



**The World
Around the Corner
CHLA/ABSC 2005**

Toronto

CONGRÈS 2005 CONFERENCE

Programme

THE WORLD AROUND THE CORNER

LE MONDE AUTOUR DE COIN

**29th Annual Conference of the Canadian Health Libraries
Association**

May 30 - June 3, 2005, Toronto, Ontario

**29e Congrès annuel de l'Association des bibliothèques de la
santé du Canada**

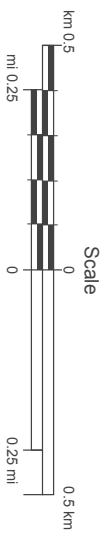
Le 30 mai au 3 juin, 2005, Toronto, Ontario

www.chla-absc.ca/2005



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

DOWNTOWN TORONTO

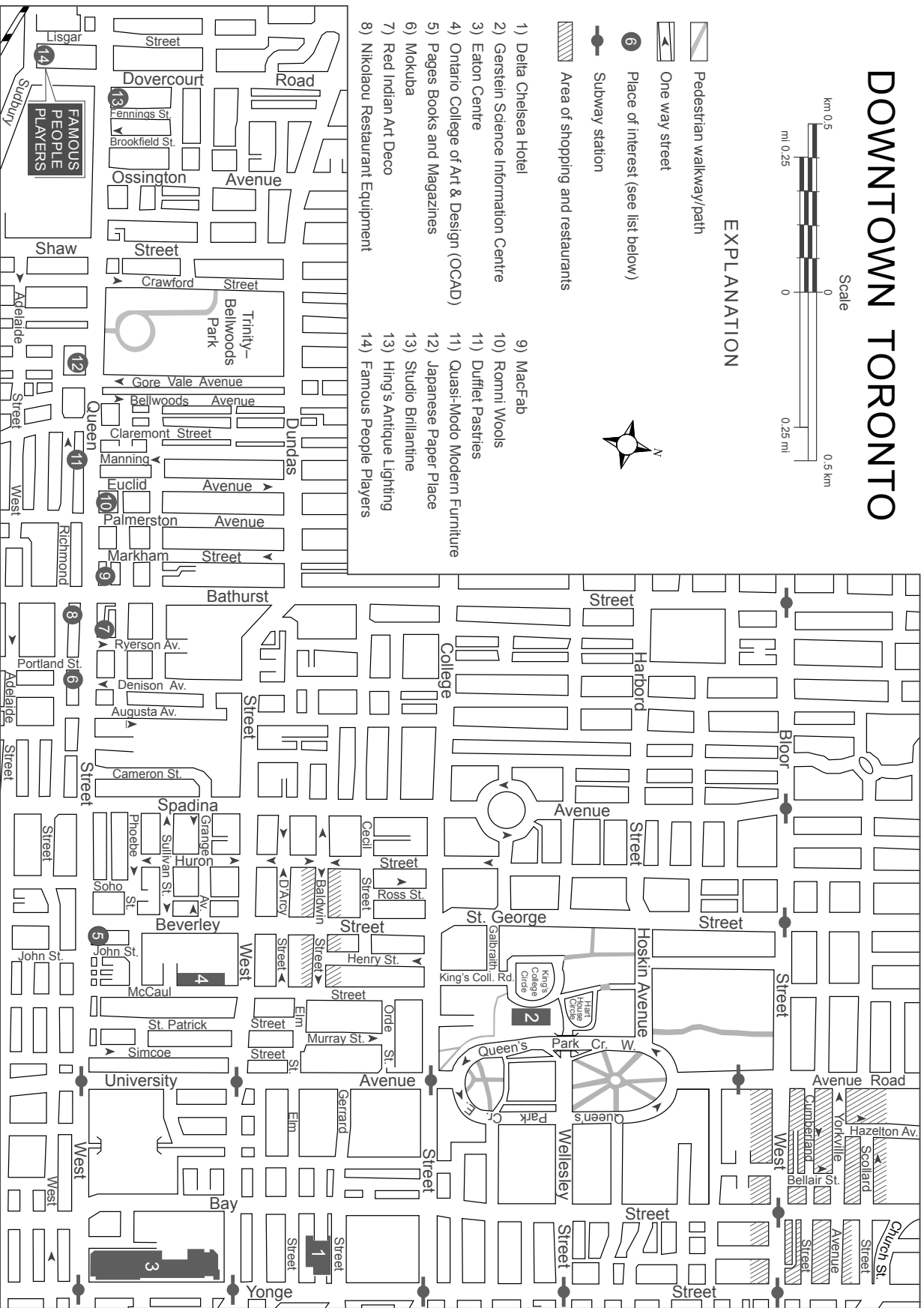


EXPLANATION

- Pedestrian walkway/path
- One way street
- Place of interest (see list below)
- Subway station
- Area of shopping and restaurants



- 1) Delta Chelsea Hotel
- 2) Gerstein Science Information Centre
- 3) Eaton Centre
- 4) Ontario College of Art & Design (OCAD)
- 5) Pages Books and Magazines
- 6) Mokuba
- 7) Red Indian Art Deco
- 8) Nikolaou Restaurant Equipment
- 9) MacFab
- 10) Romni Woos
- 11) Dufflet Pastries
- 11) Quasi-Modo Modern Furniture
- 12) Japanese Paper Place
- 13) Studio Brillantine
- 13) Hings Antique Lighting
- 14) Famous People Players



Map Source: MapArt Publishing

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Welcome

Greetings and welcome to the 29th annual CHLA/ABSC conference. This is the third time the Toronto Chapter has had the privilege of hosting the annual conference. Our conference theme, The World Around the Corner emphasizes the possibilities for change and innovations in providing information services and accessing information resources. All of our Conference CE courses, speakers, panelists, posters and exhibitors are geared up to help you explore this World Around the Corner.

On the social side we hope to give you a taste of Toronto – a city well known for its diverse multicultural population. The weather should be seasonably warm giving old and new friends a chance to explore the restaurants, theatres and shops, around the corner. Our banquet at the Famous People Players Theatre combines a unique theatrical experience with an added opportunity to explore the city with a walk or bus ride to our banquet site. Be adventurous but don't stop to shop or you will miss the dinner and the performance!

On your behalf, let me take this opportunity to thank our sponsors for their contributions to the conference expenses, the exhibitors for their displays of new and current products, and the local chapter members for all their preparation work. From the Planning Committee to all conference registrants a warm and heartfelt thank-you for coming to explore The World Around the Corner with us. Welcome back to T.O. and enjoy your conference!

Elizabeth Uleryk

CHLA/ABSC 2003 Conference Planning Committee Chair

Bienvenue

Salutations et bienvenue au 29e congrès annuel de l'ABSC / CHLA. C'est la troisième fois que le Chapitre de Toronto a le privilège de recevoir le congrès annuel. Le thème de notre congrès « Le monde au coin de la rue » met l'accent sur les possibilités de changements et d'innovations dans la prestation de services d'information et d'accès aux ressources d'information. Tous nos cours de formation professionnelle, nos conférenciers, nos panélistes, toutes nos affiches et tous nos exposants se veulent autant d'instruments destinés à vous aider à explorer ce « Monde au coin de la rue ».

Grâce aux activités sociales prévues au programme, nous espérons vous donner l'occasion de goûter à ce que Toronto a de meilleur – une ville reconnue pour la diversité culturelle de sa population. La température devrait être saisonnière et ainsi permettre à des amis, anciens et nouveaux, l'occasion d'explorer les restaurants, les théâtres et les boutiques « au coin de la rue ». Notre banquet au Théâtre Famous People Players vous offre la combinaison d'une expérience théâtrale unique et de l'exploration de la ville, en vous y rendant à pied ou en autobus. Optez pour l'aventure mais ne vous attardez pas à magasiner, vous risqueriez de passer sous la table et de rater la prestation des artistes.

Permettez-moi, en votre nom, de remercier nos commanditaires pour leur contribution aux dépenses afférentes au congrès, nos exposants qui nous présentent leurs produits courants et leurs nouveautés, ainsi que les membres du chapitre local pour le travail de préparation qu'ils ont accompli. Les membres du Comité de planification remercient chaleureusement tous les participants au congrès d'avoir accepté de venir explorer « Le monde au coin de la rue » avec eux. Ils vous souhaitent à nouveau la bienvenue à Toronto ainsi qu'un congrès des plus fructueux !

Elizabeth Uleryk

présidente du Comité de planification du Congrès 2005 de l'ABSC/CHLA



Mayor
DAVID MILLER

A Message from the Mayor

It is with pleasure that I extend greetings to delegates attending the Canadian Health Libraries Association Conference. I am delighted Toronto is host for this event, and welcome you to our city.

This conference provides you with an excellent forum for networking, shared information and ideas, the discussion of issues of mutual interest or concern and an opportunity to reconnect with colleagues and old friends.

Whether you are from Toronto, a frequent or first-time visitor, I invite you to take time to explore and discover some of the attractions our city has to offer - you are sure to leave with some very unforgettable and wonderful memories.

On behalf of Toronto City Council, I congratulate and thank the organizing committee and all those whose hard work made this event possible. To everyone, please accept my very best wishes for an enjoyable and informative conference, and a memorable stay in our city.

Yours truly,

A handwritten signature in dark ink that reads "David Miller".

Mayor David Miller



City Hall • 100 Queen Street West • 2nd Floor • Toronto, Ontario M5H 2N2
Telephone: 416-397-CITY • Fax: 416-696-3687 • E-mail: mayor_miller@toronto.ca



Premier of Ontario – Premier ministre de l'Ontario

May 30 – June 3, 2005

A PERSONAL MESSAGE FROM THE PREMIER

On behalf of the Government of Ontario, I am delighted to extend warm greetings to everyone attending the annual conference of the Canadian Health Libraries Association. (CHLA).

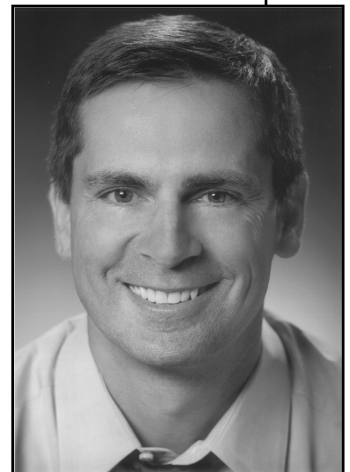
For nearly three decades, the dedicated members of this worthwhile association have played a vital role in improving health care by promoting access to timely, accurate and relevant information to researchers, educators and health care providers. The CHLA has worked tirelessly to foster professional growth, set standards and develop continuing education of library sciences for its members. I thank all of you for your hard work, innovation and commitment to helping to ensure excellence in patient care.

Whether you are a first-time or return visitor to Toronto, I am very pleased to welcome you to Canada's largest, most diverse city. I hope you find the time to enjoy the stellar attractions and unique events offered in Toronto while you are here.

I offer my appreciation to the many dedicated organizers and volunteers with the CHLA for making the 2005 conference a memorable one for so many people. Please accept my sincere best wishes for a successful and productive meeting.

A handwritten signature in black ink, reading "Dalton McGuinty".

Dalton McGuinty
Premier



6:30 am - 7:30 am

Downtown Walk

Meet at Delta Chelsea Hotel's Gerrard Street exit. Led by Anna Gagliardi

9:00 am - 5:00 pm

CHLA/ABSC Pre-Conference Board Meeting

Gerstein Science Information Centre, University of Toronto

Pre-Conference Workshops

8:30 am - 12:30 pm

Planning for E-Learning in Your Organization

Instructor: Bonnie Burwell

Location: Gerstein Science Information Centre, University of Toronto, Alice Moulton Room, 2nd Floor

This course is intended as an overview and first step for those exploring e-learning as an option in their own organizations. At the conclusion of the course you will:

- understand what e-learning "looks like" and its most successful applications
- recognize the critical success factors for successful implementation of e-learning
- have had an opportunity to discuss the readiness of your own organization to implement e-learning
- know about and distinguish the types of key e-learning products and technologies
- have ideas, resources and contacts for further learning and "next steps"

The course methodology will include instructor presentation, case studies, small and large group discussions and brief exercises.

Interlibrary Loans for the Small Canadian Health Sciences Library

Instructors: Tom Flemming & Sue McGillivray

Location: Centre for Global eHealth Innovation, University Health Network, R. Fraser Elliott Building, 4th Floor

This half-day course is directed at staff working in small libraries in Canadian hospitals, pharmaceutical companies, law offices and colleges where, because the collection is limited, resource sharing is of great importance in providing staff of the institution with material they need to do their work.

Participants in this course will come away with an understanding of the philosophical underpinnings and policies of resource sharing. The course will focus on practicalities while surveying the array of

services and software used by Canadian libraries of all sizes to improve their fill rates and satisfy patron demand quickly. Free tools and services (such as AMICUS) will be emphasized but the course will also introduce DOCLINE, services from CISTI and other tips and tools of the ILL trade.

The instructors will use didactic methods (lecture-demonstration) and involve participants in ways that will allow them to share their experience and to ask questions. Printed course materials will be provided.

8:30 am - 5:30 pm

Practical Project Management

Instructors: Irene Wright & Kevin Quinn

Location: Delta Chelsea Hotel, Stevenson Room

This one-day course will develop and enhance the knowledge, skills and competencies of individuals who are charged with the task of successfully managing either a simple or complex project from initiation and planning to implementation and evaluation. This is a highly interactive day, and those who bring and discuss project management experiences benefit most. Work is done in small groups simulating a project team. Each team discusses an actual project volunteered by one of the participants.

Course Objectives:

- Understand the critical success factors for successful Project Management
- Define a project using a Project Charter
- Utilize a 4-Step Project Management Cycle to help successfully achieve objectives of the Project Charter
- Learn key tools such as the Work Breakdown Structure, the Task and Resource Estimator, the Gantt Chart, the PERT chart, and the Project Health Checklist
- Define stakeholder needs, interests and wants and create communications tuned to their different needs
- Understand the role and competencies of a project manager
- Monitor the project and make the necessary modifications
- Evaluate the project on completion to measure outcomes and to support learning

1:30 pm - 5:30 pm

E-Mail Isn't the Only Way to Communicate

Instructor: Carolyn Watt

Location: Delta Chelsea Hotel, Seymour Room

While it might seem that email makes the world go around it simply isn't so...You still have to make presentations to share your ideas with your team members, your staff, your colleagues and your boss. So why is it some people have the jitters about making presentations when others can sail through them? And why is it you leave some presentations asking "So what did he/she actually say? What's their message?"

In this workshop Carolyn will share some techniques to help you structure presentations that are worth listening to AND will ease the jitters. Whether you're an experienced presenter or you're brand new at doing "this sort of thing", you'll find some tips that you can use. Please bring a 2-minute presentation with you and yes, be prepared to let us see and hear it. We're all here to help one another create great presentations.

