

# HLABC FORUM

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## DOUBLE ISSUE

  

## LIBRARIANS ON THE MOVE

Inside ...

Summer 2002  
Elsie Wollaston's  
Notes from the Afterlife

On the front lines with Jose  
Scriven

Impact of Provincial Govern-  
ment Cuts on HLABC Members  
Libraries

Library update November 2002

# HLABC FORUM

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## HLABC EXECUTIVE

### 2001/2002 HLABC Executive

President	Lea Starr
Vice-President Elect	Rebecca Raworth
Secretary	Dan Heino
Treasurer	Shannon Long
Forum	Pat Boileau
Forum	Shelley Hourston
Website	Mary-Doug Wright
CHLA Liason	Cathy Rayment

### 2002/2003 HLABC Executive

President	Rebecca Raworth
Vice-President Elect	Tracy Havlin
Secretary	Dan Heino
Treasurer	Shannon Long
Forum	Pat Boileau
Forum	Krista Clement
Website	Mary-Doug Wright

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## EDITOR'S MESSAGE

The *Forum* is published quarterly by the Health Libraries Association of BC  
ISSN: 0826-0125  
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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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# FOOD FOR THOUGHT

## **Relief for readers of miniature display screens**

Rapid Serial Visual Presentation (RSVP) technology has been incorporated in a java applet called FlashReader by Human Factors International. Rather than displaying messages in 10-point font or smaller, RSVP displays text one word at a time at a speed controlled by the reader. See a demo at <http://www.humanfactors.com/downloads/flashreader.asp>.

## **US survey finds 'health seekers' cautious about using Internet information**

A US survey conducted in March indicates that many 'health seekers' or consumers seeking Internet health information do not check website reliability. Half of the respondents "rarely" or "never" checked the source or date of information they found. However, most people are cautious about making decisions based on Internet health information and use it to prepare for appointments and in discussions with their doctor. A survey conducted last year revealed that the most popular subjects researched were weight control, prescription drugs, mental health information and 'sensitive medical topics.' (Thank you Teresa Prior for bringing this report to our attention.)

Fox, Susannah and Rainie, Lee. "Vital Decisions: How Internet Users Decide What Information to Trust When They or Their Loved Ones are Sick" includes "A guide from the Medical Library Association about Smart Health-Search Strategies and Good Web Sites." Washington, DC: Pew Internet and American Life Project, May 22, 2002.

[http://www.pewtrusts.com/pdf/vf\\_pew\\_internet\\_health\\_searches.pdf](http://www.pewtrusts.com/pdf/vf_pew_internet_health_searches.pdf)

## **What's your opinion?**

"The principal problem is our complacency. We are so terribly satisfied with ourselves and our professional skills."—Liisa Salmi in "Complacency of Medical Librarians." European Association for Health Information and Libraries Newsletter." No. 57 (November 2001). p. 13.

Read more at: <http://www.eahil.org/newsletter/57/57.pdf>

## LIBRARIANSHIP ON 'THE FRONT LINES

By Jose Scriven

Several events conspired to change the face and the functions of the Hospital Employees Union Library in 2001.

Firstly, the election of the B.C. Liberals as the government of British Columbia, whose ideology and policies forced a change of focus within HEU.

Secondly, our move to a new building in September 2001. This was supposed to be a positive event, a larger and brighter Library, with new shelving, furniture and equipment. However, due to a money crunch, the Library turned out to be much smaller than initially envisaged, and many of the promised features did not materialize.

Thirdly, I was informed shortly before the move that the status of my assistant would change from full time to part time, and that she would not be housed in the Library. Within a month of the move she had been totally withdrawn and the task of providing or attempting to provide a functioning service fell to me alone.

The introduction of Bill 29 resulted in the decision of HEU to fight the proposed cut-backs, closures and lay-offs, and the ripping up of our Collective Agreement which had been negotiated with the previous government. We would fight back – using both information and people. Information to counter the government's philosophy and position, and people to attend rallies, protest marches and meetings.

My main task became the retrieval of information required by our Research Department in their quest to demonstrate that privatization of healthcare and all its ramifications would not result in a more cost-effective, efficient system. I plundered the Internet for information, and blessed the ease with which I could e-mail experts around the world, and receive pertinent information within days. My services were also needed by the Legal Team and our Representatives in healthcare facilities throughout B.C. The principles and practices of Librarianship fell by the wayside as piles of journal issues and update pages grew, the ordering of new books ceased, and other services I had offered came to a halt. The Library languished as no-one had time to visit or use it, and I had no time to finish the re-organization of the shelves.

I also attended and continue to attend rallies, press conferences and meetings, believing it important to express my beliefs and convictions and support HEU.

The situation has partially reverted to normal, as we dig in for a long fight, initiate events, and respond to developments as they occur. Our requests for information using the Freedom of Information Act has revealed some devastating decisions and reports, as I am sure most of you are aware.

I know that my job is at stake as the closures and lay-offs affect more and more of our members, which will result in the reduction of our membership. The future is uncertain, but the fight goes on.

“The future is uncertain, but the fight goes on.”

