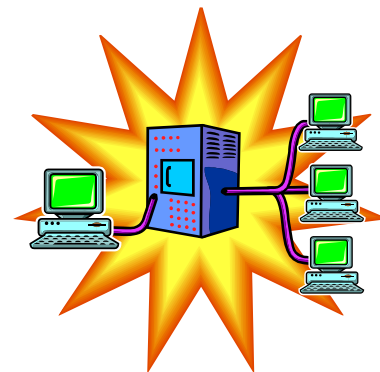


HLABC FORUM

THE EVOLVING



LIBRARIAN

Inside ...

*Elsie Wollaston's
Notes from the Afterlife*

*Health librarianship at
CHN*

Medical Informatics

RNABC Library

HLABC General Meeting

Wednesday March 13, 2002 at 7:00 PM

Sherrington Room at Woodward Life Sciences Library (UBC)

Speaker: Dr. Anne George, Centre for Community Child Health Research

Topic: Health Promotion and FAS <http://www.bcricwh.bc.ca/child-health/>

HLABC FORUM

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PRESIDENT'S MESSAGE

Lea Starr

As spring arrives here on the West Coast, lots of activity is springing up in HLABC. We have Anne George coming to be our guest speaker for the March 13th meeting. Anne will talk about her research on the Long Term Effects of Alcohol Use in Pregnancy. Anne is both a researcher and a librarian. Plans for the CE course, Working Smarter—Working Faster are well under way. Watch for advertising and get your application in as we will open this up to our colleagues from other library associations after health librarians have had a first opportunity to register. We are purchasing the video from the MLA Video Teleconference on PDAs and will host a group showing and then circulate it to those who couldn't attend. The PNCMLA planning group is really gearing up for the fall conference. Watch for announcement and consider submitting a paper. Rebecca Raworth is working diligently to revise our bylaws. She would appreciate any help so those of you with an eye for detail and a mind for process why not lend a hand.

“We have had a good year and have lots to celebrate.”

Surveys, surveys!! Hope you are all completing both the CHLA/ABSC survey (whether you are a member or not) and the indicator survey. The CHLA/ABSC survey will be used to help set goals and plans for future work. The indicator survey is very important in creating benchmarks for accreditation and standards.

Plans are also under way for our end of the year shindig! We have had a good year and have lots to celebrate. There are also some challenges facing us so this is a good time to network with your colleagues.

Finally, Elizabeth Woodworth is retiring after many years of service to the BC Ministry of Health Library. She has done great work with PHLINCh and the proposal modelled on the New South Wales project. We wish her well in her new endeavors.

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Fees are \$20.00 (regular) or \$10.00 (student, maximum 2 years) and include the *Forum*.

Submissions and story ideas are welcomed.

Publication is not guaranteed and manuscripts may be edited.

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EDITOR'S MESSAGE

Shelley Hourston—HLABC FORUM Co-editor

Welcome to our second theme issue which examines the changing roles of health librarianship. This issue of the *Forum* covers a lot of territory, including evolving roles, career changes, job titles, interviews with some of our members, and the fascinating and inspiring *Notes from the Afterlife* by Elsie Wollaston. We also introduce the *Community-building in Action Toolbox* with a focus on networking and library marketing—closely related topics raised by members in this and previous issues. We look forward to your comments.

CHANGING JOB TITLES

Thinking of a new job (title)? The following are from job descriptions and postings on the Web.

Biomedical Electronic Resources/ Reference Librarian	Knowledge Manager
Clinical Information Librarian	Manager of Library Services
Clinical Liaison Librarian	Manager, Health Information Management
Communications Coordinator	Medical Librarian
Community Health Sciences Librarian	Medical Literature Analyst
Consumer Health Librarian	Mental Health Librarian
Content Manager	Metadata Development Specialist
Cybrarian	Outreach Coordinator
Digital Authoring Development Co-ordinator	Periodicals Librarian
Digital Initiatives Librarian	Photoarchivist
Distance Learning Consultant	Product Analyst
Educational Technology Librarian	Project Manager
Electronic Initiatives Librarian	Reference Librarian, Web Specialist
Head of Systems and Networking	Resource Sharing/Copyright Librarian
Health Sciences Librarian	Roving Librarian
Information & Education Services Librarian	Solo Librarian
Information Architect & Research Specialist	Systems Architect
Information Literacy Coordinator	Taxonomy Librarian
Information Management Centre Analyst	Technical & Electronic Services Librarian
Information Scientist	Technology Training Coordinator
Interface Specialist	Technology/Information Content Coordinator
Internet Services Librarian	Virtual Librarian
Knowledge Analyst	Virtual Services Librarian
Knowledge Integrator	Webmaster
	Weekend Librarian
	Wired For Youth Librarian

Read more at Job Title Generator for Library and Information Science Professionals (<http://alexia.lis.uiuc.edu/~mach/jobtitle.htm>)

CANADIAN HEALTH NETWORK'S WESTERN REGIONAL OPERATING CENTRE (WROC)

By Beth Morrison, Lea Starr, Julie Douglas, Suzan Pretti and Gail McCormack

Besides a name change from WROP to WROC, we've been through some exciting times this year in our headquarters at Vancouver Public Library. We've added five new staff members (two were previously unfilled positions) and three casual staff (known as the Angels - because they do the dirty work).

