



# CHRC News

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## Introduction

At the October 2000 annual meeting of the North Atlantic Health Sciences Libraries (NAHSL) in Newport, RI, several medical librarians discussed the problems in locating non-English language consumer health information. Because the topic is overwhelming in scope, this issue focuses on finding selected web-based and print resources for Spanish-language consumer health information. Though this can sometimes be a difficult-to-impossible request, at other times it may only require a careful survey of web- and/or print-based resources.

We are fortunate in having a contribution for our "Massachusetts Models" series by Ayako Barnum, Resource Specialist at the Framingham office of the Massachusetts Prevention Center (MPC). As always, we're eager to know what you'd like to see in future issues. Our contact information is on the last page of this issue.

## In the News

### ARCH

<http://www.mgh.harvard.edu/library/arch/arch.asp>

On December 4th, Treadwell Library of the Massachusetts General Hospital participated in the Grand Opening of **ARCH**, Access to

**Resources for Community Health**. This electronic health information and resource center is the product of a NNLN/New England Outreach grant awarded to Treadwell Library in January 2000.

**ARCH**, a collaborative project among MGH Treadwell Library, MGH Community Health Associates, the Massachusetts Prevention Center's Boston Office, and the Chelsea Health Department, aims to improve public access to online health information in underserved urban areas. During its first phase, it will serve the communities of Revere, Chelsea, Everett and Charlestown.

**ARCH** is both a physical and virtual resource. A staffed resource library containing books, videos, pamphlets and newsletters is located in the MGH Revere HealthCare Center. Additionally, through **ARCH**, the Massachusetts Prevention Center is prepared to lend any of its 4000 resources. The library also has two PC's for users to access the **ARCH** web site that was specially designed for this project. **ARCH** employs a "Train the Trainer" approach and thus will be teaching clinicians and outreach workers based at the healthcare centers. There are also plans to train the public librarians in the communities as well.

**ARCH** has been warmly and enthusiastically received in the communities. Several distinguished speakers, including Thomas Ambrosino, the Mayor of Revere and Luis

Prado, director of Chelsea Health and Human Services expressed this enthusiasm at the Open House.

For more information, contact Elizabeth Schneider, Director of Treadwell Library and Principal Investigator (617-724-2791) or Kate Kelly, Sr. Librarian for Outreach Services and Project Manager (617-724-2781).

### **Consumer Health Credentialing Program**

<http://www.mlanet.org.education/chc>

Public librarians and librarians working in consumer health libraries are among those who can participate in a new program sponsored by the Medical Library Association. The goals of the Consumer Health Credential (CHC) are improving health information services for consumers, creating partners in the delivery of consumer health information, and increasing access to consumer health courses. Level I credentials require completion of twelve hours in approved CHC courses; level II credentials required twenty-four hours. Further information is available from the Medical Library association by phone, at 312-419-9094 or by email at [mlapd1@mlahq.org](mailto:mlapd1@mlahq.org).

### **URLS IN THE NEWS**

#### **ABMS**

<http://www.abms.org>

The American Board of Medical Specialties (ABMS) locator and verification services has a new URL. Click on **Who's Certified**.

You can also call **ABMS** with verification questions: 1-866-ASK-ABMS.

#### **NOAH**

<http://www.noah-health.org>

This always-reliable web site recently changed its URL. Currently, the **word search** (in Spanish, **búsqueda por palabras**) is not in operation. Instead, choose **Health Topics (Temas de Salud)** to find information. **NOAH** is an authoritative, bilingual health information site, dedicated to an underserved population of health consumers. **NOAH** also provides access to bilingual National Cancer Institute reports.

#### **HEALTHINFOQUEST**

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

A project of the National Network of Libraries of Medicine (NN/LN), Pacific Northwest Region, **Healthinfoquest** encourages users to gain confidence in their ability to retrieve reliable health and medical information from the web. **Healthinfoquest** pathfinders are designed primarily for information providers and are also tools for health educators and those who respond to requests for medical and health information.

#### **SAMPLE PATHFINDER**

<http://www.nlm.nlm.nih.gov/healthinfoquest/pathfinders/children.html>

This sample **HEALTHINFOQUEST** Pathfinder asks: How do I find information on seizures in children? Is information available in Spanish on this subject? The

pathfinder leads the user through a variety of web sites, including the Dept. of Health and Human Service's **healthfinder** in Spanish, <http://www.healthfinder.gov/justforyou/espanol/default.htm>. This sample pathfinder also includes clues about how to search for Spanish language material.