***Bill 29 2002—  
Health and Social  
Services Delivery  
Improvement Act***

[http://www.legis.gov.bc.ca/37th2nd/3rd\\_read/gov29-3.htm](http://www.legis.gov.bc.ca/37th2nd/3rd_read/gov29-3.htm)

## IMPACT OF PROVINCIAL GOVERNMENT CUTS ON HLABC MEMBER LIBRARIES

With the election of a Liberal government one year ago the way in which British Columbia operates has fundamentally changed. To determine how HLABC libraries and members have responded, the editors of the Forum have taken a snap shot via a questionnaire sent out on the listserv.

### Conclusions:

- Librarians and information professionals are a very enterprising lot who never say die. Even in the direst of circumstances we go forward becoming more inventive and creative.
- HLABC members believe that libraries are necessary and an integral part of the community and worth fighting for.
- Yes, we are concerned about our ability to pay mortgages, but we never fail to mention the lack of information services will adversely affect our clients be they health professionals or the general public.
- How can we prove that libraries deliver quality services for very little money, but with that being said a library service is but one way of delivering information services.
- We are a little like the phoenix raising out of the ashes. Members of the HLABC have a reputation of being responsible, knowledgeable and valuable and once we are given a situation no matter how dire we produce something viable.

### 1. How have provincial government budget cuts affected your library?

- Libraries such as the **Down Syndrome Resource Foundation** do not receive direct funding from the government. However, libraries do not operate in a vacuum and there is concern about how affected libraries will be able to respond to requests for interlibrary loans and subject expertise. While a library might not be directly affected the parent organization often has found itself adversely affected by Liberal cuts, be that in human or physical resources.
- **The Tzu Chi Institute** lost all of its government funding and responded by developing a new business model, which consists of an enterprising charity working towards social change in health care. There will be an increased focus on information and education. The immediate concern is how to cope with the sudden loss of funding and the loss of the library co-ordinator position.

Update: New business model adopted and moving ahead with details. Hiring a part time library technician in September on contract.

- **The WCB** has seen its support services outsourced over the past year. With the decrease in the library budget, cuts to serials and books were in order.
- [Anonymous] The combination of libraries to become a multi-branch library service with a new reporting structure will result in a range of day-to-day procedural changes.

- Pat Boileau's position at **The G.F. Strong Rehab Centre Library** has gone from 1.0 to .8 FTE. This position now reports directly to the Patient Service Director, and has moved to the main floor.
- The Health Association of BC Resource Centre** has been closed due to the reduction of the Health Authorities from 52 to five.
- [Anonymous] Funding was cut by 45% as of April 1<sup>st</sup>. We have lost 2 FTE (one librarian and one library assistant), leaving the staff level at 0.6 FTE (librarian).
- There have been no direct consequences for the **Wellness & Disability Initiative/ AIDS & Disability Action Program Resource Centre**. Our MOH funding has been renewed for another year. Indirectly, however, funding cuts across various sectors will have significant impacts on our users.
- Vancouver Coastal Health Authority Library budget was cut in half. We are losing staff and the majority of the library journal subscriptions. Our focus will move toward Research and Education (e.g. expand Internet training, document delivery and electronic tables-of-contents services and continue literature searching). The library will move away from collection development.

## 2. How have/will your users be affected?

- Many felt it was too early to tell and that the true affects will not be felt for another 1, 2 or 3 years.
- Core services such as research, interlibrary loans, journals, books, or e-mail news will decrease or be eliminated completely.
- Services not being reduced will be slower
- More users
- Services into under-served areas
- Services we once provided have been significantly reduced. We will be more 'self-serve' than in the past.
- Some users will benefit from access to library service for the first time while others will be facing new barriers to access.
- Some inter-library loan journal articles will not be available.
- Some users will simply not have the time in their schedule to make effective use of information.
- Services and collections will be strained by the new workload and existing materials may be less available because of higher circulation.
- Delayed reference service is possible.
- Users will no longer have access to our collection.

## 3. How did you hear about the impact on your library?

- Librarians are often the people in a facility who know everyone and a little about everything that is going on, so it is no surprise when important decisions are often told to us informally.

- When the new structure was announced December 12, 2001, we knew there would be ramifications for the Health Association, but, at that time we were hoping that there could be an amalgamation of some sort.
- Communication has been piecemeal ... we have had to go and ask.
- We heard rumours in early 2002 that funding would be reduced. We had official word about the funding cuts in mid-February.

#### 4. Were you involved in the planning/decision-making process? How?

- Not involved in the decision to cut library services, but once told of the cuts many HLABC members were then responsible for the restructuring process
- Usual budgeting process
- Rather than waiting for the budget cut decisions, where possible librarians are working cooperatively to provide alternative service delivery models.
- I was not involved in the decision to make cuts to library and information services staff. I am involved in the planning process for the re-structured organization.
- We were very active from the start in discussing and promoting changes. We went to the planners with a plan and didn't wait for someone else to figure us out.
- I am waiting for permission from the Board to disperse or store the collection.
- We met with other librarians in our Health Authority to discuss how we could work together. We provided our Director with a proposed model of services.

