**Seminar on
KRM2007: Information Resources, Integration and Access
Tata Memorial Hospital, Mumbai
3rd and 4th August 2007**

A Report

The two day Seminar KRM2007 organised by the Department of Library Science, TMH evoked wide response from the library and information science professionals both locally and nationally. Despite inclement weather and resultant traffic problems in Mumbai on the 3rd August a large number of participants were present at the inaugural function. The Director, TMH while welcoming the delegates emphasized the need for a systematic and up-to-date information system to support various services and departments of the premier large institution like the TMH. In this regard the deliberations at the seminar would help in bringing out new ideas and suggestions to improve the existing information systems at the TMH besides medical library professional matters were her expectations.

The first technical session on the topic of *Information Resources* was chaired by Dr. H.S. Siddamalliah, Principal Officer, LIS Centre, NIMHANS, Bangalore. Dr. Surinder Kumar, Technical Director, NIC, New Delhi talked about the Open Access Initiatives in health sector in India. He traced historical developments in scholarly publications and showed how the restrictive policies of the commercial publishers denying access to the literature led to the movement of open access system globally. The concept of building institutional repository and the details of the available tools and processes involved in it were also presented by him. He further outlined the efforts made by the NIC in the past to assist medical institutions in organizing their databases and how it can now help the interested institutions in building the information repositories in the country. He elaborated on the medInd service started by the NIC providing free access to biomedical journals from India. The Chairman remarked that the training offered by the NIC for organizing the institutional repository should be taken advantage of by the librarians in the field.

The second session was devoted to the topic of *Users' Interaction*. The idea was to know the perception and expectations of different researchers, students and users of the TMH library and information sources, in particular. The session was chaired by Dr. K.M. Mohandas, Dean Academic TMC, and HOD DDCN, TMH. Dr. P. Pai (Head & Neck Service), Dr. Pratibha (DDCN), Dr. Suruchi Singh & Dr. U. Mahantashetty (Dept. of Radiation Oncology) and Dr. Vishal Rao (Head and Neck Service) narrated their varied experience in obtaining necessary information while preparing their articles, reports and theses. Their brief presentations brought out quite a few difficulties they had faced. Some of them were: shortage of computer terminals, inadequate hands on training to handle the digital reference resources, patient records not available, information about old publications of the TMH not readily available, very little data on Indian cases, absence of intranet facility and fast and wireless internet connectivity, non-availability of full text of articles in some cases and better environment (lighting & ventilation) for the users in the library. Dr. Medha Joshi, Head Dept of Lib Scs, TMH, outlined the steps being taken to

address some of the issues raised and informed that augmentation of the computer related facilities would be done in consultation with the IT Department of the TMH. She also informed about periodic tutorials being conducted by the library to impart training in accessing various digital resources and those should be availed off by the users. The Chairman while assuring adequate support to increase the facility also cautioned that just having information is not sufficient, the analysis and interpretation and publication too play important part and in that respect there is a dearth of literature dealing with the Indian case studies which has been lamented by some of the researchers. He also suggested that National licences for some of the basic journals should be purchased so that access to them would no longer be a problem and for that matter a contribution of say Rs.1000/- by medical professionals in the country could be considered.

The first post-lunch session, chaired by Prof. Harsha Parekh, former University Librarian & Head, SHPT School of Library and Information Science, SNDT Women University, Mumbai, was divided in two parts. In the first part the delegates were divided in six groups. They were asked to deliberate on four structured case studies (which were real time information queries) regarding information needs of the user in varying context. Identifying specific information needs, suggesting possible resources and designing new systems or modifying the existing ones to handle such queries were the expected outcome of this exercise. The groups made their respective presentation and that led to a number of useful suggestions. For example, creating and maintaining a database of experts in various specialties, research funding institutions, copies of successful proposals, recording interviews of the patients and clinicians during the treatment, integrating various text, pictures and video databases and sharing of information and resources among departments and inter-institutional libraries on a larger scale were considered necessary to deal with such information needs. The debate and discussion in this participative exercise were fruitful. In the second part Dr. Bharati Sen, Faculty, SHPT School of Library and Information Science, SNDT Women University, Mumbai elaborated on conducting more user studies, particularly how the users make actual use of the data and information gathered. That in turn would assist in designing suitable strategies for information acquisition and organization by the libraries.

