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Final Programme

Annual Conference

Creative Connections

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**Welcome/bienvenue
to/à
"CREATIVE CONNECTIONS/LIENS CRÉATEURS"
The 1996 CHLA/ABSC Annual Conference/
Congrès annuel 1996 de l'ABSC/CHLA**

Greetings and welcome to Toronto and the 20th Annual CHLA/ABSC Conference.

The past twenty years have seen many changes to health science librarianship and, indeed, to our health care system. Our conference theme, *Creative Connections*, reflects our ongoing role in building networks with people, skills and technology, as we work to meet the health science information needs of the 21st century. Our conference CE courses, speakers, panelists and exhibitors are geared up to assist you in your investigation of these creative connections.

On the social side, we hope to give you a taste of Toronto's diversity. We have planned so as to provide time and opportunity after our sessions for you to enjoy the exciting cultural, recreational and shopping connections in our city.

Happy Anniversary and welcome to your conference. Enjoy!

Bienvenue à Toronto et nos meilleurs vœux à l'occasion du 20^e Congrès annuel de l'ABSC/CHLA.

Au cours des 20 dernières années, bon nombre de changements se sont produits dans la bibliothéconomie des sciences médicales et, bien sûr, au sein de notre réseau de santé. Le thème du Congrès, soit Liens créateurs, a été choisi pour souligner notre rôle permanent consistant à mettre en oeuvre des réseaux de personnes, de connaissances et de technologies dans le cadre de nos efforts pour répondre aux besoins d'information du 21^e siècle. Les cours d'éducation permanente de notre congrès, les conférenciers, les panélistes et les exposants ont tous pour objectif de vous aider dans votre étude de ces liens créateurs.

Dans le volet des activités sociales, nous espérons vous donner un aperçu de la diversité de Toronto. Après nos séances de travail, nous avons prévu de vous donner le temps et la possibilité d'apprécier les aspects culturels, récréatifs et commerciaux de notre ville.

Encore une fois, je vous souhaite un 20^e anniversaire des plus réussis, la bienvenue à votre congrès et bien du plaisir!



Sylvia Newman

CHLA/ABSC 1996 Conference Co-chair
Coprésidente du Congrès 1996 de l'ABSC/CHLA



Elizabeth Uleryk

CHLA/ABSC 1996 Conference Co-chair
Coprésidente du Congrès 1996 de l'ABSC/CHLA

**Programme****WEDNESDAY, JUNE 12****CISTI PRESENTATION**

9:00 am - 12:00 noon

"DOCLINE overview"

1:00 pm - 4:00 pm

"Using DOCLINE"**Canada Institute for Scientific and Technical Information***Alice Moulton Room, Science & Medicine Library, University of Toronto***Contact: Dianne Pammett TEL: 800-668-1222 E-MAIL: cisti.medlars@nrc.ca****THURSDAY, JUNE 13**

9:00 am - 5:00 pm

CHLA/ABSC Board Meeting (*Metropolitan Toronto Reference Library*)**PRECONFERENCE CONTINUING EDUCATION**

9:00 am - 4:00 pm

"Document delivery in the electronic age" (CHLA/ABSC CE 96-1; 6.0 contact hours)*Stevenson Room, Delta Chelsea Inn***Instructor: Mary Jackson** (Association of Research Libraries, Washington DC)

This course will provide a broad overview of current and emerging document delivery services for health science libraries. Participants will be able to decide which services and technologies will be most effective for their local operation. A combination of lecture, small group discussions and exercises will be used.

9:00 am - 4:00 pm

"Evidence-based healthcare for librarians : principles and practice"

(CHLA/ABSC CE 96-2; 6.0 contact hours)

*Baker Room, Delta Chelsea Inn***Instructors: Ann McKibbon and Cindy Walker-Dilks** (McMaster University)

Learn to apply the principles of evidence-based medicine, a new approach to clinical practice in which clinicians base their decisions on appropriate evidence from the literature. This course will identify the types of sources used in evidence-based medicine, show how they are used to support clinical decision-making and examine articles which illustrate this approach. Search techniques for retrieving these types of articles from MEDLINE will be explored in a combination of lecture, demonstrations and exercises.