#### 5. If the cuts have affected you and your library, can you describe how you have tried to minimize the impact?

- It has to be shown that it is not and cannot be business as usual, yet it is important to continue to deliver a high quality service.
- Many libraries operate close to the bone, so when budget cuts come it will require staff reduction.
- I possible it has been shown that working cooperatively can be very successful
- Tried to assure users that the collection will be available somewhere.
- I think our efforts over the past two years were more effective than anything done in the past six months.
- We didn't wait - we acted. It was a diplomatic challenge to sort out who to speak with at a time when roles and authority are changing weekly if not daily. Were we successful? To this point now, we think so. ... [I]t is hard to say what changes lie in store and what expectations the 'higher-ups' have of us. Nothing is settled for the next couple of years. What would we do differently? Right now I'm feeling good about what we've done. I might have kept in closer contact with our [head of organization]. In fact, you can't assume that just because you spoke with somebody once, that you both continue to understand what was discussed.
- It's too early to tell - I'm still sorting out what I can offer over time. So far, there has been no resistance on the part of the staff to the 'self-serve' system as we are still restructuring and planning our future

## 6. How do you feel about the repercussions for you/your library? Professionally.

- Libraries that do not receive direct government funding expect services from affected libraries to be curtailed to some degree and that will impact the quality and quantity of services they deliver to clients.
- Providing a library service is cheap, builds community and offers non-political options.
- Libraries could be seen as less important because their purchasing power has been lessened.
- Cautious optimism.
- A fear that time will be taken up with mundane duties.
- Some interesting opportunities are opening up. I still feel uncertain about how library services will fit into the larger organization -- and they certainly will be different than they have been in the past.
- It's a shame that a valuable resource might be lost.

### Personally

- A feeling of loss, confusion and incredulity. Contrary to public belief, the civil service is not bloated and to decrease the public sector will mean a detrimental effect on the delivery of medical information/knowledge among health care institutions, non-profit organizations and ultimately the public.
- Fewer opportunities for trying new things. work will become more repetitive and less interesting.
- Disappointed that decisions are made by those who do not understand the service or its value--no matter how hard you try to make that point.

## 7. If applicable, how do you feel about the way your organization managed the restructuring and delivery of information?

- Times call for a new way of operating and thinking or else extinction.
- There is a new vocabulary in operating libraries: fundraising, membership drives, revenue-generating activities.
- If we want to continue to flourish we must learn to play the game.
- Dramatic changes in such a short period of time often result in miscommunication and organizations are rife with rumour and innuendo.
- Unlike other areas the library has been given information in a timely and efficient way.
- Not yet able to determine.
- They tried hard and perhaps meant well, but have not been successful. Lots of information has been distributed through channels that don't reach everyone. In many departments, once certain positions were eliminated, there was nobody left to pass info along, or the new person didn't know how or to whom to communicate with. So entire groups of staff were left 'orphaned,' with no route or access to current news from 'above.'

## 8. How would you describe the morale/atmosphere in your organization since budget cuts have been announced.

- Controlled panic
- Waiting for the ax to fall
- A general malaise
- High level of anxiety
- Fear
- Anger
- In selected areas cautious optimism
- Morale was low and people were feeling very uncertain right up until the day lay-offs occurred (May 31<sup>st</sup>). We are now settling in as a reduced group and looking forward to an interesting future.
- The effect on local morale has been devastating. Because the process is not made clear to all staff, many changes (for example a program being completely eliminated) seem to happen suddenly, out of the blue...
- Everyone is pretty philosophical and surprisingly enough in pretty good humour.
- In general, morale in the organization has been quite low. There are stages of high anxiety, low motivation and low energy. There are also stages of calm productivity as people realize that there is nothing they can actually do to change things.

## 9. In relation to the impact of the cuts:

### a) what are your greatest short-term challenges

- Knowing where to obtain library services that are no longer available from the usual sources.
- How to do much much more with so much less.
- How to provide high quality services.
- Budget structuring.

### b) What are your greatest long-term challenges?

- Finding alternative funding sources.
- Finding job satisfaction in such stressful times.
- Planning to deliver services.
- To continue to provide high quality service to our staff--likely within a framework which is different from the current one.

## 10. How can HLABC support you and your work over the next year?

- Continue offering CE courses
- Networking is more important than ever and we must keep meeting on a regular basis to support one another.
- Work with CHLA and/or other professional organizations apply pressure to the government.
- Keep abreast of the library situation in the province - perhaps create a database.
- HLABC web site should keep a bibliography of related documents on healthcare reorganization, changes, and privatization.
- Needs analysis
- HLABC can be the spokesperson for health libraries in BC. Get the word out to the Ministries of Health on the importance of information management and dissemination.

- Keep the listserv running and the website up. Don't worry if we can't make it to meetings or events for a year or two.
- It might be a really good time to move to a '2 for 1' pricing structure with CHLA because we might only be able to justify one invoice.

### 11. How do you think HLABC will be affected by the changes?

- Loss of members
- Less revenue
- Exodus of members to other provinces
- Members have less time to give
- A lot of people will be forced to choose between memberships and also between professional events.
- Quite a few members may find themselves in transition between jobs. They need support too, and I don't want to cut anyone off who is suddenly not at their work computer.
- There may be fewer members and perhaps a higher degree of networking among member libraries.

