

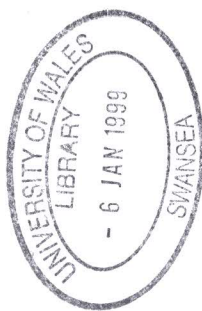
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Libraries for

NURSING

BULLETIN



Volume 18 Number 3 Autumn 1998

Health Promotion
Evaluating the Web
Consumer Information
Electronic Journals

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LAN BULLETIN

Vol.18, No.3, Autumn 1998

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EDITORIAL

This is a time of great developments in the world of health information. The NHS has recently published its strategy document, *Information for all*, in which it announces the setting up of a National Electronic Library for Health. Exactly what form this will take is still becoming clear but it is something we should all be aware of and be ready to exploit. It was the subject of one of the talks presented at a conference entitled *New Libraries for old: information for health in the new NHS*, organised by Veronica Fraser, NHS Library Advisor at the Department of Health. This was one of those 'vision things' where the speakers attempted, and in large part succeeded, in inspiring their audience to see how wonderful things nearly are, or will be when all those little problems which we haven't sorted out over the last x years are resolved. A fuller account will feature in a future issue of the *Bulletin*.

This issue reflects the onward march of the electronic library, national or otherwise. There is an article on *Evaluating resources on the web*. This is derived from the study day organised by LfN jointly with the Scottish health librarians (SHINE) last year. It is timely, for readers come to the web with great expectations and are usually surprised and horrified at the junk they have to sort through. They also often expect to be able to read full text journal articles or get instant answers to any question they have. Needless to say the expectations do not always live up to the reality. Other features this issue include news of a virtual health centre in Scotland and an article listing useful websites in health.

The *Royal College of Nursing* library is considering offering a corporate membership service during 1999. There would be an annual charge and subscribing libraries would be able to apply for photocopies for an additional charge. The advantage of this scheme is that effectively *British Nursing Index* citations would be available to subscribing libraries. Also corporate member libraries would be able to borrow books and postgraduates and lecturers of subscribing institutions would have access to the RCN library. Let us hope this scheme takes off and flourishes.

Keen *Bulletin* readers will have noticed that we have yet another change of format this issue. This is partly because our typist of several years, Mrs Jean Smith, has decided she can face our illegible scrawls no more. Our thanks go to her for the many years of unheralded work she has put into the *Bulletin*. This now means that we produce these issues via Macs, PCs, assorted versions of Word, and email and the typing efforts of Mr Moorbatch. We will hopefully end up with a stable identity for the *Bulletin* before long. Meanwhile, there would be no *Bulletin* at all without your efforts, so don't forget to send us any news, views, articles and reports, so that we may share them with the membership.
The Editors

SIGNPOSTS TO INFORMATION FOR COMMUNITY MENTAL HEALTH WORKERS

Katherine Palmer

This research was commissioned by the South and West Health Care Libraries Unit with the aim of researching into the information needs and current access to information of community mental health workers within the south and west region. The goal was to use this research to produce signposts to information for this group in order to improve awareness of sources of information and services both locally and nationally for this often disadvantaged group.

This research was undertaken through a series of questionnaires with librarians and community mental health team managers and leaders throughout the region, and through interviews with members of community mental health teams (CMHTs) within Dorset Community NHS Trust and Dorset Health Care NHS Trust. The aim of the primary research was to identify current access to information sources, information needs, the extent of awareness of information and the importance of information for the work of the community mental health worker. This primary research was given validity and reliability by a literature review which outlined the main points from previous information need on similar groups.

The main findings can be summarised as follows:

- Community mental health workers tend to need information outside their normal field of work. The nature of their work means that this can happen frequently.
- Information is also needed for those on courses. The number of people on courses was surprisingly high and this increases the need and therefore intensifies the problems of access.
- Journals are the main formal source used. Informal sources such as colleagues and personal networks were often the first or only port of call.
- The majority of those interviewed felt that information was important, but not everyone felt the need for it on a regular basis. Updating was usually not a structured process, and depended upon individual motivation. The main problems were time and distance to the nearest library with relevant stock.
- Awareness of information sources varied both between individuals and between teams. The awareness of a team as a whole depended upon the motivation of the team leader/manager. Individual awareness tended to depend on individual motivation but also on whether the individual had recently undertaken any professional development.