In March of this year, we have two departures happening. Lea Starr, our Manager, has accepted a position as Assistant University Librarian at UBC in charge of the sciences libraries, which includes Woodward Library. Beth Morrison is going back to her position at the BC Cancer Agency. They'll be greatly missed at WROC and CHN.

There is a lot about WROC that is different from a traditional health library setting. Some of this is covered below.

Networking

WROC's librarians 'live' on the fifth floor of VPL, but spend a significant amount of time networking across our region (67% of the geographic area of Canada). While traditional librarians may not think of themselves as network builders, it is in fact a skill germane to librarianship as we cultivate our clients; get them to recommend resources, listen to their requests for services and work with them to promote the library in their community.

WROC especially works with nurses and librarians to gain their assistance in promoting CHN to their clients. We have Health Authority staff and Community Access Program (CAP) coordinators keeping us informed about the local health programs and services in their community. We work with the Smart Communities program to bring CHN into the links between services so that social workers, educators and health professionals can understand the interconnectedness of health.

Often the networking is both the most challenging and rewarding aspect of our work. It can be difficult for the contact librarian to maintain relationships with a public health nurse in Jasper, a librarian in Red Deer, a Health Authority communications person, and a high school teacher in Edmonton. However, using email, listservs, newsletters and personal contact, we have managed to build our network. We work hard to maintain this network because our contacts suggest promotion opportunities, point out health issues, direct us to resources, and keep CHN on its toes out in the region.

Travel and Promotion

WROC spends a considerable amount of time travelling. This year we made three trips to Manitoba, one huge trip to the Yukon and Northwest Territories, four trips to Alberta, lots of small excursions around southern B.C., and one big trip to north-west B.C., including the Queen Charlotte Islands.

“There is a lot about WROC that is different from a traditional health library setting.”

***Canadian Health
Network***

canadian-health-network.ca

We also do a lot of promotion, attending conferences all over the place. For example, in Quebec City we attended CHLA; in Alberta we attended a CAP (Communities Access Program) conference, a Women's Show, and the Alberta Public Health Association conference; in the Vancouver area we showed at the Family Physicians conference, the Health Show, BCLA, 'Making Death a Part of Life,' the Canadian Association of Advanced Practice Nurses, the Art of Science and Healing; in Victoria the Health Show, and the M.O.A. (Medical Office Assistants conference); and in the Yukon and NWT, we attended the annual Trade Shows. And those are just some of the conferences and shows WROC attended!

Training

From the Sunshine Coast to Winnipeg and many stops in between, WROC staff has travelled throughout the Western Region to deliver CHN information and training sessions. Using a "train the trainer" approach, we have focussed on providing instruction to public library information staff. Our goal has been to increase use of the website among librarians who respond to health information inquiries. As part of the instruction, we offer trainers' notes and WROC's PowerPoint presentation so that librarians can use the program independently to train staff or the public. We often set-up the CHN display during our library visits to meet the public and raise awareness of the CHN service.

We have also offered hands-on training workshops to health consumers, seniors' groups, medical students, health care professionals, community health centre volunteers, and high school students on how to find and evaluate health information online. Our future training objectives include building on what we have done with librarians and expanding our outreach to public health nurses. The trainers at WROC continue to spread the message that CHN is the site to search for reliable, e-health information resources on staying healthy and preventing disease.

Changing roles in libraries

From a collection development point of view, the virtual world has certainly changed the role of the librarian. At CHN, our collection is a virtual one—a series of ephemeral links to on-line documents and resources. Given the nature and subject of the resources on the CHN website, the selection process is conducted under strict guidelines.

Once a web page is selected, an electronic record of the resource is created and then forwarded to our library technician via e-mail. She catalogues the URL, filling in our metadata form and includes topics, keywords, and a short abstract. The form is then revised by the librarian, assigned subject headings and forwarded to Ottawa (CHN Headquarters) for posting to the website. This whole process is done electronically, is labour and cost efficient, and can be accomplished within a short turn-around time.

