail du Réseau national des bibliothèques pour la santé / National Network of Libraries for Health (RNBS / NNLH), un contrat pour la réalisation d'un plan d'affaires était accordé en janvier à TDV Global. Le projet se réalisera en deux étapes : un concept opérationnel et un plan d'affaires. L'étape du concept opérationnel sera accomplie à temps pour le congrès 2006 et servira à obtenir l'endossement des membres de l'association et des parties intéressées pour la deuxième étape. L'ABSC / CHLA et les membres du groupe de travail sont reconnaissants des généreux dons reçus de Santé Canada et de l'Institut canadien de l'information scientifique et technique.

Le groupe de travail sur les normes des bibliothèques en milieu hospitalier a présenté une ébauche des *Normes pour les centres de documentation des établissements canadiens de santé* lors de la réunion d'automne du conseil d'administration. Un exemplaire de l'ébauche a aussi été pu-blié dans le site Internet de l'association afin d'obtenir les commentaires des membres. Une version finale des normes sera présentée au congrès 2006 de l'ABSC / CHLA au mois de mai.

En janvier 2006, l'ABSC / CHLA réagissait à la demande de trois médias relativement aux compressions budgétaires imposées au Réseau des bibliothèques scientifiques de Santé Canada. Une réaction officielle de l'ABSC / CHLA a été publiée en janvier sur le site Internet de l'association et a été aussi envoyée à diverses personnes à Santé Canada.

L'ABSC / CHLA a offert des bourses d'études visant à appuyer les membres des chapitres qui désirent assister au cours « Découvrez le chef en vous ! Développer et réaliser son potentiel de chef de file » — un cours dans le cadre du perfectionnement professionnel offert au congrès 2006 de l'ABSC / CHLA. Ce cours constitue la dernière étape d'une démarche entreprise lors du Dîner des présidents de chapitres au congrès 2005 de l'ABSC / CHLA. La première étape était la rédaction d'un rapport énumérant les problèmes, les succès, les défis et les difficultés des chapitres qui avaient été identifiés lors d'une discussion animée pendant le dîner. La deuxième étape consistait à la réalisation d'une présentation PowerPoint s'appuyant sur ces discussions et qui pourrait être utilisée par les chapitres lors de leurs réunions locales ou encore, présentée aux membres à partir d'un hyperlien sur le site Internet de l'association. L'étape finale consistait en l'élaboration d'un cours de perfectionnement professionnel devant être offert dans le cadre du congrès 2006 de l'ABSC / CHLA. On espère ainsi que les membres qui suivront le cours s'impliqueront activement dans leur chapitre et dans l'association et assumeront le leadership au sein de leur organisme. En tout, huit personnes de cinq chapitres de l'ABSC / CHLA ont reçu une bourse.

Pour conclure, je tiens à remercier tous les membres du conseil d'administration pour leur travail, pour l'apport généreux de leurs réflexions et pour la collégialité dont ils ont fait preuve. Je remercie aussi les membres de l'association qui ont pris le temps d'appeler ou de faire parvenir un courriel, soit pour faire part de leurs commentaires, pour s'assurer de corrections à faire, pour leurs critiques constructives et pour leurs encouragements. Alors que j'entame mon mandat à titre de présidente sortante, j'anticipe le plaisir de léguer aux nouveaux membres les perles de sagesse que j'ai glanées pendant cette dernière année, espérant pouvoir recruter de nouveaux membres du conseil d'administration plus tard cet automne.

Tamsin Adams-Webber
Avril 2006

Introducing Web 2.0: weblogs and podcasting for health librarians

Eugene Barsky

Discussion is rampant amongst libraries and information industries about what is Web 2.0. One thing, I believe, is clear now; Web 2.0 isn't a standard in almost any sense of the word. Most concepts behind this term are constructive, building on today's best and improving for the future. Stephen Abram suggested in his recent *Information Outlook* article that Web 2.0 is about the more human aspects of interactivity on the Web: "It is about conversations, interpersonal networking, personalization and individualism" [1]. Frequently, our users want to experience the Web; they want to learn and succeed. And we have to provide the tools and context so they can do just that. As the technology infrastructure of Web 2.0 is still complex and constantly evolving, Web 2.0 is ultimately a social phenomenon of users' experience of the Web and is characterized by open communication, decentralization of authority, and freedom to share and re-use Web content.

Many new technologies are emerging under the Web 2.0 umbrella: really simple syndication (RSS), wikis, weblogs, comments functionality, Web personalization, photo sharing (Flickr, Zooomr), social networking software, AJAX and API programming (Google maps), streaming media, podcasting and MP3 files, social bookmarking, open source software, user driven ratings, and open access content. My intent is to discuss some of these technologies and to see how we, as health sciences librarians and medical librarians, can integrate them into our daily practice. I started this series of articles by covering RSS use in medicine [2]. In this installment I am discussing weblogging and podcasting. If you are interested, please see my coverage of social networking and social bookmarking and tagging in the next issue of the *Journal of the Canadian Health Libraries Association*.

Weblogs

Before 1997, the term weblog just didn't exist. By 1999, there were only a few hundred weblogs. Today, the search site Technorati.com tracks almost 29 million of them. Weblogs, or blogs, have been defined as online journals, published chronologically, with links to and commentary on various issues of interest. Blogs are easy to create and publish for many reasons. First, one does not need to know HTML coding to create a Web page. The software will do that for you as they all have built-in templates. Second, the weblog writer does not have to arrange any space on a server as most weblog tools provide free hosting space. The only work that the weblog writer needs to accomplish is creating the text. It's that simple. This ease of online publishing has made weblogs an international phenomenon, and numerous librarians and library workers have created them in recent years. Frequently, blogs are networked between several people, and several members post thoughts that often revolve around a common theme.

A January 2005 Pew Internet and American Life Project memo, "The State of Blogging", found that 27% of Internet users said they read blogs — a 58% increase from the previous survey in early 2004 (www.pewinternet.org/pdfs/PIP_blogging_data.pdf). So, yes, this is a widespread and popular Web trend. Many medical librarians have already jumped on this Web bandwagon. Some of these blogs (which I read) include Michelle Kraft's The Krafty Librarian (http://www.kraftylibrarian. blogspot.com/), Dean Giustini's UBC Google Scholar Blog (http://weblogs.elearning.ubc.ca/googlescholar/), and Denise Koufogiannakis' Librarians' Rx (http://www.library.ualberta.ca/mt/blog/librariansrx/).

Other library blogs that I subscribe to include Gary Price's excellent ResourceShelf (http://www.resourceshelf.com/) and Jenny Levine's The Shifted Librarian (http://www.theshiftedlibrarian.com/). For some entertainment (we all have a life too, no?), I like reading my RSS feed from BoingBoing (http://www.boingboing.net/).

Those of us who haven't started a weblog, but are considering doing so, can get started right away (yes, right after finishing this article!). While there are many weblog software tools available, users may want to try Google's Blogger (www.blogger.com), MoveableType (www.movabletype.org), or Live Journal (www.livejournal.com) to get started. All these publishing tools are easy to use and cost nothing (or next to it), and they can have a weblog up and running in a matter of minutes.

It will take you about 10 min to start your first blog by going through the simple steps at Blogger (www.blogger.com). After deciding on a username and password, you title your blog and choose a template (which can be changed anytime) for your page. You will also create a profile; it is how others will find you (and also how you locate people with similar interests).

Admittedly, blogging is not for everybody; think about

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content that you are willing to share. It is a good idea to stay on point; if you maintain a library blog, it should reflect the professional standards you apply to every other publishing venue. The content you track should be distinctive, the sort of material that no one else could present more effectively than you. A lively discussion and presentation help to define a sense of community and identity.