Escorted walks to Gerstein and UHN will leave the hotel at 7:55 am on May 30 and 31. Meet at the Concierge Desk.

Cabbing it?

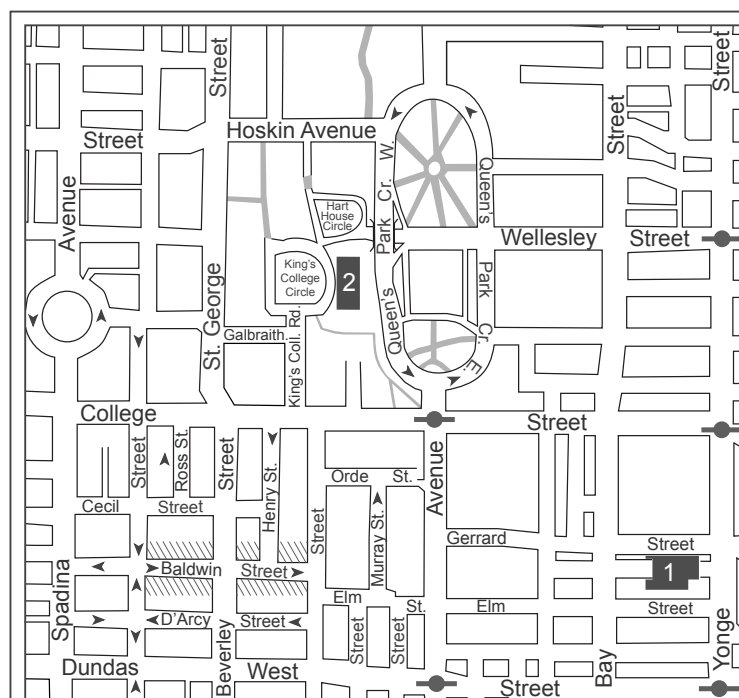
Gerstein: 9 King's College Circle

UHN: 190 Elizabeth Street

Information for registrants taking courses at Gerstein Science Information Centre:

To get to Gerstein from the hotel, please follow these directions:

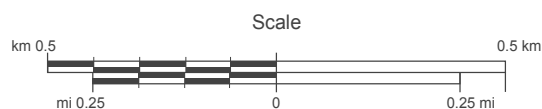
- Exit the hotel and turn left to University Avenue
- Walk north on University Avenue to College Street and cross to the northwest corner
- Follow the sidewalk, which passes through the construction area
- You will reach some stairs; go up the stairs and cross the patio passing the entrance to the McLeod Auditorium (on your right) and Tim Hortons (on your left, inside the lobby); and then go down the next set of steps and continue north
- At this point you will see Gerstein ahead of you; it has two entrances and you must use the 9 King's College Circle entrance if arriving **between 8.00 and 8.30**. Gerstein will have a staff member waiting for you near the blue canopy of the disabled entrance at No. 9. **The building does not open until 8.30, so you must wait for the staff member to meet you and open the door. We will have staff on hand from 8.00 – 8.15 to meet the instructors and from 8.15 – 8.30 to meet course registrants.**



Detail of
Downtown Toronto

EXPLANATION

- 1) Delta Chelsea Hotel
 - 2) Gerstein Science Information Centre
- Pedestrian walkway/path
 - One way street
 - Subway station



9:00 am - 5:00 pm

CHLA/ABSC Pre-Conference Board Meeting

Gerstein Science Information Centre, University of Toronto

Pre-Conference Workshops

8:30 am - 12:00 pm

Communicating the Value of Your Library

Instructors: Rebecca Jones & Jane Dysart

Location: Delta Chelsea Hotel, Seymour Room

The two key concepts discussed in this course are communication and value. What is of value to your key stakeholders and clients? How do you know their current definition of value? And, how do you align your measures with that value definition? Most importantly, how do you convey this message in our "attention deficit" organizations when people seem to have trouble hearing? This half day workshop focuses on answering these questions in ways that make sense for you in your organization. Join your colleagues in an interactive discussion to gain insights and ideas for clearly communicating your library's value to the right stakeholders at the right time.

The Challenges and Opportunities of Virtual Reference: A Hands-on Introduction

Instructors: Diane Granfield & Mark Robertson

Location: Gerstein Science Information Centre, University of Toronto, Computer Lab, 2nd Floor

This workshop will provide an overview of virtual reference services with an emphasis on chat or real-time delivery. We will be exploring a number of issues involved in managing these services, including staffing models, training, privacy, evaluation, licensing, technical concerns and software. We will look at the interpersonal dynamics of the virtual reference exchange and how it compares to the interaction at the physical reference desk. Collaborative services are a prevalent administrative model and we will be considering the pros and cons of this approach. The session will also highlight recent research conducted on user preferences, behaviours and satisfaction. Hands on training will be included using the LSSI/Tutor.com software.

8:30 am - 5:30 pm

Designing Instruction for Adult Learners

Instructor: Dr. Vernon Curran

Location: Delta Chelsea Hotel, Stevenson Room

By popular demand, we bring back Dr. Vernon Curran, Co-Director of the Centre for Collaborative Health Professional Education and an Associate Professor of Medical Education with the Faculty of Medicine, Memorial University of Newfoundland. When this course was offered at CHLA/ABSC in 2004, it received a rating of 4.45 out of 5. Don't miss this opportunity!

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, designing and developing instructional strategies, delivery and evaluation 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 the implications for the design of adult learning instruction.

1:30 pm - 5:30 pm

Current Canadian Copyright Law

Instructor: Dr. Margaret Ann Wilkinson

Location: Delta Chelsea Hotel, Seymour Room

Come and work through the copyright concerns and questions facing health libraries today. This workshop will respond to your concerns about the copyright ownership of materials found in your collection, in your institution, and online. We will discuss the rights of the individuals and organizations that hold copyright over materials in which you are interested. We will discuss the rights that have been clearly recognized for librarians and library users by the Supreme Court of Canada in the recent case involving the Great Library of the Law Society of Upper Canada and the legal publishers in Canada. We will discuss potential relationships with collectives such as AccessCopyright and we will look at the relationship between copyright and other areas of concern such as personal data protection (or privacy) legislation.

5:00 pm - 6:30 pm

Exhibitor Set - up

Mountbatten Salons A & B, Delta Chelsea Hotel

6:00 pm - 8:00 pm

Registration - Delta Chelsea Hotel

Churchill Court, Second Floor

Make your banquet seat selection at the Registration/Hospitality Desk.

6:30 pm - 9:00 pm

Welcome Reception and Opening of Exhibits

Mountbatten Salons A & B, Delta Chelsea Hotel

Sponsored in part by EMBASE.com/Elsevier

Unless otherwise noted, all events take place on the 2nd floor of the Delta Chelsea Hotel

7:00 am - 8:00 am

Cabbagetown Walk

Meet at Delta Chelsea Hotel's Gerrard Street exit. Led by Tamsin Adams-Webber

8:00 am - 8:30 am

Morning Coffee & Tea

Churchill Court

Poster Set-up

Churchill Ballroom A & B

Time for poster authors to set up your posters.

8:00 am - 5:30 pm

Registration/Hospitality Desk

Churchill Court

Make your banquet seat selection at the Registration/Hospitality Desk.

8:30 am - 9:00 am

Welcome, Conference Opening

Churchill Ballroom A & B

Penny Logan, CHLA/ABSC President 2004/05, and Elizabeth Uleryk, 2005 Conference Planning Committee Chair

9:00 am - 10:00 am

Opening Keynote: The Information Tornado: Toto I don't think we're in Kansas anymore

Churchill Ballroom A & B

Stephen Abram, Vice President Innovation, Sirsi Corporation

New challenges are hitting health libraries faster than a Kansas tornado spins out cows. Hear our speaker share his insights into which technologies are coming soon and which are the ones that we can take a more wait-and-see approach. Is Google Scholar a giant killer? Will MSN Search change the way consumers work with health professionals? Is wireless and PDA medicine the wave of the future? Are there technologies and databases that libraries can implement to win the battles? Have our users changed too much for us to adapt? For those of us who value our changing users and changing environment, and good research and medicine, let's think about it! Join Stephen Abram as he reports on these trends.

10:00 am - 10:30 am

Break & Exhibits

Mountbatten Salons A & B

10:30 am - 11:00 am

Health Research & the Web: Can Google Bring Order to the Chaos?

Churchill Ballroom A & B

Dean Giustini, UBC Library, Vancouver, BC and Eugene Barsky, St. John's College - UBC, Vancouver, BC

Health researchers are now questioning the complexity of searching MEDLINE when Google and Google Scholar seemingly provide equally good results with apparent ease and relevancy. After all, isn't PubMed indexed in Google? As end-users move to Google as a research tool of choice, health librarians must take steps to understand the pros and cons of doing so in an era of evidence-based practice.

In this session, we evaluate Google and Google Scholar search instruments as health research tools. Search features, command language and functionality are reviewed within the context of answering basic health queries. We show how end-users might use Google to locate research literature, and how Google Scholar has begun to open up some of the deep, previously invisible parts of the Web.

At the end of this session, we will have demonstrated:

1. Overall search features in Google; tips and tricks when searching the web for medical and health-related content;
2. Use of the command language in retrieving relevant health information;
3. Google Scholar as a supplement for retrieving grey literature in health.

Discussion

Google's technologies are vital additions to the health librarian's search toolbox. End-users must be shown how to search Google within the context of other traditional control-vocabulary based indexes. Health librarians need to critically evaluate Google continuous innovations on an ongoing basis and be prepared to put into context its place among other important research tools.

11:00 am - 11:30 am

Using Google Scholar in Health Research: Functionality & Retrieval Comparisons with PubMed

Churchill Ballroom A & B

*Eugene Barsky, St. John's College - UBC,
Vancouver, BC and Dean Giustini, UBC Library,
Vancouver, BC*

Introduction

In late 2004, Google unveiled a new, academic search engine - Google Scholar (GS). Aimed at scientists and researchers wanting to find scholarly literature across broad areas of research, GS searches a subset of the Google index, open access sites, society publishers and preprint repositories. While many academics have welcomed its arrival, health librarians are asking questions about GS, its many special features and functional limitations.

Objectives

In this session, we evaluate Google Scholar, its search capabilities (i.e. by keyword, index terms, command language) and overall functionality by demonstrating its effectiveness in answering basic queries. We then compare GS with MEDLINE (on PubMed & OVID) in terms of answering PICO-based clinical questions. Finally we evaluate whether end-users can locate the "deep" or "invisible" web - the grey literature - by using Google Scholar

Outcomes

At the end of this session, we will have demonstrated:

The overall search and functional capabilities of GS in searching for scholarly health content;

GS' ability to search the deep web for grey literature in health;

How GS compares with PubMed, its access points & search interface;

GS as a supplement to or replacement of existing proprietary databases (ie. MEDLINE, EMBASE, etc)

Discussion

Despite our reservations about relying on Google, health librarians should closely evaluate Google Scholar as a research tool. By evaluating it thoroughly, we can discuss its features with our users and teach them how to use Google Scholar to supplement existing search tools in retrieving the best health evidence.

11:30 am - 12:00 pm

Discussion

Churchill Ballroom A & B

*Led by Rita Vine, Gerstein Science Information
Centre, University of Toronto, and Linda Slater,
John W. Scott Health Sciences Library, University of
Alberta*

12:00 pm - 1:30 pm

Lunch

Lunch & Learn with Micromedia ProQuest

Scott Room, 3rd Floor

Pre-registration required.

1:30 pm - 2:00 pm

Concurrent Sessions

Session 1 - Controlled vocabularies in a free-text world: COMPUS and CHN bring order to the Wild Wild Web

Churchill Ballroom A & B

*Greg Bak, Canadian Coordinating Office for
Health Technology Assessment (CCOHTA), Ottawa,
ON and Christine Chang, SMARTRISK, Injury
Prevention Affiliate of the Canadian Health
Network (CHN), Ottawa, ON*

Objective

To illustrate the issues surrounding the need for and selection of controlled vocabularies for online resources.

Methods

A qualitative analysis of issues around the decision to implement, and the selection of, controlled vocabularies is presented. Illustrative examples are drawn from the Canadian Optimal Medication Prescribing and Utilization Service (COMPUS) and the Canadian Health Network (CHN).

Results

Based upon qualitative analysis it will be argued that implementation of controlled vocabularies in both settings will result in more effective searching and greater consistency in indexing. Lessons learned during development and implementation of the databases and the controlled vocabularies will be of interest to those designing and managing online databases.

Discussion

The paper investigates issues around selecting and implementing controlled vocabularies, and draws examples from two different Canadian health information projects.

COMPUS, a program of the Canadian Coordinating Office for Health Technology Assessment (CCOHTA), is in the process of assembling a database of drug-related best practice initiatives to serve the information needs of a broad range of stakeholders. Following extensive stakeholder consultation, it has been determined that the COMPUS database will include Medical Subject Headings (MeSH) subject analysis.

CHN, a project managed by the Public Health Agency of Canada (PHAC), is an online database of consumer health information. CHN is a collaborative, multidisciplinary project with an established legacy of information approaches and tools. In 2004 the decision was made to transform CHN's largely unstructured keyword and subject lists into a unified, bilingual controlled vocabulary for Canadian consumer health information.

1:30 pm - 2:00 pm

Concurrent Sessions

Session 2 - Using informative titles in academic journals

Seymour Room

*Jessie McGowan, Institute of Population Health,
University of Ottawa, Ottawa, ON*

Objective: To describe implementation and early results from the new policy of the Journal of Clinical Epidemiology (JCE) to use informative titles for newly submitted articles.

Setting: JCE provides timely, authoritative studies developed from the interplay of clinical medicine, epidemiology and biostatistics. Articles are oriented toward epidemiological methodology, clinical research or both.

Methods: An associate editor is responsible for ensuring that articles titles are informative. Authors are instructed to submit titles that are simple declarative statements summarizing the message of the article as succinctly as possible. The informative titles should include the 'answer' within the title (the main message of the conclusion.), be no longer than 15 words and state verbs in the past tense for individual studies (whose results might be over-ruled by later studies or meta-analyses), and in the present tense for systematic reviews (whose results are unlikely to be over-ruled by later studies).

Results: The new criteria were partially implemented in early 2003 with full implementation in 2004. Due to the editorial process, new journal issues with declarative titles started appearing in the fall of 2004.

Conclusion: It is hoped that by using more informative titles that readers of JCE will be able to better assess the content of the information in the article. This should in turn help busy clinicians and researchers become even more efficient in their efforts to keep up with the literature.

2:00 pm - 2:30 pm

CISTI/ICIST Update,

Churchill Ballroom A & B

Beverly Brown, CISTI/ICIST, Ottawa, ON

The CISTI Update will highlight CISTI's activities over the past year and, in particular, CISTI's work with health sciences libraries. These activities include the growth of DOCLINE in Canada, developments with document delivery, the collection and CISTI Source. This year's update will also provide an overview of the vision, mission and objectives of the new CISTI strategic plan 2005-2010.

