

e-HLbc Management Committee Meeting Minutes  
July 10, 2007

*Present:* Nancy Levesque, Greg Rowell, Bob Foley, Colleen Kennedy, Sherry Lipp, Cathy Rayment, Jo Anne Newyear-Ramirez  
*Absent:* Lea Starr, Anita Cocchia

**I. Membership Report**

Bob reported on the action plan for the Physiotherapists Access to e-HLbc resources. He and Lea had been working with Anita and Jo Anne on this proposal.

General committee members liked the format of this proposal outlining what e-HLbc will do and what the new member will do. Recommend follow format for further proposals

Discussion about licensed content fee rate of \$5 per user. Some concerns that this amount seemed to low. The business plan originally suggested a per FTE cost of around \$5. The question of what an equitable administration fee was posed. Talked briefly about what factors would play into setting this fee structure. There are various factors to consider which may impact the pricing and these may not be mutually exclusive. For instance a small organization with a librarian might have different pricing than a large organization with a librarian.

- Size of the organization
- Presence of a librarian
- Ability of organization to identify or limit access to members only
- Support needed for training, set up, administration etc

The committee gave the go ahead and agreed to pursue the pilot with PABC.

Nancy mentioned that the massage therapists have contacted her about becoming members. Discussion about possible new members and how e-HLbc should proceed with partner recruitment. Suggested we begin profiling potential members to get a better idea about their library support and infrastructure. Would ultimately help in developing administrative fee structure.

**Actions:**

1. Anita and JoAnne will go back and talk with PABC and get this pilot rolling.
2. Anita and JoAnne will also set up a meeting with the massage therapists to see if there is potential and interest in membership. This will be an exploratory meeting with them. If positive a similar proposal for access will be developed for the membership and management committees

3. e-HLbc admin center will begin gathering data on the potential health association for possible recruitment and developing e-HLbc's administrative fee infrastructure.

## **II. Training Report**

Colleen provided information on the new training evaluation form. She provided the group with the results via e-mail prior to the meeting. Indicated the training committee will be making some minor refinements to the online form. Mentioned a number of comments indicated a need for the training sessions to more clearly define level of knowledge required for session.

Colleen mentioned a change in the committee membership. Shannon Long joined the group in place of Pat Semeniuk.

Some discussion about with new members the possible need for end user training. Up to now the strategy has been to train the trainer. Suggested if this need comes to our attention we may ask the vendors to provide end user training. The member institutions might provide facilities or play host for the sessions.

Noted that the word did not get out to a number of interested folks about training. Need to work on our communication framework. Suggested we should set up a listserv that interested parties could self select to join to get news about e-HLbc. News could be about training, content. etc.

### **Actions:**

1. Training Committee will be refining the online evaluation form.
2. Committee will be working on plans to highlight training more. Emphasize the available online training.
3. Meet 3<sup>rd</sup> week of August

## **III. Marketing Committee Report**

Cathy had sent the group a brief report compiled Marketing Committee. A brainstorming session was held recently during the CHLA/ABSC conference. Goal for the second year is to focus on promotion of e-HLbc to the health professionals and helping the libraries do this.

Some Ideas:

- Contact HLABC to add more information (and links) about e-HLbc on its website.
- Request ALL member institutions to brand all the e-HLbc databases and serials with the e-HLbc logo. Discussion on whether this type of branding request would be accepted understood or easily accomplished.

- Collect success stories, remarks about how much everyone likes ELN's quote box. Can we do this?
- Develop generic welcome letters (email) for new staff at health authorities outlining the resources available in e-HLbc.
- Suggested that each partner institution should definitely include e-HLbc branding on the Ebsco and Ovid sites (instead of just the Institution's name)
- Use Ask Away campaign as a model

Jo Anne mentioned Anita is planning to hire a person to create a logo and brochure templates.

Self-subscribing listserv would help as a marketing tool in addition for getting news out about content development and training.

#### **Actions:**

1. e-HLbc will contract to develop an e-HLbc logo, brochure, poster similar to Ask away campaign aimed at health professionals.
2. Jo Anne will talk with Anita and Jeff about developing a way to collect success stories. Following the ELN quote box format.
3. Jo Anne agreed to contact OVID and EBSCO to ask about what the possibilities are of displaying university or health authority identities/logos as well as an e-HLbc logo within database access view.

#### **IV. Evaluation Committee**

Nancy sent out to the group an evaluation template created by the Evaluation Committee.

Discussion and questions about target indicators, and the template layout were brought forth. Nancy suggested that what e-HLbc evaluation efforts should be focused on is the growth of the various indicators overtime. Would reveal potential population penetration.