You want to search for other people's posts on their blogs? Here are two of the more robust (in my modest opinion) search engines that specialize in indexing weblogs:

(1) *Technorati (http://www.technorati.com/)* – This is one of the biggies, and it is able to search for almost 29 million blogs. One of the handy features is searching for blogs by subject. For example, a search for dermatology blogs retrieves only six hits (http://www.technorati.com/blogs/ dermatology).

(2) *Google Blog Search (http://blogsearch.google.com/)* – This is a powerful search engine for self-publishing weblogging content. The good thing is that many of the standard Google control language commands are supported. For instance, you can search blogs by author (inpostauthor:) or by words in the title (inblogtitle:).

Definitely, I agree, not everyone is born to blog, but blogging deserves a close look, not only because of its simplicity, but also because of its potential to open a new zone for professional practice and communication channels, particularly in public and academic librarianship.

Podcasting

In January and February 2005, the Pew Internet and American Life Project conducted a survey of iPod and MP3 player users. It learned that more than 22 million of those who are age 18 and older own an iPod or MP3 player (http://www.pewinternet.org/PPF/r/154/report_display.asp).

Podcast, defined in the *New Oxford American Dictionary* as "a digital recording of a radio broadcast or similar program, made available on the Internet for downloading to a personal audio player", is the 2005 Word of the Year, according to the dictionary editors [3]. Podcasts are basically digital files you can download from the Web and listen to whenever and wherever you want. Free (or very inexpensive) software makes it easy for computer users to subscribe to regular podcast feeds, download them automatically, and transfer them to a portable device like an iPod for later playback. Created by ordinary people, podcasts use RSS technology and can also be described as audio RSS feeds. Because they are feeds, users can subscribe to podcasts and have them downloaded automatically to their computers, just as news aggregators automatically capture RSS feeds.

Surely, to receive or download podcasts you do not need an iPod; you can use any MP3 player. You can also listen to podcasts on any laptop or desktop computer equipped with speakers and supported by media software such as Windows Media Player or Real Networks RealOne Player. Also, you can listen to podcasts on your Palm Pilot or cell phone. Many podcast programs are quite short, so they are perfect for my 30–45 min daily commute (public transport is not bad in Vancouver).

Could I recommend any reliable medical podcasts to try? Michelle Kraft (The Krafty Librarian) has recently compiled an impressive list of various health-related podcasts (http://www.kraftweb.net/kl/podcasts.doc) that includes my favorites: The Naked Scientists (http://www.thenakedscientists. com/HTML/Shows/streaming_media.htm) (listen to their "Why chocolate is good for you" — good news for all chocoholics out there), and the Nature Publishing Group podcasts (http://www. nature.com/nature/podcast/index.html).

Now, for those of you working in the academic environment, what do think about coursecasting? Drexel University, which distributed iPods to students in its School of Education last fall, has already started experimenting with podcasting, as has Duke University, which last year handed out iPods to every incoming freshman. Governments also do not want to miss the trend. Very recently, the US government has started to supply podcasts on different subjects of interest (http://www. firstgov.gov/Topics/Reference_Shelf/Libraries/Podcasts.shtml), including a health section from the Agency for Healthcare Research and Quality. Personally, I believe that the Canadian government is soon to catch the wave.

Interested in producing some podcasts? Here is my insight regarding podcasting. First of all, you have to know your audience and select focused topics. Remember, the content is very important; substance trumps style. You also have to be lively and genuine; scripted discourse is hard on the ears. And please keep it short because long audio files will test your users' patience.

If you are interested in searching for podcasting content, take a look at the following specialized search engines:

(*i*) *Yahoo podcast search (http://podcasts.yahoo.com/)* – This is an excellent and powerful search engine (still in beta) that will allow you to listen to, search for, and subscribe to the audio content distributed on the Web.

(*ii*) *Podscope (http://www.podscope.com/) from TVEyes (http://www.tveyes.com/)* – This is one of the first engines to allow searchers to keyword search podcasts and then go directly to where the words were spoken in the program (transcript search). A nice feature also allows you to subscribe to a podcast RSS feed for your search terms.

The iPod continues to shrink in both size and price with the debut of the iPod Shuffle, but its "cool" factor is still growing. Podcasting is really big now, but what will it be like 1 year, 5 years, or 10 years from now?

Even though podcasting is still in a very early stage, I expect it to continue to grow in popularity as it receives more mainstream press, develops new tools (for the creation of content and the delivery of content to the end user), and increases public awareness that iPods or other MP3 players can hold not just MP3 files but other types of content (e.g., pictures, video, text). What kind of audio or video content will your library users want to take with them? The podcasting phenomena will grow in ways that we haven't even envisioned yet. This is definitely another exciting trend to watch.

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FEATURE / MANCHETTE

Creativity and the resilient health librarian

Shelley Hourston

Amanda Credaro [1] writes, "Librarians are people too! I don't know about you, buddy, but I'm no beige mouse!" Librarian stereotypes have fuelled coffee break and pub night conversations for librarians for generations. Implicit in the stereotype is the notion that librarians are just about as uncreative as anyone could be. I have surveyed librarians from around the world, most recently health librarians, and I am pleased to report that quite the opposite is true.

For the past couple of years I have been on a quest to discover the secret to resilience for librarians. People have shared stories that were inspiring, breathtaking, humbling, heart wrenching, and heartwarming. I was intrigued to discover that creativity — from artistic expression to creative thinking — was a common thread throughout.

That creativity is a theme in resilience is hardly surprising. Indeed, resilience, often defined as buoyancy or an ability to adapt and bounce back from adversity, trauma, or personal and workplace stress, requires renewal and the ability to perceive or generate new options. Curious about whether creativity is a personality trait or a skill that can be learned, I polled librarians on the topic. I talked to 23 librarians (20 of them work in health libraries) from Canada, the US, England, Scotland, Austria, Sweden, and Australia. Based on my research and feedback from colleagues, I believe that librarianship is a profession that demands creativity. Many people define creativity as either artistic or applied (creative thinking skills). During the course of my research, it has become clear that creative expression is a continuum. Interestingly, it is not necessary to *believe* that you are creative to *be* creative. However, consciously *using* creativity can generate a greater number of options and more creative results. Perhaps more important is that by recognizing and nurturing creativity in ourselves — whether expressed through artistic endeavours or through creative thinking techniques — we can improve our resilience.

The creative core of resilience

Psychiatrist and author Frederic Flach describes in *Resilience: Discovering a New Strength at Times of Stress* what he calls "the law of disruption and reintegration". Flach's theory is that what has traditionally been categorized as mental illness (from chronic depression to chronic anxiety disorder or chronic

post-traumatic stress disorder) is a normal reaction to adversity or trauma. He contends that "real illness" is "being unable to fall apart and reintegrate afterwards" [2].

Flach has developed a profile of the resilient personality. Inner strengths include a strong self-esteem, a sense of responsibility and personal discipline, recognition and development of gifts and talents, creativity evidenced by openness to new ideas and a "willingness to dream", a wide range of interests, a sense of humour, a moderate tolerance for distress, focus, commitment to life, and faith — a philosophical or spiritual framework from which to operate [3]. The interpersonal strengths of resilient people, as described by Flach, include "independence of thought and action", ability to compromise, a strong network of family and friends, ability to let go and forgive oneself and others, ability to set limits, ability to protect against selfishness, generosity, and the ability to give and receive love [4].