2:30 pm - 3:30 pm

Posters Viewing

Churchill Ballroom A & B

3:00 pm - 3:30 pm

Break & Exhibits

Mountbatten Salons A & B

Sponsored by Swets Information Services

3:30 pm - 4:00 pm

Concurrent Sessions

Session 1 - "Net Explorations: Finding the Internet Evidence" University of Toronto Undergraduate Program 2003-04

Churchill Ballroom A & B

*Anita Lambert-Lanning MLS, University of Toronto
Department of Family & Community Medicine & The
College of Family Physicians of Canada National
Research System (NaReS), Mississauga, ON, Rita
Shaughnessy MLS, University of Toronto
Department of Family & Community Medicine,
Harvey Blankenstein MD, CFPC, University of
Toronto Department of Family & Community
Medicine, Risa Freeman MD, CFPC, University of
Toronto Department of Family & Community
Medicine, Lawrence Spero PhD, Professor
Pharmacology & Director, Educational Computing
Manager, Bell University Health Communications
Lab Faculty of Medicine, University of Toronto and
Chris Cavacuti MD, CFPC, University of Toronto
Department of Family & Community Medicine*

Background: "Net Explorations: Finding the Internet Evidence" is a 2 hr. evidence-based searching workshop conducted with 3rd year Clinical Clerks (CCs) on their Family Medicine (FM) rotation since 1997 at the University of Toronto with the support of health sciences librarians at Gerstein and local hospital libraries.

Method: Content analysis techniques informed by 'critical appraisal' categorization of the data from questions posed to CCs during the 2003-04 academic year (n=177) including subject heading assignment. In addition quantitative analysis of other variables from the workshop assignment (EduRx) and CCs evaluation of the workshop.

Results: The average age of a trainee was 25 years. The average number of hours spent using the internet (including e-mail per month was reported to be 29.46 hours per month (range 0-120). In excess of 70% of all trainees were satisfied or very satisfied with two out of the four components of the workshop (PubMed, Search Engine). New to the 2003-04 analysis was a scoring process devised to provide some measure of insight into the evidence-based searching abilities among this group of CCs. The majority of CCs scored good (48%) or excellent (34%) on the search exercise with the result scoring fair or poor (18%).

Discussion: In December of 2004 investigators began to develop a webcast of the workshop so that CCs in the rural family medicine

training program would be able to access the workshop without making the trek back to southern Ontario.

Conclusion: Experience with this new development in the workshop in addition to lessons learned will also be reported.

3:30 pm - 4:00 pm

Concurrent Sessions

Session 2 - Library support at the point of need using online delivery systems in blended and online courses in an MSc Nursing program

Seymour Room

Ilo-Katryn Maimets, Steacie Science and Engineering Library, York University, Toronto, ON and Mary Regan, School of Nursing Atkinson, Health, Nursing and Environmental Studies, York, University, Toronto, ON

This paper presents an innovative library support package of "learning clips" that teach graduate level nursing students enrolled in distance learning courses how to conduct literature searches. These were developed to support research at the point of need because much of the M.Sc.N. program at York University is delivered in a blended or wholly online format. Graduate nursing students differ from traditional graduate students because most commonly they are older and come into the program with significant work experience. Educational programming for them therefore needs to be accommodating of their ever-changing work schedules and responsibilities. York University has responded to this need for flexibility by shifting the vehicles of course delivery from traditional, on-campus, face-to-face lectures to a much broader spectrum of delivery methods that include lectures, blended delivery, and wholly online formats. Library support for these courses must take into account the special requirements of the mature student population that it serves. Considerations such as relevancy, task-orientation and a need for immediate application of newly acquired skills to problem solving are just some characteristics typical of adult learners that are addressed by this work. As a group, the comfort level with an online environment is highly variable, and must also be taken into account when designing instructional aids for this student population.

4:00 pm - 4:30 pm

Concurrent Sessions

Session 1 - Investigating Information Seeking Behaviours Of Primary Care Physicians Who Take Care of Older Depressed Patients and their Family Caregivers: A Pilot Study

Churchill Ballroom A & B

Mary Jo Dorsey, Richard M. Johnston Health Sciences Library, The Western Pennsylvania Hospital, Pittsburgh, PA and Ellen Detlefsen, Department of Library & Information Science, School of Information Sciences, University of Pittsburgh, Pittsburgh, PA

Objective: To describe preliminary findings from a study of information seeking behaviours of primary care physicians who care for elderly and depressed patients and the correlation between what is sought versus what is provided to the patient and/or caregiver.

Setting: Physicians in two large ambulatory primary care practices throughout urban Pittsburgh, Pennsylvania, who take care of large numbers of geriatric patients.

Methods: Structured interviews, with common questions, will be conducted with 16 primary care physicians to determine patterns of information seeking behaviours. Environmental scans of physician offices for evidence of their existing information behaviours will complement the information obtained with the interviews.

Results: This pilot study will provide an analysis of the resources primary care physicians use to seek information to provide to patients and caregivers. Analysis will show 1) percentage of time using research databases; 2) percentage of time using Internet search engines; 3) percentage of time seeking printed or non-electronic resources.

Discussion/Conclusions: With mounting evidence of the Internet being used for patient self care, it is essential to understand if primary care physicians understand the scope and breadth of information readily available to their patients. In the instance of the elderly, particularly, the depressed elderly, the primary care physician needs to be aware of the types of information made available to their patients, including the caregivers who are inclined to obtain information for the patient.

4:00 pm - 4:30 pm

Concurrent Sessions

Session 2 - Bioinformatics Education for Librarians: The McGill Experience

Seymour Room

Joan C. Bartlett, Graduate School of Library and Information Studies, McGill University, Montreal, PQ

Program objective: The objective of this course (GLIS691 - Bioinformatics) was to provide formal bioinformatics education within an MLIS program. As bioinformatics becomes increasingly integral to biomedical research, there is a need for librarians to expand their practice into the domain of bioinformatics, supporting the efficient and accurate use of these complex resources. We developed this course, the first such offered in a Canadian library school, in response to the demand for librarians to be able to support bioinformatics information needs.

Setting: The course was offered in Winter 2005 in the Graduate School of Library and Information Studies, McGill University.

Participants: Course participants were MLIS students.

Program: The course took a library and information science perspective to bioinformatics. The goal was to provide students with the skills and knowledge to be able to provide information services in the domain of bioinformatics, and to collaborate in the design and development of bioinformatics resources. This includes understanding the field of bioinformatics and the range of resources, the needs and requirements of user groups, practical searching skills, the creation of resources, and the role of the librarian.

Results: Results to date will be discussed.

Conclusions: This course represents one approach to providing formal bioinformatics education for librarians. Librarians who are knowledgeable and proficient in bioinformatics will be able to expand the role of the library into this domain, apply their knowledge, skills and expertise in a complex, chaotic information environment, and develop the essential role of the librarian in the domain of bioinformatics.

4:30 pm - 6:00 pm

Group Discussions

National Network of Libraries for Health (NNLH)

Churchill Ballroom A & B

Open to all conference attendees.

For the past several conferences, the NNLH/RBNS task force has held informal meetings with conference attendees. The sessions have been great opportunities to discuss the year's events and future plans. They have also been excellent forums for you to advise and /or query the Task Force members. Last year in Newfoundland the group came up with the concept of websites called "Support the NNLH!/Appuyez le RNBS! "

Standards Task Force

Seymour Room

Meeting open to task force members only.

CHIPIG Walking Tour and Cocktail Reception

Meet at Registration Desk.

Join CHLA/ABSC's new affiliate, the Consumer Health Information Providers Interest Group for a walking tour of three fantastic downtown Consumer Health Resource Centres. A free evening of wine, appetizers and networking.

Pre-registration required.

5:30 pm -7:00 pm

First Timer's Event (All Welcome)

Monarch's Bar, Ground Floor, Delta Chelsea

Join your new colleagues for a drink and some fun in the hotel's pub (and find a dinner partner, if you wish...)

One of Toronto's most popular palm readers(!!) will be making room in her busy schedule to assess your past and comment on your future.

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Cash bar, no other charges.



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7:30 am - 8:00 am

AGM Breakfast

Churchill Ballroom A & B

You'll need the carbs!

8:00 am - 5:30 pm

Registration/Hospitality Desk

Churchill Court

Make your banquet seat selection at the Registration/Hospitality Desk not later than 3:00 pm

8:00 am - 10:00 am

CHLA/ABSC Annual General Meeting

Churchill Ballroom A & B

10:00 am - 10:30 am

Break & Exhibits

Mountbatten Salons A & B

10:30 am - 11:00 am

The Next Step in Universal Health Care: The Saskatchewan Cochrane Library Initiative,

Churchill Ballroom A & B

*Christine Marshall, Health Quality Council,
Saskatoon, Saskatchewan, SK*

The Saskatchewan Cochrane Library Initiative is an innovative program that provides all Saskatchewan citizens with access to The Cochrane Library free of charge. Saskatchewan is the first Canadian province to make such widespread access a reality.

The province of Saskatchewan is home to approximately 1,000,000 people who are scattered over an area of 651,900 km². There is essentially one academic health sciences library in the province that is open to the public, and access to medical literature has typically been limited in rural areas.

This initiative has come about through a partnership between The Canadian Cochrane Network and Centre (University of Saskatchewan Site Group) who initiated the project; the Health Quality Council, who provides project funding and on-site database training to regional health authorities and public libraries across the province; and the Saskatchewan Provincial Library's Multitype Database Licensing Program (MDLP), which has adopted responsibility for maintaining the technical aspects of the project.

After several trials and tribulations - including the abolition of a key partner in the project - provincial access for both healthcare

workers and the general public was established in October 2004. To date, response to the initiative has been particularly enthusiastic in rural areas, where the resource is needed the most. Database training is being conducted on a continuing basis, and a study of the initiative's impact over the next three years has begun.

The Cochrane Library is a valuable source of reliable health information. It is hoped that providing access to The Cochrane Library will result in more informed citizens and better health outcomes.

11:00 am - 11:30 am

The world around the corner - or driving too fast around the bend. Update on the Saskatchewan Health Information Resources Partnership (SHIRP)

Churchill Ballroom A & B

*Janet Bangma, Health Sciences Library, University
of Saskatchewan Libraries, Saskatoon, SK and
Susan Powelson, Regina Qu'Appelle Health Region,
Regina, SK*

At CHLA 2004, the presenters reported on the completion of the first phase of the Saskatchewan Health Information Resources Project (SHIRP) and the work underway to implement Phase 2. This paper updates CHLA members on the progress of that project. The world of quality, evidence based health information is just around the corner for healthcare practitioners in Saskatchewan. Our goal is to not lose control as we speed around the curve into this new information age.

In 2002, the Saskatchewan Health Libraries Association was asked to develop a proposal to improve access to library resources within the province. This initiative combined with the College of Medicine Accreditation crisis resulted in the submission, to the Academic Health Sciences Network and to government, of the SHIRP project. The project was funded in June 2003 and SHIRP was created. The multi-institutional task-force which oversees SHIRP, began the process of implementing the plan. We are now completing phase two, which included connecting three health regions to an initial suite of electronic products and moving to phase three, which is connecting the remaining health regions.

SHIRP delivered biomedical and full text resources to 3 health regions in 2004/05, will deliver this same suite of products to all health regions in 2005/2006 and by 2006/2007, will connect all healthcare practitioners in the province. Staff have been/will be hired for SHIRP including a coordinator and a training/education librarian, and professional library staff for the three Health Regions critical for distributed learning and education.

This 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 annually applying to government for funding, developing and solidifying a mechanism of funding, developing a management and executive structure that will ensure ongoing success, resolving the technical challenges of authentication, developing a single point of access for all resources, developing and delivering a training program across an entire province with limited resources and working with community groups beyond the initial scope of the project.

11:30 am - 12:00 pm

**"What? I can't get it free on the Internet?!"
Developing electronic library services for
the Saskatoon Health Region.***Churchill Ballroom A & B**Amy Beaith, Erin Romanyshyn and Joanne Franko,
Saskatoon Health Region Medical Library,
Saskatoon, SK*

Prior to July 2004, The Saskatoon Health Region (SHR), which is the largest employer in Saskatchewan, only had access to a small print collection, 1.5 Library Technicians, and Internet resources such as PubMed and Google. The Saskatchewan Health Information Resources Partnership (SHIRP) project has led to vastly improved access to evidence-based health resources for the province's Health Regions. These resources cover the areas of medicine, nursing, pharmacy, allied health, psychology, and others.

This paper will outline the impact of the significant changes in health library services within the SHR that have taken place largely as a result of this unique province-wide initiative, coupled with a \$2 million endowment bestowed upon the region by the late John Rependa for the construction of a state of the art educational centre, which included a new home for the medical library.

Phase II of the SHIRP project involved the hiring of two Reference Librarians serving the SHR, whose first tasks involved rolling out these resources to the Health Region in September 2004 as well as marketing the importance of mediated professional library services and access to evidence-based health information.

SHR Reference Librarians Amy Beaith and Erin Romanyshyn will share stories highlighting both the successes and challenges they have faced in launching new services and resources to an eager-to-learn population. Come find out how these developments have impacted this health region and are changing the face of health information services.

12:00 pm - 1:30 pm

Lunch**Lunch & Learn with Evidence Matters***Seymour Room*

Pre-registration required.

Chapter Presidents' Lunch*Windsor Room*

By invitation.

1:30 pm - 2:30 pm

**Information Behaviour in Pharmacology
and Pharmaceutical Sciences***Churchill Ballroom A & B**Chris Jasek, User Centered Design Manager,
Elsevier*

This session will present the findings of an information behaviour field study of researchers in pharmacology and pharmaceutical sciences at the University of Toronto. Researchers conducted interviews, walkthroughs, observations, and field data collection to understand and characterize scientists' information behaviour. An additional two weeks of data collection was conducted using diary studies during and following the fieldwork. Our findings portray researchers' typical and everyday use of information in the context of research projects, and their use of information artifacts in the production of new knowledge.

This study represents the second in a series of field investigations of scientific information behaviour designed to understand actual work practices in current science, and to evaluate conditions, constraints, and opportunities for innovation. Four major activities were studied in the academic domain:

- Ongoing experimental and clinical research
- Preparing manuscripts
- Preparing grant proposals
- Teaching and preparing lectures

2:30 pm - 3:30 pm

Posters Viewing & Closing*Churchill Ballroom A & B*

3:00 pm - 3:30 pm

Break & Closing of Exhibits*Mountbatten Salons A & B***Closing of banquet seat selection at
Registration Desk**

3:30 pm - 4:00 pm

"Can you see me now?": Using telehealth technology to deliver library instruction in rural Saskatchewan

Churchill Ballroom A & B

Mary Chipanshi and Cara Bradley, Health Sciences Library, Regina Qu'Appelle Health Region, Regina, SK

Objective: To assess the effectiveness of telehealth technology as a means of delivering library instruction to health professionals in rural/remote locations.