### 12. Is there anything else you would like to add?

- [I] left the province when Gordon Campbell was mayor of Vancouver and the issue of leaky condos were making headlines along with the sale of the Expo land at a loss. How can a person with such a poor track record be running the province?
- HLABC provides incredible support for its members.
- Change is guaranteed in all things. Don't waste time trying to restore something which is past; advocate for a better future.

## HLABC ANNUAL GENERAL MEETING MINUTES

### June 14th 2002

Present: S. Abzinger, A. Allgaier, C. Beck, P. Boileau, C. Chan, K. Clement, M. Djokic, J. Douglas, M. Doyle-Waters, L. Einblau, N. Forbes, D. Giustini, D. Hall, T. Havlin, D. Heino, J. Henderson, H. Hendrigan, L. Howard, W. Hunt, M. Jardine, O. Kachmar, S. Long, H. Lim, P. Ludwig, C. MacFarlane, B. Morrison, D. Noble, C. Pennimpede, L. Perry, T. Prior, R. Rochlin, B. Saint, J. Scriven, B.L. Stull, T. Thiessen, P. Young.

The meeting was called to order at 8:55 p.m.

1. Approval of the Agenda
2. Minutes of previous AGM - June 2001 - accepted (Moved? Seconded?)
3. President's report - L. Starr
4. Vice-President's report - R. Raworth
5. Bylaws - R. Raworth There is still work to do re: harmonizing our bylaws with the Society's Act. Rebecca is seeking a volunteer with a computer at home to do the editing.
6. June 14<sup>th</sup> CE
7. Treasurer's report - S. Long  
Shannon provided her report in two formats. Members generally agreed that the new format was easier to read.
8. Forum Report - P. Boileau
9. Website report - CHSPR will continue to host HLABC. Robert Melrose is taking an html course. Mary Doug Wright would like to set up a web committee
10. PNC/MLA Conference - T. Havlin
11. CHLA/ABSC update - C. Rayment  
Conference  
New Chapter - Sudbury  
Other news

12. Lifetime memberships - David Noble

13. PDA CE program - S. Long  
June ? at the theatre in Richmond Hospital

14. Executive Meeting with UBC University Librarian Catherine Quinlan L. Starr  
C. Beck pointed out that we should try to ensure that people to be covered by data-base licensing should be counted only once. Several have multiple appointments.

15. New Executive:  
President: Rebecca Raworth, Vice-President/President-Elect: Tracy Havlin, Treasurer: Shannon Long, Secretary: Dan Heino, Forum Editors: Pat Boileau & Krista Clement

16. Other business  
MOH will continue to maintain the site as long as it is useful to members.

17. Adjournment - The meeting was adjourned at 9:50 p.m.

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## TREASURER'S REPORT

### Health Libraries Association of BC Statement of Revenue, Expenses for the period ending May 31, 2002

<b>Revenue</b>	<b>2001./2002</b>	<b>2000/2001</b>
Membership Fees	1780.00	1690.00
AGM Revenue	720.00	360.00
CE Revenue - registration	950.00	0.00
CE Revenue - other	1800.00	396.00
Interest on Bank Account	6.21	19.97
Increase in Bond fund	46.22	86.02
<b>TOTAL</b>	<b>5302.43</b>	<b>2823.02</b>

<b>Expenses</b>		
Forum Printing	187.27	834.04
Forum Mailing	52.30	274.61
Speaker's Honorarium	400.00	100.00
CE Instructor's Fees	1807.19	873.55
Meeting Refreshments (Including Dec. Brunch)	610.37	343.09
AGM Dinner	1266.56	932.64
Filing Fee - Society Act Report	50.00	0
*Misc. (postage, stationary, gifts)	445.84	124.29
<b>TOTAL</b>	<b>4819.53</b>	<b>3482.22</b>

Bank Balance beginning of year	3744.47	4489.90
Bank balance - May 31, 2002	4202.33	3744.47
Difference between revenue and expenses (bank)	+457.86	-745.43
*Cheques not yet cleared	-21.18	0
Adjusted Bank money	4181.15	3744.47
Bond Fund	1416.58	1370.36
<b>TOTAL ASSESTS</b>	<b>5597.73</b>	<b>5114.83</b>

**Membership: 98 (regular 94; lifetime 4)**

\* Cheque for CHLA chapter gift, \$21.18, cleared after May 31, 2002.

# TREASURER'S REPORT

## Health Libraries Association of BC 2001-2002 – Bank Transactions - Alternate Format

	Revenue	Debit
CE 2001	950.00	67.58 (honoraria, refreshments, hotel, thank you cards)
CE 2002	1800.00(CHLA grant)	1502.00 (50% deposit + hotel 154.26(PDA Video)
Membership	1780.00	
Refreshments		287.73 (Xmas brunch) 15.40(meeting refresh - ments
AGM 2001 AGM 2002	720.00	1016.56 250.00 (deposit)
Interest	6.21	
Society Filing Fee		50.00 (for 2 years)
CHLA Focus Group		374.165 (travel for 2 mem- bers
CHLA Chapter Gift (cheque cleared after May 31)		21.18
Forum		239.57(printing & mailing)
Stationary		41.09(stamps—non Forum
<b>TOTALS</b>	<b>5256.21</b>	<b>4819.53</b>

# NOTES FROM THE AFTERLIFE

## A SERIES ON RETIREMENT AND CAREER CHANGE

By Elsie Wollaston

Forget those seminars on “Preparing For Retirement”. If this retiree’s experience is anything to go by, the really memorable aspects of life as an ex-librarian consist of things no reasonable person COULD have prepared for. (I am, for instance, writing this outdoors in a tomato bed, but we’ll get back to that later.)