Of particular interest, however, is Flach's view that creativity is essential to resilience. Resilience is part of what he calls a "bifurcation point" that involves a shift from a homeostasis or what we consider to be normalcy to disruption to chaos to resilience to reintegration and finally to a new homeostatic structure. Examples of bifurcation points include life changes such as adolescence or middle age, as well as job loss, loss of a partner or child, etc. During "bifurcation point stress", Flach says that "things are a shambles" and the future is uncertain. In addition, once we come through the process to reintegration, we must learn to adapt to "new and unfamiliar homeostases". He argues that the tool required to traverse bifurcation point stress is creativity: "The creative act does not create something out of nothing. It rearranges, combines, and synthesizes already existing facts, ideas, and frames of reference. Most agree that it does not follow the rules of ordinary logic; instead, it is rooted in an irrational way of thinking, with emotional and intellectual forces beyond consciousness playing vital roles" [5]. Flach adds, "In its broadest sense, creativity can be defined as a response to a situation that calls for a novel but adaptive solution, one that serves to accomplish a goal" [6]. Creativity requires unlearning previous strategies and approaches and utilizing the unconscious mind. Flach points out that many are misled by the belief that creativity involves a talent expressed through artistic endeavours or resulting in scientific discoveries rather than an approach to everyday living.

Librarianship: a profession built on creativity

Flach's description of the creative act as rearranging, com-

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bining, and synthesizing already existing facts, ideas, and frames of reference reminded me of some of the elements of our work: cataloguing (classification, subject indexing); reference interviews; collection development; database searching; justifying the existence of the library; to mention a few. Our work requires that we identify links between pieces of information and utilize knowledge and resources to get to additional information. We navigate a sea of information using our insight into patterns, connections, and relationships. Although not every client is dealing with Flach's bifurcation point stress, librarians have the skills to help library users travel from one homeostatic structure to another. Subject analysis, synthesis, and extrapolation demand an understanding of information and knowledge — often from unfamiliar disciplines, under a deadline, and on the fly — unparalleled in many other professions.

Julie Renee Moore, catalogue librarian at California State University in Fresno, says, "I think applied creativity is basically what I get paid for. If I weren't coming up with new ideas and solutions, then I would not be doing my job, as I define it." She believes that "librarianship lends itself to creativity, because something is always changing!" Unlike other librarians who have indicated that cataloguing may be one of the areas of librarianship where creativity is least possible, Moore says that "cataloguing in particular, lends itself to creativity. There are the Rules and Rule Interpretations … but then how do you apply the rules to this oddball thing that is on your desk. I just recently had a goat-hoof rattle placed on my desk to be catalogued."

Tricia Rey, library services manager with Queen Victoria Hospital NHS Foundation Trust in England, notes that "health librarians are often at the forefront of new developments and may find creativity essential to overcome problems which arise with the implementation of new systems.… [They also] may work in small units with little or no close contact with colleagues and therefore have to rely heavily upon their own creativity to achieve."

Librarian Marylaine Block wrote in *Ex Libris: an E-Zine for Librarians and Other Information Junkies*, "I've just been reading a fascinating book called *Sparks of Genius: the 13 Thinking Tools of the World's Most Creative People* (Boston: Houghton Mifflin, 1999), and couldn't help noticing that librarians use virtually all of those tools routinely in the course of their normal workday" [7]. She points out that techniques such as observation, abstraction, modeling, recognizing and forming patterns, empathy, synthesis, and transformation are common to various aspects of librarianship. While not commonly recognized as such, play is also a creative approach used by librarians: "Even when we've found exactly what our user wanted, many of us will keep on looking, keep on playing because we became more curious about the topic than our user did.… Knowledge is a lot like a ball of yarn" [8]. Whether or not we acknowledge our creativity, it is clear that librarians are professional creative thinkers.

Consciously or unconsciously creative

Some, as Flach notes, believe creativity to be limited to artistic expression. It is sometimes thought that the greater the recognition or financial reward for artistic efforts, the higher the level of creativity. The perception of creativity as artistic or applied is a result of focusing on the ultimate manifestation of creative energy such as a painting or a creative solution to budget cuts for the library. It is clear from the librarians I consulted that creative energy exists and is a positive force, whether it manifests as art or craft work or creative programming and problem solving in the workplace. A health librarian in Sweden believes that if you are creative, you are generally creative in both the artistic and the applied sense.

In reference to artistic creativity, one health librarian from Australia told me that she did not have "a creative bone" in her body. However, she attributed her success during 23 years as a manager in special libraries to her applied creativity. She uses brainstorming extensively, capitalizing on the additional benefit of staff empowerment when they see their ideas implemented. She added, "Creativity also covers being political, being able to choose and cultivate champions, being able to see not just the black and white but also the shades of grey when it comes to customer service." Sarah Sutton, a librarian at the Clinical Sciences Library, University of Leicester, also described her creative thinking techniques as intentional. She grew up with a family "tradition of trying many methods … I do like to try and come at problems from lots of angles … if I come up against a wall I try and think of lots of ways round it rather than taking the wall as an immovable obstruction … a bit like a mouse in a maze."

Whether or not we are conscious of our creative energy or agree on definitions of creativity, it is clear that we have and use creative energy in our work as librarians. If creativity is a key characteristic of resilience then librarians are in a very strong position to cope with the inevitable challenges we all face. Perhaps it means that we have an inherent aptitude for bouncing back from the personal and professional hurdles that appear over a lifetime.

Benefits of creativity

Many librarians not only recognize the creative aspects of their work but recommend pursuing or nurturing creativity. Graham Walton at Loughborough University Library in the UK has been actively working to apply creativity principles in libraries for some time. He is co-editor of *Exploiting Information in Health Services* and author of a chapter within called "Developing Innovative Services and Managing Change". He writes, "For creativity to flourish requires a climate conducive to creative thinking.… A librarian has to become sensitive to, and aware of, external events as well as recognizing patterns and trends in their working environment. This allows intuition to become very effective in creatively developing services." He also notes that the "small size of many health libraries provides an inherent advantage for innovation" [9].

Regarding artistic creativity, a health librarian in Sweden says, "It gives meaning to life. Artistic creativity makes my life easier. It's therapy. It makes me strong. It makes me a better person." He believes that it is "very important to foster creativity".

Sharon Hadley, a librarian with the National Library for Health in the UK, says, "Fostering creativity not only supports personal resilience but the ability to think out of the

box can support us professionally, e.g., thinking of cost-effective solutions to a problem.… [W]orking on lots of craft activities in my personal life increases my resilience and allows me to relax. Knitting really is as good as yoga!"

Joy Huebert, library director at Trail & District Public Library in British Columbia, is passionate about her artistic endeavours: "I am a member of a writing group and I also explore visual art through painting and drawing. I have often felt that my creative life is the most essential and best part of myself, and a source of insight and strength. Writing a story or painting with beautiful colours connects me to a source of truth, joy and light that gives me strength to deal with the stresses and conflicts in public service work." A health librarian in Scotland says, "Creativity is essential to me. Without means of creative expression, my mental health would suffer.… My writing and art and craft work offer me a means of expression for my emotions, allowing me to sort out my problems and to find solutions. It also builds my self esteem, giving me confidence."

Mary Doug Wright, a consulting health librarian with Apex Information in Vancouver, B.C., says that artistic expression enables her to focus and "brings energy to other parts of my life that's not there when I don't do my art. Having a creative outlet allows me to do my work better. Firing those creative cells in my brain helps me be more creative in my research. I bring that spark to approaching my research question from a creative point of view … to answer those questions the best way I can."

Julie Renee Moore notes that "the artistic side of me (doing photography, painting, drawing, etc.) provides the energy to propel my resilience. It is almost like the nutrition for my resilience. My artistic side makes my life much fuller and more satisfying." Linda Howard, librarian with Fraser Health Library Services in British Columbia, applies "different thinking to come up with novel solutions to problems or challenges. Creativity in everyday life is important to me and I think it adds a dimension to work life that refreshes the soul."

The flickering flame of creative energy

As abundant as creative energy is among librarians, it should never be taken for granted. Several librarians mentioned the negative impact that poor work environments and low energy can have on creativity. A health librarian in the UK described feeling "less and less resilient to the problems I was encountering in my work. The organization was in dire straits … [and] there was a general air of apathy and cynicism within the organization. I stopped all my sewing and my enthusiasm to plan my life disappeared. I felt my creativity to solve problems, move on, and look forward was being killed by the apathy around me." She ultimately resigned, found a new position in a more positive environment, and felt her enthusiasm for sewing, art, and reading return: "I feel more resilient to whatever life can throw at me."