Methods: Librarians, located in the telehealth suite in the Regina General Hospital, delivered basic library instruction through telehealth technology to participants located in telehealth suites in two rural centers in the Regina Qu'Appelle Health Region. The effectiveness of the intervention was assessed by the means of pre- and post-session self-assessment survey, as well as a follow-up survey at two months post-intervention in order to assess retention of skills learned.

Results: The use of telehealth applications to provide library instruction was enthusiastically received by participants. Survey results indicated a substantial increase in participant knowledge of library resources and revealed satisfaction with telehealth technology as a means of delivering the instruction sessions.

Discussion: Telehealth technology is a viable tool for delivering library instruction to rural/remote health professionals. Its use for this purpose should be embraced to ensure that health professionals in all parts of the country, including rural and remote areas, are confidently able to base their practice on the best available evidence.

4:00 pm - 4:30 pm

Distributed medical education expansion supported by the development of collaborative library services across three universities and six hospitals.

Churchill Ballroom A & B

Rita Dahlie, UBC Woodward Biomedical Library, Vancouver, BC

Program objective: This paper will report on the development of distributed library services to support UBC's Faculty of Medicine expanded education program which is the first in Canada to feature multiple university sites for training first and second year medical students

Setting/Participants/Program: The University of British Columbia Life Science Libraries, University of Northern British Columbia Library, the University of Victoria Library and six hospital libraries are collaborating to support this distributed program. All students will participate in the same educational program through videoconference, identical PBL learning scenarios and receive their degree from the University of British Columbia. To date only UBC Library has supported the education of medical students.

Program: A Library Operations Committee with representation from each library site and faculty planners, educators and clinical instructors was established to plan and implement the program.

Through the use of a detailed Workplan, the Committee was able to ensure that the component parts to support the students were in place without needing to redesign library services already existing at the distributed sites. The first cohort of students began in September 2004 and 24 will move to Victoria on Vancouver Island and 24 will move to Prince George, 487 miles north of Vancouver and with 152 remaining in Vancouver in January 2005.

5:00 pm - 6:30 pm

Getting to the Famous PEOPLE Players Banquet

110 Sudbury Street

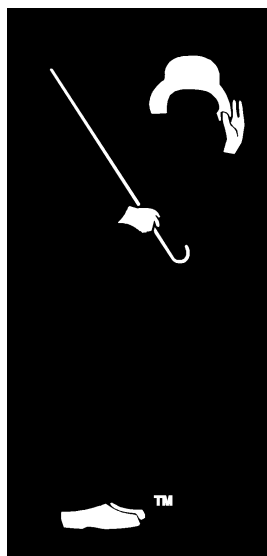
Groups walking to theatre should meet at hotel's Gerrard Street exit between 5 and 5:15 pm.

Travel time: 60-90 minutes on foot; 30 minutes by cab or by streetcar. Buses have been reserved for return trip to the hotel.

6:30 pm - 10:30 pm

Famous PEOPLE Players Banquet

110 Sudbury Street



Dinner and show at the internationally renowned Famous PEOPLE Players "Dine and Dream" Theatre located in the heart of Toronto. Enjoy an elegantly served three-course meal in an enchanting dining room followed by a magical hour-long live performance in the black light theatre, combining music, dance, and dazzling special effects with an ending that will surprise and inspire. The show, "Jumpin and Jivin," features the music of Big Band Swing. Finish off with luscious desserts, coffee, and time to chat.

The Famous PEOPLE Players have impressed audiences around the world with great singing, great theatre, and great food in a touring show that Tom Cruise described as "nothing like it on earth."

Seating for the banquet is limited, and will be available on a first come, first served basis. If you wish to attend, you must indicate your participation on the conference registration form. Pre-purchased tickets will be available for pick-up at the conference check-in desk, where you will also have the chance to indicate your seating preference. Make your own way to the banquet. Buses will be provided for the return trip to the hotel..

Tickets required; advance table selection also required by 3:00 pm June 2

Full details on tickets received in your registration package

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7:30 am - 8:30 am

APA Breakfast

Churchill Ballroom A & B

Come learn about product developments from PsycINFO /
American Psychological Association
Pre-registration required.

8:00 am - 8:30 am

Morning Coffee & Tea

Churchill Court

8:00 am - 12:30 pm

Registration/Hospitality Desk

Churchill Court

9:00 am - 9:30 am

NNLH Update

Churchill Ballroom A & B

National Network of Libraries for Health (NNLH)

9:30 am - 10:00 am

Concurrent Sessions

Session 1 - Important Attributes of Consumer Health Information

Churchill Ballroom A & B

Don H. Buchanan, Children's Hospital, Hamilton Health Sciences, Hamilton, ON, Leah Jutzi, Faculty of Health Sciences, McMaster University, Hamilton, ON, Charles E. Cunningham, Faculty of Health Sciences, McMaster University, Hamilton, ON, and Ken Deal, Michael DeGroote School of Business, McMaster University, Hamilton, ON

Question: What qualities or attributes of Consumer Health Information do consumers value as important? How do these attributes interact in the utilization of consumer health resources?

Design: We reviewed the literature to determine what consumers, health professionals and researchers consider important attributes of health information. Twelve attributes including content, perceived benefit, timing, source, accuracy, specificity, currency, endorsement, format, comprehensiveness, accessibility, and cost were identified, as well as evidence supporting their importance. Utilizing choice-based conjoint techniques, we then surveyed health care consumers in a

children's hospital to determine consumer preferences for these attributes.

Setting: Children's Hospital, which is part of an academic health sciences center.

Participants: Three hundred parents of patients waiting in outpatient settings. Results: Results indicated that accuracy and source were the two most important attributes.

Discussion: Using market simulation software we estimated consumer preferences for several different models of delivering consumer health information in order to design services that maximize utilization. Resultant models have considerable implications for separation of librarian services from clinical service delivery.

Session 2 - Availability of electronic libraries in the health sciences in the Arabian Gulf Region

Seymour Room

Hakim Bishawi, Tawam Hospital, Al Ain, United Arab Emirates and Karen Neves, National Medical Library, United Arab Emirates University

Health sciences libraries all over the world have experienced an increase in the popularity and use of electronic resources in their collections. As the internet has begun to invade even the remotest of areas, libraries in the health sciences are experiencing an ever-increasing pressure to expand into the electronic environment. The Arabian Gulf region is no exception. In the GCC (Gulf Cooperation Council) countries - the United Arab Emirates, Saudi Arabia, Bahrain, Qatar, Kuwait and Oman - libraries are asked to serve the information needs of health practitioners with a diverse range of financial, electronic and human resources. In some countries, both funding and infrastructure are excellent. In others, a lack of hardware, software or financial resources have taken their toll on services. Through the use of online and fax questionnaires, this paper will examine the availability of electronic resources in health libraries in the Gulf Region and will look at state of the art for such characteristics of digital libraries as a significant web presence, ability to access resources at a distance and the provision of library services using electronic media. Cultural milieu, staffing levels, reporting structure and the presence or absence of a library strategic plan will also be examined, as all these factors may have impact on the development of a vital and growing electronic library.

10:00 am - 10:30 am

Concurrent Sessions

Session 1 - Partnering to Improve Access to Evidence-Based Information: the WRHA and the UM Health Sciences Libraries

Churchill Ballroom A & B

Ada Ducas, Neil John Maclean Health Sciences Library, Winnipeg, MB, Tania Gottschalk, Winnipeg Regional Health Authority (WRHA), Winnipeg, MB and Mike Moffatt, Winnipeg Regional Health Authority (WRHA), Winnipeg, MB

Ongoing regionalization of health services in Winnipeg has resulted in the evolution of a very important and unique partnership between the Winnipeg Regional Health Authority (WRHA) and the University of Manitoba Libraries (UML). A contractual arrangement with the WRHA places management responsibility of most of the city's hospital libraries under the largest health information library in the province, the Neil John Maclean Health Sciences Library (NJMHSL). The development of this integrated program has been approximately six years in the making. The coordinated management of library services across a region is not unique in the Canadian healthcare scene. Models exist for consortiums (see for example the Health Science Information Consortium of Toronto) or university libraries managing some affiliated hospital libraries (see for example the University of British Columbia Life Sciences Libraries). However, the situation in Winnipeg represents a more integrated and coordinated approach because each of the hospital libraries is a unit of the NJMHSL. As well, each hospital library serves not only as an access point for hospital staff but for WRHA employees working in the Community Areas affiliated with the hospital. The libraries have up-to-date computers that provide access to a broad range of print and electronic resources. Each is under the direction of a professional librarian with support from a full-time library technician. Staffs provide literature search services, document delivery, and training. The coordinated approach to library services ensures health professionals across Winnipeg have the support and resources they need to incorporate evidence-based information into their practice and decision-making.

Session 2 - Virtual Libraries in Southeastern Ontario: The People Factor

Seymour Room

Gillian Griffith, Bracken Health Sciences Library, Kingston, ON

Starting in 1996, Bracken Health Sciences Library at Queen's University has established a number of partnerships with community health care institutions in Southeastern Ontario to provide library services. The number of partnerships continues to expand and currently includes 7 community health facilities, each of which has adopted a customized virtual library service model. There are no physical libraries or library staff members at the sites however each institution recognizes the importance of providing access to relevant, timely health information services to support evidence-based practice,

teaching and research. There is an essential component of the virtual library service that must not be overlooked: the people factor.

Bracken Library now has two Clinical Outreach Services Librarians who have the critical role of establishing symbiotic relationships with particular members of a hospital's staff. These relationships provide a uniquely promising avenue to facilitate the provision of services and resources to health care practitioners within each partner institution. This paper focuses on the great benefit of such relationships, and indicates some of the essential elements that make these partnerships successful. Special emphasis is placed on the necessity of having appropriate and affirmative "point persons" within each community partner institution.

10:30 am - 11:00 am

Break

Churchill Lane

11:00 am - 12:00 pm

Closing Keynote: Upwards and onwards: The role of research in health librarianship,

Churchill Ballroom A & B

Joanne Gard Marshall, Alumni Distinguished Professor, School of Information and Library Science; University of North Carolina at Chapel Hill

Although librarians are frequently involved in making research data and information available to their users, the notion of conducting and applying research in library and information science (LIS) to everyday practice more recent in origin. Health librarians have been leaders in the LIS field overall as demonstrated by: the research statements developed by professional associations; the adoption of research standards and structured abstracts at professional conferences; the greater availability of research grants; and the growing interest in evidence-based information practice. Canadian librarians, in particular, have been leaders in the development of resources for evidence-based health care as well as their own evidence-based information practice. This paper will review trends in the conduct of LIS research and its application over the last decade and discuss ways in which the profession can build on this legacy. The role of research in health librarianship will continue to increase in importance along with the ever-growing demand for access to quality health information by health care providers, policy makers and the general public.

12:00 pm - 12:30 pm

Closing Remarks

Churchill Ballroom A & B

*Tamsin Adams-Webber, CHLA/ABSC President
2005/06, and Elizabeth Uleryk, 2005 Conference
Planning Committee Chair*

Invitation to CHLA/ABSC 2006 Vancouver

*Cathy Rayment, 2006 Conference Planning
Committee Chair*

1:00 pm - 5:00 pm

CHLA/ABSC Post Conference Board Meeting

*Gerstein Science Information Centre, University of
Toronto*

1:30 pm - 5:30 pm

Post-Conference Workshops

So How Do You Make Your Website "Sticky"? - Designing and Testing for Web Usability

Instructor: Carolyn Watt

*Location: Gerstein Science Information Centre,
University of Toronto, Computer Lab, 2nd Floor*

Could you ever imagine talking about communications that way a few years ago? Well being "sticky" is important. Your website is a key communication device for your organization. Your website reflects your brand. It tells your prospects what you do. It tells your clients that you keep current. It is also a reflection of your communication style.

So what do we mean by sticky? It's about getting people stuck on you and your site - they want to keep coming back to see what's new. They add you to their favourites list. What can you do to ensure that it is sticky...well that's where the usability factor comes into play.

In this workshop, Carolyn will share the 10 ways to make your website sticky. You'll have a chance to work through how to develop and test your site. Bring a copy of your home page and a few favourite and not-so-favourite pages from your site and let's see how sticky they are and what you can do to make them sticky or stickier.



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[†]**Definition of Life Sciences at Academic Institutions:** Immunology, microbiology, pharmacology, biology, biochemistry, medicine (not disciplines such as rehabilitation or nursing), veterinary medicine, biotechnology and related agriculture, etc.

[‡]**Definition of Life Sciences at Companies:** Non-administrative staff involved with pharmaceuticals, medicine, immunology, microbiology, biology, biochemistry, biotechnology and related agriculture, veterinary medicine, etc. Senior administrative employees such as marketing product managers should be included in the counts.



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Creating a Catalogue of Canadian Medication Prescribing and Use Projects.

Greg Bak (GregB@CCOHTA.ca) and Janet Joyce (janetlj@CCOHTA.CA), Library and Information Services, Canadian Coordinating Office for Health Technology Assessment (CCOHTA)

The Canadian Optimal Medication Prescribing and Utilization Service (COMPUS) is a new service funded by Health Canada and delivered by the Canadian Coordinating Office for Health Technology Assessment (CCOHTA). COMPUS will evaluate and promote evidence-based best practices that ensure prescription medications are used appropriately.

Ontario Public Health Libraries Association (OPHLA): Advocating on Behalf of the Public's Health

Heather Kemp (kemph@region.halton.on.ca), Information Specialist Halton Region Health Department.

The mandate of the Ontario Public Health Libraries Association (OPHLA) to build and promote library and information services to support a strong public health system in Ontario. OPHLA works in partnership to promote the strategic use of evidence-based public health interventions; maximize the capacity for providing information services and resources to Ontario's public health units, share best practices and advocate the importance for information professionals in public health.

Copyright: a Health Promotion Concern

Dianne Beal (beal@toronto.ca), Librarian, Toronto Public Health Library

The purpose of this poster is to raise awareness of copyright issues as they affect public health. Public health organizations are active in health promotion and educating both staff and the general public, and sharing information is vital to these roles. However, ensuring the integrity, accuracy and appropriate use of information created by health units is also of critical importance. Toronto Public Health has established a workgroup to develop policies and procedures on the issue of copyright. The culmination of this work will be the development and implementation of guidelines and policies that will be used by all staff.