The last session of the day was devoted to the *Information Integration* theme. It was chaired by Dr. Bharati Sen. The first speaker was Dr. Manoj Singh, Head IT Unit, Scientific Information Resource Division, BARC, Mumbai. He described the path taken by the BARC library from the humble beginning to the present status of full-fledged scientific information resources division. Integration of digital resources like e-books, online databases, scanned newspaper clippings and journals using a variety of tools has been the key service initiative over the last few years. Development of services on the campus-wide intranet for the technical and other staff, creation of user profile and tailoring the information products and constructing suitable ontologies in consultation with subject specialists for enhancing and exchanging information across the divisions of BARC are some of the noteworthy achievements. The second presentation was made by Mr. Kishore Ingle, Sr. Manager, Library & Information Services, TCS, Mumbai. He identified the challenges the library is facing in automation and integration of the library services. Value addition and exploring new channels for information delivery hold the

key in new era. He also drew attention to the aspects of information security, copyright and IPR issues and evaluating service performance periodically that a librarian will have to seriously consider. Upgrading of the IT skills of the librarian and modifying the LIS education to meet the emerging needs were highlighted by him. Mr. Rajesh Pandit, Wolters Kluwers, Mumbai presented in details the wide range of commercial services and options offered for the library as a single entity or group. He informed the benefits that researchers in the medical field can possibly derive by such arrangements.

The first session on 4th August dealt with *Medical Informatics and Gap Analysis*. It was chaired by Dr. H.S. Siddamalliah. Dr. A. Mahajan, TMH first described the newly emerged discipline of medical informatics which involves collection, storage, organization, communication, analysis, use of information for both professional and administration of medical institutions. Convergence of Medical Computing, Medical Computer Science, Computer Medicine and Medical Information Science has lead to this development. He then elaborated on the modular approach taken by the TMH to support its various operations using medical informatics system. Electronic Medical Records (EMR) and Electronic Financial Records (EFR) are basic blocks of the system. Patient Administration (1999), Diagnostic Information System (2001), Operation Theatre Module (2003), Clinical Information System (2006), Radiation Oncology Information System (2006), Medical Oncology (2007), ICU & Ward Management System (2007) are now fully in operation. Similar systems for materials, financial, personnel, facilities and digital library management have been developed involving respective department. All these systems are proving useful to the professional and administrative staff in decision-making and planning and scheduling activities. Efforts are on to encompass all the past records from various departments in both text and graphics forms to provide a seamless database at one mouse click. Standard protocols like HL-7 and DICOM are used in these developments so that no problem would be faced in future technology migration. On the integration of all the above systems the needs of researchers, administrators and patients would be adequately addressed is the expectation. In the light of the growing complexities medical informatics based solutions would be the key for large organizations like the TMH.

Second speaker in the same session was Dr. Anil Naik, Professor Emeritus and Dean Research, Prin. L.N. Welingkar Institute of Management Development & Research, Mumbai. He proposed that librarian should treat library as a corporate identity and plan for enhancing the effectiveness in the present position, identify the emerging opportunities and threats and prepare for survival and growth in future. The difference between the current status and where we want to be in future is the gap and its critical evaluation is necessary. He elaborated on the SWOT analysis, raising right questions and critical thinking as some of the important tools that can help librarians to meet the challenges and maintain their status even in future. Converting obstacles in to opportunities should be the strategy was his prescription and he illustrated its application by the successful persons in numerous fields.