In the 30 months since I left work, the main theme has definitely been “expect the unexpected”. Some of these out-of-the-blue experiences have been delightful. Others were, let’s just say, character-building. But never again will I think of retirement as a sort of gentle meander through a predictable landscape.

Things the pre-retirement workshops never mentioned:

- Your financial advisor may get the same idea. Mine started looking pensive, then suddenly announced he wasn’t getting any younger, handed his accounts over to colleagues, and took off to Latin America in an RV.
- Speaking of travel, be prepared to find you can drive coast to coast and stay entirely with old friends who’ve quit their day jobs and opened B & Bs at \$120 a night. All have Web sites and appear to be millionaires.
- Watch out for those high school and college reunions. Unless, of course, your idea of a fun time is to spend endless hours hearing about other people’s grandchildren. (Just don’t tell them you were a medical librarian, or brace for every ailment from A to Z.)
- Low blow: the City of Vancouver permanently mounts a photo of you and your playmates, circa 1950, at a Kerrisdale crosswalk – as a “Millennial Artifact”!
- Then one day the phone rings, and it’s *Gourmet* magazine. A recipe you entered in a contest ages ago has been rediscovered. They publish it in the special Paris theme issue, with a colour photograph. Sacré bleu!
- Shortly afterward, the phone rings again, this time at 3 a.m. A woozy-sounding lady is calling from Europe to say she’s opening a wine bar [I bet!], and wants the rights to your recipe. You hang up, hard.
- But by then you’re used to after-hours phone calls. There’s nothing like being the only person on the condo strata council who’s home 24/7. Like it or not, you’re suddenly chief problem-solver for a 20-unit building. Hey, when you did this at work, at least they paid you.
- Then comes another phone call: you and your adopted brother have finally found his birth family. If you hadn’t put in the extra searching hours retirement allowed, this might never have happened. They’ve been missing him for over 50 years. At the reunion, THEY adopt YOU – all 18 of them. Life changes forever.

- Awaiting a hip replacement, you check more arthritis-friendly climates. Next thing, you're . . .
  - 2000: renting a small cottage in the Mexican lake country for \$10 a day.
  - 2001: adding a car – i.e. driving an aging mini-SUV convertible 6,000 km. down from Vancouver. Bum hip and all, a great October adventure – sun, scenery, and no tourists (all back at work or in school.)
  - 2002: bunking overnight guests in living room until – olé! – landlord offers a 10-year lease on new 2-bedroom view house for same price. Still time to choose paint and tiles. So what if your husband is colourblind?
- Meanwhile, friendship grows with the owner/chef of Patzcuaro's only South American restaurant. She wants creative new recipes for local ingredients. You guessed it: now both working on an informal mult.-cult. cookbook. Still searching for more things to do with fresh quail eggs.

And that's just the top 10 on the Unexpected Retirement Stuff list. Don't ask about the 5-month condo renovation from hell . . . the daughter who's confessed she writes Harlequin paperbacks in her spare time. . . or finding that for some volunteer library jobs, you actually have to join a queue. (So forget it, you can't have my Sunday spot pretending I run the amazing 5,000-volume VanDusen Gardens collection – but you CAN visit and see what I mean.)

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\* Oh yes, about writing this in a tomato bed. No, nothing to do with VanDusen. That condo renovation paved over our former roof garden, and when the tears dried, it turned out the tomatoes had been sitting on prime real estate. Now it's a pocket patio outside the bedroom, just big enough for two people and their favourite flowers. Another reminder to go with life's surprises and enjoy the results. Even if you're no longer working, trust me: you won't be bored.

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*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](mailto:elbruijn@interchange.ubc.ca).

# HLABC FORUM

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Interior Health Authority  
<http://www.interiorhealth.ca/>

Northern Health Authority  
<http://www.northernhealth.ca/>

Vancouver Island Health Authority  
<http://www.viha.ca/>

Vancouver Coastal Health Authority  
<http://www.vcn.bc.ca/vrhb/>

Health and Human Services Library  
<http://www.hlth.gov.bc.ca/library/>

## B.C. CANCER AGENCY— SURFING THE WAVE OF CHANGE

BC Cancer Agency Update 2002

Krista Clement , Beth Morrison, Diana Hall, Shona T. Lam, Lorraine Leitz

“David Noble has retired. Beth Morrison Acting Chief Librarian.”

In some respects, the libraries at the BC Cancer Agency (BCCA) haven't changed - we are in the same locations and busy as usual. In other respects, a great deal has changed, with more to come. With the provincial re-organization a year ago, the BCCA became part of the Provincial Health Services Authority (PHSA). We have not yet seen the wave of changes in the PHSA that most of the other health authorities have and while no merger of libraries have been proposed, there is talk of maximizing available online licensing and resources among the PHSA libraries.