An Online Guide to Library Research for Dentistry Students

Margaret Fulford (margaret.fulford@utoronto.ca), Faculty Librarian, Faculty of Dentistry University of Toronto

"How to Research Your Dentistry Essay", was developed to give Dentistry students an understanding of library research and to provide practical advice and searching strategies. Topics covered included where to start one's research, how to decipher citations, how to keep

track of sources, and how to use various indexes and the library catalogue to locate dentistry resources. The guide used dentistry-related examples and included hyperlinks to useful resources. Margaret Fulford is Faculty Librarian at the Faculty of Dentistry, University of Toronto. She has also worked for the Toronto Reference Library, CBC Music Library, and Canadian Health Network. She edited *The Canadian Women's Movement, 1960-1990: A Guide to Archival Resources*, and she co-authored the CRTC's thesaurus.

Future Proofing the Health System

Sandra Kendall (skendall@mtsinai.on.ca) and Melanie Browne (mbrowne@mtsinai.on.ca), Sidney Liswood Library, Mt. Sinai Hospital

Mount Sinai Hospital has created an online tool for accessing top-rated sources of evidence-based medicine for clinicians and medical students. Using the system – which is called an algorithm by the developers – medical staff can search step-by-step through four tiers of resources. To create the algorithm, Mount Sinai librarians and clinicians conducted an assessment of all resources available to researchers and ranked them according to their use of evidence-based evaluation and scientific review. The next steps include getting all hospitals to have access to these core resources to ensure best practice clinical decision-making.

Operationalizing Evidence Based Practice for Nurses

Sandra Kendall (skendall@mtsinai.on.ca) and Melanie Browne (mbrowne@mtsinai.on.ca), Sidney Liswood Library, Mt. Sinai Hospital

Following Mt Sinai Hospital's online tool for accessing top-rated sources of evidence-based medicine, an algorithm for evidence-based nursing was created. Mount Sinai librarians and clinicians conducted an assessment of all resources and ranked them according to their use of evidence-based evaluation and scientific review. Using the flow chart was a way to reduce the time needed to show nurses how to find answers to patient and administrative concerns. If a nurse sent a query through all four tiers of the algorithm, and still ended up empty-handed, the problem would likely be a good candidate for conducting an investigative protocol which would need to be submitted to our Research Ethics Board.

Collaborating to Increase Awareness about Patient Safety in Winnipeg

Tania Gottschalk (TGottschalk@wrha.mb.ca), University of Manitoba Neil John Maclean Health Sciences Library. Rob Robson, Director of Patient Safety, WRHA. Ryan Sidorchuk, Patient Safety Officer, WRHA

We report on a project in which a University of Manitoba Librarian, the WRHA Director of Patient Safety, and the WRHA Patient Safety Officer have collaborated to increase awareness about patient safety literature across Winnipeg. Patient Safety Picks, an electronic newsletter, launched in December 2004, is published nine times a

year and is designed to alert health care professionals and patients in Winnipeg to recent information about patient safety including new books, e-books, websites, articles, and audiovisual resources. We discuss the origins of the collaboration, the challenges faced in moving the project forward, and the feedback we have received from web-based surveys.

PushMe – Pull You: Going Electronic with our Library Newsletter

Tania Gottschalk (TGottschalk@wrha.mb.ca), Lori Giles-Smith (lori_giles-smith@umanitoba.ca), and Mark Rabnett (mark_rabnett@umanitoba.ca), University of Manitoba

In the spring of 2004, the University of Manitoba (UM) Health Sciences Libraries distributed the final print edition of the library newsletter. The content was six months out-of-date and had difficulty reaching many of our users. We considered our user groups and determined most could be reached with an electronic newsletter via email. Newsletter content was restructured and the new electronic newsletter, Info-Rx: Newsletter of the Health Sciences Libraries, was launched with the tag line "Your Information Prescription". The newsletter presents current developments in the library and educates our users about resources and services. We report on the success of our revamped newsletter.

Hospital Libraries: The Future Lies in Co-operation

Syd Jones (sydney_jones@camh.net), Centre for Addiction and Mental Health, Helen Michael (Helen.Michael@utoronto.ca) University of Toronto Libraries, and Laurie Scott (Laurie.Scott@utoronto.ca), Health Science Information Consortium of Toronto

Many library consortia have come into existence primarily as a vehicle to obtain favourable pricing on licensed electronic resources, while others have existed for years providing members with a wide range of benefits through collaborative activities. The Health Science Information Consortium of Toronto (HSICT) consists primarily of publicly funded hospital libraries in the Greater Toronto Area, in partnership with the University of Toronto Libraries. Members benefit from a wide variety of activities, consortial discounts and licenses, as well as collaborative efforts on strategic planning, business cases, and so on.

CHIPIG Becoming a CHLA Interest Group

Kimberley Meighan (Kimberley.meighan@sickkids.ca), The Hospital for Sick Children, Susan Himel (SHimel@nt.thc.on.ca), Trillium Health Centre, and Ann Celestine (ann.celestine@kpl.org), Kitchener Public Library.
The Consumers Health Information Providers Interest Group (CHIPIG) is a voluntary association of person's who share an interest

in the provisions of health information to the general public. Our vision is to become a network of health information providers, improving the health of our community through the education and empowerment of consumers, in a variety of settings such as hospitals, libraries and community organizations. This poster presentation will profile the history of CHIPIG, terms of reference, goals and objectives as well as future directions as an official interest group of CHLA.

Leveraging funds to build a new library service.

Helen Lee Robertson (helen.lee.robertson@ucalgary.ca), University of Calgary

By 2000, the University of Calgary Health Sciences Library experienced increasing customer demand for user support and training in bibliographic management software programs, especially Reference Manager. This poster describes the approach used to leverage funds and time to meet this need. In 2001, the authors obtained a federal Summer Career Program grant to hire a library school student to develop an infrastructure of materials and create staff expertise in Reference Manager that could be sustained beyond the student's employment. The student developed core instructional and support materials aimed at biomedical sciences clientele. For library staff, she created an instructional module and provided a "train the trainer" session. She also presented workshops to library users at the end of the summer. A regular staff member became the key resource, continuously updating the original materials and creating intermediate level workshops. Introductory workshops are offered monthly and intermediate ones every second month. Even after 3.5 years, introductory sessions are at their capacity and the intermediate only slightly less.

Deploying Handheld Medical Content to Faculty: What Libraries Need to Know.

Rita Vine (rita.vine@utoronto.ca), University of Toronto

Between October 2004 and January 2005, 27 volunteer clinical faculty from the Department of Family and Community Medicine were provided with the opportunity to download and install selected medical content to their handheld computers. Throughout the testing period, they shared with us their views on how easy it was to download and use the handheld content they received, and what they thought about the quality and utility of these tools. This poster will present the key results of the study, and extrapolate recommendations for libraries considering acquiring and deploying handheld content for their communities.

Educating Information Professionals to Support Evidence-Based Health Care: Development, Delivery & Evaluation of a Course in Evidence-Based Health Librarianship

*Nadine Wathen, PhD (wathenn@mcmaster.ca),
Department of Psychiatry & Behavioural
Neurosciences, McMaster University, and Gloria J.
Leckie, PhD (leckie@uwo.ca), Associate Dean,
Faculty of Information & Media Studies, The
University of Western Ontario*

Evidence-based health care - the application of "best available evidence" to health care practice and policy decisions - is a fast-developing area. Its foundation is rigorous and systematic searching, retrieval and collation of relevant research evidence from a variety of sources. Once found, results must be organized and interlinked so that those evaluating the evidence, or making decisions based on the evidence, can easily access it. Objective: This poster will report on the development, delivery and evaluation of a course on EBHC methods. The course was funded under the HTA Capacity Building Program of the Canadian Coordinating Office for Health Technology Assessment and was delivered in Fall 2004 in an ALA-accredited Masters of Library and Information Science programme at the University of

Western Ontario. Seventeen MLIS students completed and evaluated the course. There is a need to develop additional capacity to educate librarians in EBHC methods to fill growing demand for this skill set.

A Study of Consumer Health Monographs in Public Libraries using a Tiered Master Checklist

*Jean Williams, BScN, MLIS
(jean.williams@mail.mcgill.ca), McGill University
Health Centre*

A tiered list of fifty-two recommended monographs in nine consumer health subject areas was developed by health science librarians (Consumer and Patient Health Information Section of the Medical Library Association)(CAPHIS) and from several other expert sources. The ensuing master list of validated titles was compared to the holdings of two Montreal area public libraries. These two libraries had comparable municipal tax support and the librarians were willing to be interviewed concerning their consumer health information (CHI) collection development policies and strategies.

The two local libraries studied have acquired recent CHI titles recommended by subject specialist librarians. CAPHIS lists provide a reliable tool for collection development in public libraries.



Conference Activities & Registration

Monday May 30

6:30 am - 7:30 am

Downtown Walk

Meet at Delta Chelsea Hotel's Gerrard Street exit. Led by Anna Gagliardi

Tuesday May 31

6:00 pm - 8:00 pm

Registration

Churchill Court

Make your banquet seat selection at the Registration/Hospitality Desk.

6:30 pm - 9:00 pm

Welcome Reception and Opening of Exhibits

Mountbatten Salons A & B

Wednesday June 1

7:00 am - 8:00 am

Cabbagetown Walk

Meet at Delta Chelsea Hotel's Gerrard Street exit. Led by Tamsin Adams-Webber

8:00 am - 5:30 pm

Registration

Churchill Court

Make your banquet seat selection at the Registration/Hospitality Desk.

12:00 pm - 1:30 pm

Lunch & Learn with Micromedia-ProQuest

Scott Room, Delta Chelsea, 3rd Floor

Pre-registration required

4:30 pm - 7:00 pm

CHIPIG Walking Tour and Cocktail Reception

Meet at Registration Desk.

Join CHLA/ABSC's new affiliate, the Consumer Health Information Providers Interest Group for a walking tour of three fantastic downtown Consumer Health Resource Centres. A free evening of wine, appetizers and networking.

Pre-registration required.

5:30 pm - 7:00 pm

First Timer's Event (All Welcome)

Monarch's Bar, Ground Floor, Delta Chelsea

Join your new colleagues for a drink and some fun in the hotel's pub (and find a dinner partner, if you wish...)

One of Toronto's most popular palm readers(!!) will be making room in her busy schedule to assess your past and comment on your future.

Mysteries of the Hand Revealed.....Palmistry for All.....Your Destiny Divulged....

Cash bar, no other charges.

Thursday June 2

7:30 am - 8:00 am

AGM Breakfast

Churchill Ballroom A & B

You'll need the carbs!

8:00 am - 4:30 pm

Registration

Churchill Court

Make your banquet seat selection at the Registration/Hospitality Desk not later than 3:00 pm

12:00 pm - 1:30 pm

Lunch & Learn with Evidence Matters

Seymour Room

Pre-registration required

Chapter President's Lunch

Windsor Room

By invitation.

Conference Activities & Registration

5:00 pm - 6:30 pm

Getting to the Famous PEOPLE Players Banquet

110 Sudbury Street

Groups walking to theatre should meet at hotel's Gerrard Street exit between 5 and 5:15 pm.

Travel time: 60-90 minutes on foot; 30 minutes by cab or by streetcar

Buses have been reserved for the return trip to the hotel. Pre-registration required.

6:30 pm - 10:30 pm

Famous PEOPLE Players Banquet

Tickets required; advance table selection also required by 3:00 pm June 2

Full details on tickets received in your registration package

Friday June 3

7:30 am - 8:30 am

APA Breakfast

Churchill Ballroom A & B

Come learn about product developments from PsycINFO / American Psychological Association

Pre-registration required

8:00 am - 12:30 pm

Registration/Hospitality Desk

Churchill Court

Conference First Timers

A flower symbol will be provided on the name tag of those who are attending a CHLA/ABSC conference for the first time. We hope that you conference "Old-Timers" will make a special effort to make our first timers feel welcome - introduce yourself, invite them to join you for coffee or a meal, introduce them to your colleagues, etc.

First Timers, if you did not receive a First Timer symbol on your badge when you registered please obtain one from the Registration Desk. Also note that you are encouraged to attend the First Timer's Event, 5:30pm -7:00 pm on Wednesday June 1, in the Monarch's Bar at the Delta Chelsea.

Registration

The Conference Registration and Hospitality Desk will be located in the Churchill Court, second floor of the Delta Chelsea Hotel

Registration hours are as follows:

Tuesday, May 31

6:00 pm - 8:00 pm

Wednesday, June 1

8:00 am - 5:30 pm

Thursday, June 2

8:00 am - 4:30 pm

Friday, June 3

8:00 am - 12:30 pm

Also located in the Churchill Court will be:

- CHLA/ABSC Board Booth
- Message, Job and Conference Photo Boards
- CHLA/ABSC 2006 Conference Booth

Exhibitors at the Conference

Take advantage of the opportunity to view and discuss the products and services of leading information providers.

Exhibits will be in the Mountbatten Salons A & B at the Delta Chelsea Hotel

Exhibit hours will be:

Wednesday, June 1 10:00 am - 6:00 pm

Thursday, June 2 10:00 am - 3:30 pm

Our exhibitors this year are:

Andornot Consulting

BMJ Publishing Group

Brodart Company

CISTI

Companion Corp.

Curties-Overzet Publications

East View Information Services

EBSCO Information Services

Eloquent Systems

EMBASE.com/Elsevier

Evidence Matters

John Wiley & Sons

Login Brothers

Micromedia ProQuest

Medical Library Association

OVID

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Swets Information Services

UpToDate

Women's Health Matters

Major Sponsors

EMBASE.com/Elsevier (SILVER Sponsor)

Login Brothers (BRONZE Sponsor)

Swets Information Services

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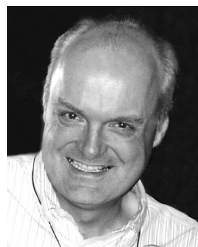
Centre for Global eHealth Innovation,
University Health Network

Xerox Canada Ltd.

The CHLA/ABSC 2005 Conference Planning Committee thanks all exhibitors, advertisers and sponsors for their support and contributions!



Stephen Abram, Vice President Innovation, Sirsi Corporation



Stephen Abram, MLS, is the 2004-2005 President of the Canadian Library Association and Vice President Innovation of Sirsi Corporation. He has been VP of Corporate Development for Micromedia ProQuest and Publisher Electronic Information for Thomson. He ran libraries for Coopers & Lybrand and Hay Group. Stephen has been listed by Library Journal as one of the top 50 people

influencing the future of libraries and librarianship. He has been awarded SLA's John Cotton Dana Award as well as being a Fellow of the SLA. He was Canadian Special Librarian of the Year and Alumni of the Year for the Faculty of Information Studies at the University of Toronto. He gives over 45 international keynote talks annually to library and information industry conferences.

Greg Bak, Canadian Coordinating Office for Health Technology Assessment (CCOHTA), Ottawa, ON

Greg Bak (MLIS, PhD) is the Information Specialist for the COMPUS directorate of CCOHTA. In addition to providing expert search services, Greg contributes to the development of various electronic and physical collections and catalogues. Greg previously worked as Information and Content Specialist for the HIV/AIDS Affiliate of the CHN.