9:00 am - 4:00 pm

"Mastering the Web : searching the Web, designing and maintaining home pages"

(CHLA/ABSC CE 96-3; 6.0 contact hours)

*Computer Lab, Faculty of Information Studies, University of Toronto***Instructors: Sian Meikle and Marc Lalonde** (University of Toronto)

This course will identify the mechanics of information delivery on the World Wide Web, teach the basic techniques of Web authoring and explore the principles of Web design. Lectures and demonstrations will be combined with hands-on exercises. Participants will create their own Web pages during the workshop. The course will be of interest to librarians who are familiar with both Windows and the Internet, have had experience using Internet tools and resources, and now want to create an online presence on the Web and assist others in doing so.

FRIDAY, JUNE 14

9:00 am - 5:00 pm

CHLA/ABSC Board Meeting (*Metropolitan Toronto Reference Library*)**CISTI PRESENTATION**

9:00 am - 4:00 pm

"Exploring less heavily used MEDLARS files: BIOETHICSLINE, TOXLINE, HealthSTAR"**Canada Institute for Scientific and Technical Information***Alice Moulton Room, Science & Medicine Library, University of Toronto***Contact: Dianne Pammett TEL: 800-668-1222 E-MAIL: cisti.medlars@nrc.ca**

FRIDAY, JUNE 14 (cont'd)**PRECONFERENCE CONTINUING EDUCATION**

9:00 am - 4:00 pm "Mastering the Web : searching the Web, designing and maintaining home pages"
(for details, see identical session listed under Thursday, June 13)

9:00 am - 12:30 pm "Develop a business case for your project" (CHLA/ABSC CE 96-4; 3.5 contact hours)
Stevenson Room, Delta Chelsea Inn
Instructor: Cheryl Martin (Belleville General Hospital)

In an environment of health care restructuring and decreasing budgets, health information professionals have an increasing need to provide justification for the organization and delivery of services they provide or wish to provide. This course will help information professionals develop an effective business case for any aspect of their information service. Participants will learn how to build a strong foundation for a business case and how to present a case both orally and in writing.

VENDOR PRESENTATION

9:00 am - 12:00 noon "Multi-media madness"
or
Login Brothers Canada
1:00 pm - 4:00 pm *Mountbatten "A" Room, Delta Chelsea Inn*
Contact: Mildred Gascoigne TEL: 800-665-1148 E-MAIL: mmg@lb.com

6:00 pm to 8:30 pm - WELCOME RECEPTION/Registration
Thomas Fisher Rare Book Library, University of Toronto

SATURDAY, JUNE 15

7:00 am - 8:00 am **MORNING WALK**

8:00 am - 9:15 am **REGISTRATION** (*Churchill Court*)

9:15 am - 9:30 am **WELCOME** (*Churchill Ballroom*)
CHLA/ABSC President and Conference Co-chairs

9:30 am - 10:30 am **KEYNOTE ADDRESS - RESEARCH CONNECTIONS** (*Churchill Ballroom*)
"Reshaping health care with evidence and information"
David Naylor (Institute for Clinical Evaluative Sciences)

Canadian health care is in the throes of an affordability crisis, and various reform initiatives are underway across the nation, with concurrent emphasis placed on both efficacy and effectiveness research. These research developments, and their connections back to practice and policy-making, have placed an enormous premium on marshalling evidence and information. Dr. Naylor will sketch this context, review some of the relevant research and speculate on some of the implications for modern health libraries.

10:30 am - 11:00 am **COFFEE BREAK and OPENING OF THE EXHIBITS**

11:00 am - 12:00 noon **VIRTUAL CONNECTIONS** (*Churchill Ballroom*)
"Community development in the digital world"
Michael Ridley (University of Guelph)

Nicholas Negroponte has said that "the best way to predict the future is to invent it". This presentation will focus on a few selected technological innovations or transformations which are expected to change libraries dramatically. Relating these trends to the current situation, it will be possible to see how libraries and librarians must shape, transform, nurture and guide those potential futures. A central theme will be the importance of community building or development in a networked environment.