These results were used to put together a model of a signpost, which would concentrate on improving awareness of sources and services both nationally and locally, thereby to some extent also improving access. Opinions were sought from various sources as to the most appropriate content, method of distribution and format of the signposts. A template was produced as the product of the research, outlining both national and local sources and services to be included within the signpost. Sections within the template include information about directories, voluntary and professional organisations, web sites and local libraries. The aim is to attempt to produce a booklet which will provide the community mental health worker with points of access to information outside their field, as well as highlighting sources and services as an encouragement to their use.

Recommendations of the project are that local sources and services are identified for each trust area or for each group of trusts within the south and west region, by a nominated person with a good knowledge of sources and services within that area. It is also recommended that signposts are produced in print booklet and web format and are updated on a regular basis. The printed booklets should be distributed around all CMHT bases and at libraries within the south and west region.

The project has successfully highlighted the specific needs of a specialised group of health service professionals. It is envisaged that the signpost package can be adopted and adapted for other regions in order to improve access and awareness of information for community mental health workers around the country.

The full report priced £25 is available from :

Sally Grant, Bournemouth University Library and Information Service, Dorset House, Talbot Campus, Fern Barrow, Poole, Dorset BH12 5BB
Tel: 01202 595044

EVALUATING RESOURCES ON THE WEB

Maurice Wakeham
Anglia Polytechnic University, Chelmsford

In April 1988, *Libraries for Nursing* and the *Association of Scottish Health Sciences Librarians* held a joint study day entitled 'The truth is out there?': *Evaluating health care information resources on the Internet*. Sue Welsh, then at OMNI, set the scene by talking generally about evaluating resources. Rod Ward (University of Sheffield) spoke about his 'Nursing and Health Care Resources on the Net' web site and how resources might be evaluated. An article by Rod appeared in our last issue. Ann Wales from Glasgow Royal Infirmary University NHS Trust spoke about medical resources and Maureen Thom would have spoken about management resources had not the excitement of a fire alarm taken hours out of the day. Donald Mackay (Health Promotion Library: Health Education Board for Scotland, Edinburgh) looked at consumer health resources and how to evaluate them. Some of his sites are included in the article 'A selection of consumer health links on the Internet' by Donald Mackay included later in this issue of the *LfN Bulletin*.

This brief article is simply to pull together some of the key hints that the above mentioned speakers indicated as being useful when evaluating Internet resources.

Access

Accessibility can relate to the ease of accessing the web site and it can mean how easy is the site to follow or understand when you have arrived there. A problem with the web is that sites can move without warning. If the address (URL) changes, it is useful to be automatically forwarded to the new site or be given a message giving the new address (URL). Having arrived, are passwords and user names or even credit cards required? Does the site need special software such as Adobe Acrobat, to make it accessible? Clarity of design is an important factor for web sites. Some creators like to show off their skills with flashing words or twisting icons which can serve to confuse rather than clarify. Colour clashes can be off-putting and in some cases make the screen impossible to read at all. Complicated graphics can also affect how long the site takes to load. If you are paying for your own telephone bills, this may be a consideration.

Connections within the site, between screens can also help or hinder accessing information. Isn't it annoying when the *Search* button for a site is hidden off the bottom of the screen and you don't realise it is there? Allied to design considerations is the matter of alternative help --- is there any printed

documentation to accompany the site or help information that can be downloaded and is it written in a way which is actually helpful? Even better is there a help-person at the end of an e-mail or telephone?

Content

When searching for information on the web, it is often factual content that is being searched for. The searcher therefore needs to be able to trust the information found. Is it up to date? Is it accurate? If it is a database, is it updated regularly? If any of these factors is doubtful, is there an alternative site? Some sites will provide information indicating when they were last revised but some will not. Finding information within a site can also be a problem. Not all sites contain a search facility and the user is dependent on how the creator has made connections within the site.

Quantity of information may also be a factor. Some sites contain relatively little original material but have many links to other sites. The user must decide in advance what they want in order to be able to judge whether an individual site is providing it.