Janet Bangma, Health Sciences Library, University of Saskatchewan Libraries, Saskatoon, SK

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 Master degrees in Library and Information Studies from Dalhousie University as well as a Master degree 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 co-chair of the SHLA Taskforce to the Saskatchewan Academic Health Sciences Network.

Eugene Barsky, St. John's College – UBC, Vancouver, BC

Eugene Barsky is currently a graduate student in the MLIS programme at UBC's School of Library, Archival and Information Studies. He works as a student reference librarian at two of UBC's biomedical libraries. He has been involved in academic health sciences research for the last five years. Eugene holds a BSc in Psychology and Behavioural Sciences and works at UBC's Mental Health Evaluation & Community Consultation Unit in the Faculty of Medicine.

Joan C. Bartlett, Graduate School of Library and Information Studies, McGill University, Montreal, PQ

Joan Bartlett is an Assistant Professor in the Graduate School of Library and Information Studies at McGill University, where she teaches in the areas of health information, bioinformatics and information literacy. Her current research interests revolve around information behaviour and information interaction, particularly in the context of biomedical and bioinformatics information.

Amy Beaith, Saskatoon Health Region Medical Library, Saskatoon, SK

Amy Beaith is a Reference Librarian for the Saskatoon Health Region, where she provides reference & training support. She moved to Saskatchewan from Ontario in July 2004, where she completed a MSt. at the University of Toronto and held positions at the Centre for Criminology Library and the College of Physicians & Surgeons of Ontario.

Dianne Beal, Librarian, Toronto Public Health Library, Toronto, ON



Dianne Beal has been a librarian with the former City of Scarborough, and the amalgamated City of Toronto for over 20 years. She is a member of the Ontario Public Health Libraries Association since its inception, and currently serves as Treasurer. She represents the library on the Toronto

Public Health Copyright Workgroup.

Hakim Bishawi, Tawam Hospital, Al Ain, United Arab Emirates

Hakim Bishawi has been working as a Medical Librarian at Tawam Hospital in the UAE since 1996. Previously he worked at College of Medical Professions in Palestine. He got his Diploma from Palestine in 1986 and Bachelors degree in Library Science in 02. Hakim presented 11 papers at conferences in Lebanon, Iran, Pakistan, Egypt, UAE, Qatar, and Canada. He participates in CME program at Tawam and presents talks on regular basis. He is a member at MLA and CHLA.

Cara Bradley, Health Sciences Library, Regina Qu'Appelle Health Region, Regina, SK

Cara Bradley, MA, MLIS, is Client Services Librarian for the Regina Qu'Appelle Health Region, where she provides reference, research, and instructional services. Her interests include creating and realizing unique outreach opportunities, meeting the information needs of pharmacists, and evidence-based librarianship. She is currently President of the Saskatchewan Health Libraries Association.

Beverly Brown, CISTI/ICIST, Ottawa, ON

Bev began her career as a technical and reference services librarian first at the Canadian Memorial Chiropractic College and then at the University of Manitoba Health Sciences Library. In 1996 she joined CISTI as Coordinator for DOCLINE in Canada and as CISTI's representative to the health library community. More recently, she has also been responsible for managing copyright for document delivery and coordinating the work of CISTI's Committee on Health Sciences Information.

Melanie Browne, Information Specialist, Sidney Liswood Library, Mt Sinai Hospital, Toronto, ON



Melanie Browne has worked in various research positions at the University of Western Ontario as well as at the London Health Sciences Centre. She worked at the Graduate Resource Centre Library and then served an internship with the Canada Customs and Revenue Agency, London Tax office Library. In 2002, she published two articles in the Journal of Cutaneous Medicine and Surgery.

Don H. Buchanan, Children's Hospital, Hamilton Health Sciences, Hamilton, ON

Don Buchanan is the Coordinator of the Child & Youth Health Partnership at McMaster Children's Hospital, Hamilton Health Sciences. He was involved in the development of the Health Resource Centres at Hamilton Health Sciences Corporation, as well as developing the Community Education Service. He has an interest in helping families and patients learn more about their health and the problems that bring them to the Children's Hospital, and in studying ways to engage people more actively in that learning.

Bonnie Burwell (M.L.S., M. Ed.)

Bonnie Burwell has been providing information and learning consulting services to groups in the private, government and non-profit sectors since 1991. With experience in both the education and information professions, Bonnie has worked with many organizations to provide learning opportunities for their employees around knowledge products and technologies. This includes assessing needs, formulating learning objectives and selecting learning methodologies. She has designed and delivered training using a variety of learning methodologies including face-to-face and online. She is the course designer and instructor for The Information Professional as Educator, a web-based course for the University of Toronto's Faculty of Information Studies

Bonnie is a frequent writer and workshop presenter on information topics and is active in a number of professional associations.

Christine Chang, SMARTRISK, Injury Prevention Affiliate of the Canadian Health Network (CHN), Ottawa, ON

Christine Chang (MA, MIST) is the Health Information and Promotion Specialist at SMARTRISK, the Injury Prevention Affiliate of

the Canadian Health Network (CHN). Christine develops and manages the collection of resources for the Injury Prevention area of CHN. She is also responsible for the promotion of CHN amongst health practitioners and consumers.

Mary Chipanshi, Health Sciences Library, Regina Qu'Appelle Health Region, Regina, SK

Mary Chipanshi, BA, MLS, AHIP is currently working as a Client Services Librarian at the Regina Qu'Appelle Health Region. In addition to her role as a liaison to the Department of Population and Public Health she is actively involved in library instruction in the context of evidence based practice to hospital physicians, interns, nurses and employees of the Region.

Dr. Vernon Curran, Memorial University of Newfoundland, St. Johns, NF

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

Rita Dahlie, UBC Woodward Biomedical Library, Vancouver, BC

Rita Dahlie is the Head of the Woodward Biomedical Library at the University of British Columbia. Immediately prior to joining UBC, Rita was the Manager of the Western Regional Operating Centre for the Canadian Health Network, an electronic health information service located at Vancouver Public Library.

Ellen Detlefsen, Department of Library & Information Science, School of Information Sciences, University of Pittsburgh, Pittsburgh, PA

Ellen Detlefsen is a tenured faculty member in the School of Information Sciences, University of Pittsburgh, with a joint appointment in the Center for Biomedical Informatics, School of Medicine. Her expertise includes health sciences information, resources for special populations, and medical informatics. She speaks and writes on information behaviours, consumer healthcare information, and medical informatics.

Mary Jo Dorsey, Richard M. Johnston Health Sciences Library, The Western Pennsylvania Hospital, Pittsburgh, PA

Mary Jo Dorsey is Director of the Health Sciences Library and Patient and Family Education Center at The Western Pennsylvania Hospital in Pittsburgh. She is currently completing the PhD in Library and Information Sciences at the University of Pittsburgh where she is an adjunct faculty member in the School of Information Sciences.)

Ada Ducas, Neil John Maclean Health Sciences Library, Winnipeg, MB

Ada Ducas is the Head of the Neil John Maclean Health Sciences Library. She holds the rank of Full Librarian at the University of Manitoba and is an Assistant Professor in the Faculty of Medicine. She has a wide range of experience in hospital administration, university libraries, the information infrastructure and knowledge management. Mrs. Ducas has worked with the Winnipeg Regional Health Authority to implement an agreement that transferred the management of the hospital libraries in the city from the WRHA to the Neil John Maclean Health Sciences Library. She is also working on a plan to provide access to knowledge-based information in Manitoba to all rural health care professionals.

Jane Dysart, Dysart & Jones Associates

Prior to founding D&J, Jane Dysart spent seventeen years as Manager, Information Resources for Royal Bank of Canada, where she was responsible for developing and managing its state-of-the-art information resources department. She has authored many articles, most recently in KMWorld, Information Today and Information Outlook. Jane is a frequently requested speaker for information professionals on topics of vision, leadership, managing change and information technology. She is currently Conference Program Director for: Internet Librarian 2005, Computers in Libraries 2005 and KMWorld 2005 and was program director for Internet World Canada from 1994-2001. Having served in several executive capacities for many associations, she is Past President, Special Libraries Association and recipient of the prestigious John Cotton Dana Award.

Tom Flemming, Head of Public Services, McMaster University Health Sciences Library, Hamilton, ON.

Tom Flemming has been at McMaster since 1984; prior to that, he held various positions in the W.K. Kellogg Health Sciences Library at Dalhousie University in Halifax, NS, and even taught high school for a couple of years. Tom has almost thirty years of experience in the field of health sciences libraries and information delivery in Canada. He holds an MA in English Literature and a Masters in Library Service (MLS) from Dalhousie University, and is a Distinguished Member of the Academy of Health Information Professionals. Tom is an active participant in both the Canadian Health Libraries Association and the Medical Library Association. He has published in the library literature, devised and taught CE courses and regularly provides service to library patrons. He is also the creator of the "Health Care Information Resources" web page (<http://hsl.mcmaster.ca/tomflem/top.html>) which is widely consulted by web surfers looking for health and patient care information. Joanne Franko, Saskatoon Health Region Medical Library, Saskatoon, SK

Since November 2001, Joanne Franko, R.D., M.Sc., has managed the Medical Libraries in Saskatoon Health Region, as part of the Research Services Unit portfolio. She was a member of the Saskatchewan Health Libraries Association Taskforce that prepared the Saskatchewan Health Information Partnership proposal and is responsible for its implementation within Saskatoon Health Region

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

Margaret Fulford is Faculty Librarian at the Faculty of Dentistry, University of Toronto. She has also worked for the Toronto Reference Library, CBC Music Library, and Canadian Health Network. She edited *The Canadian Women's Movement, 1960-1990: A Guide to Archival Resources*, and she co-authored the CRTC's thesaurus.

Lori Giles-Smith, Health Sciences Centre Librarian, Neil John Maclean Health Sciences Library, University of Manitoba Libraries, Winnipeg, MN

Lori Giles-Smith is the Health Sciences Centre Librarian at the Neil John Maclean Health Sciences Library, University of Manitoba. Lori works closely with the HSC staff, providing reference, training, and literature search services. Among her other duties, Lori is responsible for a large Consumer Health Collection. She is also the current editor of Info-RX, the online newsletter of the Health Sciences Libraries.

Dean Giustini, UBC Library, Vancouver, BC

Dean Giustini is the UBC Biomedical Branch librarian at Canada's second largest tertiary care hospital, VGH. He teaches health-related online searching at UBC library and coordinates the health libraries course at SLAIS. Recently, he spoke at the UBC Faculty of Pharmacy conference and participated as a clinical librarian in the evidence-based themes for the medical school.

Tania Gottschalk, Winnipeg Regional Health Authority (WRHA), Winnipeg, MB

Tania Gottschalk is the Outreach and WRHA librarian with the University of Manitoba Neil John Maclean Health Sciences Library. For the past five years she has been actively involved in the amalgamation of Winnipeg's hospital libraries into a program administered through the Neil John Maclean Health Sciences Library. She provides training, literature searches, and document delivery support to the staff of the WRHA corporate and community offices.

Diane Granfield, Information & Learning Commons, Ryerson University, Toronto, ON

Diane Granfield is a reference and collections librarian in the Information and Learning Commons at Ryerson University. Ryerson University has been involved in a chat reference service for the past four years, building on an existing email reference service. She is a co-founder of the Ontario Collaborative Virtual Reference Project, one of the first VR collaborations in the country. This joint initiative provided real time virtual reference services for Ryerson, York and Guelph universities. She is coordinator of Ryerson's virtual reference services and is currently on sabbatical conducting research into virtual reference.

Gillian Griffith, Bracken Health Sciences Library, Kingston, ON

Gillian Griffith is currently a Clinical Outreach Services Librarian at the Bracken Health Sciences Library at Queen's University in Kingston. Her time is shared between public services responsibilities within the academic environment and providing customized library services to community health care partners within the Southeastern Ontario region. Prior to her appointment at Queen's, she held positions as Archivist at Kingston General Hospital and as a corporate librarian at RBC Insurance. On the side, Gillian creates indexes for scholarly publications.

Susan Himel, Trillium Health Centre, Mississauga, ON

Susan Himel, a bilingual Health Promotion Consultant, is the Coordinator of the Health Information and Wellness Department at the Trillium Health Centre in Mississauga and Toronto. She has worked for over ten years in health promotion and environmental protection. She holds a Masters degree in Environmental Studies from York University. Prior to joining Trillium, Susan contributed to a number of innovative provincial and national initiatives, including the Ontario Stroke Prevention Initiative, Prevention Dividend Project (PDP), Canadian Policy Research Network's Quality of Life Indicators Project, Canadian Health Network, Best Start Resource Centre, and the Ontario Prevention Clearinghouse. Susan is both the current Chair of the Ontario Hospital Health Promotion Network (OHHPN), the Acting Convenor of the national Consumer Health Information Providers Interest Group (CHIPIG), and sits as an Affiliate representative for these groups on the Ontario Chronic Disease Prevention Alliance (OCDPA). Locally, she also sits on the Steering Committee of the Peel Heart Health Network.

Chris Jasek, UCD (User Centered Design) Manager, Elsevier

Chris Jasek has Masters Degree in Human Factors Engineering and a BS in Computer Science from the University of Illinois. He has worked for 9 years in the field of user-centered design for LexisNexis and Elsevier. In his present position as User Centered Design Manager he helped form the Elsevier User Centered Design Group and integrate the UCD process into the organization. He has researched user needs and worked on the user interface design for many products, such as nexis.com, ScienceDirect, Scopus, Meridian and ENCompass.

Rebecca Jones, Dysart & Jones Associates

Rebecca Jones is Director, Professional Learning at University of Toronto's Faculty of Information Studies as well as co-founder and principal of Dysart & Jones Associates. At Dysart & Jones, Rebecca's focus is on facilitating clients' planning processes, problem solving and project management. Before moving into consulting she worked for Imperial Oil for eight years as Manager, Information Resources, and subsequently as Leader, Computing Skills Training. Rebecca is a popular speaker at international conferences and has written extensively on business plans, information audits, and the effect of information technologies on the roles of information professionals.

Syd Jones, Director, Library Services, Centre for Addiction and Mental Health, Toronto, ON

Syd Jones, Director of Library Services at the Centre for Addiction and Mental Health since 2000, has had a varied career. He worked at McGill University Libraries, ISM Canada, and the Metropolitan Toronto Reference Library. Following the amalgamation of public library service in the City of Toronto, he became Director of Marketing and Communications for the new Toronto Public Library. He also served as President of the Canadian Library Association in 1998-99.

Janet Joyce, Canadian Coordinating Office for Health Technology Assessment (CCOHTA), Ottawa, ON

Janet Joyce is Director of Library and Information Services for the Canadian Coordinating Office for Health Technology Assessment (CCOHTA). CCOHTA is an independent, not-for-profit organization funded by Canada's federal, provincial and territorial governments. There are three directorates – Health Technology Assessment; Common Drug Review (CDR) and the Canadian Optimal Medication Prescribing and Utilization Service (COMPUS); and Corporate Services.