12:00 noon - 1:30 pm **INTEREST GROUP LUNCHESES and EXHIBITS**

SATURDAY, JUNE 15 (cont'd)

1:30 pm - 3:00 pm **INVITED PAPERS** - two concurrent 45 minute sessions (*Scott Room, Carlyle Room*)

1:30 pm - 2:15 pm

☐ "Copyright update"

George Beckett (Memorial University of Newfoundland)

This session will review the current Canadian copyright situation and discuss the implications for health librarians. There will be an opportunity for discussion and questions after the presentation.

☒ "Fee for service"

Vicki Whitmell (University of Toronto)

A presentation on the main issues involved in establishing a fee-based library service. Topics will include organizing and managing the service, identifying and pricing the services offered, marketing, staffing, and getting and maintaining support from senior management.

2:20 pm - 3:00 pm

☒ "Collection development in the electronic age"

Joanne Marshall (University of Toronto)

While the basic elements of health librarianship—the selection, organization and dissemination of health care knowledge—remain as relevant as ever, the electronic age poses new challenges and opportunities. This session will examine the idea of the electronic library and explore some of the possible applications in the health library field. The changing role of the health librarian will be discussed.

☐ "Accreditation update"

Janette Hatton (Hamilton Civic Hospitals)

This presentation will summarize the new CCHSA accreditation standards for acute care, including the update for 1996/97, and provide feedback of surveys completed in 1995/96. There will be time for questions, answers and discussion.

3:00 pm - 3:30 pm

COFFEE BREAK and EXHIBITS

3:30 pm - 4:30 pm

INTERNAUTS@THE.HEALTH.SCIENCES.REFERENCE.DESK (*Churchill Ballroom*)

"Reference uses of the Internet"

Tom Flemming (McMaster University)

Jennifer Reiswig (Toronto East General and Orthopaedic Hospital)

Integrating the Internet into daily library activities is a challenge and an opportunity. Using the Internet effectively requires some skill and plenty of patience, but the reward is easy access to resources beyond your walls. The presentation will use a case study approach to demonstrate the value of the Internet in providing day-to-day reference service; a variety of tools and resources will be presented. Ideas for Internet reference "collection development" and management will be discussed.

JOIN FRIENDS FOR AN EVENING ON THE TOWN
See Hospitality Desk for dining-out options

SUNDAY, JUNE 16

7:00 am - 8:00 am

MORNING WALK

8:00 am - 9:00 am

REGISTRATION (*Churchill Court*); **CONTINENTAL BREAKFAST** (*Churchill Ballroom*)

8:30 am - 3:30 pm

POSTER PRESENTATIONS (*Windsor Room*)

9:00 am - 10:30 am

ANNUAL GENERAL MEETING (*Churchill Ballroom*)

10:30 am - 11:00 am

COFFEE BREAK, POSTERS and EXHIBITS

SUNDAY, JUNE 16 (cont'd)

11:00 am - 12:00 noon **CISTI UPDATE** (*Churchill Ballroom*)
Cameron Macdonald (Canada Institute for Scientific and Technical Information)

12:00 noon - 1:30 pm CHAPTER PRESIDENTS' LUNCH (*Baker Room*), **POSTERS and EXHIBITS**

1:30 pm - 3:00 pm **INVITED AND CONTRIBUTED PAPERS** (*Churchill Ballroom*)

☒ "Impact of PBL on the Toronto teaching hospital libraries : results of a 3-year study"

Jennifer Bayne (The Toronto Hospital)

Joan Leishman (Health Science Information Consortium of Toronto)

In 1992 the University of Toronto introduced a hospital-centred, problem-based learning curriculum. To ensure that resources and common policies were developed to meet student needs, the six full teaching hospital libraries and U of T's Science and Medicine Library formed the Curriculum Support Working Group. The Group designed a research study to explore the impact these students would have on library use. This paper describes the project and its methodology, and summarizes the results which show that PBL students make greater and more in-depth use of libraries.

