

ON THE EDGE – À L'EXTRÉMITÉ



**Canadian Health Libraries Association/Association
des bibliothèques de la santé du Canada**

**28e Congrès annuel de l'Association des
bibliothèques de la santé du Canada
28th Annual Conference of the Canadian Health
Libraries Association**

**May/mai 14-18, 2004
St. John's, Newfoundland and Labrador**

Preliminary Programme préliminaire

<http://www.med.mun.ca/chla2004>

CHLA/ABSC PROFESSIONAL DEVELOPMENT GRANT

Purpose: To enhance access to professional development opportunities

Amount: Maximum of \$250

Eligibility criteria:

1. Applicant must be a current CHLA/ABSC member
2. Applicant must not have received this grant in the previous two years
3. Members of the CHLA/ABSC Board are not eligible for this grant

For more information, see the CHLA website: <http://www.chla-absc.ca/awards/profdev.html>

DONALD HAWRYLIUK RURAL AND REMOTE OPPORTUNITIES GRANT

Purpose: To support continuing education for members in remote or northern communities

Eligibility and Application Criteria:

1. Must be a CHLA member
2. Applications must be received by the current CE Coordinator at least six weeks prior to the event.

For more information, see the CHLA website: <http://www.chla-absc.ca/awards/hawryliuk.html>

For both of these grants, applications must be received a minimum of six weeks prior to the conference. Contact / Communiquez avec:

Judy Inglis
J.W. Crane Memorial Library of Gerontology and Geriatrics
Deer Lodge Centre
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BOURSES DE PERFECTIONNEMENT PROFESSIONNEL

Objectif: Améliorer l'accès à des activités de perfectionnement professionnel

Montant: Maximum de 250,00 \$

Critères d'admissibilité:

1. Les candidates doivent être membres en règle de l'ABSC/CHLA
2. Les candidates ne doivent pas avoir reçu cette bourse depuis au moins deux ans
3. Les membres du Conseil de l'ABSC/CHLA ne peuvent recevoir de bourses.

Pour information consulter le Web de l'ABSC: <http://www.chla-absc.ca/awards/profdevf.html>

FONDS COMMÉMORATIF DONALD HAWRYLIUK

Objectif: Appuyer les activités de formation professionnelle continue des membres en région éloignée ou dans des communautés du Nord

Critères d'admissibilité et de candidature:

1. Les candidates doivent être membres en règle de l'ABSC/CHLA
2. La personne chargée de la formation professionnelle continue doit recevoir les candidatures au Fonds au moins six semaines avant l'événement

Pour information consulter le Web de l'ABSC: <http://www.chla-absc.ca/awards/hawryliukf.html>



On The Edge

**Congrès CHLA/ABSC Conference
May/mai 14-18, 2004
St. John's, Newfoundland and Labrador**

INVITATION

Dear Colleagues,

The CHLA/ABSC 2004 Planning Committee cordially invites you to attend the 28th Annual Canadian Health Libraries Association Conference / Congrès Association des bibliothèques de la santé du Canada to be held in St. John's, Newfoundland and Labrador, May 14-18, 2004.

The theme of our conference, **On The Edge**, reflects the geographical location of our conference and the state of our profession. Continuing change drives us in directions that are both negative and positive. How we deal with these pressures and lead our profession forward is what this conference is all about.

Our planning committee has worked hard to provide you with a conference that is professionally stimulating and socially enjoyable. We are confident that we have developed an excellent program including local, national and international speakers on a variety of topics, instructors who will impart needed skills and knowledge in our accredited Continuing Education courses, and exhibitors that will demonstrate the wealth of services and products available for health libraries. Do browse through the Preliminary Program and see for yourself what we have to offer at the 2004 conference.

Our conference hotel, the Delta Hotel St. John's, is situated in historic downtown St. John's. Newfoundland and Labrador is world famous for its hospitality. Come prepared to "do the town" through walks, social activities, and a variety of hospitality events that will cater to all interests. From the opening reception at the historic Newman wine vaults to our lobster banquet with Newfoundland dinner theatre and on through group dinners and pub crawls you will have a chance to enjoy the unique city that is St. John's.

We look forward to visiting with you!

George Beckett, CHLA/ABSC 2004 Conference Planning Committee Chair



À L'EXTRÉMITÉ

Congrès CHLA/ABSC Conference
14 au 18 mai 2004
St. John's, Terre-Neuve-et-Labrador

INVITATION

Chères collègues,
Chers collègues,

Le comité de planification de 2004 de l'ABSC/CHLA vous invite cordialement à assister au 28^e Congrès annuel de l'Association des bibliothèques de la santé du Canada qui se tiendra à St. John's, Terre-Neuve-et-Labrador, du 14 au 18 mai 2004.

Le thème de notre conférence, **À l'extrémité**, reflète la situation géographique de la conférence et l'état actuel de notre profession. Des changements continuels nous mènent vers des directions autant négatives que positives. La façon d'aborder cette problématique ainsi que la gestion de notre emploi sont les principaux sujets de la conférence.

Notre comité de planification a mis tout en oeuvre pour vous offrir une conférence agréable et stimulante professionnellement. Nous sommes assurés que nous avons développé un excellent programme incluant des conférenciers locaux, nationaux et internationaux sur des sujets variés, des formateurs qui transmettront les compétences et les connaissances nécessaires dans nos Cours de formation continue accrédités ainsi que des exposants qui démontreront la variété des produits et services disponibles pour les bibliothèques de la santé. Il suffit de parcourir le Programme préliminaire et de constater tout ce que la conférence de 2004 peut vous offrir.

L'hôtel où se tiendra la conférence, le Delta St. John's, est situé dans le centre-ville historique de Saint-Jean. La province de Terre-Neuve-et-Labrador est mondialement reconnue pour son hospitalité. Venez découvrir la ville à pied, par des activités et une panoplie d'événements qui combleront tous les goûts. De notre cérémonie d'ouverture à la cave à vins historique Newman jusqu'à notre banquet de homard avec le super-théâtre de Terre-Neuve en passant par les soupers de groupe et la tournée des bars, voici l'occasion de profiter d'un séjour unique dans la ville de St. John's.

Nous attendons votre visite avec impatience.

George Beckett, présidente du Comité de planification du Congrès 2004 de l'ABSC/CHLA

Continuing Education – Formation Professionnelle

All C.E. courses will be held at Memorial University of Newfoundland

Friday May 14

8 am – 12 pm

vendredi 14 mai

1. PDAs@YourLibrary: Denise Koufogiannakis
Implementing Services and Content for Users of Personal Digital Assistants

This half-day course will provide you with new ideas and practical solutions for implementing PDA services and resources in a health sciences library. Reference services, educational sessions, and collection development will be explored within the context of PDA users' needs. Find out what health sciences resources are available for your collection, and discuss costs and implementation models of these resources. Learn what services are practical, viable and easy to implement. You will be introduced to what other libraries are doing, and work through possible solutions for your own library. Results of research done at the University of Alberta will also be discussed as a starting point for decision making.

2. Research Methods for Health Sciences Librarians Jessie McGowan

This course will provide an overview of the types of research that are conducted by librarians and/or in libraries. Participants will learn to formulate research questions to help answer some of their current problems and issues related to information science. At the end of this course, participants will understand the appropriate methodologies that can be used to answer their research questions.

Friday May 14

1 pm – 5 pm

vendredi 14 mai

3. Getting Yourself Published: The Basics of T. Scott Plutchak
Scholarly Publishing in the Library and Information Sciences Literature

This course will cover the basics of developing scholarly articles in the library and information science field, preparing them for publication and working through the publication process. Topics include: organizing the paper and developing the various sections; tips for clear writing; the submission process; what to expect from peer review, editorial review and revision; intellectual property considerations; and ethical issues in scholarly publishing.

4. Reference Services on the Digital Frontier Kathryn Arbuckle

Digital reference using e-mail and chat technology has expanded rapidly in the library community. This session will discuss forms of digital reference and the choices of platforms available, standards and challenges in providing quality service, and choosing between co-operative services or going it alone. A demonstration of a live chat reference interaction using the 24/7 platform is planned as part of the session.

Continuing Education – Formation Professionnelle

Saturday May 15

8 am – 12 pm

samedi 15 mai

5. Designing Instruction for Adult Learners

Dr. Vernon Curran

This course is intended to introduce participants to fundamental principles and methods underlying the instructional design process. Instructional design is a systematic process for making decisions about the development, delivery and evaluation of learning activities. The basic process of instructional design consists of needs assessment, identifying learning objectives, and designing evaluation procedures to ensure that goals and objectives have been met. In this course, participants will have the opportunity to apply these steps in the design of adult learning programs. Participants will also have an opportunity to learn about themselves as adult educators and identify and discuss the unique characteristics of adult learners and implications of these for the design of adult learning instruction.

6. Evaluating Consumer Health Websites

Dr. Gunther Eysenbach

If a website falls short of consumer needs and expectations, the health website has failed to reach its aims. To achieve user-centric design, web developers ideally involve users in focus groups, interviews and usability tests. This tutorial is intended mainly for developers and third-party evaluators of consumer health information websites. The tutorial will start with reviewing common underlying principles, best practice codes, and ethical tenets that have been proposed for the development and evaluation of health websites. We will also discuss how consumers can and should be involved in the entire development process. Finally, drawing on the experience of the participants, we will discuss what criteria third parties (reviewers, certifiers) and consumers should and can look at when evaluating a health website.