HIRs

The Canadian Health Network receives questions from people all across Canada who can't find the information they want on our website. CHN calls these reference questions "HIRs" or Health Information Requests.

“From a collection development point of view, the virtual world has certainly changed the role of the librarian.”

If an HIR is specific to one of CHN's 26 Health Centres (e.g. Healthy Eating, Heart Health), then the HIR goes to that Health Centre's Affiliate to be answered. WROC and its partner organization in the east (ECHO) answer any questions that don't go to Health Centres and also questions that belong to a Health Centre that has no specific organization to answer HIRS (e.g. Determinants of Health, Health System).

In 2001 CHN received 1175 HIRs, and WROC answered 232 of them. Of the questions WROC answered, 63 were answered using pages from the CHN website, and a further 50 were answered using our partner organization's websites. Our Eastern Operating Centre, ECHO, answered 286 HIRs in 2001. That means that existing Health Centres can answer only 50% of HIRs.

WROC's questions are mostly disease-based. CHN's major focus is on health promotion, not disease and treatment information, so this information isn't on the CHN website (yet). CHN is exploring new ways to address this need. We also answer questions on the health system, prescription drugs, health professionals and oddly, one question about a garage sale in Alberta (don't ask!)

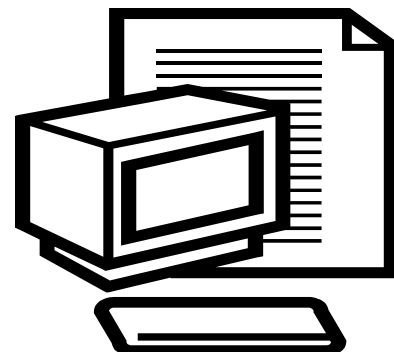
The "Health Information Reference Questions" Survey

WROC is engaged in many special projects outside of our regular tasks. One of these is the project described here. To determine what health issues consumers are interested in, WROC has undertaken a survey of public libraries about the health reference questions they receive. We feel that the results of this survey will assist in identifying new topics and expanding current resources on the CHN website. WROC hopes to present the survey results at the annual CHLA conference.

We surveyed 30 urban and 30 rural libraries in the Western region. Selection was based on population size and the likelihood of finding libraries that serve larger population groups. Libraries were contacted by telephone and invited to participate in the survey. Librarians were asked to record any health information questions they received over a continuous two-week period. Follow-up with the libraries was rigorous. Upon receipt of the surveys, we constructed a spreadsheet, grouping duplicate questions. We established topic areas to focus our outcomes. Once completed, WROC expects to identify gaps on the website and identify new topic areas for CHN's expansion.

Conclusion

While WROC takes on many special tasks and projects that are outside the traditional health librarian's venue, we are still using the skills we all use as librarians: cataloguing, reference, advocacy and training.



KATHY HORNBY: EVER EVOLVING

By Pat Boileau

Beginnings

For Kathy Hornby becoming a librarian was not a conscious decision. After practicing dentistry for seven years, Kathy needed a change and decided to complete a degree in Library and Information Studies at UBC. Finishing her Masters in 1995 Kathy took a short-term position at UBC filling in for a medical leave—she never left. Her work has included:

- University of British Columbia (UBC) reference librarian at Woodward Biomedical Library
- Liaison with the Faculty of Medicine and Dentistry
- Chair of the Committee of Medicine & Dentistry with a mandate to integrate informatic skills into the undergraduate program

Graduate Certificate in Medical Informatics

Wanting to better facilitate the integration of information technology into the health sciences undergraduate curriculum in the Faculty of Medicine & Dentistry, Kathy began a two-year program in Medical Informatics at the Oregon Health & Science University. When finishing at the end of December 2001, Kathy was the first to complete the online Graduate Certificate in Medical Informatics.

Kathy took the first four courses while working full time. That did not leave much time for anything else, so she took a leave of absence while completing the last four courses. Topics covered in the program included:

- Introduction to medical informatics which is looking the science dealing with information management and computer-based tools in health care.
- In-depth course that looked at information retrieval methods including digital libraries
- Organizational Behavior in informatics which looked at information systems in health care organizations
- Bio-informatic course
- Advanced topics in medical informatics that looked at telemedicine, electron records
- Consumer health informatics
- Clinical systems
- Educational technology

After successfully finishing the Medical Informatics Program, Kathy is better able to see the big picture: health care and information technology working together. She has tools that she can use to better organize and focus on how to advance the ever growing relationship between health care and information technology in the curriculum.