☐ "An evaluation of electronic health libraries on the World Wide Web"

Yuri Quintana and Tania Bardyn (University of Western Ontario)

The World Wide Web allows libraries to place information online so that it is accessible to a global audience on the Internet. A major problem with health information systems on the 'Net is that the range of anticipated users can be large and diverse, so it is critical that the interfaces be well designed to facilitate the varied information-seeking behaviours of the users. The paper will define a set of user interface design guidelines for WWW health information systems based on empirical research and evaluation criteria.

3:00 pm - 3:30 pm COFFEE BREAK, POSTERS and EXHIBITS

3:30 pm **CLOSING OF THE EXHIBITS**

3:30 pm - 5:00 pm **TRENDS IN RESOURCE SHARING** (*Churchill Ballroom*)

Panel discussion

Patrick Ellis (Dalhousie University)

Gwynneth Evans (National Library)

Beth Morrison (BC Cancer Agency)

The panel will present an update on the work of the CHLA/ABSC Task Force on Resource Sharing, a discussion of the Alberta/BC DOCLINE trial and a description of the results of the consultation held during the National Library's annual resource sharing meeting at CLA. It will also summarize the findings of Jane Beaumont's work for the National Library on the Virtual Canadian Union Catalogue.

6:30 pm - CASH BAR

7:30 pm - BANQUET

Churchill Ballroom

"The Streets of Toronto"

MONDAY, JUNE 17

7:00 am - 8:00 am **MORNING WALK**

8:00 am - 9:30 am **REGISTRATION** (*Churchill Court*)

8:30 am - 12:00 noon **POSTER PRESENTATIONS** (*Windsor Room*)

MONDAY, JUNE 17 (cont'd)

9:30 am - 10:30 am **CHANGES AHEAD IN THE CANADIAN HEALTH CARE SYSTEM**

(Churchill Ballroom)

Panel discussion

Moderator: Gary Cooper (Gary Cooper Associates)

Panel members: Linda Bohnen (Miller Thomson)

Jackie Choiniere (Registered Nurses Association of Ontario)

Scott Rowand (The Wellesley Hospital)

The panel will discuss some of the changes the Canadian health care system is facing such as downsizing, mergers and closures, privatization, outsourcing, technological change, and the impact these changes may have on those who are working within the system.

10:30 am - 11:00 am **COFFEE BREAK and POSTERS**

11:00 am - 12:00 noon **CONTRIBUTED PAPERS** (Churchill Ballroom)

- "The Centre for Nutrition and the Environment of Indigenous Peoples (CINE)"
Bruce Grainger (McGill University)

CINE is an independent research and education centre with activities directed to serve Indigenous Peoples. Its researchers analyse nutrients and contaminants found in traditional foods, at the request of native peoples, and the staff maintains a specialized computer database of bibliographic references. The presentation will describe the range of activities performed by CINE and its usefulness as a resource for health science information professionals.

- "Connecting with management, connecting with clients : restructuring library services at the London Regional Cancer Centre"

Christina Woodward and Shelley Markland (London Regional Cancer Centre)

A description will be provided of steps taken recently to restructure the LRCC library and its services and to enhance its value as an integral unit of the institution. Topics to be covered include management's involvement in initiating and supporting fundamental change and the design and implementation of improvements and changes based on client needs assessments and consultations.

12:00 noon - 1:30 pm **LUNCH**

VENDOR PRESENTATION

12:00 noon - 2:00 pm "Learning Luncheon" (R.S.V.P.; space is limited)

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TEL: 800-343-0064 ext 187 **E-MAIL:** gracef@silverplatter.com

12:00 noon - 4:00 pm **CHLA/ABSC Board Meeting** (Metropolitan Toronto Reference Library)

1:30 pm - 4:30 pm **LIBRARY TOURS** - organized by THLA volunteers

TUESDAY, JUNE 18

VENDOR PRESENTATION

9:00 am - 4:30 pm **EMBASE training course**

Elsevier Science, Secondary Publishing Division

6th Floor, 20 Victoria Street, Micromedia Limited

Contact: Adam Bernacki **TEL:** 212-633-3956 **E-MAIL:** a.bernacki@elsevier.com

POSTERS

"Ontario public health librarians: information navigators"
Elena Goldblatt (Hamilton-Wentworth Health Department; assisted by Patricia Bartel, Barbara Carter Scott, Marie Chaves, Diane Jewkes and Yvonne Tynl)