Origin

The user also has to ask questions such as who has produced this site? Who is this site aimed at? Web sites can be produced by anybody with the appropriate hardware, software and the inclination. A look at the *Nursing Rings* accessible through Rod Ward's site, for example, will show a range of pages, some produced by individual nurses. These sites may be interesting for a variety of reasons but the quality of their factual content may not be the best source for a pre-registration student. At the other extreme from an individual's own site is the commercial company site. What are they trying to sell? Will this affect the validity of the information held by the site?

Advice

In practice, when most users are not going to have time to evaluate sites for themselves, the natural thing to do is to look for advice. Gateway sites like OMNI or SOSIG can be valuable in both gathering subject related material together but also in ensuring a level of quality. Gateways, however, cannot vouch for links from other sites that they list. Journals like *Medicine on the Net* and *Health Information on the Internet* will include reviews of some sites.

In practice librarians will probably want to know if a site will be used or will be useful to readers. They may not have time to evaluate sites for themselves. Perhaps this is another area for user education and users should be made more aware of the limitations of the Internet before they are let loose on the world.

Further information:

Mackay, D., and Sutton, C.J. (1997) Hypertext links from HEBWeb – a protocol to evaluate Internet resources. *Health Libraries Review* 14, 185-189

Welsh, S. Looking for quality: OMNI's approach to evaluation of the Internet. *Health Information on the Internet* 1(4) August, 4-5

REFERENCING

A useful summary of ISO 690-2 on Bibliographic references to electronic documents and web pages and CD-ROM etc. is available free at <http://www.nic-bnc.ca/iso/tc46sc9/standard/690-2e.htm> It gives examples of citing references to electronic sources and with examples and explanations

THE HEBB HEALTH CENTRE

Jane Kirsch

Health Education Board for Scotland, Edinburgh

<http://www.hebs.scot.nhs.uk/healthcentre>

The Health Education Board for Scotland has developed a virtual health centre to promote health by providing members of primary health care teams and members of the public with advice and information. The HEBB Health Centre has been created specifically to take advantage of every general practice in Scotland being connected to the NHS-Net. The central aim of this new addition to HEBWeb is to develop and support more effective health education and health promotion in primary care. To do this an innovative new approach has been pursued. Most general practice staff and patients are familiar with their health centre but not with the Internet so we have designed the on-line HEBB Health Centre to be a simulated floor plan with rooms. The HEBB Health Centre has the sort of rooms you would expect to find in a local health centre. All the rooms have their own icon, colour scheme and a title bar along the top of the window so hopefully it will be difficult to get lost. Some of the contents of the rooms are given below.

- Reception: registering with a GP; members of the primary care team; the Patient's Charter; a first time visitor's tour and health promoting postcards to e-mail to friends.
- Waiting Room: leaflets; posters support groups; links to health promotion departments and local health councils.
- Consulting Room: clinical guidelines; leaflets for patients; web sites on specific conditions and reference publications.
- Treatment and Clinics room: a range of health promotion clinics including smoking cessation, healthy eating, alcohol abuse physical activity, accidents and safety plus a range of disease management clinics including heart disease, cancer, asthma and diabetes.
- Practice Office: professional organisations; workplace health guides.
- Library: online journals, textbooks and databases; evidence-based practice; health promotion articles and a gateway to health on the Internet.

The site builds on the success of HEBWeb which was launched as a pilot site for the European Union in November 1996 and which has so far attracted 70,000 visitors. The HEBB Health Centre was designed by Pure Design who were recently named as Scottish Design company of the year. With all of the 1,000 or so health centres in Scotland now connected to the NHS Net we hope that the wealth of reliable information may be of interest to nurses and nursing librarians. There is a test version of the site available at: <http://195.74.135.117/>

and any feedback would be gratefully received.

HPIC WEBSITE NEWS

HPIC Website News aims to keep readers up to date with recently launches websites in the field of health promotion. The newsletter contains health information and campaign sites, sites of relevant organisations, and sites which are recommended as good examples of design for the Internet. The newsletter is compiled every two weeks. Additionally if you require bibliographic references to health promotion publications, resources or articles the HealthPromis database may be accessed free of charge via <http://healthpromis.heb.org.uk> Please e-mail comments or suggestions of sites for inclusion to katherine.vik@heb.org.uk

A SELECTION OF CONSUMER HEALTH LINKS ON THE INTERNET

Donald M Mackay Health Education Board for Scotland, Edinburgh

The Internet contains a vast amount of health related sites aimed at health professionals and members of the public. Here are just a few, mainly UK based, sites that we have found useful when looking for information aimed at the general public.