Saturday May 15

1 pm – 5 pm

samedi 15 mai

7. Designing Instruction for Adult Learners

Dr. Vernon Curran

Continued from the morning session

8. Electronic Resources: From Purchase to Promotion

Louise White

This session will explore the issues raised by the changing balance between print and electronic resources in library collections. The process of buying electronic resources, establishing access, cataloguing and creating resource lists has changed. Methods of informing users about the availability of electronic resources, as well as how they are best used, will be additional topics for discussion.

Conference Program – Programme du Congrès

Thursday May 13

jeudi 14 mai

5:30 pm – 8:00 pm

Registration at the Delta Hotel – main lobby

Friday May 14

vendredi 14 mai

7:00 am – 8:30 am

Registration at the Delta Hotel – main lobby

9:00 am – 5:00 pm

CHLA/ABSC Pre-Conference Board Meeting, Health Sciences
Centre, Room H2860

8:00 am – 12:00 pm

Continuing Education
held at the campus of Memorial University of Newfoundland

1. PDAs@YourLibrary:
Implementing Services and Content
for Users of Personal Digital Assistants

Denise Koufogiannakis

2. Research Methods for
Health Sciences Librarians

Jessie McGowan

12:00 pm – 2:00 pm

Registration at the Delta Hotel – main lobby

1:00 pm – 5:00 pm

Continuing Education
held at the campus of Memorial University of Newfoundland

3. Getting Yourself Published:
The Basics of Scholarly Publishing in the
Library and Information Sciences Literature

T. Scott Plutchak

4. Reference Services on the Digital Frontier

Kathryn Arbuckle

5:00 pm – 7:00 pm

Registration at the Delta Hotel – main lobby

6:30 am – 7:30 am**Morning Walk**

Join your colleagues for a morning “constitutional”. Meet in the lobby of the Delta Hotel

8:00 am – 4:00 pm**Registration at the Delta Hotel – crush lobby****8:45 am – 9:00 am****Conference Opening Welcome – Salon A**

Conference Opening Welcome from George Beckett, Conference Planning Committee Chair and Laurie Scott, CHLA/ABSC President 2003/04

9:00 am – 10:00 am**Opening Keynote – Salon A****Health services and the need for information – Sister Elizabeth Davis**

Sister Elizabeth Davis fulfilled the duties of President and Chief Executive Officer with the Health Care Corporation of St. John's (HCCSJ) from 1994 to 2000. It was in her role as head of the HCCSJ that Sister Davis helped oversee a major reorganization of the health care system in the Province. During her time with HCCSJ, a number of services were integrated, and the corporation was a partner in creating the Newfoundland and Labrador Centre for Health Information, and the Newfoundland and Labrador Centre for Applied Health Research. Prior to her service with the HCCSJ, Sister Elizabeth was executive director of St. Clare's Mercy Hospital and a high school teacher. She served as one of three Commissioners on the Royal Commission on Renewing and Strengthening Newfoundland and Labrador's Place in Canada.

She holds a B.A. and B.Ed. from Memorial University of Newfoundland, an M.A. (Theology) from the University of Notre Dame and an M.H.Sc (Administration) from the University of Toronto. She was also recently honoured with an honorary Doctor of Laws from Memorial University of Newfoundland. Sister Elizabeth is currently a doctoral student at the Toronto School of Theology, University of Toronto.

Sister Elizabeth has been a member of many boards and is currently a member of the Medical Council of Canada, the National Board of Medical Examiners of the United States, the Canadian Health Services Research Foundation, the Editorial Advisory Board of *Hospital Quarterly*, and the Advisory Committee on Advocacy for the Catholic Health Association of Canada. She has spoken provincially, nationally and internationally on transforming the health care system, on maintaining a values-base in times of uncertainty, on ethics in this new time and on leadership today.

10:00 am – 10:30 am**Refreshment Break & Opening of Exhibits – Salon B & D****10:30 am – 12:00 pm****Panel Discussion I – Salon A****Changing patterns in information dissemination – the SARS example**

Join our panel of health professionals, librarians and the media in this discussion about their health information needs experienced during the SARS outbreak. Were there “special” needs that could or could not be met? What role do health libraries and health librarians play in satisfying those needs? What can the experience of the SARS crisis tell us about health information needs?

12:00 pm – 1:30 pm**Lunch On Your Own & Visit the Exhibits****12:15 pm – 1:15 pm****EBSCO Information Services Lunch ‘n’ Learn**

Join EBSCO Information Services for lunch and learn about their databases and products. Registration is limited.

1:30 pm – 2:30 pm

Panel Discussion II – Salon A

Subscription agents in the digital age

Join our panel of subscription agency representatives, librarians and publishers as they examine the role of subscription agents in the era of the electronic journals. What role is there for subscription agents? Will they survive the switch to electronic media or are they obsolete? This discussion should help libraries clarify what subscription agents can or cannot do in this period of change.

2:30 pm. – 3:00 pm

Opening of Posters – Salon A

Take this opportunity to browse through the posters and discuss the issues presented with the poster authors

3:00 pm – 3:30 pm

Refreshment Break and Visit the Exhibits & Posters

3:30 pm – 5:00 pm

Contributed Papers Concurrent Sessions

Session 1 – Changing Structures – Salon A

1.1 Innovations & controversies in scholarly communication - Anne Smithers, Queens University

Digital technologies and the Internet are having a dramatic and profound impact on scholarly communication and control of access to information. Traditional print resources, primarily serials, are increasingly being digitized, and are enthusiastically embraced by information consumers. Despite the premise of reduced production and distribution costs for the online versions, escalating serials prices, which libraries have been facing for many years, are continuing. Desk-top access to full-text information resources leads health care administrators, health care professionals, and students to assume that all information is freely available, at no cost and without requiring library services. There is little recognition that libraries often face a "permission crisis", whereby limits are placed on how libraries and information consumers may use these electronic resources. New initiatives, many of which advocate "open access" to scholarly scientific information, are developing in response to both the pricing and permission crises. Electronic resources, whether fee-based or free, are raising new issues for libraries and publishers that must be resolved. Health sciences librarians must keep abreast of the changing information environment and the variety of different strategies that are being employed to address the growing demand for timely, convenient, fair, and equitable access to information. This ever-changing information environment provides ample opportunity for health sciences librarians in all settings to take a leadership role in promoting the innovations and resolving the controversies in scholarly communication.

1.2 Using technology to leverage journal content at the Canadian Medical Association - Deborah Scott-Douglas, Information Services, Canadian Medical Association

In the spring of 2003, the Information Services Unit (IS) of the Canadian Medical Association created a site on the corporate Intranet to which it migrated its network-based catalogue and other e-resources using DBText WebPublisher. The project provided an opportunity to exploit web-based capabilities to overhaul a costly and inefficient -- but highly valued -- paper-based journal routing service. Tables of contents for new journals are scanned then "pushed" to clients based on pre-defined user profiles. Accompanying the image is a link to the full text for the issue of the journal, if available electronically. Complementing the email-based Table of Contents service are Table of Contents and eJournals pages on the IS intranet site. The Table of Contents page facilitates general browsing of the newest issue of all journals in the collection and the eJournal section provides access to the full text of journals to which the library subscribes. The Table of Contents and eJournal service have become a cornerstone of the IS Intranet site. Clients appreciate the easy access, the ability to customize, and the fact that it is delivered to their desktops. In addition, the services can now be extended to offsite clients previously excluded from the routing service. From an economic perspective, duplicate subscriptions have been eliminated, significantly reducing costs while maximizing access to, and usage of, journal contents. Journals are better managed and controlled along with significant efficiencies in staff time. The new service has raised

the profile of the IS unit across the organization and illustrates the leadership role that librarians can play in delivering relevant and timely information products tailored to the needs and interests of their clients. What were the technical challenges in building the system and what are the ongoing management issues? What are the issues surrounding the integration of electronic and paper-based journals into a coherent collection? What was the reaction of clients to giving up their routing service and how were they persuaded to try the new e-based service? How was the service marketed and promoted?

1.3 Chasing the sun: a virtual reference project between SAHSLC (S.A.) and SWICE (U.K.) – Susan Rockliff, Queen Elizabeth Hospital Library, Woodville, South Australia, Australia

In 2002, a discussion in the United Kingdom (U.K.) between South West Information for Clinical Effectiveness (SWICE) librarians (U.K.) and a member of the South Australian Department of Human Services Libraries' Consortium (SAHSLC) raised the possibility of developing an after-hours virtual reference service between the two consortium groups. The aim of the service is to put medical practitioners in contact with a librarian when urgent help is required in finding clinical medical information after hours. A trial project has begun and has been given the name "Chasing the Sun". The service will make use of time zone differences between the United Kingdom and Australia, so that librarians at work in another country will be able to answer urgent patient related queries that cannot wait until normal office hours. This talk looks at the development of "Chasing the Sun" from initial concept, funding proposal and trial project stage to implementation. It includes details of the groundwork, software evaluation, trials, outcomes, cost and benefits, future directions and potential problems yet to be experienced or overcome. This service is the first of its kind between health libraries in the world and offers potential for future worldwide expansion.

Session 2 – Challenges to Access I – Salon C

2.1 From the library to the community: community-based organizations as intermediaries for health information – Tiffany Veinot, Information Services, Canadian AIDS Treatment Information Exchange (CATIE), Toronto

Health Canada's HIV/AIDS Treatment Information Environmental Scan found significant barriers for community-based AIDS Service Organizations (ASOs) accessing treatment information in Canada, while at the same time demonstrating the desire of People living with HIV/AIDS (PHAs) to obtain information face-to-face, and from local sources such as ASOs. This presentation describes the results of a study undertaken by CATIE to assess the needs and preferences of ASOs for national library services.

