



# **Exploring the use of library and information services (including CAS) in oncology healthcare contexts**

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# [ Introduction ]

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- User needs & satisfaction with library service & CAS at the Central Cancer Library (The Netherlands Cancer Institute)
  - Follow-up to exploratory study reported in 2008
- Reasons for study
  - Adapt, differentiate, improve profile of library

# [ Scope and method ]

- Oncology healthcare professionals
  - Voluntary participation
  - 22 Participants
  - Nurses, social workers, physiotherapists, quality managers, PhD students, etc.
- Focus group interviews (3)
  - Semi-structured according to interview schedule
  - Supplemented with short questionnaire: demographic data & information needs

# [ Findings (1) ]

- PUBMED CAS
  - Not relevant to all; wider topics useful; not everybody interested in CAS
- Need supplementary databases (e.g. PsycINFO, Scopus & the national catalogue)
- Need alternative CAS (e.g. table of content services, book alerting services, newspaper clipping services)
- Need timely repackaging & value-added information (e.g. structured abstracts or annotations)
- Information needs & interests change

# [ Findings (2) ]

- Language problems – publications mostly English
- Needs & interests to monitor are wider than immediate job & research foci
- Needs guidance on organisation of information
- Gatekeepers
- Preference for personal contact & sharing of information
- Need to check for minority groups – probably not library users
- Distinguish between once-off searches & CAS

# Comments on methods and data collection

- Focus groups good for generating ideas & stimulating discussion
  - Easier flow of discussion if participants are familiar with each other
  - Can raise awareness of library & its services
  - Participants can learn from each other
  - Can offer opportunities to explain complexities of services, regulations, etc.
- Short questionnaires useful for demographic data & checklist of task-related information

# [ New ideas for the library (1) ]

- Consider CAS for a variety of media & formats of publication (including news clippings, theses, articles, books, book reviews)
- Consider supplementary databases, alternative CAS within budget & time constraints
- Explore information needs concerning research, teaching, best practices
- Encourage review articles by staff

# [ New ideas for the library (2) ]

- Patient information for healthcare professionals
- Consider organisational policy towards importance of keeping up-to-date & membership of professional organisations
- Address search skills & skills in organising information
- Explore effective use of the Web



# [ New ideas for the library (3) ]

- Higher frequency of announcements and news from the library
- Schedule in advance and plan ahead for courses (literature searching and reference management)
- Include library catalogue and e-book collection in answers to subject search requests

# [ Suggestions for further studies (1) ]

- Include more types of oncology healthcare professionals
  - E.g. doctors
  - Do not compare – focus on “unique” needs that reoccur
- Use focus group interviews & brief questionnaires
  - Meetings, lunch time
  - Snacks
  - It should be pleasant & interesting to participate

## [ Suggestions for further studies (2) ]

- Give feedback to participants to maintain goodwill
- Need to show implementation of some findings & follow-up
- Do not attempt everything at once
- In-depth studies of “role” models

# [ South African connection ]

- Last year we reported on a joint survey
- Fourie conducted interviews at branches of a South African oncology private medical centre in February
  - Data will be analysed & used to identify opportunities to benefit from The Netherlands' service without leading to additional workload

# [ Conclusion ]

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- Studies of user needs & user information behaviour need to occur on an ongoing & manageable basis
- Findings & decisions to change & introduce new products/services should be followed by literature surveys, discussions with colleagues & reflection
- Changes & new products/services need to be monitored

# [ Thank you for your time ]

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