Links to many of these sites and more can be found from our generic website
HEBSWeb at:

<http://www.hebs.scot.nhs.uk>

or from our new website aimed specifically at workers in primary care, the HEBS Health Centre

<http://www.hebs.scot.nhs.uk/healthcentre>

Both these sites also provide access to useful full text publications and databases of support groups and leaflets.

Alcohol Concern

<http://www.alcoholconcern.org.uk>

A national agency based in England and Wales. The home page is aimed at members of the public as well as health professionals and provides fact sheets, news and campaign information, publications, contact addresses, training information and much more

Institute of Alcohol Studies

<http://www.ias.org.uk>

Provides information aimed at the general public and health professionals on a wide range of alcohol related issues. Includes fact sheets on topics such as advertising, drink driving, crime, the workplace and alcohol and the young.

Think About Drink

<http://www.wrecked.co.uk/>

A site produced by the Health Education Authority. Information on drinking aimed at young people.

CancerBACUP

<http://www.cancerbacup.org.uk>

A service providing clear and easy to read information about cancer and treatments for the general public and health care professionals. Covers a wide range of cancer-related topics.

CancerNet

<http://www.ncc.go.jp/cnet.html>

A US based site from the National Cancer Institute. Organised in three sections – basic researchers, health professionals or the general public. A UK mirror can be found at CancerWEB

CancerWEB

<http://www.graylab.ac.uk/cancerweb.html>

This cancer resource site has information available on many different aspects of cancer, investigation and treatment. Aimed at patients and their families as well as health care professionals and researchers.

Cancer Research Campaign

<http://www.crc.org.uk>

Imperial Cancer Research Fund

<http://www.icnet.uk>

News, information and research aimed at the general public, health care workers and researchers. The news section provides fact sheets and statistics on different types of cancer and information on reports, studies and clinical trials. Includes a section for children.

Avert

<http://www.avert.org>

The AVERT AIDS site focuses on education about HIV infection, information for HIV positive people and UK statistics and news. Includes details of AVERT publications.

National AIDS Trust

<http://www.nat.org.uk/nat/index.html>

AIDS Matters Briefings, news about the Trust, news releases and papers.

Terrence Higgins Trust

<http://www.tht.org.uk>

Includes details of services for people living with HIV and AIDS and information about the organisation. Also provides full text leaflets about AIDS and HIV.

ASH

<http://www.ash.org.uk>

Mental Health Foundation

<http://www.mentalhealth.org.uk>

Includes information about the foundation as well as sections on sources of help, leaflets briefings etc.

Healthfinder

<http://www.healthfinder.gov/default.htm>

Healthfinder is a gateway to consumer health and human services information web site from the US government.

OMNI

<http://www.omni.ac.uk>

No list of sites would be complete without reference to this excellent source of quality assured Internet resources.

HEBSWeb

<http://www.hebs.scot.nhs.uk>

Health Education Authority

<http://www.hea.org.uk>

Department of Health

<http://www.open.gov.uk/doh/dhhome.htm>

Health Advice for Travellers

<http://www.open.gov.uk/doh/hat/>

Information from the Department of Health covering travel round the world as well as basic health tips, latest health updates and information about form E111

Scottish Office

<http://www.scotland.gov.uk>

Scotland Against Drugs

<http://www.sad.org.uk>

Royal College of General Practitioners

<http://www.rcgp.org.uk>

Take Care

<http://www.takecare.co.uk>

An initiative funded by Lothian Health Board. Covers a wide range of topics such as sexuality, using condoms, sexual infections, HIV and AIDS and support agencies.

Consumer Health Information Page

<http://www.nih.gov/health/consumer/conicd.htm>

A collection of the most requested National Institute of Health publications from the USA. Topics include ageing, alcohol abuse, eye care, cancer and diabetes.