Outlines the history of public health libraries in Ontario and the development of the Ontario Public Health Libraries Association (OPHLA). It describes the health promotion benefits and cost-effectiveness of librarians to public health units and their local communities, highlights such features as enhanced access to centralized resources, security of expensive items and resource sharing initiatives among health units, and underscores the unique knowledge and skills that health librarians contribute to the public health information environment of the future.

"Consumer Health Directory of Edmonton and Area"
Peggy Yeh (Alberta Health), **Marlene Dorgan** (University of Alberta)

The product of a collaborative venture of different types of libraries and agencies in Edmonton—academic, government, hospital and public, the Directory was a NAHLA initiative, financially supported by the CHLA/ABSC Development Fund and NAHLA. It serves as a valuable tool to increase awareness of and access to consumer health information for consumers as well as for libraries, agencies and associations.

"Problem-based Learning Program for Family Practice residents : library participation" **Helvi McCall** (University of Alabama)

Illustrates the role of the librarian within the PBL Program for Family Practice residents on Internal Medicine rotation. Weekly participation by the librarian facilitates the integration of information management skills within the medical curriculum. The librarian is available to guide students to relevant core texts or in the use of MEDLINE.

"Evidence-based medicine : a two-poster series" **Ann McKibbin** (McMaster University), **Jessie McGowan** (Ottawa General Hospital)

Librarians are highly educated and experienced information professionals who can play many roles in the practice of evidence-based medicine (EBM). The first poster in this two-poster session provides the history and background of EMB. It will look at the theory and development of the steps of EBM from question formulation to data gathering, data analysis and critical appraisal to its ultimate use as a clinical application to improve patient care. The EBM tools will be listed and displayed. The second poster in the series will delineate the roles of the librarian, including those of teacher, trainer, provider, collaborator and researcher. It will also investigate the professional ramifications of this new practice.

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Tania Bardyn is currently completing her MLIS degree at the University of Western Ontario. She is very interested in cancer information, most recently organizing a special library at the Canadian Cancer Society (Ontario Division) in Toronto. Tania worked at the Health Sciences Library of Queen's University for two years and designed the Web site for Nortel's Magellan Global Marketing Department.

Jennifer Bayne is Director of Library and Information Services at The Toronto Hospital. She has worked with numerous library associations, most recently as President of CHLA/ABSC (1992/93). In 1993/94, together with Joan Leishman, Jennifer received an MLA Research Development and Demonstration Grant to investigate the impact of a problem-based curriculum on the teaching hospitals of the University of Toronto. The research was completed in 1995 and the results are to be published in an MLA-sponsored book on problem-based learning (PBL).

George Beckett is Associate University Librarian (Health Sciences) and Manager of the Health Sciences Information and Media Service at Memorial University of Newfoundland. He is also the current Past President of CHLA/ABSC. In both capacities he has had to deal with copyright issues, and he was involved in the development of the CHLA/ABSC Board statement on copyright issues for Canadian hospital libraries.

Adam Bernacki is Co-ordinator of Customer Service and User Education at Elsevier Science, Secondary Publishing Division in New York. He was previously Information Specialist at the American Institute of Aeronautics and Astronautics in New York. He studied in Europe, holds a graduate degree in English from City University of New York (CUNY), and is pursuing an MLIS degree at Long Island University.

Linda Bohnen is a partner at Miller Thomson in Toronto, where she specializes in public law with an emphasis on health law. She has held counsel and management positions at the office of the Ontario Ombudsman and was Executive Director of the Task Force on the Implementation of Midwifery in Ontario. Linda played a leading role in the drafting of Ontario's Regulated Health Professions Act, 1991, and was retained by the Ministry of Health to implement the recommendations in the legislation. She is a frequent speaker on regulatory and public administration issues.

