identifies many of the potential pitfalls and is thus particularly useful. The chapter ends with some practical suggestions for working successfully with faculty.

This volume is a handy compilation of the thoughts of some of the leading practitioners of user education in health sciences libraries. It would be useful to students and to anyone looking for a good description of the overall state of end-user education. One criticism is that some of the material is dated. Of the twenty-seven chapters, seventeen were published in 1990 or later, but only six of the chapters were published after 1992. I found only one mention of the Internet in the book. Still, no one can argue that many of the chapters raise issues that are still valid, and I doubt that any serious reader would get through the book without at least one "aha!" experience.

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Considering wide-spread interest in and recognition of the value of providing access to reliable, understandable medical information for the layperson, there have been surprisingly few practical manuals published on this subject. Those that supply useful instruction, such as Alan Rees's Managing Consumer Health Information Services [1], have primarily covered U.S. consumer health information (CHI) programs. In Developing a Consumer Health Information Service: A Practical Guide, Susan Murray, coordinator of the Consumer Health Information Service (CHIS) located within the Metropolitan Toronto Reference Library, has drawn upon her experience with the evolution of the CHIS to create a "how-to" manual with universal appeal. Whenever possible, Murray uses Canadian examples and the manual is, therefore, especially pertinent to Canadian programs. However, she provides enough details and concrete guidelines that information specialists involved in all aspects of CHI service will be able to adapt her suggestions to their needs.

In 1988, Kathleen Mayo, through the Florida Department of State, published Health Info at Your Library: A Guide to Developing & Promoting Consumer Health Information [2]. That manual provided useful examples of program models, promotional materials, guidelines, and resources for libraries interested in making their communities aware that they are "an accessible and reliable source of consumer health information" [3]. In 1991, the American Hospital Association published Consumer Health Information: Managing Hospital-Based Centers [4], intended as a manual for hospital-based libraries interested in supplying health information to consumers and patients. As mentioned, Managing Consumer Health Information Services (Rees), contains descriptions of about seventeen different CHI programs throughout the United States, Canada, the United Kingdom, Australia, and New Zealand. Each of these resources, although now dated, provides useful suggestions to the information specialist designing or enhancing a CHI or patient education service. Murray's manual is more current than any of these sources and also provides a more detailed, step-by-step approach to program development.

Murray walks the reader through development of the CHIS from the needs assessment surveys in 1990 to the current structure of the program. She covers mission statements, program goals and objectives, budget preparation, proposal writing, staffing, space, and service and collection planning, marketing strategies, and evaluation. Throughout the manual are highlighted "Tips," such as: "Always add a comfortable percentage, say 5-10%, when you are drawing up a budget to account for fluctuating currencies and unforeseen expenses" (p. 24). Often these "Tips" refer the reader to useful resources or ideas available from other CHI programs; for example: "The Health Library (Stanford) conducts half-day training sessions that emphasize listening skills and how to conduct a reference interview. Volunteers are given quizzes and 'information treasure hunts' to help them identify basic health information sources" (p. 61).

Developing a Consumer Health Information Service: A Practical Guide abounds with examples of statistical forms, evaluation questionnaires, guidelines, policies, declaimers, resource guides and healthfinders, and addresses useful for networking opportunities. The grant proposal for the CHIS is included in the Appendices, as are its organizational chart, classification scheme for subject files, and listing of current subscriptions to periodicals and databases.

In the interest of presenting a balanced review of this manual (as opposed to following my initial inclination to simply sing its praises), it may be noted that there are some areas that could be improved in future editions. The section on "Legal Implications of Providing Health Information" (5.3, pp. 48-50) is somewhat weak. In fairness to Murray, this is an area that, although of concern to librarians, continues to be primarily theoretical. She quotes a lawyer practicing...
in Canada (p. 49) and provides that author’s recommendations for minimizing legal liability for librarians. She fails to mention either John A. Gray or W. Z. Nasri, who have both written for U.S. journals on the subject of malpractice liability for information professionals. Gray, in fact, has been a recent lecturer on this subject at various library conferences.

Other suggestions for future editions would include more clarification when monetary figures are quoted (i.e., whether the figure is U.S. or Canadian funds), more detail on Internet resources, and tabs for the appendices, which would allow easier access to this very useful information. I was also disappointed to find that, even though reference was made to professional continuing education courses provided by the Canadian Health Libraries Association and the Medical Library Association (MLA), no addresses for these associations were included in the indicated appendix. Since this manual will conceivably be used by medical, special, and public librarians, these addresses would be helpful. It is also surprising that the list of MLA courses “of interest to CHI staff” (p. 63) does not include CE 308, “Consumer Health Information Services.”

Susan Murray has achieved her goal of creating a “how-to” manual that shares the practical experience of the CHIS with others involved in developing or expanding their CHI services. The manual is exceptionally valuable for Canadian information professionals, but also contains enough practical suggestions to make it a necessary purchase for anyone involved in the provision of medical and health information to consumers.

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References
3. Ibid. 5.


The health care system in the 1990s introduced many new terms, such as “managed health care,” “point-of-service” (POS) plan, and “preferred provider organizations” (PPOs), with which many health information professionals are still grappling. Locating current information on the new health care environment has also become increasingly difficult. Not only is the system changing rapidly, but it affects all facets of the health care industry. Now more than ever, librarians need a comprehensive resource on the health care industry. This work claims to be “the first guide to the health care field designed to be used as a comprehensive, one-stop source for researchers of all types” (p.1). Unfortunately, this almanac fails to live up to its claim.

At first glance, the book appears to be well organized, easy to use, and accurate. Organized in two sections, “The Health Care Industry” and “The Health Care 500,” the book also includes a short health care glossary, instructions on how to use the book, several indexes, and an appendix of graphs and charts on the growth and utilization of Medicaid/Medicare. The “Health Care Industry” section is the most useful and comprehensive part of this book. Broken down into chapters, this section is well organized, complete, and fairly up to date. Chapter 1 covers the major trends affecting the health care industry and provides a nice history and overview of the changes that have taken place in recent years and why they came about. Chapter 2 is an overview of the nation’s health care. Most of the data in this chapter is in the form of charts and is noted as being derived primarily from the Government Printing Office’s (GPO) publications, Health United States, 1993 [1] and the 1994 Data Compendium [2]. A common problem when presenting any kind of statistical information is currency. Almost all of the charts only go up to 1991, with only some reaching 1993. More effort should have been made to update all of the charts to 1993 and some to 1994. While much of the information is dated, this chapter does pull together useful charts and descriptions about the state of our national health care into one place.

Chapter 3 gives an industry-by-industry outlook for the 1990s for all the health care fields and was based on the U.S. Industrial Outlook 1994 [3]. Chapter 4 covers the outlook for technology and is based largely on the Bureau of Labor Statistics report entitled Outlook for Technology and Labor in Hospitals [4]. A table depicting the major technological changes in hospitals includes a description of the technology, its labor implications, and how well it has diffused.

Chapter 5 deals with careers in health care and is based on the Occupational Outlook Handbook [5]. This chapter provides quite extensive and comprehensive coverage of health care careers. It includes a brief description, employment types, training and qualifications required, job outlook, potential