Alzheimer's Disease Society

<http://www.vois.org.uk/alzheimers/>

Information aimed at patients and carers on Alzheimer's and related conditions and topics such as sources of help and legal and financial arrangements.

Healthnet

<http://www.healthnet.org.uk/main.html>

Fact sheets and other information aimed at the public on heart disease and other health topics. From the Coronary Prevention Group.

Leukaemia Research Fund

<http://www.leukaemia.demon.co.uk/>

Information for researchers and members of the public. Details of research centres, current research programmes and a large numbers of full text information booklets and leaflets about leukaemia.

National Autistic Society

<http://www.oneworld.org/autism.uk/>

British Epilepsy Association

<http://www.epilepsy.org.uk/>

Health Site Database

<http://cgi.bbc.co.uk/education/health/database/index.htm>

Try this database provided by the BBC to find organisations providing advice on a wide range of issues.

Contact a Family Directory of Specific Conditions and Rare Syndromes

<http://www.cafamily.org.uk/dirworks.html>

Each entry contains a short medical description of the condition together with details of inheritance patterns and pre-natal diagnosis. This information is followed by details of the related support networks, their activities, publications and what they offer to families. Also provides details of *Contact a Family's* contact line service

CharitiesDirect

<http://www.caritasdata.co.uk/index.htm>

CharitiesDirect is an information service for use by charities. Professional advisers and anyone else involved with or interested in the charity sector. The service covers around 5,000 of the UK's leading charities with information drawn from CaritasData's Charities Database.

Telephone Helplines Directory

<http://www.helplines.org.uk>

This directory has over 900 national, regional and local telephone helplines throughout the UK

Quackwatch Your Guide to Health Fraud, Quackery, and Intelligent Decisions

<http://www.quackwatch.com/>

An excellent guide on how to spot dodgy sites of all descriptions.

LINC PANEL MEETING

Paul Moorbath

City University St Bartholomew School of Nursing & Midwifery, London

LINC is a forum where representatives of the various libraries offering services to health professionals meet. It includes Medical libraries, university libraries via SCONUL, the Department of Health, Library Association and Health Libraries and Libraries for Nursing and libraries of national importance such as RCN and King's Fund. There was a meeting in Cardiff on 13 October 1998.

It was resolved that there should be three types of member library with varying voting rights. LJN could choose to be a foundation or a subscribing member (as at present).

A business and marketing plan for the group was presented. LINC has begun publishing material. LINC has published a *Checklist for libraries* which considers pointers for quality in libraries. It is being printed by the King's Fund and sales are going well. There is to be an accompanying toolkit. It was also proposed to set up a LINC website based on the King's Fund file server.

Veronica Fraser, Library Adviser to the Department of Health, considered a protocol on links between higher education and the NHS. There was discussion about a library and information strategy for the whole health sector. There is to be a task force to consider the next steps.

David Stewart presented a business plan considering funding and strategy. It was necessary to support new projects and it was hoped to sponsor new research. During 1998 LINC had considered a national information plan for health and held a study day in London where members had brainstormed how this might happen. LINC had collected responses to a report on library services to the nursing profession and set up a task force to take forward the issues raised. There is a group working on the accreditation of health libraries and developing the toolkit. There is a group working on the feasibility of a sectoral library and information plan for health.

ELECTRONIC JOURNALS

This is a brief report of the UMSLG Open Forum meeting held in London on 2nd November 1998.

Bernard Naylor (University of Southampton) gave the context.

The evidence base for medicine is largely found in libraries and in journals. Journals are periodic, have a variety of contributors, a thematic focus, contain new knowledge and can be peer reviewed. It is likely that over time journals will become electronic. At present they are becoming electronic at a faster pace than libraries can cope with and the gap between what publishers are offering and what libraries are taking up is widening.

Future developments: Librarians seem to be going for national deals (CHEST, BIDS, EDINA, NESLI). The librarian's role will be to arrange access, pay up-front by subscription or pay per view. There is an evaluating/appraising role, and support for teachers, learners and researchers.

Paul Harwood (SWETS) spoke about the National Electronic Site Licence Initiative (NESLI)

JISC wanted a Managing Agent to act as an intermediary between publishers and the HE community in making electronic journals accessible. SWETS and University of Manchester got the contract on a 3 year project.