Meanwhile, David Noble has retired, a major event when one considers the BCCA libraries were developed entirely under his leadership. Beth Morrison is the Acting Chief Librarian. We also added Shona Lam to the team again (she had been on a term position before) and Darren Hamilton has been brought in for a project - related contract. There have been several changes in our library support staff, as individuals have been hired, bumped, moved on, and introduced.

The BC Cancer Agency catalogue, which has been on DB/Textworks was successfully moved onto the web at <http://bccca.andornot.com>. The Agency website was also redesigned, for the second time in a year, improving access to the library's 'Recommended Links' and other content (<http://www.bccancer.bc.ca/> ).

The new Cancer Research Centre under construction in Vancouver has designated space for a library. New space raises many planning, staffing, and mandate issues, which Beth is actively researching. In the not too distant future, a fifth Cancer Centre is being planned for in the East Fraser Valley and there have been some challenging library proposals put forward. The hope is for the facility and its services to function jointly between the Fraser Valley Health Authority and the Provincial Health Authority (ie. the BC Cancer Agency).

We have had quite a few changes, and there are more on the horizon... Stay tuned!!

KLC

BC Cancer Agency  
catalogue  
[http://bccca.  
andornot.com](http://bccca.andornot.com)

Cancer Agency  
Website  
[http://www.  
bccancer.bc.ca](http://www.bccancer.bc.ca)

## INTERIOR HEALTH LIBRARIES: THE THREE AMIGOS

### Interior Health Authority Update

Teresa Prior, Ruth Rochlin, Krista Clement, Francine Renaud

I am writing this summary as the *former* Vernon Jubilee Hospital Librarian, on behalf of the three Interior Health Libraries. One year ago, Ruth Rochlin, Teresa Prior, and I, Krista Clement, began discussing whether and how the regionalization of our three hospital libraries might proceed under the newly formed Interior Health Authority. We recognized that our three libraries could not take on the responsibility for every health professional in this vast region, as the Kootenays (East and Boundary) had no medical or hospital libraries in their areas at this time.

Initially, Ruth and I presented plans to serve the Okanagan quadrant from our two libraries. Our proposal was accepted with funding for increased staff time and expenses. Teresa is now working towards a similar expansion into her quadrant, the Thompson Cariboo Shuswap service area.

All fall, we have been moving Ruth's catalogue from the terminal-style Meditech system, to DB/Textworks, and creating an internal intranet site for the Libraries, enduring the challenges of operating across brand new regional networks. Kelowna and Vernon are also sharing a library assistant (based in Kelowna) and working on harmonizing other library processes.

Our vision is not to have a single mega-library, but a collaborative group of Interior Health Libraries. Each librarian will remain at the helm of a specific venue and collection, but with our joined forces and resources, we could fully serve the IHA staff in our cacements. Wish us luck!

Having accomplished all of this, I decided the time was right to focus on one job (the BC Cancer Agency) and let the other go, so I have passed on responsibility for the Vernon Jubilee Hospital Library to Francine Renaud. Francine comes from Montreal, and was the library services supervisor at the Red Deer Hospital Library in Alberta. Coming into the process at an exciting time, Francine will bring practical insight to the team. It has been refreshing, as solo librarians, to be part of a team, and I am sure these three will do great things for health information in the Interior.

## MINISTRY OF HEALTH LIBRARY HAS MERGED AND MOVED

Heather-Ann Laird

This has been a turbulent year for the Ministry of Health Library. In the first round of provincial government cuts last March, we lost our Interlibrary Loans technician Sylvie Frederick, and our Table of Contents/Serials Clerk Adrienne Ho. We also lost funding for two co-op student positions that we had used over the years for special projects like our StatsMaster Index and Internet training sessions. Head Librarian Elizabeth Woodworth retired after 30 years in the public service, but not before arguing successfully against the total closure of the Library and the loss of such a valuable resource. Along with staff reductions, a decision was made at the executive level to amalgamate the MoH Library and Ministry of Children and Family Development (MCFD) Library Resource Centre, which would allow us to achieve greater efficiencies and to combine our expertise and collections.

Consequently, after a summer of intense planning, in September the Ministries of Health Planning / Health Services Library merged with the MCFD library to form the **Health and Human Services Library**, serving MoHP, MoHS, and MCFD clients, and related regional client groups (social workers, addiction centers, health units, mental health centers, BCCDC).

To accommodate the combined collections and staff, the Library has moved across the lobby of 1515 Blanshard Street to the northwest corner. Antje Helmuth and Paul Landry of the former MCFD Library Resource Centre have moved to this new location with us and will be part of this fully integrated library serving health and social services workers and policy-makers. Antje Helmuth splits her time between two government libraries; she is also the Ministry Librarian for the Ministry of Human Resources. Though we are still settling into our new digs and working on bringing the workflow of two libraries together, we are open for business.

To cap off this busy summer, we have just received the health administration collection of the Health Association of BC Resource Centre, which closed in June. We've managed to unpack and shelve this material, though it's not yet in our online catalogue, but if you can identify items from this collection, we'll be happy to do interlibrary loans. And if you need social sciences/child protection/child development material, remember to check our catalogue. We've got a mix of Dewey and NLM classification, but we know where it all is ... sort of...!