The Evaluation Committee wants to meet with the chairs of the training and marketing/communication committees for their input into the evaluation template.

Discussion about statistics. Need one set of statistics compiled by the vendor. Troublesome for each institution or Health Authority to seek out statistics and sent them to E-HLbc admin centre. Can this be done more efficiently and expediently? How can we develop context for usage statistics to show ultimate benefit and positive outcomes?

Jo Anne mentioned Jeff Davis is currently working on the statistics. Will find out more information.

**Actions:**

1. Nancy will meet with the Cathy and Colleen to further refine the evaluation template.
2. Nancy will be bringing a revised template as well as suggested priorities for what e-HLbc will evaluate to Management Committee in early Fall.  
Timeline for possible survey late Fall or early Spring.

**V. e-HLbc Admin Centre Update**

Jo Anne on board as new coordinator. Will be assisting the management Committee by offering services to help take minutes from meetings and with drafting action items for the group to post after approval on our internal web site.

Activities to date

- Propose satisfaction survey.
- Draft a plan for New product selection process. To emulate the ELN Resources forum. Hopefully forthcoming in the next few weeks or less.
- Develop marketing tools, logo, brochure (template) for all to customize and use
- Working on meeting Management committee members
- Attended HKN biannual meeting and provided highlights
  - a. HKN working with Canada Health Infoway (<http://www.infoway-inforoute.ca/en/home/home.aspx>), trying to bring together stakeholders from health info sector to discuss a national approach to licensing. Meeting in Toronto with National Network of Libraries for Health (<http://www.chla-absc.ca/nnlh/vision.html>), Centre for Health Evidence, HKN and various reps from academic institutions- now have a steering group with members from HKN CISTI, NNLH and the academic community to work on developing a proposal for CHI
  - b. Implemented the Ovid Linksolver as an HKN service
  - c. Working with SHIRP (Saskatchewan Health Information Resources Partnership) to provide health info resources to all post secondary inst and health care facilities and practitioners covered under the Saskatchewan Health act
  - d. New content- eCPS, LWW Total Access, EBSCO CINAHL plus FT, EBSCO Medline with FT, EBSCO Healthsource Consumer (incl Clinical Pharmacology), EBSCO Health Source Nursing Academic (incl Clinical Pharmacology), EBSCO Natural & Alternative Treatments
  - e. Product demos- BMJ –[journals.bmj.com](http://journals.bmj.com) (left ACP), [besttreatments.org](http://besttreatments.org), Unbound Medicine- aggregates clinical tools for

handhelds (authoritative, Red Book, Merk, Current Consult, point of need)

- f. Presentation by rep from Unbound Medicine (<http://www.unboundmedicine.com/>) on handheld devices
- g. Streamlining HKN admin- revised pricing structure to reflect fair pricing and support cost-recovery, Moved web site support to HKN from University of Calgary, New admin asst hired
- h. HKN Goals for coming year
  - Continue Health Info Licensing Initiative- seeking partners
  - Develop joint provincial licensing models
  - Market scan – assess subscriber needs-information resources, services and technology
  - Provide seamless service, improve web site to support access, integrate free and authoritative information and sites, feedback on web design
  - Expand partners and subscribers
  - Acquire more fulltext esp. evidence based medicine, clinical support tools, e-books, e-journals
  - Tutorial development, identification
  - Symposium planned with Southern and Northern Alberta Health Libraries in Spring 2008 –recent trends and developments complementary and alt medicine
  - Purchase admin database for managing financial records, subscriber info and contact info

#### Comments about HKN report

- There is great interest among health authorities for drug/pharmaceutical information and natural and alternative treatment information. Hand held devices are very prevalent.
- Discussion about whether we should approach HKN about joint provincial licensing. Possible pilot project?
- Should e-HLbc send in a formal response to the National Network of Libraries of Health?

Committee wants to shelve satisfaction survey for now. - No need to pursue, Evaluation framework will cover this. Do not want to over survey members.

#### **Actions:**

1. Jo Anne will gather some more information for Committee members on Canada Health Infoway and National Network of Libraries of Health initiatives.
2. Jo Anne will continue to provide e-HLbc admin centre updates at future meetings

**VI. BCAHC International conference Nov 4-7, 2007. Practice Makes Perfect**

Discussion about ways of e-HLbc having a presence.

**Actions:**

1. Sherry will find out more information and send it to the committee.
2. Jo Anne and Anita look into E-HLbc planning to have a booth/presence for the conference to profile E-HLbc. BCAHC can distribute a brochure in the package that will be provided to all registrants.