2.2 Challenges to accessing health information – how the Canadian Health Network is structuring itself to facilitate access to all users - Sally Press and Christine Chang, Canadian Health Network

The Canadian Health Network (CHN) is a national, bilingual web-based health information service, comprised of a comprehensive network of over 900 Canadian non-profit health information providers with a primary focus on health promotion and disease and injury prevention. Specific organizations (Affiliates) select and evaluate resources to be added to the centralized website. This presentation will discuss the efforts of a Working Group set up within the CHN structure to look at the issue of controlled vocabulary and the different uses of terminology, and to evaluate means of resolving it. This includes the possibility of developing a tool (thesaurus) that reflects the terminology used by the public and bridges the varying usage of terms found among the different areas that make up public health.

5:00 pm – 6:00 pm

Group Discussions Session I – Salon A

Join your colleagues for small group discussions on topics of interest.

6:30 pm -

Conference Banquet

Prepare yourself for fun and food as we enjoy an evening of Newfoundland dinner theatre! Meet in the lobby of the Delta Hotel at 6:15 pm to walk together to the Majestic Theatre.

6:30 am – 7:30 am **Morning Walk**
Join your colleagues for a morning “constitutional”. Meet in the lobby of the Delta Hotel

7:30 am – 4:00 pm **Registration at the Delta Hotel – Crush lobby**

7:30 am – 8:00 am **CHLA/ABSC AGM Breakfast – Salon A**
Join your colleagues for breakfast at the 2004 CHLA/ABSC Annual General Meeting

8:00 am – 10:00 am **CHLA/ABSC Annual General Meeting - Salon A**

10:00 am – 10:30 am **Refreshment Break & Visit the Exhibits & Posters**

10:30 am – 12:00 pm **Invited Speakers – Salon A**

**Boomers and generations X/Y – redeveloping the library workforce –
Susan Cleyle**

Su will discuss the many issues involved in regenerating library staff as we move into the period of retirement for the baby boomers. How does a library go about ensuring that it has the skilled and motivated staff available that are essential to providing quality services? How does a small library address these issues compared to a large library? Join Su for an open discussion about this increasingly important issue.

The catalogue as master file – Louise White and Lisa Goddard

Lisa and Louise will discuss the issue of integrating the library catalogue with the wider library web site. Most libraries maintain both a web site and an on-line catalogue. In many cases we find ourselves reproducing cataloguing information on the website to provide multiple access points for users. Links to electronic resources like e-journals, indexes, government information, authoritative websites change often and can quickly become unmanageable when duplicated across multiple areas. The presentation will outline one academic library system's project to create custom web interfaces that are automatically updated when the changes are made to the cataloguing record. These interfaces maintain the supremacy of the cataloguing record as a centralized authority, but allow the library to create finding resources that are extremely customized to user needs.

12:00 pm – 1:30 pm **Lunch on your own. Visit the Exhibits & Posters
and CHLA/ABSC Chapter President's Luncheon**

1:30 pm – 2:30 pm **Invited Speaker - Salon A**

Humour is still the best medicine – Dr. Bill Eaton

Dr. Eaton will speak of the sociology, anthropology, history, and classification of humour, as well as the psycho-neuro-physiology of the laughter response!

2:30 pm. – 3:00 pm **CISTI Update – Bev Brown – Salon A**

3:00 pm – 3:30 pm **Refreshment Break, Closing of Exhibits & Visit the Posters**

3:30 pm – 5:00 pm **Contributed Papers Concurrent Sessions**

Session 3 – People Issues & Instruction – Salon A

3.1 Ontario hospital library managers' attitudes toward volunteers – Mary McDiarmid and Ethel Auster, University of Toronto

This presentation examines key issues identified in our research, funded by the Canadian Health Libraries Association, regarding the attitudes of Ontario hospital library managers toward the use of volunteers in hospital libraries. Between March 23, 2003 and May 15, 2003, eighty-nine library managers in Ontario hospital libraries were sent a mail survey questionnaire. The findings showed that a majority of managers did not believe their libraries were adequately staffed with paid employees. Volunteers were more likely to be used by managers who did not believe their libraries were adequately staffed. Our discussion focuses on the extent of volunteer use and describes the activities that volunteers perform; the attitudes of Ontario hospital library managers toward volunteers; and the reasons for not using volunteers. The implications of volunteer use on library staff time, budget, staff relations and public image are presented.

3.2 Impact of librarians in first year medical student problem-based learning (PBL) groups: a randomized controlled trial - Denise Koufogiannakis and Jeanette Buckingham, John W. Scott Health Sciences Library; David Rayner, Department of Laboratory Medicine and Pathology, University of Alberta

In a pilot project in 2002, librarians were introduced into the PBL groups during the introductory course for all MD/DDS students at the University of Alberta. Librarians worked with group facilitators to help guide the students in their selection of information resources for PBL cases and to help build the students' critical understanding of the clinical literature. Anecdotal evidence, from both faculty and students, suggests that the librarians' contribution was positive and much-valued. The purpose of this 2003 study was to determine whether having a librarian present in the small groups improved understanding of evidence-based medicine concepts, understanding of the medical literature, and information access skills. This presentation outlines the study and the results which used objective measures to determine whether there is any value added by including librarians at the small-group level.

3.3 No time for MEDLINE - S. Fahey, Health Sciences Library, Memorial University of Newfoundland and T. Rader, BMJ Publishing Group, London, UK

The focus of medical publishing is shifting from primary research results (information) to critically appraised summaries of research evidence (knowledge). Publishers and associations have begun presenting the evidence in a clinical context through guidelines, summaries, health technology assessments, and decision support tools. As the awareness of and need for evidence in practice increases, new products and services are being created and marketed to our users to address this issue. These products have the potential to save physicians time and frustration when searching for the best evidence and making clinical decisions. This presentation will try to answer the questions: Is MEDLINE the best tool to find this evidence? Is teaching MEDLINE search skills the best use of our time as instruction librarians?

Session 4 – Instruction – Salon C

4.1 Developing information literacy skills in nursing and rehabilitation therapy students - Paola Durando and Patricia Oakley, Bracken Health Sciences Library, Queen's University

The environment in which nurses and rehabilitation therapists practice their professions is rapidly changing, resulting in changes in the skill sets and competencies required of new graduates. Evidence-based practice models, for example, require that nurses, physical therapists and occupational therapists have the ability to identify, locate and critically appraise research findings. This presentation will discuss information literacy programs developed by the authors in collaboration with faculty members that enable students to acquire advanced search strategy skills, develop critical appraisal techniques, and to explore the implications of literature findings for clinical practice. The long-term goal of these library programs is to graduate practitioners who will not only apply the information seeking and critical analysis skills they have learned in practice, but who will also hopefully participate in scholarly activities and thus contribute to the evidence base in their disciplines.

4.2 Using a blended instruction model for teaching remote health professionals: the northern Ontario experience - Alexander Lyubechansky, Library & Information Services, Health Sciences North, Thunder Bay, ON and Joanne Muellenbach, Health Information Resource Centre, Northern Ontario Medical School, Thunder Bay, ON

In 2000 a new, state-of-the-art regional library services project for health professionals began to develop in Northern Ontario. Since 2002, the Northern Ontario Virtual Library (NOVL) and Library & Information Services of Health Sciences North became established library services. As a result, health professionals and learners throughout Northern Ontario now have 24/7, online access to high-quality biomedical databases, full text journals and textbooks, and other electronic resources, including on-site database training and on-going user support. This presentation will outline the resulting increased demand by health professionals for database training that is customized and provided in a timely manner and how the authors have dealt with this demand. Due to the vast distances between rural and remote urban communities throughout Northern Ontario, coupled with a harsh climate, on-site library training is not always possible. The authors have utilized a blended instruction model that incorporates various technologies with traditional teaching in order to overcome the barriers of distance, the wide range of learning styles, and varying degrees of comfort with information technology.

5:00 pm – 6:00 pm

Group Discussions Session II – Salon A

Join your colleagues for small group discussions on topics of interest.

6:30 pm -

Hospitality Events

Look forward to an evening with many social activities; no-host dinners, and pub crawls are but a few of the many choices

6:30 am – 7:30 am**Morning Walk & Signal Hill Hike**

Join your colleagues for a morning “constitutional”. Meet in the lobby of the Delta Hotel. For the brave at heart (and possessing a good cardiovascular system!) a special hike around Signal Hill will take place weather permitting.

8:00 am – 9:30 am**Registration at the Delta Hotel – Crush lobby****9:00 am – 10:30 am****Contributed Papers Concurrent Sessions****Session 5 Challenges to Access II – Salon A**

5.1 A systematic review of access to information resources for health care professionals – Jessie McGowan, Institute of Population Health, University of Ottawa

Implicit in the movement towards evidence based practice is the need for access to current best evidence. Historically, health care professionals have used a variety of information resources to provide informed, evidence-based care. Advances in information technology have made a variety of electronic and web-based resources available. However, it is unclear if Internet access or attempts to provide access to electronic information as opposed to traditional resources improves health outcomes for patients. Furthermore, does the type of resources that health care professionals have access to electronically impact the effect? This presentation will outline a systematic review, currently underway, of interventions to improve or provide access to electronic resources for health care practitioners and attempt to determine if the type of resource or platform impacts the observed effects.

5.2 A vision for teaching hospital libraries – on the edge of new technology for information and service delivery - Anne Allgaier, Northern Health Authority, Prince George Regional Hospital, B.C. and Jami van Haaften, Sudbury Regional Hospital Health Sciences Library, Ontario

A hospital in Northern Ontario and one in central British Columbia develop a vision for their teaching hospital library service. What does it mean to become a teaching hospital library? This presentation will review how current library standards can be applied in a hospital library setting to help define the parameters of a teaching hospital library service.

