



A Service Funded by the Massachusetts Board of Library Commissioners

CHRC News

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MBLC Renews CHRC Contract

We are very pleased to announce that the Massachusetts Board of Library Commissioners (MBLC) has renewed its contract with the Treadwell Library for another year. This means that Treadwell Library will continue to serve as the Consumer Health Reference Center library for members of the regional library systems until at least June 30, 2000.

We at Treadwell would like to take this opportunity to say "Thank You" to those of you who have used the CHRC services and expressed your satisfaction to the MBLC.

CHRC Workshop - Metrowest

Due to popular demand (really!) the CHRC has been invited back by the Metrowest Massachusetts Regional Library System to do an extra training workshop.

When: May 6th, from 9:30 am to 12:30pm

Where: Metrowest Massachusetts Regional Library System
135 Beaver Street,
Waltham, MA 02452

Call 781-398-1819 for further details.

CHRC and MBLC at the Museum of Science

The CHRC and the MBLC have been invited to participate in a symposium entitled *Demystifying Cancer* at the Museum of Science on Saturday, April 10th. The symposium is organized jointly by the Whitehead Institute for Biomedical Research, the Massachusetts General Hospital, the Museum of Science and the American Society of Law, Medicine & Ethics (ASLME).

A free public lecture, *Understanding Cancer Research*, will take place on the Friday evening. The Saturday sessions require registration which costs \$10. Speakers include Ivor Benjamin MD, Co- Editor in Chief of Oncolink, who will talk about Oncolink and cancer information on the Internet, and Barrie Cassileth author of the *Alternative Medicine Handbook*.

CHRC and MBLC will staff one of several displays aimed at informing the general public about the array of resources available through libraries, hospital-based resource centers, and government agencies.

For further details, check the symposium's web site at:
<http://www.wi.mit.edu/bio/cancer/cancer.htm>

Additional CHRC Email Address

CHRC now has two email addresses:

TreadwellQ&A@mgh.harvard.edu
TreadwellQ&A@partners.org

You can reach us at either of the above email addresses. See last page for complete contact information

Massachusetts Models

*In the third article in our series, **Massachusetts Models**, Nancy Fazzone writes about the Consumer Health Information collection at the North Shore Medical Center. Nancy is a member of the Northeast Massachusetts Regional Library System (NMRLS).*

The Beginning

With the opening of a new facility for its Health Sciences Library in 1985, the North Shore Medical Center (Salem Hospital) allocated space for a Community Health Information (CHI) collection. Drs. Patton and Kaplan, esteemed members of the Medical Staff, and their wives, both active volunteers at the Hospital, provided funding. Their vision, to provide health information in lay terminology, has become an essential part of the library. Health information for the non-professional has also become a requirement of the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), an essential part of the wellness philosophy and a demand from consumers.

Public/Patients Invited

The library's mission statement invites the public to use its materials. Through its newsletter and personal contact with health care providers, the library staff encourages physicians and others to refer patients and the public to the library's CHI collection.

The Collection

The CHI collection provides health information endorsed by the medical community, government agencies and professional organizations, in lay terminology for patients and the general public.

The scope of the CHI collection focuses on primary areas of treatment at the North Shore Medical Center, and concentrates on the following areas: AIDS, aging, cardiology, cancer, diabetes, mental health, nutrition, obstetrics, substance abuse, wellness or health promotion and women's health.

Books (200+), newsletters (15+ with 5 years of back issues), and pamphlets (numerous) comprise the print collection. Electronic databases on CD ROM and through Internet sites including the Health Reference Center database, provide complementary resources for the library staff to use in assisting customers. Access to the library's computers is restricted to hospital personnel.

Services

The library staff provides full reference support to satisfy requests. All information related to personal health is provided free of charge. A \$10 fee is charged for

bibliographies needed for school assignments or business use. While materials do not circulate to non-employees, duplicate copies of pamphlets may be taken at no charge. A self-service photocopier is available for 10 cents per page.