When asked if her role has changed Kathy's answer is no, as a liaison/reference librarian she has always collaborated with students and members of the faculty of Medicine and Dentistry. Kathy's job is to analyze student's learning and information needs and to understand and communicate the information the resources provide. Kathy is a professional and as such is proactive and sees the necessity of adding to her skill set all the time and as a result finds her role continuing to grow and evolve.

UBC

<http://www.ubc.ca/>

UBC Life Science Libraries

<http://www.library.ubc.ca/life/>

Distance Learning Graduate Certificate in Medical Informatics Program Course of Study

<http://www.ohsu.edu/bicc-informatics/distance/courses.shtml>

JOAN ANDREWS: EFFICIENCY + EFFECTIVENESS = ECONOMY

By Pat Boileau

Beginnings

In 1986 Joan Andrews became the Manager of the Helen Randal Library at the Registered Nurses Association of BC. She began an undergraduate degree at the University of Massachusetts in Amherst pausing to travel extensively throughout Canada and the western US. Returning to her hometown of Boston, Joan began working at the Massachusetts Institute of Technology's Science Library and MIT's Sloan School of Management Library. A combination of exciting work at MIT and some special mentoring from seasoned librarians prompted Joan to pursue a library education, and in 1977, she began studying for her MLS degree at Simons College in Boston. Joan managed to complete half her degree requirements at Simons, before she and her Canadian spouse moved back to Vancouver, where she finished her Master's Degree in Library Science at the University of British Columbia.

Joan's Vancouver library career began by volunteering at VCC—Langara's Reference desk that eventually turned into paid part-time work. A few years were spent at Simon Fraser University Library in Burnaby with a stop as Online Reference Librarian at the Law Courts Library in Vancouver before starting her own library consulting business in 1982. Law librarianship was Joan's specialty and she consulted with small and medium sized law firms and corporate libraries, setting up libraries within their firms. Until 1986, Joan downsized and upsized collections, wrote proposals assessing a firm's collection development and reference service needs, and trained staff to provide library services.

RNABC

Taking time off to have a child, and subsequently in search for family friendly hours, Joan began working at RNABC. Joan's first priority was taking the organization's library from a card catalog world to a computer world.

Experimental age

As in many organizations the mid to late 1980s was a time of change and as far as Joan was concerned the Helen Randal Library was not only going to take part in this movement, but was going to spearhead computerization initiatives. The library was involved in a pilot project linking personal computers together in a local area network using the DOS based Eloquent Systems as the collection management tool. Coupled with hard work, Joan's enthusiasm, and a supportive self-taught technical co-worker, the project worked so well that the organization's computerization planning quickly evolved and moved into a wide area network which saw personal computers popping up on all floors of the RNABC.

Money was limited and Joan knew she would have to use technology to help herself and the one clerk to become as efficient as possible while continuing to offer quality services to a growing member audience. Reference statistics doubled over

the next two years, and most of that demand came by “word of mouth” from one RNABC member to another. In 1988, demand for service was so pronounced that an additional librarian was hired to take over the reference/research workload, while Joan focused on collection development, technology planning, budgets, and staff training.

Over the next decade, the Helen Randal Library responded to approximately 20,000 inquiries per year, with 2,000 of those qualifying as in-depth reference questions. More than 10,000 books, videos and reports were circulating on an annual basis to members living all over British Columbia. The staff went from serving approximately 3,000 members per year in the early 90s to serving approximately 11,000 members by the end of the decade.

Today 60% of the questions directed towards the reference desk are from staff nurses requesting information on practice/patient care and 60% of those come from outside the Lower Mainland. Additionally, Carol MacFarlane and Marjory Jardine, RNABC’s reference librarians, answer questions from nurse administrators, educators and student members.

By the early 90s, Joan had to decide whether the money allocated to the library would go into technology or staff. Focusing on upgrading software and hardware to support library services made it possible for a small, highly skilled staff to continue to offer first class service to RNABC members.

Growth

During the 90s, RNABC spawned a fast growing publishing program and in 1994 that program’s inventory and distribution was centralized through the library to ensure that purchasers would consistently receive current resource materials. Always looking to expand the role of the library, Joan felt it was natural to centralize the publishing program under the library’s umbrella. The expansion also created an opportunity to advocate for an RNABC publications clerk position, thus balancing the scales between technical resource and staff resource development in the library—a delicate juggling act for any library manager. Interestingly enough, the publications clerk became very interested in library activities and learned to do both support jobs very well.

Challenge

In 15 years Joan Andrews made quite a reputation for herself at the RNABC. Known for her managerial skills, in the Spring of 2001 she was asked to fill in as Acting Director for the Resource Development and Communications Division. The library is part of the RD&C Division, along with continuing education programs, media relations, and a variety of communications activities. Joan’s objective was to keep the Division moving in a forward direction while the Association began the search for a new Director. What she thought would last three months turned into eight, which provided Joan a perfect opportunity to apply her systems approach to some of the work of this newly created Division.