5.3 Trying not to fall off the edge: assembling the pieces of the health information mosaic in Saskatchewan – Janet Bangma, Health Sciences Library, University of Saskatchewan and Susan Powelson, Regina Qu'Appelle Health Region

At CHLA/ABSC 2003, the presenters reported on the development of a proposal to deliver a suite of healthcare information resources to all health care practitioners in the province. This presentation reports on the progress of the project. The project is a ground breaking provincial initiative involving multiple library sectors as well as health regions that do not currently have their own library services. SHIRP is faced with such challenges as marketing, authentication, development of a single point of access for all resources, and how to deliver training across an entire province. This presentation will discuss these issues and present solutions that have been developed to date.

Session 6 Challenges to Access III – Salon C

6.1 NEOS Library Consortium – a model of library cooperation & resource sharing in Alberta - Connie Clifford, Caritas Health Group, Edmonton

NEOS is a consortium of nineteen government, health, college and university libraries within Alberta that cooperate to share resources, technology, collections and people. Libraries large and small, rural and urban, academic and special – NEOS has them all. This presentation will examine the organizational structure and services provided by NEOS.

6.2 Equity of access: can consortia and clinical knowledge programmes truly address the imbalance? an Australian view - Marijana Bacic, Southern Health Library Network, Melbourne, Australia

A number of clinical knowledge programmes have been implemented by several states and one territory in Australia with the shared aim of providing an electronic library of health information to professionals within the clinical setting. These programmes supplement library initiatives that have resulted in the formation of consortia for the purchase of certain electronic resources, and other co-operative ventures which aim to redistribute the costs associated with the provision of clinical information. This presentation will provide an overview of developments in Australia and seek to answer the question of whether these programs have been effective in addressing inequities in access to health information.

10:30 am – 11:00 am**Refreshment Break – Crush lobby****11:00 am – 12 pm****Closing Keynote – Salon A****Challenges to accessing health information – Dr. Gunther Eysenbach**

Gunther Eysenbach, MD (University of Freiburg/Germany) MPH (Harvard University), is currently Senior Scientist at the Centre for Global eHealth Innovation at the Toronto Research Institute/Toronto General Hospital and Division of Medical Decision Making and Health Care Research, and holds an academic appointment as Associate Professor at the Department of Health Policy, Management and Evaluation, University of Toronto.

He founded and headed a research group on cybermedicine and eHealth at the University of Heidelberg between 1999 and 2001, where his main research interest was consumer health informatics, and came to Canada in March 2002 to join Alex Jadad in building up the Centre for Global eHealth Innovation in Toronto.

He is the author of a German textbook for computers in medicine (which he wrote at the age of 24), editor of a loose-leaf book on computers for physicians, founding editor and editor-in-chief of the Journal of Medical Internet Research, the leading global eHealth journal. Dr. Eysenbach has authored more than 90 publications, including more than 30 book-chapters as well as several pioneer studies and comments on cybermedicine, e-health and Consumer health informatics, published in respected international journals such as JAMA, BMJ, and Lancet.

12:00 am to 12:30 am**Conference Closing Remarks And Invitation to the 2005 Conference – Salon A****2:00 pm – 5 pm****CHLA/ABSC Board Post-Conference meeting, Delta Hotel**

Speaker and Instructor Biographies

Biographies d'orateur et d'instructeur

Anne Allgaier has been the Librarian at the Prince George Regional Hospital since 1989, and has gone from serving staff in a regional hospital of just over 300 beds to providing regional service to an area that covers half the province of British Columbia. Anne is currently a member of a working group of the BC Academic Health Council's e-Health Libraries of BC initiative. When not tending to her library, Anne is tending to her Great Dane named Hrothgar, or reading.

Kathryn Arbuckle holds a joint appointment between the University of Alberta Libraries and the Faculty of Law as the Law Librarian at the John A. Weir Memorial Law Library at the University of Alberta. The University of Alberta Libraries have been involved in digital chat reference services for over three years, building on an existing e-mail reference service. Since June of 2003 Kathryn has managed the chat reference service operated by the University of Alberta Libraries. She has served as treasurer of the Canadian Library Association, and is active in a number of professional associations.

Marijana Bacic is currently employed as Deputy Librarian at Southern Health, the largest public health care network in Victoria, Australia. Previously, Marijana worked in academic, public, school, and other special libraries. She has also worked in the private sector - at Dynix and DA Information Services in Australia and at Pliva Pharmaceuticals in Croatia. Marijana is the current Editor of *Health Inform*.

Janet Bangma is the Head of the Health Sciences Library at the University of Saskatchewan. Prior to that she was Head, Outreach Services at East Carolina University in North Carolina. She holds a Master in Library and Information Studies from Dalhousie University as well as a Master in Education with a specialty in Information Technology from East Carolina University. Janet is active in the Saskatchewan Health Libraries Association (SHLA) of which she is past president. She is currently a member of the SHLA Taskforce to the Saskatchewan Academic Health Sciences Network.

Christine Chang (MA, MIST) selects and catalogues resources for SMARTRISK, the Injury Prevention Affiliate of the Canadian Health Network (CHN). Christine also coordinates the CHN group tasked with addressing the issue of controlled vocabulary. Christine recently managed the production of the first-ever Thesaurus of Injury Prevention Terminology.

Susan Cleyle has a B.A. from Mount Allison University and an M.L.I.S from Dalhousie University. She is currently the Associate University Librarian (Queen Elizabeth II Library) at Memorial University of Newfoundland and President of the Canadian Association of College and University Libraries. Prior to this, Su was involved with library systems. Here she learned that technology has a human factor that needs to be nurtured for any library to have a successful automated service structure. Su has written and spoken on a variety of topics throughout her career including staff development and staff renewal.

Connie Clifford is Coordinator of Library Services for Caritas Health Group, Alberta's largest faith-based provider of health care. Connie is currently Executive Chair of the NEOS Library Consortium, a group of 19 academic and special libraries in central Alberta that share resources, an online catalogue and an integrated library system.

Dr. Vernon Curran is Co-Director of the Centre for Collaborative Health Professional Education and an Assistant Professor (Medical Education Specialist) with the Faculty of Medicine, Memorial University of Newfoundland. He is also cross-appointed to the Faculty of Education. He teaches undergraduate and graduate level coursework in adult learning methods, adult learning and development, adult education organization and administration, and inter-professional education methods to health professional educators.

Sister Elizabeth Davis fulfilled the duties of President and Chief Executive Officer with the Health Care Corporation of St. John's (HCCSJ) from 1994 to 2000. It was in her role as head of the HCCSJ that Sister Davis helped oversee a major reorganization of the health care system in the Province. During her time with HCCSJ, a number of services were integrated, and the corporation was a partner in creating the Newfoundland and Labrador Centre for Health Information, and the Newfoundland and Labrador Centre for Applied Health Research. Prior to her service with the HCCSJ, Sister Elizabeth was executive director of St. Clare's Mercy Hospital and a high school teacher. She served as one of three Commissioners on the Royal Commission on Renewing and Strengthening Newfoundland and Labrador's Place in Canada.

She holds a B.A. and B.Ed. from Memorial University of Newfoundland, an M.A. (Theology) from the University of Notre Dame and an M.H.Sc (Administration) from the University of Toronto. She was also recently honoured with an honorary Doctor of Laws from Memorial University of Newfoundland. Sister Elizabeth is currently a doctoral student at the Toronto School of Theology, University of Toronto.

Sister Elizabeth has been a member of many boards and is currently a member of the Medical Council of Canada, the National Board of Medical Examiners of the United States, the Canadian Health Services Research Foundation, the Editorial Advisory Board of *Hospital Quarterly*, and the Advisory Committee on Advocacy for the Catholic Health Association of Canada. She has spoken provincially, nationally and internationally on transforming the health care system, on maintaining a values-base in times of uncertainty, on ethics in this new time and on leadership today.

Paola Durando works at the Bracken Health Sciences Library at Queen's University in Kingston, where she is the liaison librarian for Rehabilitation Therapy and for Life Sciences. Prior to that, she was a public library director in B.C.

Dr. Bill Eaton has been a Family Physician for thirty years and an Associate Professor of Family Medicine at Memorial University of Newfoundland since 1980. He describes himself as a witty and engaging speaker and has come upon Humour as a universal medium through which to practice his hobby of public speaking. He was educated in St. John's and after two years residency on the mainland returned to work as a GP/anesthetist in Carbonear, Newfoundland where he began to learn about life. He currently spends much of his clinical time in the Palliative Care unit offering comfort to those people facing the end of life.

Dr. Eaton teaches communication skills to 1st year medical students, Palliative Care and Care of the Elderly to 4th year students and Family Medicine residents, and evidence based medicine to residents and community physicians. He loves a good seminar and he loves to talk.

Dr. Gunther Eysenbach, MD (University of Freiburg/Germany) MPH (Harvard University), is currently Senior Scientist at the Centre for Global eHealth Innovation at the Toronto Research Institute/Toronto General Hospital and Division of Medical Decision Making and Health Care Research, and holds an academic appointment as Associate Professor at the Department of Health Policy, Management and Evaluation, University of Toronto.

He founded and headed a research group on cybermedicine and eHealth at the University of Heidelberg between 1999 and 2001, where his main research interest was consumer health informatics, and came to Canada in March 2002 to join Alex Jadad in building up the Centre for Global eHealth Innovation in Toronto.