Paola Durando, public services librarian at Bracken Health Sciences Library at Queens University in Kingston, Ont., is a quilter and maintains a blog called Quilting Librarian (http://www.quiltinglibrarian.blogspot.com/). She describes her creative energy as drying up "when my job responsibilities and parenting have sapped all my energy. The last thing I want to do is sew. When I do force myself to go into my sewing room and shut the door, the creativity inevitably takes over. Skin touches fabric, colour goes next to colour, and I make something warm and beautiful. My heart slows down, and nagging thoughts effortlessly turn into either acceptance or solutions."

How can we nurture creative energy?

Acknowledging and nurturing our creativity is a way of building our resilience. By understanding that we are creative and that creativity is key to resilience, we can be more confident and competent when facing a bifurcation point. If you are not currently capitalizing on the benefits of artistic expression to nurture your creative energy, you may want to consider exploring a new hobby. For example, a senior information professional with the National Blood Service in England is a published poet who has recently been invited to publish her work in the US. A US-based academic librarian and former health librarian uses his creative energy as a trained musician and as a gardener.

Julie Renee Moore's artistic expression covers a wide range. She draws, paints, and enjoys photography. She points out the importance of the creative experience, which may or may not result in works of art: "My son is both very tactile and creative … we often spend a lot of time playing with Play-Doh, Silly-Putty, or just running our hands through a bowl of birdseeds."

Other artistic ventures described by the librarians I surveyed included writing, painting, drawing, sculpture, crafts, knitting, and Paola Durando's blog for fellow librarian quilters with the tag line "we need a high-touch antidote to our high-tech occupations". Ana Rosa Blue, a librarian with Vancouver Coastal Health Library Services, has several artistic outlets including knitting, Chinese knotting, baking, and making her own greeting cards.

Musician, writer, and librarian Paul T. Jackson of Trescott Research in Enumclaw, Wash., sums it up succinctly when he says librarians "are resilient because we have to be. Creativity is one of the tools that helps us."

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COLUMN / CHRONIQUE

Consumer health information

Compiled by Susan Murray

Consumer Health Complete

In January, EBSCO launched Consumer Health Complete (CHC), an extensive comprehensive consumer health information resource that covers the gamut of health and wellness from mainstream medicine to complementary and alternative medicine. This product will be very competitive with Gale's Health and Wellness Reference Center.

CHC provides access to 170 consumer health encyclopaedias and reference books; 4100 evidenced-based full text health reports on diseases, conditions, injuries, and procedures written for consumers; more than 1000 consumer health pamphlets; full text for nearly 1000 health-related periodicals (with selected articles from thousands more); consumer-friendly drug information resources including Clinical Pharmacology; as well as an extensive collection of full text alternative health resources for consumers. Also, 5000 Spanish-language health reports and a Spanish-language health newswire are provided. Coming soon is an educational collection of consumer health images, diagrams, animations, and streaming videos. You can request a free trial at http://www.epnet.com/freeTrial.php?tabForward=freeTrial.

Evidence-based information on complementary and alternative medicine

http://www.camline.ca

CAMline is an evidence-based Web site on complementary and alternative medicine (CAM) with a Canadian perspective for health care professionals and the public. It has greatly expanded its content and has both professional reviews and patient summaries for a number of natural health products, as well as many CAM therapies.

Collection development

Now that Alan Rees has retired, and there is no word if anyone is going to continue the consumer health information (CHI) "bible" *Consumer Health Information Source Book*, it's more difficult to know about new CHI publications. Below are a few suggestions of some CHI series and publishers.

- Cleveland Clinic Press Consumer Series (http://www.clevelandclinicpress.org) – Last year, the Cleveland Clinic, one of the top medical centres in the US, launched a series of consumer health publications. The series seeks to increase health literacy and dispel health care myths. Each

book will be reviewed or authored by Cleveland Clinic experts. Some recent topics have included infertility, prostate cancer, arthritis, heart attack, sleep problems, and bariatric surgery and weight management.
- Mayo Clinic Series (http://www.kensingtonbooks.com/) – The series is distributed by Kensington Publishing Corp., New York. They also distribute a number of alternative health titles.
- The Facts Series (http://www.us.oup.com/us/catalog/general/series/TheFactsSeries/?view=usa) – This series presents succinct overviews of a variety of health conditions, and is published by Oxford University Press.
- Harvard Health Publications (http://www.health.harvard.edu/books/) – Harvard Health Publications provides an extensive list of special health reports (30–50 pages) published by Harvard Medical School (http://www.health.harvard.edu/special_health_reports/). Harvard Medical School, together with Simon & Schuster, publishes books designed to empower patients and provide thoughtful and authoritative health care information to consumers.
- Health Press (http://www.healthpress.co.uk/) – Health Press publishes two series: Fast Facts and Patient Pictures. These publications are written by internationally acclaimed authors and provide clear, accessible, and dependable medical information for consumers and health care professionals.
- Johns Hopkins (http:/www.hopkinsafter50.com/) – Johns Hopkins publishes White Papers: in-depth special reports on major medical disorders written in clear, nontechnical language and edited by experts at Johns Hopkins. The reports are updated annually. The organization also publishes a number of guides, such as *The Johns Hopkins Medical Guide to Health After 50*, *The Johns Hopkins Consumer Guide to Medical Tests*, *The Johns Hopkins Consumer Guide to Drugs* and *The Johns Hopkins Consumer Guide to Medical Tests*.
- What Your Doctor May Not Tell You (http://tinyurl.com/rwldv) – This series is published by Warner Books.
- Your Personal Health Series (http://www.hbfenn.com/new/ff/2003107.pdf) – This is a series of practical consumer-oriented health guides written by leading medical specialists. It is endorsed by the Canadian Medical Association and published by Key Porter Books.
- Demos (http://www.demosmedpub.com) – This publisher focuses on neurology (Parkinson's disease, spinal cord injury, epilepsy, multiple sclerosis) and rehabilitation medicine. They are now expanding into spine medicine and oncology.

- Jones & Bartlett (http://www.jbpub.com/) – Jones & Bartlett is the publisher for organizations such as the American Academy of Orthopaedic Surgeons, American Cancer Society, American Geriatrics Society, American Heart Association, American Dietetics Association, and American Academy of Pediatrics.
- Facts on File (http://www.factsonfile.com/) – This company publishes numerous encyclopaedias on selected medical and health topics. On the publisher's Web site, select medical and health.
- Dorling and Kindersley (http://cn.dk.com/static/cs/cn/11/nf/health/index.html) – Dorling and Kindersley is the publisher for the Canadian Medical Association, as well as a variety of mainstream and alternative health topics.
- Harper Collins (http://www.harpercollins.com/browse_main.asp?section=books) – On this publisher's Web page, check the Health, Fitness, and Medical categories.
- Robert Rose (http://tinyurl.com/r5q5t) – This is a Canadian publisher, mainly of cookbooks, including those for special needs (diabetes, pregnancy).
- Jessica Kingsley (http://www.jkp.com) – This publisher focuses on Asperger syndrome, autism, art therapies, and disabilities.
- University Press of Mississippi (http://www.upress.state.ms.us/cgi-bin/upress-swish.cgi?query=understanding&submit=Search%21) – University Press of Mississippi publishes *Understanding*, a series that covers numerous health conditions.
- Script (http://www.whathappensnext.ca/) – This Canadian company publishes a series of surgery guides.
- McGraw-Hill (http://doi.contentdirections.com/mr/mgh_subject.jsp/HEA000000/10.1036/) – McGraw-Hill publishes both consumer health and professional medical titles.