Stepping into the larger role Joan was given the opportunity to see the big picture. One of the RD&C Division’s primary mandates was to assist with the development of RNABC resources—the same items in RNABC’s publishing program. Nursing

RNABC

<http://www.rnabc.bc.ca/>

University of Massachusetts in Amherst

<http://www.umass.edu/>

MIT Libraries

<http://libraries.mit.edu/>

MIT Sloan School of Management

<http://mitsloan.mit.edu/>

staff who are usually the content providers and RD&C staff collaborate on resources from the idea stage to development, implementation, packaging and marketing. Communications staff act as “consultants” to content providers, in order to ensure a well planned and managed process for each new resource. With weekly resource development round tables that Joan set up, RD&C staff began applying quality assurance measures to RNABC resources development. A variety of technical, communications and design talents continue to be employed in these weekly sessions which include needs assessments and a cost-benefit analysis for all resources under development.

The Division, and the Association at large, realized immediate benefits from employing a set of managed processes or a “systems approach” to its weekly roundtable sessions—this is the same approach Joan used so successfully in the library over many years. Yes, the position was challenging, but Joan took an idea and led the group as a team into a new area and made a difference. When the new director was hired she quickly saw the value of managed processes for RNABC resource development and she continues to use this approach.

Joan’s role over the years has not changed as much as it has expanded. She has always been a team player and has used the three Es no matter what role she plays: to be as *efficient* as possible, enabling staff to *effectively* provide quality services, while realizing *economic* benefits for the organization. Following this maxim, Joan feels the possibilities to serve members through library services and in other service arenas are endless.

IS YOUR JOB GIVING YOU A HEADACHE?

By Shelley Hourston

According to the Excedrin@Work Headache-by-Profession Index, librarians rank second after accountants for the greatest number of headaches in a week. Truck and bus drivers occupied third position in the Index. The survey, sponsored by Excedrin[®], was introduced in 2001 for the US National Headache Awareness Week.

According to the Bristol-Myers Squibb’s press release, “people who have ‘no clue’ how to use research services” caused 56 percent of librarians’ headaches. Overdue books and misfiled reference books each accounted for 16 percent of work-related headaches. If you are considering a move to a low-stress career, farmers reported the lowest incidence of job-related head pain.

Bristol-Myers Squibb Company. “New Study Reveals Accountants Top List of Professionals that Suffer the Most Headaches.” (June 5, 2001). http://www.bms.com/news/press/data/fg_press_release_1668.html [Accessed March 10, 2002]

“Survey Provides Insight Into Workplace Headaches.” East Tennessee Women’s Magazine Online. (October 2001). <http://www.easttnwomen.com/october2001/careers.html> [Accessed March 10,

If you have a lot of job-related headaches, you may want to consider contributing your stories about stress or job burnout to Priscilla Shontz. She’s writing a book called *The Librarian’s Guide to Managing Job Stress* (Scarecrow Press, 2003).

Currently working at the University of Houston, Shontz has worked in university, community college, medical and public libraries. Check out her website called the Library & Information Science Professional’s Career Development Center. It was developed to supplement her book *Jump Start Your Career in Library & Information Science* (Scarecrow Press, 2002). <http://www.liscareer.com>

HLABC GENERAL MEETING MINUTES

Saturday, December 8, 2001

Present: , C. Beck, P. Boileau, J. Douglas, M. Doyle-Waters, D. Hall, T. Havlin, D. Heino, S. Hourston, L.. Howard. W. Hunt, O. Kachmar, S. Lam, S. Long, L. McGee, R. Melrose, B. Morrison, D. Newstead, L. Perry, M. Price, R. Raworth, C. Rayment, B. Saint, , J. Scriven, L.. Starr, S. Taylor, B. Trip, (name tags a good idea)

1. Review of Agenda - LS

New members: Julie Douglas of CHN and Mimi Doyle-Waters at Woodward library.,

Announcement: Jim Henderson has been awarded a Distinguished Service & Leadership Award from SLAIS for networking medical libraries through innovative programs and technologies.

2. Minutes:

The names of Sue Abzinger, Marjory Jardine, Cathy Rayment and Pat Young were inadvertently omitted from the list of persons attending the General Meeting of October 17th.

approved (RRaworth, SLong)

3. Treasurer's Report:

Membership

Lifetime 4
Regular 88

Finances

Chequing 4527.68
Bond Fund 1362.30

The balance is from Nov.7th but cheques have been written since then. The Association paid for some rural members to attend CHLA focus groups. HLABC had the most people of all chapters for the focus group.