Hours

Open hours are Monday - Friday 8:00 a.m. - 4:30 p.m. and Saturday 10:00 - 4:00 p.m.

Staff

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Massachusetts Models aims to introduce CHRC News readers to consumer health information services in Massachusetts and the models of service they follow. If you would like to submit an article for this series please contact Kate Kelly at 617-726-8600.

CHRC Tip: The ERIC Database

Martha Stone, Coordinator for Reference Services at Treadwell Library describes one of the more unusual CHRC reference questions and the resources she used to answer it.

At the beginning of the school year, we received a succinct request for information on "school phobia in adolescents".

Certainly, this was an easy enough search for the Medline database. After combining the subject headings of *Phobic Disorders*, *Adolescence*, and the word *School* in the title, several references popped up, one of which, from the April, 1998 issue of *Journal of the American Academy of Child and Adolescent Psychiatry*, titled "Cognitive-Behavioral Treatment of School Phobia" seemed quite relevant. In addition, the *Textbook of Child & Adolescent Psychiatry* (American Psychiatric Press, 1997) contained a half page on the subject of "School Refusal".

But wishing to leave no stone unturned, I thought perhaps this query called for a somewhat less medical approach. Enter ERIC.

The ERIC database at <http://ericir.syr.edu/Eric/index.html> contains, to date, over 950,000 abstracts of documents and articles from journal literature, conference papers, reports, and other materials having anything at all to do with education.

Using the title word *school*, and the keywords *phobia* and *adolescent*, I found 21 relevant articles; the first one was titled "School Phobia in Adolescence". Using the keyword *refusal* instead of *phobia*, I retrieved 18 documents, the first of which was "Factors Associated with School Refusal in Adolescents". (Interestingly, that article's abstract begins, "School refusal, as differentiated from both school phobia and truancy, is a term used to denote emotionally-based avoidance of school.")

There is more information about obtaining ERIC documents at

<http://www.accesseric.org:81/>; or you can call ERIC's toll-free number, 1-800-LET-ERIC.

National Library of Medicine (NLM) Consumer Health Initiatives: MEDLINEplus

<http://www.nlm.nih.gov/medlineplus>

MEDLINEplus is the National Library of Medicine's newest electronic information source providing health information for consumers. It was launched on October 22, 1998, in conjunction with a new health education initiative involving public libraries (see below). Highlights of **MEDLINEplus** include the following:

HEALTH TOPICS - This is the most heavily used section of **MEDLINEplus**. Consumers can choose from a list of 70 common diseases and conditions ranging from AIDS to weight loss and be connected to online publications, fact sheets, support groups, clinical trials, organizations and other sources of information including "canned" searches of Medline using PubMed.

DICTIONARIES - several medical dictionaries including the AMA's Medical Glossary.

SEARCH DATABASES - a very useful page that pulls together databases from NLM, National Institutes of Health (NIH) and other federal sources. Some of the lesser known databases available on this page are the Alcohol and Alcohol Problems Science database (ETOH), the NIH Clinical Trials

databases and the Office of Rare Diseases' Clinical Research Database.

Other sections on **MEDLINEplus** are Organizations, Clearinghouses, Publications, Directories and Libraries. This new resource is a work in progress and it will be worth checking back regularly to see what has been added.

National Library of Medicine (NLM) Consumer Health Initiatives: NLM teams with public libraries to help consumers find medical answers

In another initiative also launched in October, 1998, NLM announced that 39 public library organizations with over 200 locations in nine states and D.C. will take part in a pilot project designed to increase public awareness of, and access to, health information via the Internet. The states are Alabama, Georgia, Maryland, New York, Pennsylvania, South Carolina, Tennessee, Texan and Virginia.