Publisher and distributor Web sites

For an online directory of several hundred publishers, see http://www.lights.com/publisher/. Searchers can browse by topic, such as medicine. The following is a list of other publishers and distributors:

- Login Brothers Canada (http:/www.logincanada.ca) – This distributor stocks patient education materials and publishers a library newsletter.

- Majors (http://www.majors.com) – On the publisher's Web site, select libraries; the allied health catalog is featured.
- Rittenhouse (http://www.rittenhouse.com)
- Matthews (http://www.mattmccoy.com) – On the publisher's Web site, select libraries.

Roundup of current readings

Borman CB, McKenzie PM. Trying to help without getting in their faces [Public library staff descriptions of providing consumer health information]. *Reference & User Services Quarterly.* 2005;45(2):133–46.

Unlike the "library visits" studies where the reference transaction is analyzed from the perspective of the user, this article examines the medical reference transaction from the viewpoint of the librarian. Consumers have difficulty in getting information from health care providers due to their lack of time and (or) accessibility. The library is seen as a neutral, approachable, well-connected place that can connect consumers with print and electronic resources at no cost and make referrals to relevant organizations that they are not aware of. However, there was great variation in how staff approached consumer health questions, particularly their own sensitivity to whether probing or privacy was the appropriate response.

Picerno PV. Health and medical Information on and off the Internet: what part can and do public libraries play? *Journal of Consumer Health on the Internet.* 2005;9(4):11–25.

Discusses where consumers go for electronic health information and surveys what public libraries are doing to meet this information need.

Werner SE. Creating a more informed health care consumer: how one medical library participates in mini medical school. *Journal of Consumer Health on the Internet.* 2005;9(4):27–33.

Mini med schools for the public, such as programs at McMaster University and the University of Toronto, are enjoying great success. This articles describes how the Health Sciences Center Library at Stony Brook University has been involved in teaching consumers to find quality, electronic health information as part of the mini med school curriculum.

COLUMN / CHRONIQUE

Current research

Compiled by Gillian Griffith

Bernstein A. Making the case for health research. *Re$earch Money.* 2006 March 16;20(4).

After 5 years, and as required by its legislation, the Canadian Institutes of Health Research (CIHR) recently embarked on a significant and comprehensive quinquennial evaluation by a prestigious international review panel. In February, the panel met with more than 100 young and senior investigators, university and government leaders, industry partners, health charities, the provinces, and with CIHR management and staff. That was preceded by extensive surveys of researchers from across Canada and evaluations of CIHR's 13 institutes. The review's overall purpose is to examine if CIHR is delivering on its mandate and to assist the organization in learning from its first 5 years. The final review, to be presented this June, will represent an authoritative and objective assessment of CIHR's performance relative to its mandate and will include recommendations for improvements.

Gruttemeier H. The way to open access: French strategies to move forward. *Library and Information Service (Tushu Qingbao Gongzuo).* 2006;50(1):27–33.

In France, the movement in favour of open access to scientific research output is getting increasingly coordinated and supported at the political level. The Centre national de la recherche scientifique (CNRS), the leading research organization in Europe and signatory of the Berlin Declaration, has an evident strategic role to play in this development. Various initiatives that have emerged in the French academic world in recent years have led, for example, in early 2005, to the joint announcement, by four major research institutions, of a common policy to promote open access to published material and other types of digital resources, and to set up institutional archives. The article highlights some key issues of this policy, gives an overview of current and past CNRS involvement in Open Access, and describes the principal functions, as well as the related challenges, of the future institutional repositories.

McGowan J, Straus SE, Tugwell P. Canada urgently needs a national network of libraries to access evidence. *Healthc Q.* 2006;9(1):72–4, 4. PMID: 16548438.

Canadian health professionals and their patients are deprived of important evidence to guide health and health-care decisions, ensure quality, and avoid unnecessary deaths, because, unlike other developed countries, Canada does not have a national medical library as can be found in the US National Library of Medicine and the UK National Health Service.

Pearce-Smith N. A journal club is an effective tool for assisting librarians in the practice of evidence-based librarianship: a case study. *Health Info Libr J.* 2006 Mar;23(1):32–40. PMID: 16466497.

Objective: To establish a journal club for librarians, which aimed to develop appraisal skills and assist in the application of research to practice. **Methods:** Fourteen health librarians were invited to attend a journal club. Each month a librarian was responsible for preparing a scenario, choosing a research paper, and selecting a checklist. The paper was appraised by the club, and a critically appraised topic (CAT) prepared. Six months later, a questionnaire was sent to all librarians. **Results:** Six out of 14 librarians attended the journal club and five out of six returned the questionnaire. All five agreed that attending the journal club helped them develop appraisal skills, write a CAT, and be more critical of research. Four agreed they always identified a research paper first, then formulated a question. One librarian agreed that applying results to their own practice was difficult, one disagreed, and three were neutral. **Conclusion:** Journal clubs can be effective at developing appraisal skills and writing a CAT, as well as increasing the reading of library research. Librarians still need assistance in identifying and using questions directly from their own practice. The journal club has helped some librarians to apply evidence to practice, but others find the research is not always directly relevant.

Vincent B, Vincent M, Ferreira CG. Making PubMed searching simple: learning to retrieve medical literature through interactive problem solving. *Oncologist.* 2006;11(3):243–51. PMID: 16549808.

Searching the literature has a direct, beneficial influence on patient care. The amount of medical scientific information has increased to a great extent, while the development of networking technologies has broadened access to online databases. Successful searches depend upon understanding technical librarianship concepts and the skills for mastering searching interfaces. From a problem-oriented approach, concepts like MEDLINE coverage, PubMed resources, Boolean logic, search strategies, and Web sources for full-text articles are introduced along seven online situations: locating a specific publication, answering a complex clinical question, finding information on a general subject, finding publications by a particular author, finding publications in a particular language, finding a specific publication type, and

locating the full-text document. Oncologists should face the challenge of performing their own searches. Specific knowledge is mandatory to avoid frustrating, time-consuming work.

The objective of this work is to present concepts, strategies, and skills required for medical literature retrieval, easing the incorporation of new and welcomed practices.

BOOK REVIEW / CRITIQUE DE LIVRE

Libraries beyond their institutions: partnerships that work. Edited by William Miller and Rita M. Pellen. Binghamton, New York: The Haworth Information Press, 2005–2006. 230 pages (soft cover). ISBN-13: 978-0-7890-2909-6, ISBN-10: 0-7890-2909-X.

> It is a rare library that exists in a vacuum; most are part of a system, such as a university or a municipality, and all libraries exist in a broader societal context which requires interaction and cooperative activity. In order to best serve those who need them, libraries must cooperate widely with entities other than themselves.

With the above statement, *Libraries beyond their institutions: partnerships that work* acknowledges how interconnected libraries are with the world around them and offers to provide the reader with a glimpse of what it takes for a library to successfully work with external groups. The book is not a how-to guide or a purely theoretical text but instead offers a mix of perspectives from a variety of librarians representing a variety of backgrounds.

The "chapters" in *Libraries beyond their institutions* include two literature review pieces and 12 descriptions of real partnership projects that have been simultaneously co-published as articles in the *Resource Sharing & Information Networks* (2005–2006, Vol. 18, Nos. 1–2). The projects themselves largely came out of American academic libraries and center around the following themes:

Education and training
- Building a foundation for collaboration: K-20 partnerships in information literacy
- Building bridges: a research library model for technology-based partnerships
- Play with the Slinky®: learning to lead collaboration through a statewide training project aimed at grants for community partnership
- Cooperative library services in southeast Florida: a staff perspective
- Collaborative training in statistical and data library services: lessons from the Canadian data liberation initiative

Facilitating access to information resources and information technology
- Library consortia: do the models always work?
- Another kind of diplomacy: international resource sharing

- Preparing ethnic non-profits for the 21st century
- Managing the grey literature of a discipline through collaboration: AgEcon search
- Patent and trademark depository libraries and the United States Patent and Trademark Office: a model for information dissemination

Miscellaneous projects
- Library assessment as a collaborative enterprise
- Vendor/library collaboration – an opportunity for sharing

Many of the articles featured would be of interest to information professionals working in most types of libraries, whether they are interested in the concept of civic librarianship, improving access for populations in need, or incorporating new technologies into the library. Some of the projects described may inspire the reader to undertake a new collaborative venture or to share insights from their own partnership program. Each article is unique in terms of its level of detail and writing style. Some were written with a flair for storytelling, sharing the development of a particular project and the insights and lessons learned along the way, while others briefly describe a number of projects in less detail. *Libraries beyond their institutions* is indexed by word rather than subject; for the most part the index is not useful because of the large number of terms included that are only mentioned by the authors in passing.

