

Parallel Sessions B
B1 – Managing the Virtual Library

Friday, September 20, Room B, 11.00

Planning With Users: A Catalogue of Internet Resources for Clinicians, Nurses and Citizens

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Background: Many institutions and commercial firms offer lists or catalogues of selected Internet resources. However, end users often complain about resources not properly chosen and described, or catalogues difficult to be handled. It is also vital that catalogues use standard description methods and are scalable, to allow for creation of larger resources by co-ordinating local initiatives. On the contrary many catalogues are not built up on standards and do not take into account user's feedback.

Objectives: A cooperative catalogue of Internet resources for clinicians, nurses and citizens in the pediatric, gynecologic and health promotion field was created. We wanted to verify if user's inputs may enable us to improve the management of the resource. The analysis of our web server's log file has been used to study the use of the catalogue.

Methods: To build up the catalogue we applied: a resource discovery and selection method previously developed from our group (Gardois P, Evaluating the quality of medical information on the Internet, 2000 <<http://www.icml.org/posters/post28/poster28.htm>>). A checklist was produced, consisting of 10 main parameters about each resource considered for selection. In addition, brief guidelines were produced describing how to apply these criteria considering local specific needs, mainly in terms of language of the resources, cost for access, adequate balance of resources selected for the different categories of users.

The descriptive method was based on the basic set of 15 Dublin Core elements, with appropriate qualifiers. These methodologies were tested by a balanced group of final users (20 clinicians, 20 nurses, 20 citizens). These have been selected from lists of junior doctors in Pediatrics and Child and Adolescent Neuropsychiatry, senior pediatricians and gynecologists, students undergraduating in nursing sciences, senior nurses, citizens.

The tools for feedback evaluation have been questionnaires and data analysis software.

Users tested the usability of the interface, the quality of its descriptions and the resources discovery power. Results and comments

We aggregated an initial number of 300 resources. The results presented include quantitative and qualitative evaluation the difficulties in building up the resource, the user judgements and the changes suggested by users. Further developments and open questions include matters related to the quantitative improvement and maintenance of this initiative and the possibility of creating a nation-wide evaluation and description structure about resources in these disciplinary areas.