Jacqueline Choiniere is the Director of Policy, Practice and Research for the Registered Nurses' Association of Ontario (RNAO). She is currently completing her PhD in Sociology at York University and has co-authored two books on health care: *Take care: warning signals for Canada's health care system* and *Vital signs: nursing in transition*.

Gary Cooper has recently retired after 30 years with the Ontario Medical Association, where he served latterly as General Director of Corporate and Public Affairs. He is now Principal of Gary Cooper Associates, consulting in professional management and communications services. Since January, Gary has been the Interim Executive Director of MORE: the Multiple Organ Retrieval and Exchange Program of Ontario.

Marlene Dorgan is reference librarian at the John W. Scott Health Sciences Library, University of Alberta. She served as President of the Northern Alberta Health Libraries Association (NAHLA) from 1994 to 1995 and is currently Chair of the Consumer Health Information Interest Group of NAHLA. In 1995, NAHLA received a CHLA/ABSC Development Fund award for Marlene's poster presentation--the *Consumer Health Directory in Edmonton and Area*.

Patrick Ellis has worked at the W.K. Kellogg Health Sciences Library, Dalhousie University, since 1979 and is currently Head of Access Services. He is Chair of the CHLA/ABSC Task Force on Resource Sharing.

Gwynneth Evans began her career at the National Library in 1975 when she was appointed Head of the Reference and Bibliography Section. She has held several senior positions since, including Executive Director and Director of External Relations, and is now Director General, National and International Programs. A graduate of the Universities of Toronto and Ottawa, and of Simmons College, Gwynneth has had a distinguished career, both nationally and internationally, working especially toward co-operative projects and programs.

Grace Fauver is currently Regional Manager, Canada with Silver-Platter Information.

Tom Flemming has been Head of Public Services in the Health Sciences Library at McMaster University in Hamilton since 1984. Prior to that he worked in the W.K. Kellogg Health Sciences Library at Dalhousie University in Halifax. He is a member of CHLA/ABSC and MLA and spends far too much time on the WWW where he has his own Web page.

Mildred Gascoigne is presently marketing Manager for Login Brothers Canada.

Elena Goldblatt is Library Co-ordinator of the Hamilton-Wentworth Health Department in Hamilton, Ontario.

Bruce Grainger is Head of Public Services, Macdonald Campus Library, McGill University in Montreal. He has published and lectured on a variety of topics from oral history to library developments in the third world, and has served as a consultant to CIDA-sponsored projects in Egypt and Jordan. Bruce has been a member of CLA's Resource Sharing Committee and was actively involved in the revision of the new and forthcoming Interlibrary Loan Code.

Janette Hatton is currently Acting Director of Hamilton Civic Hospital Library Services and proposed "Health Library Specialist" for these institutions. She was manager of the Henderson General Hospital Medical Library for thirteen years and is a veteran of six accreditation surveys, most recently in 1994 as a member of the Information Management Team for the Hamilton Civic Hospitals--a gamma test site for the new CCHSA Standards for Acute Care. Janette's background is in biotechnology research and education. She is currently CHLA/ABSC representative to the CCHSA.

Mary Jackson is Access and Delivery Services Consultant with the Association of Research Libraries in Washington, D.C. She directs the North American Interlibrary Loan and Document Delivery (NAILDD) Project. This project seeks to promote developments to improve the delivery of library materials to users at costs that are sustainable for libraries. She is also Principal Investigator for the ILL Performance Measures Study which will study the characteristics of ILL departments in academic and research libraries. She is an internationally recognized author, speaker, workshop leader and consultant with expertise in a range of interlibrary loan, document delivery, resource sharing and copyright topics. Active in many U.S. library organizations, Mary is a member of the IFLA Section on Interlending and Document Supply. Until May, 1993, Mary served as Head of the Interlibrary Loan Department of the University of Pennsylvania Library.

Marc Lalonde works in the Information Technology Services Department, University of Toronto Library, where he maintains and designs Web sites for campus groups. He has been teaching Internet and HTML skills to the faculty and students of the university for two years.