## **MASSACHUSETTS MODELS**

By Ayako Ito Barnum, MLS  
Resource Specialist, Massachusetts  
Prevention Center, Metrowest/West  
158 Union Avenue  
Framingham, MA 01702  
Tel: 508-875-5419  
Fax: 508-875-6214  
Email: [mapcfra@ma.ultranet.com](mailto:mapcfra@ma.ultranet.com)  
<http://www.PreventionCenters.org>

### **Background**

Funded by the Massachusetts Department of Public Health (DPH) and the Massachusetts Department of Education, the Massachusetts Prevention Center (MPC) Resource Libraries offer a collection of prevention and educational materials to all residents in Massachusetts.

Established in 1978, the first eight MPC centers were funded by a block grant from the Dept. of Public Health's Center for Substance Abuse Prevention. The following year, the first Prevention Center (PC) Library opened, at the North Shore PC. The collection was devoted to substance abuse. By 1992, the DPH had begun to assess the status of the PC Libraries and to develop a five-year plan in conjunction with resource specialists, PC directors and Prevention Support Services. The tenth PC Library, in Framingham, opened in 1994. The MPC's

centralized library system began in 1996 with the creation of the statewide library catalog, first published on CD-ROM and available on the web since 1998 at <http://www.andornot.com/mpc>. Last fiscal year, the libraries combined served almost 17,000 people.

### **Collection**

The PC Library collections, in a variety of print and non-print media, include such topics as alcohol and other drugs, tobacco control, comprehensive school health, healthy communities, HIV/AIDS, science-based prevention, violence prevention, and youth development.

Some of the materials are available in non-English languages such as Spanish, Portuguese, Vietnamese, and Chinese. Along with brochures, posters, and fact sheets, the PC Library materials contribute to the MPC's mission to promote and support community-based prevention to create and sustain healthy communities, with special attention to those populations most in need.

### **Services**

Anyone who lives or works in the state, whether a librarian or member of the public, may use the MPC Resource Libraries. All services are free. Librarians, who usually choose to request books or videos, will have these items delivered via U. S. mail, UPS, or FedEx. Members of the public are encouraged to visit the location either closest to them, or in their catchment area (the geographic area served by the MPC). Walk-ins are welcome, but services are also available via phone, fax, or e-mail. Each MPC Library sets its own borrowing policy, and items may be reserved ahead of time and

renewed. Generally, all MPC Libraries are open during standard business hours, plus three additional hours, and all are closed on the weekend. Each library is staffed by one professional librarian, called a Resource Specialist, and one full or part-time paraprofessional. On November 2, 2000, the PC Library serving Boston moved into a new facility in Codman Square, Dorchester, allowing for further growth of resources and staff.

### Language Resources

For the last few years, the Resource Libraries have been collecting materials in Spanish because it is the most commonly spoken non-English language in Massachusetts. The collection development process of acquiring good materials has been quite a learning experience for the Resource Specialists in the ten Centers. For example, there are subtle differences between Spanish spoken by those who are from Mexico, and Spanish spoken by people who are from Puerto Rico or the Dominican Republic. Together, those latter two populations comprise the majority of Spanish spoken by Massachusetts residents.

The Resource Libraries have been fortunate in obtaining assistance from other staff within the Prevention Centers, other bilingual service providers, and some community residents, to assess the quality of materials in Spanish. It is a lengthy process, at times, but the reward of having satisfied patrons is fulfilling. Patrons often come back with reviews and suggestions for future purchases. One faithful patron went to Puerto Rico for a family visit and brought back some books published over there!

One way of selecting and purchasing titles is through the e-commerce site **Fiera.com** at <http://www.fiera.com>. It contains many consumer health and popular medical titles. You can choose to search in English. Click on **Libros en Español**, then **Health and Diet**. You can then choose from **Alternative Medicine, Diet and Nutrition**, and similar English-worded categories. Click on the book title for a Spanish-language abstract as well as price, pagination, ISBN, and publisher information. Since these abstracts are not translated, try cross-referencing the title in Amazon or Barnes and Noble, at <http://www.amazon.com> or <http://bn.com>, respectively, for an English-language abstract. **Fiera.com** targets the Spanish and Portuguese speaking population of Latin America and the Caribbean, the United States and Europe, and is based in Miami. **Fiera.com** states that all transactions are encrypted, and they are affiliated with the Better Business Bureau International.

