

Consumer and Patient Health Information Section (CAPHIS)  
Medical Library Association  
Annual Business Meeting Minutes  
Tuesday, May 29, 2001  
12:30 PM - 2:00 PM  
Orlando, FL

The meeting was called to order by Michele Spatz, Chair, at 12:30 PM. Twenty-eight members were in attendance.

### **Introduction and Welcome**

Michele Spatz welcomed members and introduced the current officers: Michele Spatz, Chair (outgoing); Susan Murray, Program Chair and incoming CAPHIS Chair; Claire Hamasu, Treasurer; Jane Fisher, Secretary; Gail Hendler, Section Council Representative.

Eris Weaver was acknowledged for creating the CAPHIS quilted square for the MLA quilt. Erica Burnham, incoming secretary, will be responsible for storing the square between meetings.

Michele encouraged members to attend the Open Forum regarding MLA's recently announced Consumer Health Credential program scheduled immediately following the business meeting. MLA is in the process of refining the program and is seeking our input.

### **2000 Minutes**

Jane Fisher presented the minutes of the 2000 business meeting. They were approved with no changes.

### **Treasurer's Report**

Claire Hamasu presented the treasurer's report. She noted that the beginning balance, \$8,183.87, varies from the ending balance reported last year, \$8,960.20, as a result of final expenses from the 2000 conference which were received shortly after the 2000 business meeting. For the period May 2000-April 2001, CAPHIS income was \$13,677.10. Expenditures were \$7,816.41. The ending balance is \$5,860.69.

Claire said that CAPHIS continues to remain financially sound. The major expenses of the last year were for web site design and for MLA conference programming.

## **Program Committee Report**

Susan Murray reported that the two CAPHIS programs for this year's conference are "Cross-Cultural Encounters of the Third Kind" and "Speaking Plainly: Meeting the Health Information Needs of Low-Literate Consumers". CAPHIS also co-sponsored the following programs: "An Information Oddity: The Quest for Reliable Resources and Tested Terminology in Alternatives and Complementary Therapies," "Gene Therapy: We're Only at the Beginning," "Medicine for International Travel: State of the Art, 2001," "User-Oriented Collection Management," "From Idea to Research Plan: How to Get Started," and "Consumer Health Information: Special Needs for Mental Health Populations." Janssen Ortho from Canada was acknowledged for its financial support of the cross cultural communication program.

Lucy Thomas, the incoming Program Chair/Chair Elect informed the membership of the following general program ideas for the 2002 conference: 1) answering difficult consumer health questions, 2) low literacy & health care, 3) collaborating with other groups for grants, funding, and services, 4) using public health data and statistics in support of the Healthy People 2010 objectives, 5) teaching Health Information on the Internet classes to public librarians.

She asked the audience for other suggestions and feedback. Responses included the following:

- So many conference programs are presented by academicians; CAPHIS should consider inviting more practicing consumer health librarians to lead programs.
- Programs about technology applications in support of consumer health, particularly about consumer health behavior and information seeking.
- Practical tips for finding materials in languages other than English.
- Partnering with physician groups working in or near our hospitals; outreach to physician groups in general.
- A program about the PEW Charitable Trust's "The Internet and American Life" health information research.
- Guidelines and criteria for selecting audio and visual materials for consumers.

Lucy Thomas asked members to send additional program ideas to her attention. She will also post a message on the Medlib-L and Caphis-L listservs to seek suggestions.

## **Nominating Committee**

Janie Grossman announced the newly elected CAPHIS officers:

- Lucy Thomas, Program Chair / CAPHIS Chair Elect. Lucy is the Director of the Reeves Medical Library at Cottage Hospital in Santa Barbara, and co-author of *Making Informed Medical Decisions: Where to Look and How to Use What You Find* (O'Reilly & Associates, 2000).
- Erica Burnham, Secretary. Erica is the Consumer Health Information Coordinator at the National Network of Libraries of Medicine (Mid Atlantic Region: New York Academy of Medicine).
- Denise Corless, Treasurer, from the Youngdahl Library at Caritas Norwood Hospital in Norwood, MA.

Other officers include Susan Murray, Incoming Chair; Michele Spatz, Immediate Past-Chair; Heidi Sandstrom, Newsletter Editor; Gail Hendler, Section Council Representative; Sharon Lezotte, Section Council Representative-Elect; David Duggar, CAPHIS Nominee to the Section Council election for MLA Nominating Committee.

Committee Chairs are as follows: Michele Spatz is the Nominating Committee Chair as well as Web Site Task Force Chair, Rosalind Dudden is Section Webmaster, Deborah Batey is the Membership Chair, David Duggar is Bylaws Committee Chair, and Kay Hogan-Smith is Governmental Relations Liaison.

## **Website Task Force Report**

Michele Spatz said she hoped members have viewed the CAPHIS website <http://caphis.mlanet.org>. A new design and logo were recently launched and the initial feedback is excellent. While the site is a work in progress, the website task force is pleased with what has already been accomplished. A membership survey of the new website will be planned.

A CAPHIS website task force will become a permanent committee. Michele Spatz has agreed to chair that task force. A separate committee charged with selecting and annotating the "CAPHIS Top 100" websites was recently formed. A list of members is found on the CAPHIS website. All CAPHIS members are encouraged to recommend high quality consumer health websites to the "Top 100" task force.