The second session of the morning was chaired by Dr. Maya Avasia, former Librarian, TIFR, Mumbai and presently Consultant to Bhau Daji Lad Museum Byculla . It was

devoted to *Knowledge Management Tools*. First presentation on protocol for "metadata harvesting for building open access archive" (OAI-MHP) was made by Dr. Surinder Kumar of NIC. He distinguished between the technical needs of a data provider and service provider. He then discussed the features of some of the standard metadata protocols. He exemplified the employment of these harvesting strategies by describing OAISTER (union catalogue of digital resources), Arc, Citebase and Sailprints and similar services that provide access to variety of digital material to the users. He informed about resources to learn more about the technicalities involved. The next presentation was made by Mr. S. Gandhe, Executive, SoftAid Pune on "Knowledge Resource Management concepts and tools". He outlined the problems in unlocking the tacit knowledge and organizing it in practice. The advantageous features of a tool assisting this process were described. In the last presentation of this session Dr. H.S. Siddamalliah referred to the basic techniques of library science that underlie all the IT tools developed for knowledge resources management and therefore, sharpening those further and integrating them with new technology should be attempted was his submission.

The post-lunch session was on *Knowledge and Skills Requirements*. Dr. Pratibha Gokhale, Faculty, Department of Library and Information Science, Mumbai University chaired this session. She outlined the needs for assessment of the skills that would be required in the emerging knowledge based systems environment. To obtain the views of the delegates on the issue they were divided in three groups for deliberations. Basic and advanced skills for 1) administration, 2) professional services, and 3) technology management by librarians in the e-environment for knowledge management were to be identified. The groups suggested skills like those for effective communication, negotiations, project management, critical thinking, information literacy, new referencing techniques and technology assessment as the need of the hour. How these can be included in the LIS curricula remains a challenge. Next a presentation was made by Mr. Pradeep Kumar, Elsevier, Mumbai about a commercial tool that is useful for searching and obtaining scholarly information both current and historic so necessary for the researchers in medical and other fields.

The concluding session was chaired by Dr. S.K. Srivastava, Head Dept of Radiation Oncology, TMH and its theme was the *Future of Information and Knowledge Resources*. An overview of the deliberations that had taken place in the Seminar over the two days in this regard was presented Dr. Vivek Patkar, Independent Researcher, Mumbai. Dr. Abhijit Lahiri, New Delhi made a presentation where assessment about the information sources and services in the global perspective was the focus. He stated that though the importance of the library may have declined in the Internet era, it can be regained as information integrator and quality information provider using the very technology for this purpose. He drew attention specifically to the IPR issue and cautioned librarians to be careful with the proposals received from abroad for digitization of their collection.

In conclusion it is surmised from the feedback that the objectives of fruitful exchange of views about information resources, access and integration in the digital environment that were set for the Seminar KRM2007 were fairly achieved. Major suggestions that emerged from the deliberations are given below for consideration:

A. Overall outcome –

    a. Clinicians do need information from all resources commercial and generated in-house and an integration of resources would be useful solution

    b. Effective Search tools to search across these resources is necessary

    c. Indian data must be compiled and full text may be made available

    d. Sharing of online information resources with libraries of similar content collection and neighboring libraries, to provide wider access to subjects. – by way of consortiums, national licenses.

    e. The KRM Seminar may become an annual feature at TMH so that medical library professionals can share the knowledge and experience

    f. The LIS schools in the country be informed about the specific needs of the medical libraries so as to modify their curricula.

B. Related to TMH –

1. A review of IT infrastructure within the TMH may be done to augment the physical facilities as indicated by the users.
2. Strengthening of databases and software integration tools in the library be examined to meet the needs of TMH users.
3. Extension of the Intranet and integration of all the systems under medical informatics division in the TMH be expedited.
4. TMH may initiate a proposal for purchasing national licences for select medical journals for the benefit of all the professionals in the country.
5. A plan to share information and knowledge resources and infrastructure of the large organizations like TMH with smaller organizations first locally and next in the country could be prepared for consideration and form consortium for commonly used e-resources.
6. Conducting special training programme in the use of new technology and databases for the medical professionals and library professionals be organized by the TMH initially locally and then in different parts of India with suitable local partners.
7. TMH library resources, particularly human resources, be assessed to meet the growing expectations of various users including the training needs.
8. Regular studies to understand the information needs of different categories of users be conducted by the medical library professionals.

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