He is author of a German textbook for computers in medicine (which he wrote at the age of 24), editor of a loose-leaf book on computers for physicians, founding editor and editor-in-chief of the Journal of Medical Internet Research, the leading global eHealth journal. Dr. Eysenbach has authored more than 90 publications, including more than 30 book-chapters as well as several pioneer studies and comments on cybermedicine, e-health and Consumer health informatics, published

Susan Fahey is a Public Services Librarian at the Health Sciences Library Memorial University of Newfoundland, where she is Instruction Co-coordinator and NLHKIN Co-ordinator. She has a special interest in information literacy and the role it plays in the delivery of health information to all.

Lisa Goddard is currently the Manager of Information Technology Services at Memorial University of Newfoundland Libraries. She holds degrees from Queen's University (BA hon.), McGill University MLIS), Memorial University of Newfoundland (Graduate Dip. I.T.) and is a Cisco Certified Network Associate. Lisa is currently the co-convenor of the CLA's Emerging Technologies Interest Group. Before joining the glamorous world of library systems, Lisa worked above ground as an Information Services Librarian at Marianapolis College in Montreal. Recent projects include the development of dynamic web interfaces that provide custom access to the integrated library system and various other back end databases.

Denise Koufogiannakis is the Collections Manager at the John W. Scott Health Sciences Library, University of Alberta. She has been involved with evidence-based medicine and undergraduate medical education for the past five years, and is also an advocate of evidence-based librarianship. She has also been a PDA user for several years and began implementing PDA library services in the summer of 2001. She chairs the PDA Working Group for the University of Alberta Libraries, and is interested in finding new ways to meet library users' needs for accessing information.

Alexander Lyubechansky is Director, Library and Information Services, Health Sciences North, in Thunder Bay, Ontario. Alexander earned his Master in Library and Information Science from the University of Western Ontario, and over the past 18 years, has worked in academic and health sciences libraries in Canada and the United States.

Mary McDiarmid recently achieved her Master of Information Studies and her research on library volunteers was part of her program of studies at the Faculty of Information Studies, University of Toronto. She has been involved in the provision of health information in hospital libraries for over 16 years. She has served twice as President of the Central Ontario Health Libraries Association and is an active member of the Canadian Library Association and Canadian Health Libraries Association.

Jessie McGowan, MLIS, AHIP is research librarian at the Institute of Population Health /Ottawa Health Research Institute. She is also an Adjunct Professor in the Department of Medicine at the University of Ottawa and an Associate Editor with the Journal of Clinical Epidemiology. She works with the Cochrane Collaboration's EPOC Group as a Trials Search Coordinator and is involved with the Cochrane Musculoskeletal Group. She has worked on Cochrane reviews as an author and providing librarian support. She has 14 peer reviewed publications as well as 15 publications in library and non-peer reviewed journals. She has been President of the Ontario Health Libraries Association and Canadian Health Libraries Association (CHLA/ABSC) and currently is a Co-Chair of the Steering Committee of the National Network of Libraries for Health, a task force of CHLA/ABSC. Her research interests include knowledge transfer, evidence-based methodologies and information access, retrieval and dissemination.

T. Scott Plutchak has been Associate Professor and Director of the Lister Hill Library of the Health Sciences at the University of Alabama at Birmingham (UAB) since 1995. He has served as Editor of the Journal of the Medical Library Association since 1999. Prior to coming to Birmingham, he was Director of the Health Sciences Library at St. Louis University in St. Louis, Missouri, following several years at the National Library of Medicine as a Library Associate and then Technical Information Specialist. He has made numerous presentations and written extensively in a number of areas, most frequently regarding scholarly publishing and intellectual property issues.

Susan Powelson has worked at the University of Alberta, Albert Justice Provincial Court Libraries and currently is the Library Director for the Regina Qu'Appelle Health Region. Susan is active in the Saskatchewan Health Libraries Association (SHLA) and chairs the SHLA Taskforce to the Saskatchewan Academic Health Sciences Network.

Sally Press works for the Leisure Information Network in Toronto, one of the two organizations comprising the Canadian Health Network Active Living Affiliate. She has worked in academic and special libraries as well as on website projects. As part of her CHN work she is participating in a working group analyzing subject headings currently used on the site, with the intention of making it easier for users to find information. She is also planning a thesaurus of terms used in the area of "active living".

Patricia Oakley is the Nursing Librarian for the Collaborative Nursing Program, Queens University and St. Lawrence College, Kingston, Ontario.

Sue Rockliff is Senior Librarian at The Queen Elizabeth Hospital, a teaching hospital of the University of Adelaide, and is a past Director of the Hospital's Research Foundation. She has been an office bearer with the Australian Library and Information Association's health libraries section and is a former state group president. Currently she is on the management committee of the South Australian Human Services Libraries Consortium and chairs its technical advisory group. Sue has been heavily involved in the development of electronic services for health professionals and has given presentations on issues surrounding the management of web based resources at various seminars.

Deborah Scott-Douglas is Director of Information Services at the Canadian Medical Association where she is responsible for serving the research and information needs of Association staff. In addition, she is responsible for providing online clinical reference tools and services to 57,000 members. Previous positions include Librarian, Whipple Library for the History and Philosophy of Science, University of Cambridge, and Reference Librarian, Winspear Business Reference Library, University of Alberta.

Anne Smithers is the Head of Technical Services/Document Delivery at the Bracken Health Sciences Library, Queen's University in Kingston, Ontario. Anne served on the CHLA/ABSC Task Force on Resource Sharing II (1997-1999). Her major interests are access to information, the digitization of resources, and new publishing initiatives.

Jami van Haften (M.L.S., University of Michigan, 1979) has been with the Northeastern Ontario Regional Cancer Centre Library in Sudbury since 1995. In 2004, with institutional integration, Jami became library manager of the Sudbury Regional Hospital & Integrated Cancer Program library services. She currently serves as Northern Lights Health Libraries Association (CHLA/ABSC Chapter) President (2002-2004), and is incoming Vice President for the Ontario Health Libraries Association (2004-2005). In a volunteer capacity Jami is President of Friends of Canadian Libraries.

Tiffany Veinot is the Director, Information Services at the Canadian AIDS Treatment Information Exchange (CATIE), where she manages CATIE's National Reference Library, Internet Services and Computer Services. Tiffany is also a Co-Investigator for the Positive Youth Project, a collaborative research project with the Hospital for Sick Children, TeenNet, Positive Youth Outreach, and community partners. Additionally, Tiffany is an information consultant to community health centres and hospitals. She was also Coordinator, Information Services at Education Wife Assault (EWA) for six years.

Louise White has been the Head of Electronic Resources and Serials of the Queen Elizabeth II Library, Memorial University of Newfoundland since 1997. She has been a librarian with Memorial since graduation from the Dalhousie School of Library Services in 1985, first as a reference librarian then as the Head of Lending Services. The last six years of Louise's professional practice have been focused on the changing balance between print and electronic journals. She has a particular interest in what it takes to create, maintain and promote the virtual library.

Poster Presentations - Présentations D'Affiche

Posters will be open for viewing: **Sunday, May 16, 2:30 pm – 3:30pm**
Monday, May 17, at the morning, lunch and afternoon breaks

The Challenge of identifying randomized controlled trials in complementary and alternative medicine

Shaila Mensinkai - Information Specialist, Canadian Coordinating Office for Health Technology Assessment (CCOHTA)
Donald R. Husereau - Research Officer, Canadian Coordinating Office for Health Technology Assessment (CCOHTA)
Tammy Clifford – Director, Chalmers Research Group

Diving into systematic reviews: finding and developing evidence-based reviews

Diane Lorenzetti – Research Librarian, Institute of Health Economics, Centre for Health and Policy Studies, Department of Community Health Sciences, University of Calgary
Helen Lee Robertson - University Library, University of Calgary
Roger E. Thomas - Faculty of Medicine, University of Calgary
Laura Ghali - Faculty of Medicine, University of Calgary
Maureen Wedderburn - Education Resource Centre for Continuing Care, Calgary
Heather Ganshorn - University Library, University of Calgary
Elizabeth Aitken - Calgary Health Region
Judy Caban - Kerby Centre, Calgary

Finding the evidence for the common drug review: challenges for the information specialist

Sarah M. Vanstone - Library and Information Services, Canadian Coordinating Office for Health Technology Assessment (CCOHTA), Ottawa
Janet L. Joyce - Library and Information Services, Canadian Coordinating Office for Health Technology Assessment (CCOHTA), Ottawa

Impact and publication patterns: a model for examining resources in an international context

Erica Burnham - Macdonald Campus Library, McGill University
Alexander Jerabek - Assistant Systems Librarian, McGill University

Increasing access to evidence through guidelines – NICE and the NCCMH

Heather J. Wilder - Information Scientist, National Collaborating Centre for Mental Health, Centre for Evidence Based Mental Health, Department of Psychiatry, Warneford Hospital, Oxford

New collaborations - A learning object repository

Dianne Kharouba - Directrice/Director, Health Sciences Library/Bibliothèque des sciences de la santé, University of Ottawa

The Newfoundland and Labrador Health Knowledge Information Network – information when and where you need it!