The MLA Board has been asked to recommend credible consumer health websites for the "Internet & American Life" report being developed by the PEW Charitable Trust. CAPHIS will be asked to contribute.

Roz Dudden was acknowledged for her excellent work on the website redesign process. Roz said that the CAPHIS website gets 500 views per day. It contains excellent resources for both consumer health librarians and health care consumers. Roz will retire from her webmaster post in 2002 and applications for an incoming webmaster will be sought. Roz uses Dreamweaver web design software and recommends that CAPHIS purchase the software for the new webmaster if needed.

The searchable database of consumer health libraries needs improvements. The sort order of the reports seems to be inconsistent. The database is used by librarians, hospitals, consumers, reporters, and others. Andrea Kenyon volunteered to work on cleaning up the database.

Michele asked members to provide ongoing feedback about the website. Members suggested that CAPHIS conduct usability studies. A library researcher from San Jose State University may be interested in that project.

Using the CAPHIS logo as a seal of approval for the “CAPHIS Top 100” was suggested. The MLA Board does not support the idea of MLA endorsements in general so a CAPHIS seal of approval may not be feasible.

### **Electronic Newsletter Report**

Heidi Sandstrom reported on the recently launched online newsletter Consumer Connections. The final print newsletter was issued in November. She thanked everyone who submitted articles and reviews. The online newsletter is structured like the MLA technical bulletin and will be issued quarterly. It has a cover page and the book reviews will be indexed. After some discussion, it was decided not to have the newsletter be password restricted to CAPHIS members. A search engine will be installed. Barbara Bibel from Oakland Public Library will help set up standards for the book review section.

An editorial board will soon be appointed for the newsletter. A formal editorial process will help assure that submissions are valued by the academic community. Joanne Marshall suggested that CAPHIS consider transforming the newsletter into something more closely resembling an online journal so it will be more valuable to the research community, especially to those seeking publishing opportunities for tenure. Andrea Kenyon suggested that the newsletter consider a column tailored specifically for public librarians.

Heidi was acknowledged and applauded for her excellent work.

## **Brochure Task Force Report**

Michele presented a draft of a new CAPHIS brochure. One purpose of the brochure is to help recruit new members. A mock-up was passed around and members were asked to comment on the design and content. Discussion ensued regarding whether the brochure will be usable in a PDF-printable format if it is not designed as a standard 8.5 x 11-inch, three-fold brochure.

## **Section Council Report**

Gail Hendler reported on various actions and discussion from the Section Council Meeting. The Gay, Lesbian, and Bisexual Special Interest Group will add “Transgendered” to its name. There was continuing discussion about program conflicts at the annual meeting and a task force was appointed to further investigate the problem. A Technology Credential, based on the Consumer Health Credential model, is being considered by MLA. There was much discussion about the AHIP credential and whether any changes are needed to keep this esteemed credential meaningful in the eyes of potential employers and the profession in general. Gail also reported on controversy with the Consumer Health Credential. The Credentialing Committee has suggested that established consumer health specialists might be grandfathered in to receive the credential. Twelve Sections submitted bylaws revisions to Section Council. Finally, MLA has approved a name change for its flagship journal, changing from the Bulletin of the Medical Library Association to Journal of the Medical Library Association. The CAPHIS Board acknowledged Gail for her excellent work as Section Council Representative.

## **Bylaws Changes**

In addition to cleaning up the grammar and numbering of the CAPHIS bylaws, one additional change was proposed to the membership: instead of having a Section Council Representative and Section Council Representative Alternate, CAPHIS would follow the format of the other sections and have a Section Council Representative and a Section Council Representative Elect. A motion was made and approved to accept the proposed changes to the bylaws.

## **Goal Setting 2002-2003**

Susan Murray put forth the following goals for the next year:

- Continue with CAPHIS website and brochure development and enhancements.
- Develop a CAPHIS Executive Committee Manual. Use HLS as a template.
- Complete the brochure.
- Record our history as a section. Susan will ask for help pulling the CAPHIS history together and will seek a historian.
- Support the Program Chair in planning exciting programs for the 2002 annual conference.

## **Other Business**

Michele Spatz announced that the CAPHIS Executive Board approved a monetary contribution to the Hospice of Northern Virginia in memory of Cecilia Durkin, the recently deceased Consumer Health Coordinator at the National Library of Medicine.

Members suggested that CAPHIS sponsor an annual award or scholarship, perhaps in honor of Cecilia Durkin. Andrea Kenyon said that Bernie Todd-Smith would be willing to help with this. Perhaps there can be a CAPHIS award presented at the awards luncheon.

Members expressed their dissatisfaction that the CAPHIS Business Meeting is scheduled at the same time as the Hospital Library Section meeting because many members would like to attend both meetings.

Finally, there was general discussion about this being an exciting time for CAPHIS. The membership is growing and we are in a position to reach out to new audiences. Jane Fisher urged that every effort be made to mentor and encourage new members that come from public libraries, special libraries, or other non-traditional medical library settings.

The meeting adjourned at 2 p.m.

**Respectfully submitted June 10, 2001,**

**Jane Fisher**

**CAPHIS Secretary**