4. Forum Report - PB -

LS says fabulous *Forum*.

Pat reported that she was really pleased with this issue and complimented Shelley on her writing ability. The editors plan to carry this theme (health libraries as community builders) along for the next couple of issues. The next issue should be available early in February. Lea complimented the editors on the latest issue and for being forgiving about the lateness of her column. Print copies of the current issue will go out on Monday, December 10.

5. Website - LS

Mary Doug Wright is very keen on having people work with her on our website.

6. ELN - Health Databases - RR

Only one person said they were interested in obtaining a quote for access to the ELN-licensed EBSCO databases. ELN wasn't going to pursue pricing quotes for HLABC unless there was enough interest so it has been abandoned. A likely reason for the lack of interested is that the provincial government has frozen health funding.

7. Provincial Health Databases LS

This initiative is on hold while the provincial government completes its core services review.

8. ByLaws Review RR

Rebecca hasn't yet had time to review the bylaws. She has obtained PNC's bylaws and will try to obtain others. Volunteers welcomed.

9. CE RR

June 14th is the date set for Rita Vine's full day workshop "Working harder, working faster". The workshop will take place in the computer lab on the second floor of Koerner Library. It is funded by the CHLA Development Fund. Cost \$100 pp There appears to be strong interest in Christine Marton's course on Health Informatics. Lea asked for a show of interest from the members present and suggested that we could consider either a full or half day workshop. Lea also inquired whether there was interest in having this CE back to back with Rita Vine's CE. It was suggested that we invite her to come as a guest speaker at one of general meetings first.

10. PNCMLA Meeting Update Shona L.

The conference dates are October 19-22, with CE on the 19th & 20th. The keynote speaker will be Eve-Marie LaCroix from the NLM. Clyde Hertzman, who works in population health, will also speak. Susan Harris will join a panel on barriers to health care. She has had personal experience with such barriers as a cancer survivor. Also of interest is Collin Johnston, who was head of spiritual care at the BC Cancer Agency, speaking on ethnic and spiritual issues in health. The CE courses are not finalized yet. The PNC website has the current CE survey at <http://depts.washington.edu/pncmla/>. E-journals, copyright are possible topics. The CE is MLA accredited.

10.1 PNCMLA Membership - S. Lam

The deadline for signing up to join PNC/MLA through HLABC is December 14th. Contact Shona Lam for details.

11. PDA Teleconference

Given the problems with the e-journal teleconference, we are not going to try to host a satellite conference, It was agreed that we would buy the video and have a showing, followed by a discussion.

12. Other Business - Lea Starr

No other business

The meeting was adjourned at 11 a.m. (DH, CR)

COMMUNITY-BUILDING IN ACTION

By Shelley Hourston

Welcome to the first *Community-building in Action* column or CBIA (never miss an opportunity to create a new acronym!). The idea for this column was born when we planned our previous issue on Globalization and Community. As we examined the role of health libraries as community builders, the range and importance of the work being done by HLABC members generated the idea for an ongoing feature. We envision each CBIA column contributing to a collection of community building tools to support our work.

The article by CHN's librarians in this issue discusses networking as a vital part of their work. "While traditional librarians may not think of themselves as network builders, it is in fact a skill germane to librarianship as we cultivate our clients, get them to recommend resources, listen to their requests for services and work with them ..." The function of networking is intertwined with library marketing or promotion and justification—a function never far from the minds of BC health librarians today.

The HLABC Health Libraries as Community Builders Survey reported in the last issue of the *Forum* indicates that networking is considered an important community building function. Examples included:

- building ties between institutions, developing collaborations/partnerships to create new resources or communities,
- providing links to non-text-based resources (e.g. people, experts, support groups, community organizations, hotlines, educational events ...),
- attending meetings and other forms of networking,
- promoting the library and awareness of resources.

To quote the CHN librarians, "Often the networking is both the most challenging and rewarding aspect of our work."

To launch the CBIA Toolbox, we offer the following links to networking/community-building and library marketing resources available on the Web. The Toolbox needs your contributions in order to be successful. Contact me with ideas, suggestions, issues and topics you would like to see covered in future CBIA columns.