“MoH Library and  
Ministry of  
Children and  
Family  
Development  
Library Resource  
Centre  
amalgamated”

**Contact Info:**

**Health and Human Services Library  
Ministries of Health Planning/Health Services  
1-1, 1515 Blanshard St  
Victoria BC V8W 3C8**

Enquiries: 250-952-2196  
Fax: 250-952-2180  
Email: HLTH.Library@gems9.gov.bc.ca  
Intranet: <http://admin.moh.hnet.bc.ca/libinfo/>  
Internet: <http://www.healthservices.gov.bc.ca/library/>  
DOCLINE: BCCTRY

**Reference and Literature Searches:**

Heather-Ann Laird, 250-952-2184, HeatherAnn.Laird@gems1.gov.bc.ca  
A/Head Librarian

Andy Buhler, 250-952-2201, Andy.Buhler@gems7.gov.bc.ca  
Librarian (MoHP/MoHS Liaison)

Antje Helmuth, 250-952-2197, Antje.Helmuth@gems3.gov.bc.ca  
Librarian (MCFD Liaison)  
(Wednesdays and Thursdays, plus 1/2 day every other Friday)

**Circulation:**

Janice Prewett, 250-952-2196, Janice.Prewett@gems9.gov.bc.ca

**Serials/Table of Contents Service:**

Paul Landry, 250-952-2170, Paul.Landry@gems3.gov.bc.ca

**Acquisitions:**

Lucy Wong, 250-952-2220, Lucy.Wong@gems8.gov.bc.ca

**Audiovisual Library**

Jim MacLock, 250-952-2224, Jim.MacLock@gems9.gov.bc.ca

Interlibrary Loans: 250-952-2196

DOCLINE LIBID: BCCTRY

(For urgent ILLs, please call first.)

This contact list is also at <http://admin.moh.hnet.bc.ca/libinfo/>



VIHA, the health authority that I work within, has lots of changes in the works and on the horizon in terms of library services. If you notice my contact details, it implies that I work in the library at NRGH which is where you will find me most days. But, I also have outreach and library management responsibilities to 4 other hospital sites as well—namely, West Coast General Hospital in Port Alberni, Cowichan District Hospital in Duncan, Tofino Hospital and Campbell River & District General Hospital. My predecessor Joyce C. laid some of the ground work, but my challenge will be delivering equitable library services to those sites and other health facilities disbursed across the Central and North areas of the island. Another notable and exciting change is that the VIHA library team (colleagues in Victoria and myself) are currently working toward launching a newly designed and amalgamated www library website with branches for South and Central/North Island library users. Smaller projects I'm keen on starting include weeding for space and to ensure currency and adding NRGH Library's electronic and print journal holdings to LinkOut on PubMed.

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## CHLA/ABSC NEW— FALL 2002

### Cathy Rayment – President

CHLA is pursuing the possibility of publishing the BMC electronically. While still in early exploratory stages, several possible models are being considered, and a Request for Proposals is ready to go out to several publishers. The survey showed a lot of support for an electronic BMC, so this is driving the process. Another issue raised at the Focus groups last year was concern that the BMC isn't indexed in Medline. According to past-editor Ellen Crumley, in 2000 the editors had submitted a request for indexing to NLM, but were told that BMC does not fit the indexing criteria. Lack of peer review, and lack of an editorial board were two of the major deficits cited. The current Board and Editors are mulling over these issues, and will be consulting further with CHLA members about future directions for the publication.

A committee has been working hard on revising the indicator to be submitted to the Canadian Council on Health Services Accreditation. Their objective is to draft an indicator that can be used by health sciences libraries to measure performance in their institutions; and to recommend the indicator be included on the List of AIM Indicators under development by the Canadian Council on Health Services Accreditation. The CCHSA's Achieving Improved Measurement standards came into official use on January 1, 2001. Reception from CCHSA has been very enthusiastic. A fact sheet on "The CCHSA/CCASS Accreditation Process as it Relates to Libraries and Information Services" was included with the BMC winter 2001 issue, volume 23 (2). Terms of reference for the committee, and relevant documents can be found at:

<http://www.chla-absc.ca/task/cchsa.html>

The draft indicator itself can be viewed at:

<http://www.chla-absc.ca/documents/CCHSA%20Progress%20Report%202002x.pdf>

Past-President Jessie McGowan will be setting up a Task Group to review the CHLA/ABSC publication Standards for Library and Information Services in Canadian Healthcare Facilities. This was last published in 1995, and will be reviewed in light of the indicator being developed by the CCHSA committee. If you are interested in helping, contact her at: <past-president@chla-absc.ca>.

We're also considering changing the CHLA/ABSC membership year to a calendar year basis. The Board feels that this type of membership year would be easier for everyone to remember (so renewals might happen in a more timely fashion), it would help eliminate the confusion that exists with regard to conference registration (member vs non-member rates), and it would align the membership year with the budget year. Unfortunately this would put CHLA/ABSC membership out of step with many of the chapters membership years periods, and there would be a lot of work involved with making the initial transition. We'll be taking this question to the general membership for discussion,

“A fact sheet on  
“The CCHSA/  
CCASS  
accreditation  
Process as it relates  
to Libraries and  
Information  
Services” was  
included with the  
BMC winter 2001  
issue, volume 23  
(2),”

so if you have views on the idea, please let me know.