The project, titled "***Medical Questions?
MEDLINE has Answers***" will evaluate the degree to which public libraries and the Internet can help meet the information needs of the public and determine the feasibility of mounting these programs in public libraries nationwide. A complete list of participating libraries can be found at:

http://www.nlm.nih.gov/news/press_releases/medplus.html

New Resources

CHI Services Column

National Network, the newsletter of the Hospital Libraries Section of the Medical Library Association, has a new Consumer Health Services column. The column, **CHI Services**, began in the January, 1999 issue with an article on volunteers and will be a regular feature in **National Network** from now on.

Consumer and Patient Health Information Section (CAPHIS) of the Medical Library Association:

CAPHIS has a new web address:

<http://caphis.njc.org>

The site has also been updated and revised.

New additions include:

Finding it on the Web: a guide to finding and evaluating information on women's health on the Internet at

<http://caphis.njc.org/Finding.html>

and an updated **Consumer Health Bibliography for the Small Public Library** at <http://caphis.njc.org/ConsHealthBib.html>

Non-English Language Resources:

Rees, Alan. **Informacion de Salud para los Consumidores**. Oryx Press. 1998 \$74.95. ISBN 1573561665.

This new book by Alan Rees, author of the **Consumer Health Information Source Book**, Oryx Press, 1998, is a compilation of consumer health and patient education information available in Spanish. The materials are from federal and state agencies,

health associations, pharmaceutical companies and other health related organizations. It includes approximately 300 publications from about 50 sources.

Note: This book does not have an English language index, but all is not lost because Kate Smith of the Family Health Library at Children's Hospital, Denver has very kindly posted one on the CAPHIS website at <http://caphis.njc.org/ReesSpanish.html>

The Center for Applied Linguistics has announced the second edition of the **Multilingual Health Education Resource Guide**. The Guide lists health education materials on nine topics (hepatitis B, HIV/AIDS, STDS, tuberculosis, breast health, dental care, family planning, immunization, and prenatal care) in ten languages (Arabic, Bosnian/Serbo Croatian, Cambodian/Khmer, Haitian Creole/French, Hmong, Lao, Russian, Somali, Spanish and Vietnamese). Price \$7.00, prepayment required. For more information contact: Kathleen M. Marcos
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Tel: 800-276-9834 or Fax: 202-659-5641
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National Guideline Clearinghouse:

<http://www.guideline.gov>

The National Guideline Clearinghouse (NGC) is a new web based resource for up-to-date evidence-based clinical practice guidelines sponsored by the Agency for Health Care Policy and Research (AHCPR) in partnership with the American Medical

Association and the American Association of Health Plans.

The NGC database contains evidence-based clinical practice guidelines as defined by the Institute of Medicine:

"Clinical practice guidelines are systematically developed statements to assist practitioner and patient decisions about appropriate health care for specific clinical circumstances."

Guidelines have been drawn from numerous sources such as the American Academy of Pediatrics, the American Psychiatric Association, and the American Heart Association. So check it out to find recommended treatments or prevention measures for disorders ranging from low back pain to osteoporosis to skin cancer. You can either search the database or browse by disease/condition or treatment.

Food Safety

With all the recent news reports about pesticide residues in food it seemed timely to list a few resources for this topic.

The Massachusetts Department of Public Health Food Protection Program

<http://www.state.ma.us/dph/fpp/fpp.htm>
The Food Protection Program (FPP) has a revised and updated web site with links to food safety sheets, FPP programs, Boards of Health, and FPP publications.

FoodSafety.gov

<http://www.FoodSafety.gov/>

This is the gateway to government food safety information. Here you will find news and safety alerts, consumer advice, information pertinent to kids, teens and educators, information on foodborne pathogens, food safety initiatives and much more.

Consumers Union Food Safety Index

<http://www.consumersunion.org/food/food.htm>

Consumers Union publishes *Consumer Reports* as well as a recent food pesticide residue report that received much media attention. Their food index is a listing of reports, press releases, and news items published by the Consumers Union in response to various FDA, EPA, USDA initiatives and commentary on food safety issues listed by topic.

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<http://www.mgh.harvard.edu/library/chrcindex.html>