Although the topics presented are interesting, as a journal issue turned monograph, this book presents a selection dilemma. Some libraries, particularly smaller libraries with smaller collection budgets, might think twice about duplicating what is already in the collection if they subscribe to *Resource Sharing & Information Networks*. The topics covered in the book vary widely, making it difficult to do the book justice in a book review, but as journal articles, each chapter has an abstract that could easily be found in a number of bibliographic databases; these abstracts could be used as an additional method to gage the usefulness of the book as a whole.

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BOOK REVIEW / CRITIQUE DE LIVRE

Using PDAs in libraries: a how-to-do-it manual.
By Colleen Cuddy. New York: Neal-Schuman Publishers (©Medical Library Association), 2005. 145 pages (soft cover). ISBN 1-55570-543-X. CAN$85.80.[1]

Does your library already offer services and resources for users of personal digital assistants (PDAs)? Or are you at a point where you need to find the time to learn about handheld computers, since more and more of your patrons are carrying them? Whether you are a mobile informatics expert or a PDA newbie, you will find this book, the first pocket computer guide written especially for librarians, to be a highly practical reference.

Although written for a wide audience, including academic, public, and special librarians, there is plenty of content in this book for hospital and health sciences librarians. Colleen Cuddy is the assistant director for library systems at the Ehrman Medical Library, New York University, and her book was published in cooperation with the Medical Library Association.

Cuddy provides a brief history of PDAs and describes the four operating system platforms: Palm, Windows, Symbian, and Blackberry. She compares various devices; however, the newest models such as the Palm LifeDrive and Palm T|X were not available at time of publication. She predicts that PDAs are not a passing craze but rather will evolve into new technologies such as PDA-phone hybrids. The author explains the four kinds of wireless connectivity: WiFi (wireless fidelity), cellular, Bluetooth, and infrared. Peripherals such as keyboards, cameras, and bar code readers are described, as well as lesser-known ones such as FM radios that plug into the PDA's card slot. We already know about roaming reference; PDA card swipe attachments would enable roaming circulation!

In the chapter on PDA applications in the library setting, Cuddy opens by describing how librarians can use PDAs as personal productivity tools (e.g., calendar, address book, to do list, document reader). Next comes the most valuable section of the book — how PDAs can fit into the day-to-day operations of the library. Librarians can use wireless PDAs to answer instant messaging (IM) queries on the fly. Patrons can read e-books on their PDA (but must first download e-book reader software). Overall, says Cuddy, the Internet is not yet ready for PDA Web browsing because most Web sites have not taken the small screen size of PDAs into account. Most integrated library system (ILS) vendors, reports the author, seem to have a product in the works to support viewing the online public access catalogue (OPAC) on a mobile device, enabling users to search the catalogue while in the stacks. For instruction, screen capture software allows librarians to capture PDA screenshots for handouts, presentations, or Web tutorials, and emulators allow students to emulate PDAs on a personal computer.

The chapter on collection development demystifies the various PDA product models: free, free with existing licensed product, user add-on purchase, institutional site license, set number of downloads, and electronic loaning with due dates. Cuddy encourages arranging product trials and includes a product evaluation checklist. Always a librarian, she even provides examples of how to catalogue PDA resources.

The chapter on reference resource software gives librarians a sense of what types of software, whether free or commercial, are available in the key subject areas of humanities; law; sciences, engineering, and mathematics; and medical–health science. For the latter, there are increasingly popular (but costly) all-in-one products that incorporate several features — such as searching MEDLINE, browsing tables of contents, reading abstracts, consulting clinical guidelines, and receiving drug updates and news alerts — all in one interface. Cuddy describes how to search MEDLINE using a PDA, whether in real time using a wireless PDA or asynchronously (the database is queried when the PDA is synchronized to the desktop computer). Drug databases and drug look-up e-books are briefly described. The author provides vendors and sources for textbooks, clinical guidelines, and evidence-based medicine (EBM) tools. JournalToGo is free and allows users to read National Library of Medicine abstracts and Reuters news articles, as well as subscribe to current awareness specialty "channels" such as family practice and oncology. For more in-depth treatment of specific health sciences applications, I recommend the book *Handhelds in medicine: a practical guide for clinicians*[2] or the Dalhousie University Faculty of Medicine's Web site *Recommendations for handheld hardware and software*.[3]

For more advanced readers, Cuddy explains how to create PDA-friendly Web sites, and gives examples of libraries that "push" content to their users using AvantGo. Libraries can circulate PDAs, PDA peripherals, and PDA books on memory expansion cards. My favorite section is on recycling older PDAs, whose life cycle is about 2 years. Who would have thought that old PDAs could be used as remote controls for DVD players, projectors, and TVs? Marketing and promotion, including establishing PDA user groups (PUGs) are discussed. The author also addresses security, for example, passwords and time-out features to lock the PDA, necessary if the device contains any patient information.

Cuddy's book would have saved me a great deal of time when I started learning about PDAs several years ago. Understandable language, plenty of screen shots, and generous white space all belie how comprehensive this manual really is. The book is admirably current considering the transience of its subject matter, yet I hope that Cuddy is already planning a second edition to help librarians interpret and evaluate rapidly changing PDA technology and applications.

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BOOK REVIEW / CRITIQUE DE LIVRE

Planning, renovating, expanding, and constructing library facilities in hospitals, academic medical centers, and health organizations. Edited by Elizabeth Connor. New York: Haworth Information Press, 2005. xxiv, 218 pages. Includes bibliographic references and index. ISBN-13: 978-0-7890-2540-1 (hc.: alk paper), ISBN-10: 0-7890-2540-X (hc.: alk. paper), ISBN-13: 978-0-7890-2541-8 (pbk,: alk paper), ISBN-10: 0-7890-2541-8 (pbk.: alk. paper). US$34.95 (hardcover), US$24.95 (paperback).

Planning, renovating, expanding, and constructing library facilities in hospitals, academic medical centers, and health organizations features 13 case studies from three types of libraries — special, hospital, and academic — that have handled the planning, renovation, expansion, and construction of their library to improve and utilize library space more effectively. Moving a library to the basement, merging library collections into one space, and renovating a library to take it to 2015 and beyond are some examples. Regardless of the size or type of library, there is a need to thoroughly plan for such an undertaking. Open communication with all stakeholders, be they staff, library users, architects, or other professionals on the team, is also paramount. And, of course, the information needs of library users must be the top priority. Although libraries embrace the Internet and become wireless, there continues to be a need to preserve and organize print materials.

This book is a result of a message that went out to the MEDLIB-L Listserv, in late 2003, requesting submissions for case studies from librarians whose libraries had undergone a renovation or a move in the last 3–5 years. The case studies cover libraries from private and public institutions in the US and Canada. Each chapter describes a specific institution's objectives, methods, results, and conclusions. The contributors share their approaches and reflect on the lessons learned from their specific experience. Anyone about to embark on such a project can learn from the approaches and strategies utilized by these institutions. The following are the book's chapter titles and brief synopses of the case studies:

Part I: special libraries

- Case study 1. ACOG Resource Center happily moves to the basement (American College of Obstetricians and Gynecologists, Washington, D.C.) – Describes the decision-making and developmental processes involved in designing and building a new space located in a basement. The main lesson learned was that careful planning and groundwork made it possible to achieve a welcoming space.
- Case study 2. Preserving medical history: recent renovations to the Osler Library (McGill University, Montreal, Que.) – Renovations focused on several objectives, including resolving environment, security, access, lack of climate control, lack of space, and restricted hours of access to circulating collection. This library houses rare books, and the importance of involving conservators who could advise on the best method of moving and storing rare books was highlighted.