Heather Kemp, Information Specialist, Halton Region Health Department, ON

Heather Kemp is the Information Specialist for the Halton Region Health Department. She has worked in the public health field for 4 years, after coming from a special library background. She has had the opportunity to set up two Learning Resource Centres to help support staff with public health research and evidence based health promotion.

Sandra Kendall, Director, Sidney Liswood Library, Mt Sinai Hospital, Toronto, ON



Sandra Kendall graduated with a B A Honors and an MLS from the University of Toronto, Canada. She has worked in the for-profit sector in areas such as advertising, publishing, marketing, real estate, banking and utilities. Also in public libraries, academic libraries and as a library services consultant. Sandra has launched, created and re-designed space plans, re-positioned and yes, sometimes even closed libraries. Sandra's professional experience outside the library world includes marketing and management consulting. It was her decision to return to her early beginnings by going back to medical librarianship that Sandra marks as having been the best decision. "The atmosphere is challenging and intellectually rewarding," Sandra states. "It's fun really yet the bottom-line is to provide the best patient care services. This "bottom-line" of best patient care services is something that you do not have the pleasure of pursuing elsewhere." After but five years as the Director of Library Services for Mount Sinai Hospital, Sandra is still surprised at the difference the library makes to clinical decision making and she is looking forward to more possibilities in hospital librarianship.

Anita Lambert-Lanning MLS, University of Toronto Department of Family & Community Medicine & The College of Family Physicians of Canada National Research System (NaReS), Mississauga, ON

Anita Lambert-Lanning BA, MLS is the Research Information Coordinator for the National Research System (NaReS) at the College of Family Physicians of Canada (CFPC) Mississauga, ON. She worked as a research librarian at DFCM UofT & UHN (1989-2002) & served on the THLA executive from 1998-01. Anita co-edited a "Workbook for the completion of the DFCM UofT Resident Academic Project" with Rita Shaughnessy ('95) & developed "Net Explorations: Finding the Internet evidence" ('97) & continues working in the undergrad program at UofT DFCM. Anita is co-investigator of studies about clinical guideline use in family medicine (FM), FM website development, a qualitative study of family physician response to community needs, & an e-poster on integrating medical informatics (MI) into the UofT medical undergrad curriculum based on a study published in BMC.* Anita completed her honors BA in Communication Studies at York U-'88, MLS UofT '94 & an MI fellowship week with NLM in 2002.

*Lambert-Lanning A, Watson BL, and Evans MF. Integrating medical informatics into the undergraduate medical education curriculum. *Bibliotheca Medica Canadiana* Spring 2000;21(3):16-19.

Gloria J. Leckie, PhD, Associate Dean, Faculty of Information & Media Studies, The University of Western Ontario, London, ON

Gloria Leckie holds a B.A. from the University of Windsor, and her MLIS, and MA and PhD in Geography from the University of Western Ontario. She was a librarian at the National Research Council, Canada Centre for Remote Sensing, the CIP Program of the National Library of Canada, and the Boundary Layer Wind Tunnel of the University of Western Ontario. Gloria has been with the graduate program in Library and Information Science at Western since 1989. Her areas of teaching include cataloguing, foundations of LIS, academic libraries and information seeking behaviour.

Ilo-Katryn Maimets, Steacie Science and Engineering Library, York University, Toronto, ON

Ilo-Katryn Maimets is currently a science librarian at the Steacie Science and Engineering Library at York University. She has a B.Ed. and an M.Sc. degree in Biology from York University, and a Master of Information Studies from the University of Toronto. Her subject specialties are Nursing and Kinesiology, and service provision for these groups include liaison, collection development and information literacy instruction. She has a special interest in information literacy instruction and is extensively involved in collaboration efforts with faculty in incorporating information literacy instruction into the curriculum. One of her current focuses is on providing equivalent access to instruction to distance and remote learners as more and more students enroll in distance education programs.

Christine Marshall, Health Quality Council, Saskatoon, Saskatoon, SK

Christine Marshall has been the Health Quality Council (HQC) Librarian since September 2004. Her role in the Cochrane Library project is to provide support and training for staff in public libraries and Saskatchewan's regional health authorities. Christine is a graduate of the University of Alberta's School of Library and Information Studies, and has experience working in academic and public libraries.

Joanne Gard Marshall, Alumni Distinguished Professor, School of Information and Library Science; University of North Carolina at Chapel Hill



Joanne Gard Marshall joined the School of Information and Library Science at the University of North Carolina at Chapel Hill as Dean and Professor in January 1999. In July 2004, Joanne returned to the faculty as an Alumni Distinguished Professor. During 2004-2005 she will serve as President of the Medical Library Association. Prior to 1999, Joanne was a

faculty member at the University of Toronto, where she taught courses in health sciences information resources, management of corporate and other specialized information centers, research methods and online information retrieval. In addition to her Ph.D., in public health, Joanne also holds a Master of Health Science Degree from McMaster University and a Master of Library Science degree from McGill University.

Before assuming her faculty appointment at the University of Toronto, Joanne worked for 15 years as a librarian in various academic and health sciences libraries. She has received a number of awards including the Medical Library Association (MLA) doctoral fellowship, the MLA Eliot Prize for the most significant research in medical librarianship for 1982 and 1992, the Award of Outstanding Achievement from the Canadian Health Libraries Association in 1992, the H.W. Wilson Award in 1997, and the John Cotton Dana Award from the Special Libraries Association in 1998. She is a fellow of both the Medical Library Association and the Special Libraries Association.

Sue McGillivray, Project Manager, Ontario Council of University Libraries (OCUL)

Sue has been working on OCUL's ILL system implementation, the RACER project since 2002. Before the move to ILL, Sue worked in the health information field as the Assistant Executive Director of the Health Science Information Consortium of Toronto, and as Metadata Developer and Workflow Coordinator for the Canadian Health Network (CHN). In addition to developing the training syllabus for the new ILL system in use throughout Ontario academic libraries, Sue has acted as a staff trainer in most of the positions she has held in both library and non-library settings. Sue was the Continuing Education Chair for the 2002 CHLA/ABSC Conference held in Kitchener-Waterloo, and often speaks at OCUL workshops. She has a MLIS from the University of Western Ontario.

Jessie McGowan, Institute of Population Health, University of Ottawa, Ottawa, ON

Jessie McGowan is a Senior Information Scientist with the Institute of Population Health/ Ottawa Health Research Institute and an Adjunct Professor in the Department of Medicine at the University of Ottawa. She is also an Associate Editor with the Journal of Clinical Epidemiology. She has been President of the Ontario Health Libraries Association and the Canadian Health Libraries Association (CHLA/ABSC) and is currently 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 evidence-based methodologies, information access, retrieval and dissemination and knowledge translation.

Kimberley Meighan, Manager, Health Information, AboutKidsHealth, Family Resource Centre, The Hospital for Sick Children, Toronto, ON

Kim is a registered nurse at the AboutKidsHealth, Family Resource Centre at The Hospital for Sick Children Toronto. She completed the "Nursing Care Leadership/Management Program at McMaster University and is continuing in her studies. She currently manages a busy family resource centre and provides families, patients, staff and the community with health and wellness information. She collaborates with partners within the hospital and community planning, developing and evaluating health promotion initiatives within the hospital. Additionally, she is actively involved with community groups focusing on injury prevention initiatives.

Helen Michael, Resource Sharing Coordinator, Gerstein Science Information Centre, University of Toronto Libraries, Toronto, ON

Helen Michael has held the position of Resource Sharing Coordinator at the Gerstein Science Information Centre, University of Toronto, since 1997. Before that she managed Library Services at the (formerly) Queen Elizabeth Hospital, Toronto. Her first position as a health sciences librarian was at Memorial University, Newfoundland, and she is one of the founding members of CHLA.

Mike Moffatt, Winnipeg Regional Health Authority (WRHA), Winnipeg, MB

Dr. Moffatt is a Pediatrician and Epidemiologist, who is currently Director of Research, Quality and Decision Support for the Winnipeg Regional Health Authority and also a Professor in Community Health Sciences at the University of Manitoba. He is concerned with getting high quality evidence into the hands of clinicians and decision-makers.

Karen Neves, National Medical Library, United Arab Emirates University

Karen Neves has been Director of the United Arab Emirates National Medical Library since 2003. A 1997 graduate of the MLIS program at Dalhousie, she holds a graduate degree in Human Osteology as well as bachelor degrees in Journalism, Anthropology

and Classics. In addition to her career as a librarian, she has worked as a journalist and a forensic investigator. Her particular interests include information literacy, the challenges and opportunities of web-based learning environments and the information-seeking behaviours of forensic professionals.

Susan Powelson, Regina Qu'Appelle Health Region, Regina, SK

Susan Powelson, MLS, AHIP, 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. In 2004, Susan received a Saskatchewan Healthcare Excellence Award for innovation in the delivery of library services to the staff and physicians of the Regina Qu'Appelle Health Region. Susan is active both locally, in the Saskatchewan Health Libraries Association (SHLA), chairing the SHLA Taskforce to the Saskatchewan Academic Health Sciences Network and nationally, chairing the CHLA Taskforce to Revise the Standards for Library and Information Services in Canadian Healthcare Facilities.

Kevin Quinn, Senior Human Resources Consultant, Toronto, ON

For 25 years Kevin Quinn has been assisting individuals, teams and organizations achieve business results through providing advice, coaching, and custom performance improvement programs. His client list includes blue chip firms such as: Rogers Cable Systems, CIBC NavCanada, and Thomas Cook Financial. Kevin's interests include: Educating the reflective practitioner (teaching "smart people" how to learn - especially from their mistakes); Design & leader training of customized corporate learning programs; Leadership and executive team development through coaching and Effectiveness in delivering tough messages through the vocabulary of influence. Kevin also teaches sailing and ballroom dancing.

Mark Rabnett, Hospital Librarian, Carolyn Sifton - Helene Fuld Library, St. Boniface General Hospital, University of Manitoba, Winnipeg, MN

Mark Rabnett is a hospital librarian with the University of Manitoba Health Sciences Libraries. He manages the Carolyn Sifton-Helene Fuld Library at Winnipeg's St. Boniface General Hospital. When not at his computer he serves on the Executive Council of the U of M Faculty Association, and he is a past president of the Manitoba Health Libraries Association.

Mary Regan, School of Nursing Atkinson, Health, Nursing and Environmental Studies, York University, Toronto, ON

Mary Regan is faculty in the School of Nursing at York University and adjunct faculty at the University of Minnesota. Her clinical specialty is Obstetrics, and her primary focus is labor and delivery. She has a degree in nursing from York, and a master degree and PhD in nursing from the University of Minnesota. She is a qualitative researcher who has dual research focus namely; understanding how labor and delivery nurses influence the utilization of childbirth technologies, especially Cesarean section; and the effect of web

based educational programming on learning outcomes. She has extensive experience in curriculum design for web-based nursing education and is particularly interested in developing interactive animated simulation models to augment clinical nursing education. She currently Principle Investigator on two funded grants developing interactive models to teach nursing students, and is consultant on two US based grants aimed toward development of web-based educational modules for nursing education.

Helen Lee Robertson, Document Delivery/ Liaison Librarian, Health Sciences Library, Health Sciences Centre, University of Calgary, Calgary, AB



At the University of Calgary's Health Sciences Library, Helen Lee Robertson has several roles. These include managing the Document Delivery Services unit; selecting monographs for medicine and nursing; and teaching and liaison responsibilities. She is actively involved in library association activities, most recently as President of the Southern Alberta Health Libraries Association and the Jobline Coordinator for the Foothills Library

Association.

Mark Robertson, Scott Library, York University, Toronto, ON

Mark Robertson is a reference librarian at York University at the Scott Library. Prior to York University he was a librarian at the AIDS Committee of Toronto. Mark has been the virtual reference coordinator at York for three years. He is a co-founder of the Ontario Collaborative Virtual Reference Project, one of the first VR collaborations in the country. This joint initiative provided real time virtual reference services for Ryerson, York and Guelph universities. Mark is currently conducting research on users of virtual reference services with a focus on user preferences for getting research help.

Erin Romanyshyn, Saskatoon Health Region Medical Library, Saskatoon, SK

Erin Romanyshyn decided to become a librarian following years of using and loving libraries, mostly in Saskatchewan. She obtained her MLIS from McGill University (2004), and while in Montreal worked at the SMBD Jewish General Hospital Health Sciences Library. She is currently a Reference Librarian for the Saskatoon Health Region, where her main responsibilities include reference support and web design.

Laurie Scott, Executive Director, Health Science Information Consortium of Toronto, Toronto, ON

Laurie Scott has been Executive Director of the Health Science Information Consortium of Toronto, a group consisting of 32 publicly funded health care libraries and the University of Toronto Libraries since 1997. She is active in the Canadian Health Libraries Association / Association des bibliothèques de la santé du Canada (CHLA/ABSC) and SLA, currently serving as Past President of CHLA/ABSC, and as

Director of SLA's Biological and Life Sciences Division. Additionally, she has taught courses at the University of Toronto's Faculty of Information Studies and the University of Western Ontario's Graduate School of Library and Information Science.

Rita Shaughnessy MLS, University of Toronto Department of Family & Community Medicine

Rita Shaughnessy BA, MLS is a librarian at the Department of Family & Community Medicine, University of Toronto. In addition to managing the Department's Resource Centre, she teaches database and internet search techniques to medical students, residents, fellows and faculty in family medicine at the University of Toronto. She completed her Master of Library Science degree at the University of Toronto. She is also co-editor of the 2002 edition of the Manual for Preparation of Residents' Academic Projects, as well as the Faculty Orientation Manual for the Department of Family and Community Medicine.

Rita Vine, Reference and Instruction Librarian (part-time), Gerstein Science Information Centre, University of Toronto

Rita Vine is a part time reference librarian at the Gerstein Science Information Centre, with responsibility for coordinating selection, purchase, and support of handheld content.

Nadine Wathen, PhD, Department of Psychiatry & Behavioural Neurosciences, McMaster University, Chedoke Hospital, Hamilton, ON

Nadine Wathen, is a Research Fellow, Department of Psychiatry & Behavioural Neurosciences, McMaster University and Adjunct Professor, Faculty of Information and Media Studies, The University of Western Ontario. Her research examines women's health decision-making, and use of traditional and new media used by women to gather health information to improve their health and well-being. Nadine has expertise in research methods, and in systematic evidence review methods and research knowledge translation. She recently developed and delivered a graduate level course on evidence-based health care methods for information professionals.