George Beckett - Associate University Librarian (Health Sciences), Health Sciences Library, Memorial University of Newfoundland
Susan Fahey - NLHKIN Project Coordinator, Health Sciences Library, Memorial University of Newfoundland

On the edge: peer reviewing comprehensive search strategies in hemophilia and von Willebrand disease

Ellen Crumley - Clinical Librarian, Department of Pediatrics, University of Alberta
Kent Stobart - Associate Professor, Department of Pediatrics, University of Alberta
Neera Bhatnagar - Reference Librarian, Health Sciences Library, McMaster University

Online and wired: using the Internet as a tool for reaching HIV-positive-youth

Tiffany Veinot - Director, Information Services, Canadian AIDS Treatment Information Exchange (CATIE)
Sarah Flicker - Project Coordinator, TeenNet Project/Positive Youth Project
Department of Public Health Sciences, Faculty of Medicine, University of Toronto
Eudice Goldberg – Head, Division of Adolescent Medicine, The Hospital for Sick Children; Associate Professor, Departments of Paediatrics and Public Health Sciences, University of Toronto
Harvey Skinner – Professor & Chair, Department of Public Health Sciences, Faculty of Medicine, University of Toronto
Alex McClelland – Programs Coordinator, Positive Youth Outreach, a Program of the AIDS Committee of Toronto
Stanley Read – Head, Division of Infectious Diseases, The Hospital for Sick Children; Associate Professor, Departments of Paediatrics and Microbiology, University of Toronto
Jasmine Lauzon - Volunteer, Positive Youth Outreach, a Program of the AIDS Committee of Toronto
Paul Saulnier – Volunteer, Positive Youth Outreach, A Program of the AIDS Committee Of Toronto

Ovid Medline for dentistry: an interactive tutorial

Margaret Fulford - Faculty Librarian, Faculty of Dentistry, University of Toronto

Providing on-line and up-to-date health information to the residents of Newfoundland and Labrador

Bonnie Wheeler - Consumer Health Information Project Coordinator, Newfoundland and Labrador Centre for Health Information
Lucy McDonald - Director, Privacy and Communications, Newfoundland and Labrador Centre for Health Information

Remaining on the edge: case study of a barefoot librarian

Anne Parkhill - Centre for Clinical Effectiveness, Monash Medical Centre, Melbourne, Australia

Support staff: added edge to recruiting qualified library professionals of the future

Lois Severt - Ekstrom Library, University of Louisville
Jill Sherman - Kornhauser Health Sciences Library, University of Louisville
Nancy Utterback - Kornhauser Health Sciences Library, University of Louisville

A website to support interactive instruction for a course in evidence based medicine

Lorie Kloda - Instructional Technology Librarian, Health Sciences Library, McGill University

GROUP DISCUSSIONS - DISCUSSIONS DE GROUPE

Additional discussion topics will be identified at the conference

Sunday, May 16 5:00-6:00 pm

AHIP

Join Tom Flemming for an informational session on AHIP (the Academy of Health Information Professionals) – MLA's peer-reviewed professional development and career recognition programme. Tom is currently a member of the MLA Credentialing Committee, which reviews AHIP candidate portfolios. He will introduce the concept of AHIP and answer questions about it and the application process. If you have questions about how to apply for, or to renew, your membership in the Academy, or if you are simply curious about the benefits of membership, please plan to come along to this opportunity to learn more about AHIP. Everyone is welcome; you do not have to be a member of MLA to belong to AHIP. For further information in advance of the session at CHLA/ABSC, check out the Academy on the MLA web site at this address: <http://www.mlanet.org/academy/index.html>

Virtual Reference

Join Sue Rockliff for a discussion about virtual reference and its place in health libraries

Monday, May 17 5:00-6:00 pm

National Network of Libraries for Health

Join Patrick Ellis for a discussion of the current state of the National Network of Libraries for Health proposal

DOCLINE & EFTS

Join Bev Brown for and update on DOCLINE and the new EFTS option

Travelling to the Conference – Se render au Congrès

How to get to St. John's

...by Air

**Warning: When booking flights for CHLA/ABSC 2004, make sure there is no confusion - Ask for flights to St. John's, Newfoundland (airport code: YYT) not Saint John, New Brunswick! **

St. John's is an international airport with daily flights to and from most major Canadian cities and direct flights to and from London Heathrow several times a week. The St. John's Airport is located in the city. Driving from the airport to downtown takes approximately 15 minutes.

Canjet (<http://www.canjet.ca/>) - Fly to St. John's from major cities in Ontario, Quebec and Atlantic Canada.

- Reservations for groups of 9 or less can be purchased online.
- or Call: 1-800-809-7777

Westjet (<http://www.westjet.com/>) - Fly to St. John's from many major cities in Canada.

- Purchase your tickets online
- Or call:
 - Individual or small group reservations: 1-888-937-8538 or 1-800-538-5696
 - Group Reservations (10 or more passengers): 1-888-493-7853

Air Canada (<http://www.aircanada.ca/>) - Fly to St. John's from most major cities in Canada and directly from London, UK.

- Purchase your tickets online.
- Or call:
 - 1-888-247-2262 (Calling from Canada or USA)
 - Tel: (44) 08 705 247 226 (Calling from the United Kingdom)

Air Transat (<http://www.airtransat.com/>) - Fly to St. John's from Toronto.

- Purchase your tickets online.
- Or Call: 1-866-847-1112

Jetsgo (<http://www.jetsgo.net/>) - Fly to St. John's from many major cities in Canada.

- Purchase your tickets online.
- Or call: 1-866-448-5888

Provincial Airlines (<http://www.provair.com/>) - Offering flights to St. John's from Halifax or Labrador.

- Purchase your tickets online
- For group bookings please call: 1-800-563-2800

...by Land and Sea

Marine Atlantic (<http://www.marineatlantic.ca/>)

Ferry service operates between North Sydney, Nova Scotia and Port-aux-Basques, Newfoundland. During May 2004, expect night crossings to last approximately 7 hours, and day crossings to last 5 1/2 - 6 hours. Schedules are available at the Marine Atlantic website. It is recommended to make your reservation in advance.

- Call 1-800-341-7981.

Trans-Canada Highway

The Trans-Canada Highway (Route 1) crosses Newfoundland west to east from Port aux Basques to St. John's, a distance of 984 kilometers - a full day's drive. There is a high risk of moose/car collisions -- night driving on the Trans-Canada Highway is discouraged. To learn more about preventing a collision with a moose or to view the present road conditions, check out Newfoundland's Department of Works, Services, and Transportation web site at <http://www.roads.gov.nl.ca/>.

Buses

There is no train service in Newfoundland. You can take a bus to North Sydney, Nova Scotia, walk on the Marine Atlantic ferry and then bus, on DRL Buslines (<http://www.drlgroup.com/drltransit/drltransit.html>),

from Port-aux-Basques to St John's. SMT (Acadian) Buslines (<http://www.smtbus.com/>) and Greyhound Canada (<http://www.greyhound.ca/>) are two bus lines that travel to North Sydney, Nova Scotia.

Where to Stay

The Conference Hotel - Delta St. John's (<http://www.fortisproperties.com/hotels/delta/nl/>)

When making reservations, be sure to say you are attending CHLA/ABSC 2004 and ask for the conference rate. The Delta St. John's is located downtown, at 120 New Gower Street, a good location from which to explore the historic part of the city. Rooms on the south and east sides of the hotel have a view of the harbour and narrows. CHLA/ABSC 2004 participants are encouraged to stay at the hotel so minimum booking rates can be met to guarantee prices.

For reservations:

- Call 1-800-268-1133
- Email: deltanet@deltahotels.com

Prices as of November 2003:

- \$160 per day for a single/double occupancy (1 or 2 beds) All rooms are subject to 15% HST Tax.

Note: If you join Delta Privilege (it is free to join) and have an aeroplane account you can get 500 aeroplane miles for staying at the Delta. There are other benefits too such as free local calls, faster check in, etc. Check out <http://www.deltahotels.com/privilege/privilege.jsp> for more information.

Alternate Accommodations

Looking for something a little different? Downtown St. John's is home to many inns, B & B's, and hotels. Dozens of B & B's are located in the downtown area (Queen's Road, Military Road, Gower Street, etc.). The City of St. John's has compiled a detailed list of all inns, B & B's, hotels and motels in the St. John's area, see the City of St. John's accommodation site website (<http://www.stjohns.ca/visitors/accommodation/index.jsp>) for information. If you opt to stay downtown, you should expect a 20 minute walk (at most) from your chosen accommodation to the conference hotel.

Memorial University of Newfoundland Residences

The University residences offer inexpensive, centrally located, accommodation. (Approx: 5 - 10 minute driving time or 35 - 40 minute walking time to the conference hotel) For more details check out the website (<http://www.housing.mun.ca/conf/>), call (709) 737-7657 or (709) 737-4003 or email smallard@mun.ca or ptulk@mun.ca

What to Pack

While we hope St. John's will have a great spring in 2004, we can't count on it. St. John's weather is very unpredictable. In mid-May you should be prepared for warm or cold, rain or snow, fog or sun, and wind; it will be windy, that's a definite. Keep the weather in mind while packing.

Recommended clothing to bring:

- wind-proof jacket
- warm sweater
- winter coat, hat and gloves if you plan to go on the boat tour.

Map of St. John's

We have created a map to highlight the location of the Delta, the conference hotel, in relation to the St. John's downtown area. Most hotels and B & B's are located in this area and are within walking distance of the conference hotel. C.E. Courses will be held at Memorial University of Newfoundland. See the map on the conference web site at <http://www.med.mun.ca/chla2004/StJohnsMap.html>

Distances to the Delta:

- 15 - 20 minutes by taxi from the airport
- 20 - 25 minute walk from Cavendish Square
- 35 - 40 minute walk (5-10 min by taxi) from Memorial University of Newfoundland

ACTIVITIES - ACTIVITÉS

Boat Tour – Saturday May 15th

You asked for one and here it is ... a boat tour of the Witless Bay Ecological Reserve, where we hope you will see everything you are looking for. It's a little early in the season but O'Brien's is putting on a special tour, just for us. The tour is scheduled for the afternoon from 1:00 – 5:30. It is advisable to book the boat tour in advance; tickets may not be available once you arrive at the conference. You'll be on the North Atlantic, so make sure you bring warm clothes. A windproof jacket, sweaters, hats and mittens are strongly advised.