Joan Leishman, Executive Director of the Health Science Information Consortium of Toronto, is currently on secondment to the University of Toronto Library as Implementation Team Leader for Science Information Services. Joan has overseen such Consortium initiatives as the automated batch processing of interlibrary loans, hospital Internet access, and library involvement in the Faculty of Medicine's PBL curriculum. In 1993/94, together with Jennifer Bayne, she received an MLA Research Development and Demonstration Grant to investigate the impact of a problem-based curriculum on the teaching hospitals of the University of Toronto. The research was completed in 1995 and the results are to be published in an MLA-sponsored book on problem-based learning (PBL).

Cameron Macdonald is currently group leader of Marketing in the Business Affairs and Client Relations Directorate of CISTI. He was formerly Manager of Electronic Products and Services (CISTI) and was responsible for delivery of the MEDLARS programme, CAN/OLE, InfoAlert (CAN/SDI) and SwetScan services, as well as customer support activities for the ROMULUS CD-ROM product. Prior to joining CISTI, Cameron worked in science and technology special libraries in both the public and private sectors.

Shelley Markland is Director of the Community Cancer Program and Manager of Library and Information Services at the London Regional Cancer Centre in London, Ontario. Prior to holding these positions, she served as psychiatric social worker and oncology social worker. Shelley is interested in restructuring cancer services to increase patient access to comprehensive treatment and supportive care at the community level.

Joanne Marshall is Associate Professor at the Faculty of Information Studies (FIS), University of Toronto. Prior to joining the FIS Faculty, she worked for 15 years in a variety of academic and health science libraries. Joanne has won many awards for her teaching and research including CHLA/ABSC's Award for Outstanding Achievement in 1992. She is especially known for her study of the impact of hospital libraries on clinical decision-making, and for spearheading the establishment of the Consumer Health Information Service at the Metropolitan Toronto Reference Library.

Cheryl Martin is Hospital Librarian at the Belleville General Hospital in Belleville, Ontario. Cheryl graduated from Cornell University with a Bachelor of Science in Nutrition in 1987 and completed her MLIS at the University of Western Ontario in 1989. She has worked in a variety of library settings including public, university and special libraries in both the private and public sector in British Columbia and Ontario. She has developed a new library service at the Belleville General Hospital in the last three years, and has special interests in the electronic library, flexible customer service and the marketing of information services.

Helvi McCall is Assistant Professor and Medical Information Services Librarian at the University of Alabama School of Medicine. She serves as the library representative with the PBL group for the Family Practice residents on Internal Medicine rotation. Prior to her current appointment, Helvi served as the Co-ordinator of Library Services at Scarborough General Hospital from 1982 to 1994. Helvi is a graduate of the University of Toronto.

Jessie McGowan has been working as Manager of the Library at the Ottawa General Hospital since completing a Master of Library and Information Science degree. She is currently President of the Ontario Hospital Libraries Association and acts as Assistant Representative to the Canadian Council on Health Services Accreditation for the Canadian Health Libraries Association. She also has an appointment as Adjunct Professor in the Department of Medicine at the University of Ottawa. Jessie is an active research collaborator and participates with the Evidence-based Medicine Working Group at the University of Ottawa which reviews the undergraduate curriculum. She has a forthcoming article on evidence-based medicine in the *Bulletin of the Medical Library Association*.

Ann McKibbin is a Research Librarian with the Health Information Research Unit, Department of Clinical Epidemiology and Biostatistics at McMaster University in Hamilton. She is a highly regarded author and instructor in the application of the principles of clinical epidemiology and evidence-based medicine to database searching and teaching. Ann is actively involved in evaluating medical literature, and writing abstracts and commentaries for two journals: the *ACP Journal Club* and *Evidence-Based Medicine*.

Sian Meikle currently co-ordinates Web development for the University of Toronto Library. In this role she plans, designs and develops Web resources for the library and the university, and assists others in doing so. She teaches Web authoring and design to faculty, staff and students. Sian was previously involved in library instruction and reference services at the University of Toronto Library.