Carolyn Watt, President, The Customer Experience Company

Carolyn Watt is the founder and president of The Customer Experience Company. Passionate about customer experience, she believes that the experience is formed as a result of three things: processes, communications and people. That means that your processes must be simple...so it is insanely easy for your customers to do business with you. Your communications must be written clearly...so they are both inviting and easy for your customers to understand. And, your staff must clearly understand the corporate brand...so they can support it and deliver on the brand promises you have made to your customers.

For more than 25 years, Carolyn has focused her energy on the customer experience business, specializing in workflow, communications and usability. She has done work for many Fortune

500 companies. She currently teaches the Usability Evaluation course at the University of Toronto, Professional Learning Centre. Carolyn holds a psychology degree from York University in Toronto. She is a popular speaker at industry conferences and those audiences consistently rate her among the very best speakers. As Carolyn says, "It's all about saying things and doing things simply...and being truly focussed on your staff and your customers."

Dr. Margaret Ann Wilkinson

Dr. Margaret Ann Wilkinson is a Professor at the University of Western Ontario jointly appointed to the Faculty of Law and the Faculty of Information and Media Studies. Called to the Ontario Bar in 1980, Professor Wilkinson first practiced as a lawyer before returning to do graduate work in library and information science. Her doctoral dissertation on access and privacy legislation won the American Society for Information Science (now ARIST) award in 1992. She is Director of the Area of Concentration in Intellectual Property, Information and Technology Law at the Faculty of Law. She is appointed to the Faculty of Graduate Studies for law, library and information science, journalism, and media studies. Professor Wilkinson has published widely on copyright and other information subjects and teaches courses in Intellectual Property law, Advanced Intellectual Property law, International Protection of Intellectual Property, Legal Issues for Information Professionals and the Ownership and Governance of Information. She has given many previous professional workshops in copyright to librarians and academics.

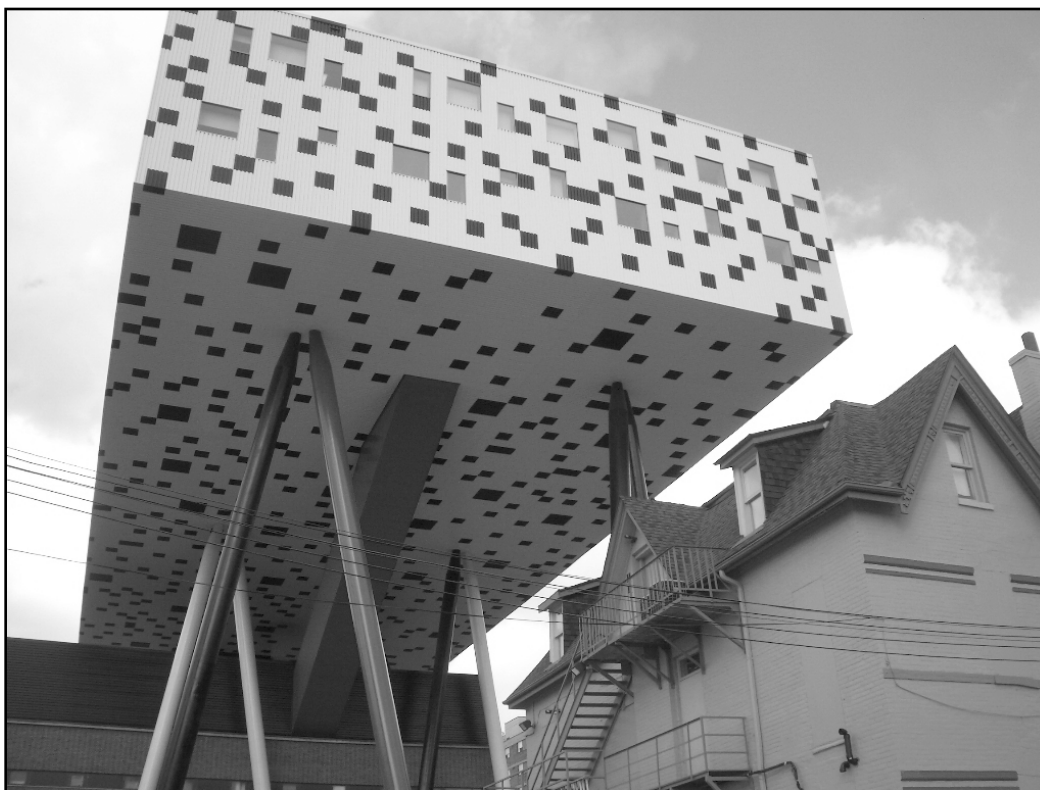
Jean Williams, BScN, MLIS, Nurse, Independent Health Information Specialist, McGill University Health Centre, Montreal, PQ



"Born in Toronto and thriving in Montreal, I completed my MLIS at McGill in 2001 with a focus on health science librarianship and consumer health information. Although I work as a psychiatric nurse/case manager, I enjoy doing annotated bibliographies under contract, volunteering on the board of the Westmount Public Library and trying to stay up-to-date!"

Irene Wright, MEd, Senior Development Manager, Human Resources, University Health Network, Toronto, ON.

Irene consults with individuals and teams to assist with performance management, team effectiveness, management development, patient education and organizational effectiveness. She also led the implementation of the Computer User Support Strategy, which resulted in the creation of a new program designed to improve staff and clinician computer competency levels on clinical and business systems. Previously, Irene was the Director, Development and Education in Shared Information Management Services for seven years. In this capacity, she managed computer education, various information management projects, helped create the Project Management Office and developed the project management education program for staff and management.



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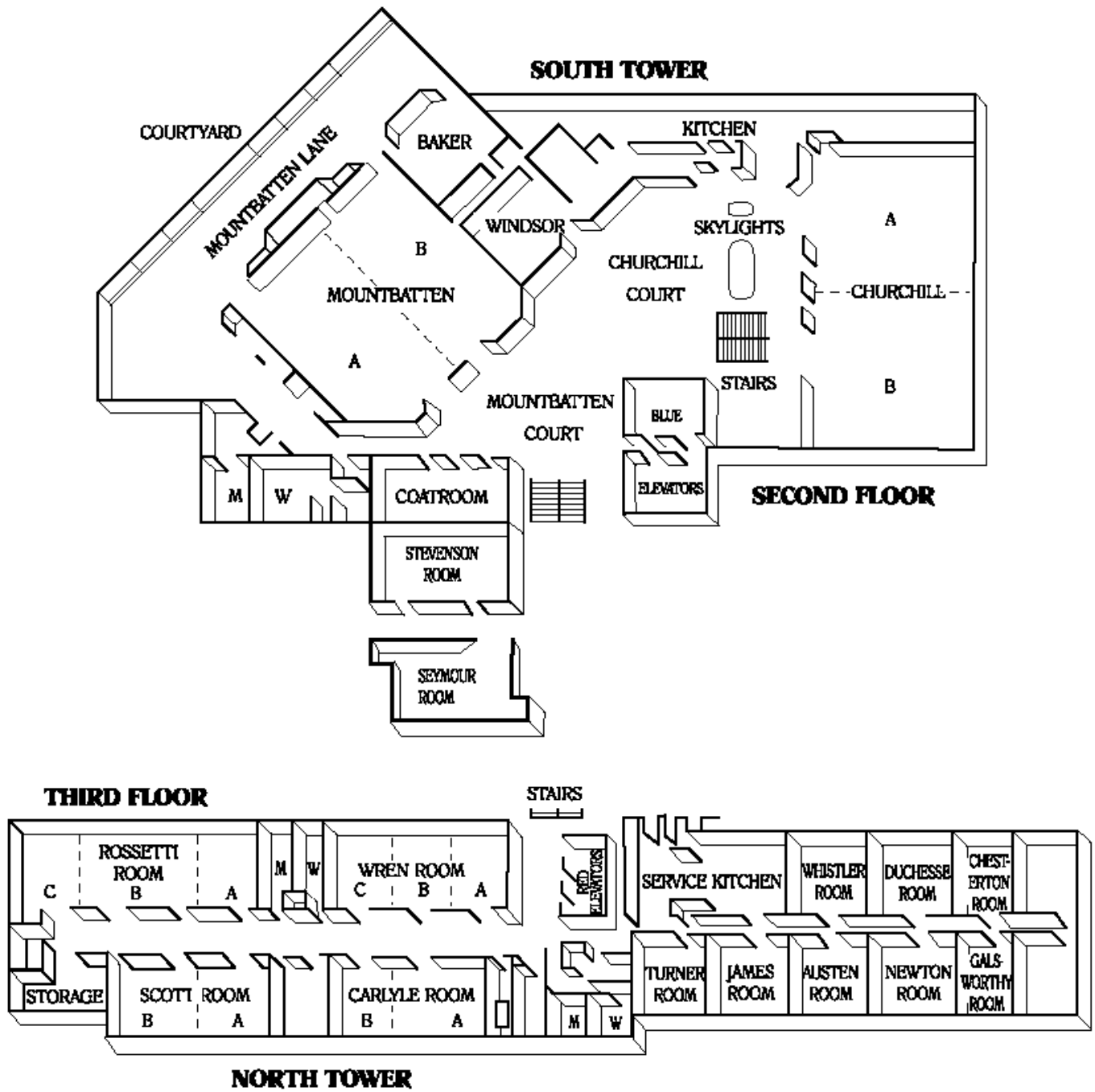
Vancouver, BC

May 12 - 16, 2006

Vancouver Marriott Pinnacle

Downtown

Delta Chelsea Floor Plan



Conference at a Glance

Monday, May 30

6:30 am - 7:30 am

Downtown Walk

9:00 am - 5:00 pm

CHLA/ABSC Pre-Conference Board Meeting

Pre-Conference Workshops

8:30 am - 12:30 pm

Planning for E-Learning in Your Organization. Gerstein
Interlibrary Loans for the Small Canadian Health Sciences Library. UHN

8:30 am - 5:30 pm

Practical Project Management. Stevenson

1:30 pm - 5:30 pm

E-Mail Isn't the Only Way to Communicate. Seymour

Tuesday, May 31

9:00 am - 5:00 pm

CHLA/ABSC Pre-Conference Board Meeting. Gerstein

Pre-Conference Workshops

8:30 am - 12:00 pm

Communicating the Value of Your Library. Seymour
The Challenges and Opportunities of Virtual Reference: A Hands-on Introduction. Gerstein

8:30 am - 5:30 pm

Designing Instruction for Adult Learners. Stevenson

1:30 pm - 5:30 pm

Current Canadian Copyright Law. Seymour

5:00 pm - 6:30 pm

Exhibitor Set - up
Mountbatten Salons A & B

6:00 pm - 8:00 pm

Registration - Delta Chelsea Hotel
Churchill Court

6:30 pm - 9:00 pm

Welcome Reception and Opening of Exhibits
Mountbatten Salons A & B
Sponsored in part by EMBASE.com/Elsevier

Wednesday, June 1

7:00 am - 8:00 am

Cabbagetown Walk

8:00 am - 8:30 am

Morning Coffee & Tea

Poster Set-up

8:00 am - 5:30 pm

Registration/Hospitality Desk

8:30 am - 9:00 am

Welcome, Conference Opening

9:00 am - 10:00 am

Opening Keynote: The Information Tornado:
Toto I don't think we're in Kansas anymore

10:00 am - 10:30 am

Break & Exhibits

10:30 am - 11:00 am

Health Research & the Web: Can Google
Bring Order to the Chaos?

11:00 am - 11:30 am

Using Google Scholar in Health Research:
Functionality & Retrieval Comparisons with PubMed

11:30 am - 12:00 pm

Discussion

12:00 pm - 1:30 pm

Lunch

Lunch & Learn with Micromedia ProQuest

1:30 pm - 2:00 pm

Concurrent Sessions

1 - Controlled vocabularies...

2 - Using informative titles...

2:00 pm - 2:30 pm

CISTI/ICIST Update,

2:30 pm - 3:30 pm

Posters Viewing

3:00 pm - 3:30 pm

Break & Exhibits

Sponsored by Swets Information Services

3:30 pm - 4:00 pm

Concurrent Sessions

1 - Net Explorations...

2 - Library support at the point of need...

4:00 pm - 4:30 pm

Concurrent Sessions

1 - Investigating Information Seeking...

Session 2 - Bioinformatics Education...

4:30 pm - 6:00 pm

Group Discussions

NNLH

Standards Task Force

CHIPIG Walking Tour and Cocktail Reception

5:30 pm - 7:00 pm

First Timer's Event (All Welcome)

Thursday, June 2

7:30 am - 8:00 am

AGM Breakfast

8:00 am - 5:30 pm

Registration/Hospitality Desk

8:00 am - 10:00 am

CHLA/ABSC Annual General Meeting

10:00 am - 10:30 am

Break & Exhibits

10:30 am - 11:00 am

The Next Step in Universal Health Care: The
Saskatchewan Cochrane Library Initiative,

11:00 am - 11:30 am

The world around the corner - or driving too
fast around the bend. Update on the
Saskatchewan Health Information Resources
Partnership (SHIRP)

11:30 am - 12:00 pm

"What? I can't get it free on the Internet?!"
Developing electronic library services for the
Saskatoon Health Region.

12:00 pm - 1:30 pm

Lunch

Lunch & Learn with Evidence Matters

Chapter Presidents' Lunch

1:30 pm - 2:30 pm

Information Behaviour in Pharmacology and
Pharmaceutical Sciences

2:30 pm - 3:30 pm

Posters Viewing & Closing

3:00 pm - 3:30 pm

Break & Closing of Exhibits

3:30 pm - 4:00 pm

"Can you see me now?": Using telehealth
technology to deliver library instruction in
rural Saskatchewan

4:00 pm - 4:30 pm

Distributed medical education expansion
supported by the development of
collaborative library services across three
universities and six hospitals.

5:00 pm - 6:30 pm

Getting to the Famous PEOPLE Players
Banquet

6:30 pm - 10:30 pm

Famous PEOPLE Players Banquet

110 Sudbury Street

Sponsored by Swets Information Services

Friday, June 3

7:30 am - 8:30 am

APA Breakfast

8:00 am - 8:30 am

Morning Coffee & Tea

8:00 am - 12:30 pm

Registration/Hospitality Desk

9:00 am - 9:30 am

NNLH Update

9:30 am - 10:00 am

Concurrent Sessions

1 - ...Consumer Health Information

2 - ...Arabian Gulf Region

10:00 am - 10:30 am

Concurrent Sessions

1 - Partnering to Improve Access...

2 - Virtual Libraries in Southeastern Ontario

10:30 am - 11:00 am

Break

11:00 am - 12:00 pm

Closing Keynote: Upwards and onwards: The
role of research in health librarianship,

12:00 pm - 12:30 pm

Closing Remarks

Invitation to CHLA/ABSC 2006 Vancouver

1:00 pm - 5:00 pm

CHLA/ABSC Post Conference Board Meeting

1:30 pm - 5:30 pm

Post-Conference Workshops

So How Do You Make Your Website "Sticky"?

- Designing and Testing for Web Usability.

Gerstein