Networking/Community-building

Help-seeking in an Electronic World Research Project Website. "Information Communities." <http://www.si.umich.edu/libhelp/infocomm.htm> [Accessed March 10, 2002]

Canada's Coalition for Public Information: The Public Interest Voice for a Knowledge Society (Includes: Digital Knowledge II: Building Electronic Space for Community Health Information). <http://www.canarie.ca/cpi/index.html> [Accessed March 10, 2002]

Medical Library Association Website. CAPHIS: Consumer and Patient Health Information Section . <http://caphis.mlanet.org/index.html> [Accessed March 10, 2002]

"Often the networking is both the most challenging and rewarding aspect of our work."—CHN

Durrance, Joan C. "The Vital Role of Librarians in Creating Information Communities: Strategies for Success." Help-seeking in an Electronic World Project Website. <http://www.si.umich.edu/libhelp/LAMApub.htm> [Accessed March 10, 2002]

A Librarian at Every Table: Librarians and Community Initiatives Website. <http://www.cas.usf.edu/lis/a-librarian-at-every-table/libraries.html> [Accessed March 10, 2002]

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TREASURER'S REPORT

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Health Libraries Association of B. C.

Finances:

Mutual Fund \$1362.30 (as of June 30)

Chequing \$5075.19 (current balance)

Total \$6437.49

Membership:

Lifetime members 3

Not yet paid 11

Paid 82

Total 96

CISTI HEALTH SCIENCES ADVISORY COMMITTEE

Minutes from the most recent CISTI Committee on Health Sciences Information, held Nov. 23, 2001 will soon be posted on CISTI's web site at www.nrc.ca/cisti/med/committee_e.shtml.

The Nov. 23rd meeting included discussion of the NNLH - National Network of Libraries for Health initiative which is still in its planning stages (see p.7-8 of CISTI minutes).

If you have any questions about either the CISTI Committee on Health Sciences Information or the NNLH Steering Committee, or Teresa Prior at Teresa.Prior@interiorhealth.ca.

WORKING FASTER AND SMARTER

Mark Friday, June 14th in your calendar for HLABC's continuing education workshop featuring Rita Vine, founder of WorkingFaster.com.

Formerly a librarian at the University of Calgary and the University of Toronto Medical Library, Vine is a popular speaker and trainer. Her client list includes companies such as Bank of Montreal, the Canadian Professional Sales Association, Health Sciences Information Consortium of Toronto, British Airways, KPMG, University of Toronto, National Research Council of Canada and Rogers AT&T.

Read more at <http://www.WorkingFaster.com> and watch the HLABC listserv and website for workshop registration details.

CISTI Health Sciences Advisory Committee

*Teresa Prior
representing small
hospital libraries*

NOTES FROM THE AFTERLIFE

A SERIES ON RETIREMENT AND CAREER CHANGE

By Elsie Wollaston

For the Forum's special issue on changing roles, we welcome this column's first out-of-province guest, Jan Greenwood. Throughout her career, she has been a role model for Canadian health librarians—and, recently, for those who have gone freelance or are considering doing so.

*After obtaining her MLS from the University of Toronto in 1980, Jan spent 14 years with the Ontario Medical Association as director of its Corporate Information Department, administering a \$400,000 annual budget. One of her many roles was delivering consulting services on library and information issues to Ontario health care institutions. During this time she also held a variety of positions on the CHLA board, edited *Bibliotheca Medica Canadiana* (1984-86), and served as CHLA president in 1987-88. Jan is a past president and honorary life member of OHLA, and has won outstanding achievement awards from both organizations.*

In 1995 Jan's working life changed dramatically. She parted company with the OMA and became a self-employed consultant. Since then she has carried out a variety of projects in the public and private sectors, including information needs analyses, organization of knowledge resources, staff recruitment and training, and strategic planning. She has chaired MLA's International Cooperation Section, given a variety of workshops, and has just spent a semester teaching writing skills to health students at Humber College.

Understandably, we had a lot of questions for her!

1. Let's start with your life as a medical librarian. How did you get into the field, and what are some of your major memories from that part of your career?

This really gives me pause for thought. Actually I never really considered myself a fully-fledged "medical librarian." While completing my MLS I had heard the Ontario Medical Association's library consultant talking on a panel about her job, and thought how interesting it sounded compared to what I then viewed as "traditional" library work. When the job became vacant a few months later, and I proved to be the successful applicant, I couldn't believe my luck. However, my OMA role didn't involve working with a more experienced professional mentor, nor was I responsible for the kinds of reference services provided by most health facility and academic medical librarians.

So, it's not surprising that my best memories are of the contact I had with librarians, particularly those working in Ontario health facilities, but also across Canada, and occasionally abroad, through my extensive association involvement. I've always hoped that my colleagues knew how much I learned from them and valued their support. As for personal fulfillment during that period, it was extremely rewarding to have created a significant number of library/information jobs in Ontario. Teaching was a great source of gratification too. I have many happy memories, not only of developing and delivering workshops, but of the often long-

"I've always hoped that my colleagues knew how much I learned from them and valued their support."