O'Brien's: <http://www.obriensboattours.com/>

Cost: \$50 (transportation and taxes included) to be paid in advance

Opening Reception - Saturday May 15th

All delegates and exhibitors are invited to the opening reception, which will take place at the Newman Wine Vaults from 6:30 – 8:30 pm. The Vaults were used in the eighteenth century as wine cellars for maturing Newman's Port, and have been declared a Registered Heritage Structure. Meet in the Delta Hotel lobby at 6:15 pm to walk together to the reception.

Newman Wine Vaults: <http://www.historictrust.com/newman.shtml>

Pub Crawl - George Street and Beyond! (Saturday May 15th)

Those who like to dabble in a little libation will enjoy a tour of St. John's best public houses, drinkeries, taverns, taprooms, dram shops and speakeasies. Come see the old and the new as we stroll through historic St. John's.

EBSCO Information Services Lunch 'n' Learn – Sunday May 16th

Join EBSCO Information Services for a free lunch and learn about their databases and products. Seating is limited so note on the registration form if you would like to attend. Come to the lunch and sign up for a chance to win a \$25 gift certificate from EBSCO Book Services!

Conference Banquet and Awards - Sunday May 16th

The Banquet this year will be held at the Majestic Theatre, located an easy walk from the Delta Hotel. It is a dinner theatre with the Spirit of Newfoundland Productions performing the Murphy Family Reunion. Meet in the Delta Hotel lobby at 6:15 pm to walk together to the banquet site. The dinner will be lobster with chicken or vegetarian options for those who aren't fond of lobster!

<http://www.spiritofnewfoundland.com/dinnertheatre2.html>

Chapter President's Lunch – Monday May 17th

The Chapter President's Lunch will be held from 12:00-1:30 pm.

Sign Up Dinners

As in previous years we will offer sign up dinners to those interested in finding a wonderful restaurant with some fabulous company, in downtown St. John's. Dinners will be offered most nights from Friday May 14th to Tuesday May 18th.

Run/Walk

From Sunday to Tuesday we will provide escorted walks/runs to various parts of the city, including the ultimate St. John's challenge Signal Hill. A great way to start your day. All walks will start from the main lobby of the Delta Hotel.

CHLA/ABSC 2004 Conference Registration Form (Please Print Clearly)

Name: _____

Position: _____ Organization: _____

Mailing Address: _____

Phone: _____ Fax: _____ Email: _____

Please check if you have not attended a CHLA Conference in the past.

Conference Registration Package

	Full Conference	May 16 th only	May 17 th only	May 18 th only*	Amount
Member of CHLA/ABSC or MLA	\$250	\$140	\$140	\$70	
Non-member	\$350	\$180	\$180	\$90	
Retired Member	\$150	\$90	\$90	\$45	
Student	\$50 Please enclose a letter of verification of full-time student status from your supporting institution with your registration fee. Note that student registration DOES NOT include the reception and banquet. (you may purchase tickets separately below.)				

*Note this is a half day (8:00-12:00 pm)

Concurrent Contributed Paper Sessions

For each of the concurrent sessions, indicate which you would like to attend:

Sun. May 16 3:30-5:00 PM	<input type="checkbox"/> Changing Structures	<input type="checkbox"/> Challenges to Access I
Mon. May 17 3:30-5:00 PM	<input type="checkbox"/> People Issues-Instruction	<input type="checkbox"/> Instruction
Tues. May 18 9:00-10:30 AM	<input type="checkbox"/> Challenges to Access II	<input type="checkbox"/> Challenges to Access III

Reception, Banquet and Activities

Reception: Saturday, May 15, 6:30-8:30 pm at the Newman Wine Vaults

Full Conference registrants: Please check if you plan to attend the Reception (price is included with full registration)

One-day registrants, Students and Guests: Tickets \$25 each # _____ x \$25 Total: \$ _____

EBSCO Information Services Lunch 'n' Learn , Sunday, May 16, 12:15-1:15 pm

Join EBSCO Information Services for lunch and learn about their databases and products.

Registration is limited. Limited seating is available. Please check if you would like to attend the lunch

Conference Banquet: (Newfoundland Dinner Theatre), Sunday, May 16, 6:30 pm at the Majestic Theatre

Full Conference Registrants: Please check if you plan to attend the Reception (price is included with full Registration)

One-day registrants, Students and Guests: tickets \$75 each # _____ x \$75 Total: \$ _____

Please indicate your choice: Lobster _____ Chicken _____ Vegetarian _____

Boat Tour, Saturday, May 15 at 1:00 pm

You asked for one and here it is ... a boat tour of the Witless Bay Ecological Reserve. Sea birds, icebergs and the North Atlantic Ocean will make for an experience you won't forget! You will be picked up at the Delta Hotel at 1:00 PM and returned to the Delta by 5:30. The total cost is \$50.00 per person, including the boat tour, transportation to and from the dock in Bay Bulls, and taxes. It is advisable to book the boat tour in advance; tickets may not be available once you arrive at the conference. Please note that no refunds will be granted after the registration cut off date unless this event is cancelled.

Indicate the number of boat tour tickets you would like: No. _____ x \$50 Total: \$ _____

Continuing Education (optional)

Please indicate which CE sessions you wish to attend	Member of CHLA/ABSC or MLA	Non-Member	Amount
Friday, May 14, 2004 8 AM-12 PM			
Research Methods for Health Sciences Librarians	\$130	\$180	
PDAs@Your Library	\$130	\$180	
Friday, May 14, 2004 1 PM-5 PM			
Reference Services on the Digital Frontier	\$130	\$180	
Getting Yourself Published	\$130	\$180	
Saturday, May 15, 8 AM-12 PM			
Evaluating Consumer Health Websites	\$130	\$180	
Saturday, May 15, 8 AM-5 PM			
Designing Instruction for Adult Learners (full day session)	\$180	\$200	
Saturday, May 15, 1 PM-5 PM			
Electronic Resources	\$130	\$180	

Summary of Expenses

Conference Fee	_____
Reception tickets	_____
Banquet tickets	_____
O'Brien's Boat Tour	_____
Continuing Education Fees	_____
Late Fee, after April 14, 2003 add \$80	_____
Total Amount Due\$	_____

Send this form and your payment by cheque, in Canadian funds, payable to **CHLA/ABSC Conference 2004** to:

**CHLA/ABSC 2004 Conference
Health Sciences Library
Memorial University of NF
Health Sciences Centre
St. John's, NL
A1B 3V6**

Refunds (less \$25.00 processing fee) will only be provided for cancellations received prior to April 14, 2004. We regret that we cannot give refunds after this date.

Receipts will be included in the final registration packages distributed at the the conference.

Formulaire d'inscription au Congrès 2004 de l'CHLA/ABSC

(Veuillez écrire en lettres moulées)

Nom: _____

Poste: _____ Organisation: _____

Address postale: _____

Tél.: _____ Télécopieur: _____ Courriel: _____

Veuillez vérifier si vous n'avez pas suivi une conférence de l'ABSC/CHLA

Frais d'inscription au Congrès

	Congrès au complet	16 Mai seulement	17 Mai seulement	18 Mai* seulement	Total
Membre de l'ABSC/CHLA ou de la MLA	250 \$	140 \$	140 \$	70 \$	
Non-membre	350 \$	180 \$	180 \$	90 \$	
Membre à la retraite	150 \$	90 \$	90 \$	45 \$	
Étudiant(e)	50 \$ Veuillez inclure une lettre de l'institution que vous fréquentez permettant de vérifier votre statut d'étudiant à temps complet et vos frais d'inscription. Veuillez prendre note que les frais d'inscription des étudiants N'INCLUENT PAS la reception et le banquet. Vous pouvez acheter ci-dessous les billets séparément.				

*NB: Il s'agit d'une demi-journée (De 8 h à 12 h30)

Séances simultanées (en anglais)

Indique à quelle séance vous voulez assister dans chacun des blocs:

Dimanche 16 mai 1530 h à 17 h	<input type="checkbox"/> Changing Structures (Structures changeantes)	<input type="checkbox"/> Challenges to Access (Défis à l'accès)
Lundi 17 mai 1530 h à 17 h	<input type="checkbox"/> People Issues-Instruction (Issues / Enseignement)	<input type="checkbox"/> Instruction (Enseignement)
Mardi 18 mai 9 h à 1030 h	<input type="checkbox"/> Challenges to Access II (Defies à l'accès II)	<input type="checkbox"/> Challenges to Access III (Défis à l'accès III)

Réception, banquet et activités

Réception: Samedi 15 mai de 18 h 30 à 20 h30 au Newman Wine Vaults

Personnes inscrites au Congrès au complet : veuillez indiquer si vous prévoyez assister à la reception (ceci est inclus dans les frais d'inscription du congrès au complet)

Personnes inscrites pour une journée, étudian(e)s et invité(e)s : 25 \$ le billet N^{bre} ___ x 25 \$ Total: ___ \$

Déjeuner d'EBSCO : Dimanche 16 mai de 12 h15 à 13 h15

Joignez les services d'information d'EBSCO pour le déjeuner et renseignez-vous sur leurs bases de données et produits. L'enregistrement est limité. Veuillez indiquer si vous prévoyez assister au déjeuner

Banquet (Théâtre de dîner de Terre-Neuve) : Dimanche 16 mai à 18 h30 au Majestic Theatre

Personnes inscrites au Congrès au complet : veuillez indiquer si vous prévoyez assister au banquet (ceci est inclus dans les frais d'inscription du congrès au complet)

Personnes inscrites pour une journée, étudian(e)s et invité(e)s : 75 \$ le billet N^{bre} ___ x 75 \$ Total: ___ \$

Veuillez indiquer votre choix de menu: l'homard _____ Poulet _____ Végétarien _____

Excursion De Bateau : Samedi, 15 mai à 13 h

Où vous avez demandé un et ici il est... une excursion de bateau de la réserve écologique de Witless Bay. Oiseaux de mer, les icebergs et l'Océan Atlantique du nord vous feront pour une expérience que

que vous n'oubliez pas! Tout le coût est 50 \$ par personne.. Il est recommandé de réserver l'excursion de bateau à l'avance. Les billets ne seront pas disponibles à la conférence.