Some of the Prevention Center Resource Libraries are now concentrating on finding materials in Portuguese, since Portuguese speakers are currently the fastest growing population in the state.

### Catalog

You can search the MPC's entire collection at <http://www.andornot.com/mpc>. The catalog can be searched in a variety of ways. For instance, choose **Spanish** from the drop-down language menu. In the **keywords** entry box, type **health**. There are 62 records, each with several English-language hot-linked subject headings. You can also click on **word wheel** to help limit your search to a specific audience, age group, or school grade. There are 26 documents in Spanish

targeted to women, and nine targeted to community organizations. This is a sample record:

**ES CUESTION DE TIEMPO = IT'S ABOUT TIME : actuando con rapidez para sobrevivir un ataque al corazon --**

[s.l.]: Heart Attack React, 1996.

**Physical Description:** 1 videocassette (20 min.) : sd., col., 1/2 in. + 1 booklet ([15] p.)

**Keywords:** Chronic Diseases ; Myocardial infarction--Prevention

**Abstract:** This video gives you all the information you need to act quickly and calmly in case of a heart attack emergency

Audience: Community Organizations ;

Health Care Providers ; General

Language: Spanish

**Format:** Video

For more information or to locate the Prevention Center Resource Library in your area, go to <http://www.PreventionCenters.org>.

**CHRC NON-ENGLISH LANGUAGE & HEALTH LITERACY RESOURCES**

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

Begin your search for general health information in Spanish and other languages here. This also includes a link to one of the largest Spanish language web sites, similar to Yahoo, called **Yupi Salud**, at <http://www.yupi.com/canales/salud/>. This takes you directly to health topics in Spanish. You can also use the **Yupi Salud** search engine in either English or Spanish to look

for a more specific topic or phrase. Most results are returned in Spanish.

**CANCER LIBRARIANS SECTION**

<http://www.selu.com/cancerlib/spanish.htm>

This section of the Medical Library Association publishes a quarterly newsletter. **Cancer Information for Spanish Speaking Patients**, a recent article, is featured on their web site. This excellent article provides annotated links, indicating country of origin and search tips for each site. A wide variety of high quality medical web sites that include information about cancer, as well as a variety of other ailments, are listed. There are also links to Spanish-language medical book and pamphlet suppliers, as well as a helpful glossary of English-Spanish internet and medical words.

**CAPHIS**

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

**Caphis**, the Consumer and Public Health Information Section (**Caphis**) of the Medical Library Association, has compiled a superb list of **Resources in Spanish for Consumer Health Information** covering a wide range of physical and mental health issues.

**NATIONAL LIBRARY OF MEDICINE**

<http://www.icml.org/tuesday/spanish2/broering.htm>

**Spanish Resources on the Web** is the section of this lengthy paper, complete with comprehensive bibliography, that covers governmental, organizational, and library

web sites for Spanish language consumer health information.

## **IN PRINT**

Authoritative sources agree that the most complete guide in print to consumer health resources in Spanish is

**Información de salud para los consumidores / edited by Alan M. Rees, with Irene Affranchino-Miniello.**

Phoenix, Ariz. : Oryx Press, 1998. The only book of its kind, it brings together over 150 consumer health brochures and pamphlets available in Spanish, taken from federal and professional health agencies, on a variety of public health concerns. The book is organized by health topics and arranged alphabetically by the Spanish titles of each brochure or pamphlet. There is an English-language subject index.

Finding consumer-level non-English language material presents a challenge on many levels. Please don't hesitate to contact us for assistance!

### **CHRC Contact Information:**

**Tel: 1-877-MEDI-REF (1-877-633-4733)  
or 617-726-8600**

**Fax: 617-726-6784**

### **E-mail:**

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

**Consumer Health Reference Center  
Treadwell Library  
Bartlett Hall Extension 1  
Massachusetts General Hospital  
Boston, MA 02114**

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