2. Leaving after 14 years must have required huge adjustments. How did all that happen, and what were your feelings?

When I was fired by my employer in 1995 the time was absolutely right. I had thrived on all those years of progressive challenges, but the last six months were anything but enjoyable. By then I had completed a full integration of records and library functions, as well as all the associated information. During this process my then Corporate Information Department also undertook what was really a knowledge management project, creating an electronic tool for capturing evolving policy issues. The next obvious step would have been intranet applications, but for various reasons my department was bypassed during early discussions. In the light of all this, I was largely relieved when my time came and, in truth, would have left in any case.

There is no question that the massive response which followed from library colleagues provided enormous and much needed support. It was astounding, and also very humbling.

3. By 1997 you were giving a CHLA workshop titled "Reinventing Yourself in the Workplace". Did you draw on your own experience, reinventing Jan Greenwood outside the traditional workplace?

That workshop—which I gave several times over two years—evolved out of the time I was then spending just responding to phone calls and emails from librarians (and, ironically, former colleagues) who were reeling from institutional restructuring. While the workshop attempted to convey lessons from my own experience, I was careful to stress that no two people face exactly the same situation.

For those who face leaving long-term employment, especially without preparation, the future can seem alienating and demoralizing, not to say frightening. Something that jump-started my own "reinvention" process, thankfully, was receiving—literally the day after being fired—a first short-term consulting contract.

4. Looking back, what were you NOT prepared for in going solo?

One surprise turned out to be wishing I'd had gone this route years earlier! In some ways I still do. However, embarking on self-employment in middle age means accepting the likelihood of continuing uncertainties in terms of work and income—uncertainties that were compounded in my case when my partner chose to follow a similar route. Even colleagues who have been freelancing for years agree this is something you just have to live with.

Loneliness and isolation can be another occupational hazard if, like me, you work from a small home office. I was surprised that it didn't affect me as much as it might. However, I'd always made a point of meeting regularly with friends and colleagues, regardless of where or how I was employed, and now I know there's no substitute for that kind of networking.

5. What, for you, are the positives in the way you live and work now?

More than anything, I've enjoyed the freedom. I am almost embarrassed to say what a bang I get from being able to dress casually, take work out to the garden with my dog at my feet, or catch a \$5 midweek movie matinee on a whim. The

money—when it's there!—is nice too. One huge surprise for me was not missing the corporate milieu one iota, even though I'd thrived in it for so long. On the work side, the challenge of tackling new projects in a variety of sectors has been fun, and through these alliances I've been lucky to gain a number of new friends.

6. Someone reading this may be looking at a big job change, or becoming self-employed. Have you any advice for health librarians who may have to "reinvent" themselves too?

I suppose if I could offer one nugget, it would be to avoid burning all your bridges. Like anyone else facing a change, health librarians need to fully review the options. Can you afford time without income? Does your proposed career require retraining? Remember to factor in not only what you know and can do well, but also who you can rely on for contacts and possible contracts.

I greatly admire friends and colleagues who had the courage and self-discipline not to jump into the first safe position that came along. Some have used the opportunity to train for a completely new field.

Most of us have learned that almost all employment comes through networking. It also tends to emerge when and where it is least expected. You can't control timing, but timing is what it's all about, and in the long run you will often find it's on your side.

7. Have you anything particularly interesting coming up in 2002?

Actually, yes: something I would have been unable to talk to you about had you called even one week earlier. While I will continue my consulting and contract work part-time (as has always been the case), I'm moving in a direction that will better unite my heart and head, namely a food and travel venture. I recently developed specialized classes for teaching cooking in my own kitchen, and now I hope to launch a bi-weekly e-zine devoted to these two passions. Each issue will feature a particular region of the world and type of food, with Canadian topics providing the balance. The focus in the first three issues will be England, France and Spain. I hope to make the site interactive, and would welcome any ideas or suggestions for future topics. A major theme will be information and reviews of restaurants, markets and other food outlets, and regional specialties.

Then there's the cooking FAQ database I'm putting together. If any HLABC member has a food-related question, I would be pleased to research and answer it, then add it to the FAQ project. Forgive this shameless promotion, but that's what you get for asking an entrepreneur a leading question. After all, I learned networking at the feet of librarians!

To reach Jan, phone (416) 440-1246/fax (416) 440-0146/e-mail jgreenwo@inforamp.net.

Notes From The Afterlife is a continuing feature. We welcome your ideas. Phone Elsie Wollaston at (604) 684-3036, fax (604) 685-9335, or e-mail elbruijn@interchange.ubc.ca.