Beth Morrison has been Reference Librarian at the BC Cancer Agency since 1990. She supplies information to cancer researchers, doctors, nurses, administrative staff and patients. Beth is the outgoing President of HLABC and has been very active with the DOCLINE project.

David Naylor has been Chief Executive Officer of the Institute for Clinical Evaluative Sciences (ICES) since 1992, and has served at Sunnybrook Health Science Centre as director of the Clinical Epidemiology Unit and Research Program and staff physician in General Internal Medicine since 1990. He is also an Associate Professor of Medicine in the Faculty of Medicine, University of Toronto and a renowned speaker on health research and epidemiological subjects. David has won numerous scholarships and awards and has been widely published in the medical literature.

Dianne Pammett has been the Canadian MEDLARS Co-ordinator since November 1993. At CISTI, she is responsible for providing client assistance to MEDLARS and GRATEFUL MED users. She is also the Canadian liaison with the National Library of Medicine. Dianne has worked in various positions at CISTI since 1973: Cataloguing, Reference, Acquisitions and the Health Sciences Resource Centre.

Yuri Quintana received a PhD in Systems Design Engineering in 1995, an MSc in System Design Engineering in 1990 and a BSc in Electrical Engineering in 1988, all from the University of Waterloo. His research interests include digital libraries, online search behaviour, automated knowledge organization and intelligent search engines. Yuri previously worked at IBM Canada Ltd., Watcom Inc. and with the Computer Systems Group at the University of Waterloo. He is currently with the University of Western Ontario in the Graduate School of Library and Information Science.

Jennifer Reiswig is Manager of the Health Sciences Library at the Toronto East General and Orthopaedic Hospital and has been using the Internet since 1991. She has spoken about the Internet at health association meetings and workshops, and has delivered Internet training for non-profit organizations and at the University of Toronto.

Michael Ridley is Chief Librarian at the University of Guelph. Previously, he held positions at the Universities of Waterloo (Acting University Librarian, 1994-95) and Guelph, and was Head of Systems and Technical Services in the Health Sciences Library at McMaster University. In the past few years his research interests have centred around scholarly communications and the new information technologies. Michael has been involved in a variety of computer communications projects and is past president of the Canadian Association for Information Science. He is also on the editorial board of the *Public Access Computer Systems Review* and has a great number of publications and presentations to his credit.

Scott Rowand is a native of Edmonton and a graduate of the University of Alberta. He has held senior management positions in teaching hospitals in Alberta, Saskatchewan and Ontario, where he has been President and CEO of The Wellesley Hospital since 1990. In addition, he has held faculty appointments in Alberta and at the University of Toronto, and is an executive member of a number of health-related advisory councils and committees.

Cindy Walker-Dilks is a Research Librarian with the Health Information Research Unit, Department of Clinical Epidemiology and Biostatistics at McMaster University in Hamilton. She is a highly regarded author and instructor in the application of the principles of clinical epidemiology and evidence-based medicine to database searching and teaching. Cindy is actively involved in evaluating medical literature, and writing abstracts and commentaries for two journals: the *ACP Journal Club* and *Evidence-Based Medicine*.

Vicki Whitmell is Manager of the Fee-based Information and Outsourcing Service at the University of Toronto's Business Information Centre which has been operating successfully and profitably since 1990. As principal of Whitmell & Associates, she is editor and publisher of *Fee for Service*, and provides assistance and consulting services to fee-based library programs.

Christina Woodward is the Librarian, Library and Information Services at the London Regional Cancer Centre in London, Ontario. Prior to this appointment, she held various positions at the University of Western Ontario Libraries, and provided records management and information services as a private consultant. Christina is the current President of the Southwestern Ontario Chapter of ARMA International.

Peggy Yeh is the Health Librarian for the Alberta Health Library Services Branch. She is a member of Alberta Health's Information Management Advisory Committee (IMAC), is on the Executive Committee of NEOS—a library consortium of 19 libraries, and is past-president of the Northern Alberta Health Libraries Association (NAHLA). In 1995, NAHLA received a CHLA/ABSC Development Fund award for Peggy's poster presentation—the *Consumer Health Directory in Edmonton and Area*.

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