The CHLA/ABSC Conference will be in Edmonton, May 31 through June 4th, 2003. The programme is shaping up quickly, and details can be found on the website: <http://www.chla-absc.ca/2003/>

The program to date includes a panel discussion on consortial deals, and Keynote addresses by Tom Noseworthy, on the Future Trends in Healthcare, and James Shapiro, on the Edmonton Protocol, and Its Potential Impact on Diabetes Research. Invited speakers include Donna Smith, on Qualitative Research in Evidence-Based Practice, and Brenda Robinson, on Staying Upbeat in Busy Times. Ed (the Edmontosaurus), Goodwill Ambassador will be coming out to an HLABC meeting in the near future, to promote the conference. If you want keep tabs on Ed's journeys to CHLA chapters around Canada check his website regularly: <http://www.chla-absc.ca/2003/edworld.html>

As if the CHLA programme isn't enough of an enticement, the 2nd Annual International Evidence-Based librarianship Conference will also be held in Edmonton, immediately following the close of the CHLA/ABSC conference. So plan on visiting Edmonton next year!

*“CHLA/ABSC  
Conference will be  
in Edmonton, May  
31 – June 4th,  
2001.”*

# HLABC GENERAL MEETING MINUTES

October 30, 2002

Tzu Chi Institute

Present: Dean Giustini, Diana Hall, Darren Hamilton, Dan Heino, Wendy Hunt, Shannon Long, Deborah Newstead, Cathy Rayment, Rebecca Raworth, Barbara Saint, Lea Starr, and Barbara Trip

1. Approval of agenda

Approved: D. Heino, S. Long

2. Minutes of previous meeting

Approved: D. Heino, S. Long

3. Treasurer's Report – S. Long

We have lost a few members who have left the health care field and will probably end up with approximately 90 members this year.

4. Forum Report – R. Raworth for P. Boileau

Pat is still working on the upcoming issue and plans to have it ready just before Christmas. Those present acknowledged that the publication is being produced to a high standard, so that some delays are inevitable. Rebecca will discuss the possibility of lowering the standard somewhat or making the issues shorter in order to make the task more manageable.

5. Bylaws – R. Raworth

No one has volunteered to assist yet our Bylaws revision needs to be done. We may shelve this task until next year. Lea finds this project interesting but can't do it this year. Wendy has tried to download the template from the BC Government site but has had difficulty editing the document. Wendy will send Dan the URL and he will investigate.

6. CE Expenditure Guidelines – R. Raworth

Approved: L. Starr, C. Rayment

We should also develop our own evaluation form for these courses so that we obtain the information we require. Also, it would be a good idea to designate one person for each CE course to collect the evaluations.

7. Selling of Membership List – R. Raworth

CHLA currently sells their membership list through the use of one use mailing labels, which cost about \$150. It was suggested that recent changes to FOIPOP may restrict what information can be given out. As no one was sure what constituted a quorum the item was shelved until the next convenient general meeting. An electronic vote was suggested but Lea pointed out that it was not permitted in our bylaws. This issue needs to be addressed when the Bylaws are updated.

8. CE Ideas/Committee – R. Raworth for T. Havlin  
Tracy will send out an email soliciting volunteers and ideas.

9. Consortial Options & Review Group Initiative (CORGI) of HLABC – D. Giustini  
Lea suggested that “consortial” may not be the model we want due to the lack of funds for many organizations. Instead, she suggested that we should look at services that would enhance the effectiveness of the databases, i.e. what libraries/librarians do. There is a need to remind people about our areas of expertise. We could construct a business case for broader access to information. It would be useful to look at how the Consortium of Academic Health Libraries (COAHL) work together, advocate together, manage licensing, etc. This led to the suggestion that we should try to schedule an advocacy workshop sometime soon.

We could also go back to the PHLiNCH site to see what information is being used. Dean mentioned that COUTH has become the BC Academic Health Council.

10. Upcoming Christmas Brunch – S. Long  
It was agreed that December 7 was preferable to December 14 or November 30. Shannon and Robert Melrose will look at Picasso and Sapodilla. The membership present expressed a preference for a location that would allow members to walk around and talk with each other.

11. PNC/MLA Meeting Summary – D. Heino & S. Long  
The meeting was very successful with excellent comments concerning the CE and the conference program and it made a profit. The turnout was very good with a 60/40 split between American and Canadian attendees.

12. CHLA/ABSC Update – C. Rayment  
Cathy reported on the recent Board meeting

she attended, which generated a lot of work. Jesse McGowan is starting to revise the 1995 Standards for Library & Information Services in Canadian Healthcare Facilities. They are also considering a move to having the membership based on the calendar year, rather than the current situation in which the year starts in July. Some members sign up for the conference not realizing that they are paying dues for the year just about to finish. CHLA has also been invited to join a new Canadian Council of Libraries, which will serve as a forum for issues we have in common. Jennifer Bayne has left the Romanow Commission to work at the Canada Health Infoway.

13. Other Business  
None

14. Adjournment – at 9:35 p.m.  
D. Heino, S. Long