

**EAHIL WORKSHOP**  
**Italy, Sicily**  
**Palermo, June 23- 25, 2005**



**Implementation of quality systems and  
certification of biomedical libraries**

**Preliminary Announcement and Call for Papers**

**“ Sicily is shaped in the famous “Trinacria” 3 points. It gives the idea of being stretched out towards far away countries which contributed in various ways to the history of the Island and left a piece of their culture behind”**

**This workshop is dedicated to Luigina Lazzari, our friend and colleague**

**Website: <http://www.pa.izs.it/eahil>**

**President of the workshop: Dr. Andrea Antonio Riela – General director IZS- Palermo**

## **Quality in the library or a quality library?**

For years, the definition of the library quality parameters, as well as the standardization of the library service, has been discussed by the librarians from all over the world, from the USA, to Europe and Australia.

Quality assessment is vital to appreciate the performance level of the library, so as to raise the service standards, to optimize the available human and financial resources and to improve the response to users' demands.

We are now defining the criteria of accreditation systems of libraries and their printed and electronic publications, based upon the satisfaction of established requirements.

The members of the organizing committee hope that the occasion of this event will pave the way to an overall and homogeneous development of the library as an institution and especially, of the librarians, furthering the processes of re-training and growth.

**Manuela Colombi, Patrizia Gradito**  
**Co-Chair, Scientific Committee**

### **International Scientific Committee**

**B. Madge (UK), J. Carlsson (Sweden), L. Cavazza (Italy), V. Comba (Italy), M. Curti (Italy), P. Flor (Norway), E. Husem (Norway), V. Pistotti (Italy), G. Poppi (Italy), P. Rajakiili (Finland), F. Rump (Germany), N. Trzan-Herman (Slovenia), E. Veronesi (Italy)**

### **Local Organizing Committee**

**S. Caracappa, S. Naselli, S. Dara, P. Tronca**  
**E. Aliberti, A. D'Orazi, L. Fruttini, S. Guarise, L. Lombardi, L. Pitaro, E. Piras**

**The Organizing Committees wish to thank the Istituti Zooprofilattici (Italy) for their invaluable cooperation.**

## **Themes of the workshop**

### **1. User's needs**

**How to develop library products for users: portals, e-learning, e-publishing**

**How to evaluate users' satisfaction**

**How to evaluate information resources**

**Multidisciplinary teams: librarian, health professional, researchers**

**Performance management**

### **2. Quality of provided services**

**How to evaluate the quality of products/ services**

**New strategies for managing quality services**

**Analysis of key factors for the management of change**

**Benchmarking**

**External assessment**

**Evidence-based librarianship**

### **3. International standards and guidelines**

**Quality criteria for portals**

**Guidelines as standards to measure quality**

**Standards for interactive and web based teaching programs**

**Standards for consumer health information**

**Models and standards for knowledge management**

## **How to submit an abstract**

**Abstracts must be submitted to the Scientific Programme Committee in English and must arrive before November 15, 2004.**

**The only method to submit an abstract is via the webform. There is a template available on the workshop website <http://www.pa.izs.it/eahil> which will ensure you include all necessary details.**

**Please specify if the presentation would be oral or poster. If accepted, the final paper should be sent not later than February 28, 2005. Any paper not received by this date may be removed from the programme on decision of the Scientific Committee.**

**You will need to register for the workshop and to pay the registration fee in full. Acceptance of your paper does not, sadly, bring with any promise of financial support.**

**For registration rate look at the website.**

## **Dates to remember**

**November 15, 2004**

**December 20, 2004**

**January 31, 2005**

**February 28, 2005**

**Last date for abstract presentation**

**Contributors advice of selection**

**Acceptance by the authors**

**Deadline for receipt of accepted papers**

## **For further information:**

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