Combien de billets d'excursion de bateau aimeriez-vous acheter? N^{bre} _____ x 50 \$ Total: _____ \$

Éducation permanente (optionnel) (en anglais)

Veillez indiquer à quelles séances de formation professionnelle vous désirez participer:	Membre de l'ABSC/CHLA ou de la MLA	Non-membre	Montant
Vendredi 14 mai 2004, de 8 h à 12 h			
Research Methods for Health Sciences Librarians (<u>Méthodes de recherches pour des bibliothécaires</u>)	130 \$	180 \$	
PDA@Your Library	130 \$	180 \$	
Vendredi 14 mai 2004, de 13 h à 17 h			
Reference Services on the Digital Frontier (Services de référence sur la frontière de Digital)	130 \$	180 \$	
Getting Yourself Published (S'obtenant Édité)	130 \$	180 \$	
Samedi 15 mai 2004, de 8 h à 12 h			
Evaluating Consumer Health Websites (L'Évaluation de sites du Web de Santé du Consommateur)	130 \$	180 \$	
Samedi 15 mai 2004, de 8 h à 17 h			
Designing Instruction for Adult Learners (full day session) (Concevant l'instruction pour des étudiants d'adulte (pleine session de jour))	180 \$	200 \$	
Samedi 15 mai 2004, de 13 h à 17 h			
Electronic Resources (<u>Ressources Électroniques</u>)	130 \$	180 \$	

Sommaire des dépenses

Frais du Congrès	
Billets pour la réception	
Billets pour le banquet	
Billets pour le excursion de bateau	
Frais des séances d'éducation permanente	
Frais pour les personnes s'inscrivant après le 14 avril 2004 (ajout de 80 \$)	
Montant total des frais	

Faites parvenir ce formulaire et votre paiement par chèque en devises canadiennes payable au Congrès 2004 de l'ABSC/CHLA à l'adresse suivante:

**Congrès 2004 de l'ABSC/CHLA
Health Sciences Library
Memorial University of Newfoundland
Health Sciences Centre
St. John's, NL
A1B 3V6**

Un remboursement (moins 25 \$ en frais de traitement) ne sera offert que pour les annulations reçues avant le 14 avril 2004. Nous sommes désolés de ne pouvoir vous offrir de remboursement après cette date.

Les reçus feront partie de la trousse finale d'inscription au Congrès.

Registration – Inscription

The Conference registration/hospitality desk will be open at the following times:

Thursday, May 13	5:30 pm – 8:00 pm	Sunday, May 16	8:00 am – 4:00 pm
Friday, May 14	7:00 am – 8:30 am 12:00 pm – 2:00 pm 5:00 pm – 7:00 pm	Monday, May 17	7:30 am – 4:00 pm
Saturday, May 15	7:00 am – 8:30 am 12:00 pm – 2:00 pm 4:00 pm – 6:00 pm	Tuesday, May 18	8:00 am – 9:30 am

Registration Information

Print the registration form available at the conference web site

<http://www.med.mun.ca/chla2004/> or use the form included in this package.

Submission of Registration and Payment of Registration Fees

- The completed registration form and payment must be sent to:
 - CHLA/ABSC Conference 2004
 - C/o Health Sciences Library
 - Memorial University of Newfoundland
 - St. John's, NL
 - A1B 3V6
- Payment will be accepted in Canadian funds only
- Payment by cheque, money order or international money order only
- All cheques are to be made out to CHLA/ABSC Conference 2004
- A late fee of \$80.00 will be charged for registrations received after April 14, 2004
- Receipts will be included in the final registration packages at the conference

Refunds

- Refunds (less \$25.00 processing fee) will only be provided for cancellations received prior to April 14, 2004
- No refunds after April 14, 2004
- All cancellations must be received in writing (mail or e-mail), send to Barbara Reid or the Health Sciences Library by midnight April 14, 2004:
 - CHLA/ABSC Conference 2004 Registration
 - Health Sciences Library
 - Memorial University of Newfoundland
 - St. John's, NL
 - A1B 3V6
 - breid@phcc.nf.net / hslinfo@mun.ca

Registration Confirmation

All registrations will be confirmed by e-mail within five business days of receipt. Notification will include full payment details. Registrants are asked to print off the e-mail as a record of their registration.

The registration committee will verify CHLA/ABSC memberships of registrants using the current membership list provided by the CHLA/ABSC Secretariat.

Official printed programs will be included in the registration package received at the conference.

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CHLA/ABSC 2004 Annual Conference Organizing Committee

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Facilities	Heather Roberts
Exhibits/Sponsors	Pam Morgan & Debbie O'Reilly
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CHLA/ABSC Conference 2004 – Conference at a Glance
 Thursday, May 13, 5:30 – 8 P.M., Registration at the Delta Hotel

Friday	Saturday	Sunday	Monday	Tuesday
May 14	May 15	May 16	May 17	May 18
7:00-8:30 A.M. Registration Delta Hotel	7:00-8:30 A.M. Registration Delta Hotel	6:30-7:30 A.M. Walk	6:30-7:30 A.M. Walk	6:30-7:30 A.M. Walk & Signal Hill Hike!
9:00-5:00 P.M. Pre-Conference CHLA/ABSC Board Meeting, Memorial University	9:00-5:00 P.M. Pre-Conference CHLA/ABSC Board Meeting, Memorial University	8:00 A.M.-4:00 P.M. Registration Delta Hotel	7:30 A.M.-4:00 P.M. Registration Delta Hotel	8:00-9:30 A.M. Registration Delta Hotel
8:00-Noon Continuing Educations Sessions, Memorial University 1. PDAs@YourLibrary 2. Research Methods for Health Sciences Librarians	8:00-Noon Continuing Educations Sessions, Memorial University 1. Designing Instruction for Adult Learners (all day) 2. Evaluating Consumer Health Websites	8:45-9 A.M. Conference Welcome & Opening 9:00-10:00 A.M. Opening Keynote Sister Elizabeth Davis, Health Services And the Need for Information 10:00-10:30 A.M. Break & Opening of Exhibits 10:30-12:00 Panel I Changing Patterns in Information Dissemination - The SARS Example 12:00-1:30 P.M. Lunch and Exhibits Ebsco Lunch 'n' Learn Poster Setup	7:30-8:00 A.M. CHLA/ABSC Breakfast 8:00-10:00 A.M. CHLA/ABSC AGM 10:00-10:30 A.M. Break, Posters & Exhibits 10:30-12:00 Invited Speakers: Boomers and Generations X Y - Redeveloping the library workforce, Susan Cleyle The Catalogue as Master File, Louise White & Lisa Goddard 12:00-1:30 P.M. Lunch, Posters & Exhibits Chapter President's Lunch	9:00-10:30 A.M. Contributed Papers Session 5 Challenges to Access II Session 6 Challenges to Access III 10:30-11:00 A.M. Break 11:00-12:00 A.M. Closing Keynote Dr. Gunther Eysenbach Challenges to Accessing Health Information
12:00-2:00 P.M. Registration Delta Hotel	12:00-2:00 P.M. Registration Delta Hotel	1:30-2:30 P.M. Panel II Subscription Agents in the Digital Age	1:30-2:30 P.M. Invited Speaker: Humour is still the best medicine Dr. Bill Eaton	12:00-12:30 P.M. Closing Remarks
1:00-5:00 P.M. Continuing Education Sessions, Memorial University of Newfoundland 1. Getting Yourself Published 2. Reference Services on the Digital Frontier	1:00-5:00 P.M. Continuing Education Sessions, Memorial University of Newfoundland 1. Designing Instruction for Adult Learners (continued) 3. Electronic Resources: From Purchase to Promotion 1:00 – 5:00 P.M. O'Brien's Boat Tour	2:30 - 3:00 P.M. Opening of Posters 3:00-3:30 P.M. Break, Posters and Exhibits 3:30-5:00 P.M. Contributed Papers Session 1 Changing Structures Session 2 Challenges to Access I	2:30-3:00 P.M. CISTI Update 3:00-3:30 P.M. Break, Posters & Closing of Exhibits 3:30-5:00 P.M. Contributed Papers Session 3 People Issues/ Instruction Session 4 Instruction	2:00-5:00 P.M. Post-Conference CHLA/ABSC Board Meeting, Delta Hotel
5:00-7:00 P.M. Registration Delta Hotel	4:00-6:00 P.M. Registration Delta Hotel 5:00-10 P.M. Exhibit Set-up 6:30-8:30 P.M. Opening Reception Newman Wine Vault	5:00- 6:00 P.M. Group Discussions Session I 6:30 P.M. Banquet Majestic Theatre	5:00-6:00 P.M. Group Discussions Session II Poster Closing 6:30 P.M. Hospitality Events	