Part II: hospital libraries

- Case study 3. Booker Health Sciences Library (Jersey Shore University Medical Center) – The construction project included planning and building a new library in a highly visible area, consolidating the medical and nursing library collections, and a new consumer health collection. The project was funded entirely by private monies. The new library features include areas for quiet study, leisure reading, and collaborative work.
- Case study 4. A tale of two libraries: overview of a merger (two libraries at Trinitas Hospital, Elizabeth, N.J.) – The project was to merge two libraries from two quite different institutions with equally sized collections into one collection with half the space and half the manpower, while satisfying demands for service. Lessons learned were that considerable behind-the-scenes planning inventories, flexibility, contingency planning, stamina, cooperation, and vision are required to ensure a successful merger.
- Case study 5. Renovating a small hospital library (Saint Francis Health Science Library, Oklahoma) – The project included providing an office to the medical librarian, increasing the number of open-access computers, creating less cumbersome traffic flow, and updating the look of the space. All project objectives were achieved within a timely manner. As the collection grows and library user needs change, future revisions may be needed.
- Case study 6. Blending the new with the old: designing a new library in a historic naval hospital (Library Services Department of the Naval Medical Centre Portsmouth) – Designing a new library in a historic naval hospital required the creation of a library with state-of-the-art technology that demonstrated the command's commitment to learning. The main lessons learned were that close attention to detail and ongoing modifications within budget guidelines are essential for success.
- Case study 7. The Hope Fox Eccles Clinical Library renovation project (University Hospital, Salt Lake City, Utah) – Library renovation included creating a more comfortable environment for both consumers and clinicians, improving workspace for staff, maximizing use of space, providing better accommodations for equipment, and improving the overall aesthetics of the facility. Renovations fulfilled the project's goals and maximized on a small space to create a more functional library.

Part III: academic medical center libraries

- Case study 8. Managing a library renovation project: a team approach (University of Massachusetts Medical School) – The goal was to improve the functionality of user service points, increase the overall comfort, improve the general appearance, and update staff and public areas to incorporate current advances in technology. The team-based approach, involving faculty, staff, and students in the decision-making process throughout the project gave

everyone a sense of ownership and pride in a new library. This created staff buy-in and staff support of renovation changes. The main lesson learned was that involving staff and library users was invaluable in completing a project that met the needs of library users.

- Case study 9. Continuous library facility improvement at the University of New Mexico Health Sciences Library and Informatics Center – The methodologies used to continually enhance the library facility to keep pace with program changes and maintain high user satisfaction are described. Continuous improvement of the library facility depended upon internal funding and the work of an internal architect.

- Case study 10. The McGoogan Library of Medicine: a value-added approach to renovation (University of Nebraska Medical Center) – This chapter describes the transformation of a space, at the end of its useful life, to one valued by all library users. This was accomplished by rewiring and installing network connections, improving the lighting, replacing carpets and wall coverings, and relocating major service points in proximity to the entrance. The main lessons learned were to plan carefully and budget for dust control.

- Case study 11. Ebling Library: planning a three-library merger and move (University of Wisconsin) – The goal was to move and merge the collections and staff of three libraries into a new library facility. Four key planning committees were established: public relations, service integration, information technology, and collections shelving and preparation. The committee structure was successful. They developed timelines, information fact sheets, FAQs, a collection-assessment process, and identified core services desk skills and staffing levels. The main lesson learned was that a strong communication network alleviated some of the stress associated with planning a merger and move.

- Case study 12. The Welch Medical Library: a new model for the delivery of library services (Johns Hopkins University, Baltimore, Md.) – The authors describe the library's master planning effort of the expansion and renovation for the library of 2015. The library is the "circulatory system" that will deliver targeted services and resources wherever needed.

- Case study 13. library renovation planning (Lyman Maynard Stowe Library at the University of Connecticut Health Center) – The renovations were confined to existing space. The main tenet of the renovation was that the library should have a single-point of reference. Another tenet was that all rooms be multifunctional so that they could be computer classrooms, study rooms, or conference rooms. Renovations resulted in increased space functionality and have brought the library into the 21st century.

Planning, Renovating, Expanding, and Constructing Library Facilities in Hospitals, Academic Medical Centers, and Health Organizations is an interesting and insightful resource for anyone contemplating similar projects. The case studies prove that teamwork, communication, and innovation are key to building library spaces designed to meet an institution's needs as well as library user demands.

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NEWS AND NOTES / NOUVELLES ET NOTES

Compiled by Gillian Griffith

NEWS AND NOTES / NOUVELLES ET NOTES

HTAi Information Resources Vortal

The Information Resources Group (IRG) of Health Technology Assessment International (HTAi) has begun development of a comprehensive, accessible vortal of international health technology assessment (HTA) information resources (www.htai.org/vortal). The first phase of the vortal includes the compilation of HTA Web resources in a variety of subject areas. A preliminary version, largely developed by one IRG member, was released in spring 2005.

Content and design is now being reviewed, verified, and expanded by volunteer subject experts recruited from the international community via the IRG listserv. These experts identify relevant resources, write user-friendly descriptions, and assign keywords. One IRG member edits and coordinates content, updating others regularly via the listserv. Twenty-one volunteers from seven countries are currently contributing to the vortal. Additional volunteers will be recruited from the broader HTAi community.

Users access resources in the vortal via a keyword search facility or an expandable list of categories. Clicking the resource reveals its URL and description. The next phase of development will include focused usability testing, using HTA end-users as participants, to ensure that content is relevant and that the site is user-friendly. Federated searching (simultaneous Web/database searching across defined resources) is also being explored. Later phases may incorporate member-only services, virtual reference, or blogs.

The IRG received seed funding from the National Library of Medicine and Veterans' Affairs Technology Assessment Program for this project. Ongoing Web support is provided by the HTAi Secretariat.

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The HTAi – Information Resources Group 2006 Annual Workshop
Putting evidence to work: evidence-based HTA librarianship

Make the IRG preconference workshop part of your annual HTAi (www.htai.org) meeting plans! Join us down under in Adelaide, Australia, on Sunday, 2 July 2006, for a great day of training and lively discussions. This full-day workshop includes presentations from a variety of speakers plus interactive sessions highlighting important topics in this field.

Hear these well-known speakers!

- Carol Lefebvre, from the UK Cochrane Centre in Oxford, will speak about the redesign of the Cochrane Highly Sensitive Search Strategy for identifying randomized controlled trials in MEDLINE. Additionally, Carol will speak about the UK InterTASC Specialists' Subgroup's work on developing a Web site of methodological search filters of interest to those involved in conducting health technology assessments.

- Catherine Voutier, from the Centre for Clinical Effectiveness, Monash Institute of Health Services Research, will give an overview of HTA information activities in Australia and New Zealand.

- Malene Fabricius Jensen, from DACEHTA in Denmark, will present work on a checklist developed for evaluating literature search methodologies in HTAs. The presentation will include discussion on the usefulness of such a resource.

- Anne Parkhill, of Aptly Information Design in Australia, will lead an interactive session on evidence-based work she has done regarding the effectiveness of different training methods for information management skills in the occupational therapy field.