Electronic and print needs unbundling: publishers don't tend to want to do this at present, probably afraid they won't sell both so they insist on putting them together.

NESLI so far: there have been talks with 50 publishers; 2 discussion lists (eg lis-nesi, lis-nesi-reps), 7 seminars, promotional literature is on the way, an Advisory Board has been formed and 10 proposals are expected for 1999.

Problems are that it is all happening at the wrong time of the year, most subscriptions are now done for next year. So NESLI hope to get a critical mass of take-up by the year 2000, develop links and clusters and try to hasten development of electronic only options. NESLI only operates within the HE sector at present; will they or another agency arrange similar deals for the NHS?

Ian Bannerman of Blackwells gave the publishers' perspective

Ejournals have greater potential to add value, to make material more widely available. Blackwells aim for a fully digital product which can be reproduced in variety of formats, e.g., print, CD, PDF file, SGML file, online.

Contrary to what some people believe electronic publishing is costly – R&D, typesetting, data storage, telecomms, sales and marketing. Set up costs are therefore high, even though marginal costs of supplying an additional subscription is small. In other words, pricing is for access not content. Problems with online service are to do with confidence about how good it is, need for training in use, licence negotiation, VAT and how to price it.

Various pricing models have been considered. * Free: could only be done in short term, undermines the value of copyright and may lead to low expectations, though it would save on security and administration costs. ** Online linked to print: acts as backup to print and adds value to subscription but it doesn't allow choice, nor does it save money and customers apparently don't really want it.

Online only: gives choice and saves money but there is an archiving problem and service quality may be poor. *Consortia bulk deals: there are so many of them, they vary a lot and there is a danger of basing costs on paper spend. ***** Transactional pricing which means linking to document delivery. Libraries are used to this but a danger it might undermine subscription revenue. It may be difficult to budget for. ***** Licensing: problems of how to define a 'site', 'permitted use', 'authorised user' and archive access.

LIBRARIES FOR NURSING COMMITTEE

- Alison Aiton
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Forth Avenue
KIRKALDY
Fife
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E-mail: alton.a@dundess.ac.uk
(Scottish rep & SHINE link)
- Sue David
St George's hospital Medical School Library
Cranmer Terrace
LONDON SW17 0RE
Tel: 01817252589
E-mail: sdavid@sghms.ac.uk
(Treasurer)
- Rebecca Davies
University of Wales, Swansea
Singleton Park
SWANSEA SA2 8PP
Tel: 01792295038
E-mail: rebecca.davies@swan.ac.uk
(Welsh rep)
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c/o Nurse Education Library
Anglia Polytechnic University
St Margaret's hospital
EPPING
Essex CM24 8EA
Tel: 01245493131 ext 3765
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The conclusion must be that there may never be a single pricing solution.

Kath O'Donovan, of the University of Sheffield gave a Librarian's view.

Technological problems: users don't like having lots of passwords. Sheffield has a system called RATS, which means it is possible to dial in from outside and get access via a Sheffield IP address. Remote users might need special software or machines of certain specification to access, e.g., pdf files. Sometimes the same journal accessed from different sources can be different, e.g. BMJ direct is different to BMJ via BioMednet.

Supply problems: via publishers, or via deals (CHEST) or via databases (OVID)? Who has the expertise for managing these arrangements? At what stage do you cancel paper copies? How do you know if your subscription has arrived, that you are getting what you've paid for? How are links catalogued? Access isn't always easy, how technically proficient do users need to be? What about sites where NHS and university users are served together – who can use JANET, who can use NHSnet? Issues of authentication, passwords and access from home.

In conclusion: there are problems but it's worth sorting them out. A user survey in Sheffield had shown that most used the www, most used electronic databases, most would use an ejournal if there were one *but* they certainly did not want paper copies cancelled.

Dr Miguel Seabra (Imperial College) gave a users perspective.

Disadvantages of the internet is slowness, difficulties sometimes in downloading and reading from the screen. Advantages are search capabilities of databases, chance of good quality, even colour, printouts, access to tables of contents of selected journals. He gets notified by email of the contents of journals he identifies from a specific publisher. Dr. Seabra thinks people will go for ejournals when they've had experience of it, and can obtain from their desk top.

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