- Andrew Booth, of the School of Health & Related Research (ScHARR) at the University of Sheffield will give a full afternoon session. Andrew is internationally known for his work on evidence-based library and information practice. He is the creator of "Netting the evidence" and author of the chapter "Evidence-based perspectives on information access and retrieval" in the multi-author work, *Evidence-based practice: a handbook for information professionals*. Andrew's session will examine the evidence base of information retrieval methods and is likely to raise some challenges to current approaches.

Join us on Sunday, 2 July 2006, from 9:00 a.m. to 5:00 p.m. in the lecture theatre of the historic Institute Building in the State Library of South Australia on North Terrace. Registration and coffee begin at 8:30 a.m.

There is no charge for participants attending the full HTAi conference. For those attending the workshop only, there is a charge of AU$150 for workshop. Registration includes any distributed workshop materials, morning and afternoon breaks, and lunch. Full details regarding conference registration are available at http://www.htai.org/australia-2006/.

For more information, contact Becky Skidmore, IRG Chair (beckys@cadth.ca) or Susan Bidwell (susan.bidwell@chmeds.ac.nz).

BioMed Central launches *Biology Direct*

BioMed Central has launched *Biology Direct*, a new online open access journal with a novel system of peer review. *Biology Direct* will operate completely open peer review, with named peer reviewers' reports published alongside each article. The journal also takes the innovative step of requiring that the author approach *Biology Direct* Editorial Board members directly to review the manuscript. The journal is available online at http://www.biology-direct.com.

British Library desktop document delivery now available via Google Scholar

http://www.bl.uk/news/2006/pressrelease20060302.html

The Internet's search engine and the world's greatest research library are joining forces to offer researchers, students, and academics desktop delivery of millions of full text scholarly research articles. Starting 2 March 2006, searches on Google Scholar (http://www.scholar.google.com) will include links to the British Library's document delivery service. Search results will be matched against the library's holdings, and where a match is made, users will have the option of obtaining articles held via the British Library's online document ordering interface, British Library Direct (http://direct.bl.uk).

CIHR policy in development – access to products of research

http://www.cihr-irsc.gc.ca/e/30818.html

The Canadian Institutes of Health Research (CIHR) is initiating a process to develop a research policy that will promote access to the knowledge and resources generated from CIHR-funded research. Currently, CIHR encourages recipients of research support to make the results of all research publicly available. However, CIHR does not have a formal policy governing access to the products of CIHR-funded research.

CLA releases position paper on copyright

The Canadian Library Association (CLA) has released a paper outlining its positions on current aspects of copyright reform. Prepared by the CLA Copyright Working Group and approved by Executive Council, it presents thumbnail views on 10 copyright issues in an easy-to-digest form. Access the Position Paper at http://www.cla.ca/resources/protecting_the_public_interest.pdf.

Evidence Based Library and Information Practice (EBLIP) journal launched

EBLIP (http://ejournals.library.ualberta.ca/index.php/EBLIP) is a peer-reviewed, open access journal published quarterly by the University of Alberta Learning Services, using the Open Journal Systems journal management and publishing system. The purpose of the journal is to provide a forum for librarians and other information professionals to discover research that may contribute to decision making in professional practice. EBLIP publishes original research and commentary on the topic of evidence-based library and information practice, as well as reviews of previously published research (evidence summaries) on a wide number of topics.

Hospital Library Standards

A draft of the revised standards was posted on the Canadian Health Libraries Association / Association des bibliothèques de la santé du Canada (CHLA / ABSC) Web site in late January 2006 to elicit feedback from members. A final version of the standards will be presented at the 2006 CHLA / ABSC conference.

Library, Information Science & Technology Abstracts (LISTA) now free

LISTA, says EBSCO, "is the oldest continuously produced database covering the field of information science", with coverage dating back to the mid 1960s. The database indexes more than 600 periodicals, as well as books, research reports, and conference proceedings. Topics covered include librarianship, classification, cataloging, bibliometrics, online information retrieval, information management, and more.

National Library of Medicine Classification updated

The online National Library of Medicine Classification, available at http://wwwcf.nlm.nih.gov/class/, was issued in a newly revised edition on 6 April 2006. Fifteen new class numbers were added to the schedules, and 98 MeSH terms were added to the index, including 57 new to the MeSH vocabulary as of 2006. In addition, 75 schedule records and more than 450 index entries were updated since the 2005 revised edition was published on 26 April 2005.

PubMed news

Limits page updated – The PubMed Limits page has been redesigned to provide an improved interface to limit your search by age group, gender, human or animal studies, languages, publication types, dates, and other parameters. Click the Limits tab to display the Limits page. Enhancements include new limits such as Links to free full text, the ability to choose one or more selections under categories such as Languages, and a search builder for authors and journals.

New search and display options available in the Journals Database – The Entrez Journals Database now includes new options for searching, an additional display format, and an expanded Full format. The new search options are Subject Terms and Currently Indexed in MEDLINE. These new options will be searchable from the Limits screen, Preview/Index, or directly in the query box. An XML format will be available as a display option. The Full display format has been given a new look and also expanded to include the Subject Terms and additional information available about the journal displayed in Continuation Notes.

Université du Québec à Montréal becomes first North American university to sign Berlin Declaration

For more information, see http://www.uqam.ca/nouvelles/2006/06-113.htm [French], American Scientist Open Access Forum, 4 April 2006, 12:53 p.m.

Meetings, conferences, and workshops

Canadian Library Association's 61st Annual Conference and Trade Show

Libraries Build Communities will take place in Ottawa, 14–17 June 2006. For more information, visit http://www.cla.ca/conference/2006/index.html.

Special Libraries Association (SLA) 2006 Annual Meeting – Where tradition and transformation converge

SLA's Annual Conference will take place in Baltimore, Maryland, 11–14 June 2006. Keynote speakers have been announced: Gwen Ifill (*The NewsHour with Jim Lehrer* and *Washington Week*) and Walt Mossberg (*The Wall Street Journal*).

Technology Symposium 2006 – Technology & citizenship

Sponsored by Common Ground Conferences, the conference is scheduled to take place 9–10 June 2006 at McGill University, Montreal, Que. For more information, see http://www.Technology-Conference.com.

World Congress on Internet in Medicine

Organized for the first time in North America, the conference will be held in Toronto, 13–20 October 2006. MEDNET is a scientific conference organized under the auspices of the Society for the Internet in Medicine (SIM). The large trade exhibition will feature e-health technologies and Web applications for health professionals and consumers, an e-health business track, and high-profile keynote speakers. For more information, see http://www.mednetcongress.org.

World Library and Information Congress – 72nd IFLA General Conference and Council

Libraries: Dynamic Engines for the Knowledge and Information Society will take place 20–24 August 2006, in Seoul, Korea. The Health and Biosciences Libraries Section invites librarians, health informaticians, knowledge managers, educators, researchers, clinical staff, and others to submit proposals for papers, to be given in a 2 h session as part of the program of the WLIC, which provide insight into and experience of the role of new technologies in supporting access and delivery of health and health information. The theme is What's new in technology for health information?

Professional development

FIS Professional Learning Centre: Web site evaluation for user-centred design

Faculty of Information Studies, University of Toronto
27 June 2006, 1 day (6 h), 9:00 a.m. – 4:00 p.m.
Instructor: Arnie Guha
Fee: $200.00

This course will be oriented towards gaining a strategic understanding of the business implications of usability, as well as a practical understanding of actual usability issues and techniques for identifying and addressing them.

Dealing assertively with difficult patrons: the essential skills with Goldie Newman

OLA Education Institute – Audio Conference
Monday, 5 June at 3:00 p.m ET, noon PT
OLA member: $66.00 + GST, nonmember: $81.00 + GST

Using assertive language when dealing with difficult people can help staff members feel good about themselves, their difficult patrons, and their library. In this teleconference you'll take away some great tips on how to manage your difficult communication more effectively.

If you would like an upcoming course, conference, or meeting included in an upcoming issue, please send an e-mail to: assistant-editor@chla-absc.ca