

2ND WORKING GROUP (WG2) PRODUCTS AND SERVICES

OBJECTIVES

PROMOTE A DEBATE ON THE QUALITY AND INNOVATION OF INFORMATION PRODUCTS AND SERVICES OF THE VHL TO EXPAND ACCESS AND USE OF INFORMATION AT ALL LEVELS OF HEALTH - MANAGEMENT, RESEARCH, EDUCATION AND HEALTH CARE.

- ❖ SYSTEMATIZE THE MAIN CHALLENGES IDENTIFIED WITH REGARD TO THE QUALITY AND INNOVATION OF VHL PRODUCTS AND SERVICES
- ❖ TO CHARACTERIZE THE CHALLENGES IDENTIFIED - CAUSES, IMPACT, CONTEXT AND INDICATORS

- ❖ IDENTIFY AND PRIORITIZE SOLUTIONS AND INNOVATIONS TO FACE THESE CHALLENGES
- ❖ PROPOSE WAYS OF IMPLEMENTING THE SOLUTIONS AND INNOVATIONS PRIORITIZED, GIVEN THE PARTICIPATION OF THE VHL NETWORK
- ❖ CONTRIBUTE WITH RECOMMENDATIONS TO THE "WASHINGTON DECLARATION"

DYNAMICS

- ❖ PRESENTATION AND DISCUSSION OF SPECIFIC TOPICS IN ONLINE MEETINGS WITH PARTICIPANTS OF THE WORKING GROUP - THREE ONLINE MEETINGS HAVE BEEN SCHEDULED

- ❖ REPORT OF THE CONTRIBUTION OF THE GROUP TO THE TOPICS DISCUSSED AT EACH ONLINE MEETING. AFTER THE MEETINGS, DISTRIBUTE THE REPORT TO BE REVIEWED BY THE GROUP (BY E-MAIL OR DISCUSSION GROUP)
- ❖ CONSOLIDATION OF THE ANALYSIS OF THE GROUP AND PROPOSALS FOR PRESENTATION AND VALIDATION IN BVS6 (MEETING IN WASHINGTON)

AGENDA

PREPARATORY ONLINE MEETINGS

AUGUST 15 - DISCUSS THE QUALITY AND INNOVATION OF INFORMATION PRODUCTS AND SERVICES OF THE VHL

SEPTEMBER 05 - HOW TO IMPROVE QUALITY AND INNOVATION OF PRODUCTS AND SERVICES? WHAT ARE THE POSSIBLE OPTIONS FOR IMPROVEMENT OF PRODUCTS AND SERVICES OF THE VHL?

SEPTEMBER 26 - WHAT ARE THE ACTIONS / RESOURCES NEEDED FOR IMPLEMENTATION OF PRIORITIZED OPTIONS?

WASHINGTON MEETING – BVS6

OCTOBER 20-21 – PRESENTATION OF THE RESULTS OF THE WORK AND PROPOSALS OF THE WG2

CATEGORY SYSTEMATIZATION

WG2 – PRODUCTS AND SERVICES

EDUCATION AND TRAINING

Challenges, problems	Possible solutions, ideas	Strategies and recommendations
The need of a common interchange space	∅ Create with the focal points a network of discussion, exchange of ideas, proposals, functioning as a CoP that also works as a space to solve problems, to share solutions, etc	∅ Creation and/or strengthening of communities of practice / optimal groups / online forums with focal points

Insufficient technical training to meet the needs of the network; there is no training to meet the needs of end users

- Ø Training of facilitators at regional level in order to strengthen human resources expertise in the subjects needed at regional level;
- Ø Train focal points to enable replication of training and form a network of trainers;
- Ø Develop monitoring and evaluation processes;
- Ø Use the potential of virtual environments to support training activities in all its forms. (e.g. Cuba);
- Ø Virtual meetings with a schedule to carry out a process of revitalization and information sharing;
- Ø Development of distance courses for training of professionals of the network to act as replicators of training in the dissemination of products and services of the VHL;
- Ø Conduct training of products and applications (LILDBI, BVS etc.) both from CVSP and through Elluminate platform; following which an assessment of the needs and difficulties faced by those who use them is recommended;
- Ø Disseminate existing courses on the various issues raised and training needs;
- Ø Create budget line so that specialized institutions would be able to develop this training

Ø Development of plans for technical training for the end user (multipliers, users, intermediaries, producers)- that include the recommendations contained herein and in the formats available in the countries with the use of virtual tools and the Virtual Campus of Public Health with the possibility of monitoring, evaluation and certification;

Ø Include data entry staff, regional stakeholders and NGO's

Dispersion and quality of teaching materials developed by BIREME;

→ Lack tutorials and other support materials for end users;

→ Tutorials in Spanish and English present errors.

Lack of support space and self support for our users, where it is possible to know what, how, when, where and why of the information resources available in VHL and to have access to updated tutorials

- ∅ Update the documentation of all products developed by BIREME to use in training activities;
- ∅ Develop and include demos of the products and services of the VHL, very short and precise; with manual / interactive tutorials that facilitate the transfer of this information;
- ∅ Creation of an area to support the end user with at least basic information on the products;
- ∅ Creation of a network of reference professionals to answer questions and need of search from users.
- ∅ Survey selected focal points; verify their knowledge and needs for updated training.

∅ Effective use of the Virtual Campus of Public Health

- Promote the DL model (Distance Learning) of the LILACS Methodology
- Creation of a collection of Open Educational Resources and Learning Objects developed by the VHL Network and insertion of material in the repository of CVSP with the definition of standards for description of these materials

∅ Each country could create a video about some of the products / services of its VHL;

Create regional support centers for the users of the VHL (e.g. <http://bvsayuda.salud.cu>);

- Update tutorials of the different products in different languages and in various media: audiovisual, print, interactive
- Use a platform for collective construction of support materials for training of users and information professionals of the VHL Network
- Review of texts and translations
- Development of videos on YouTube

- Create a network of reference

		<p>professionals of the VHL and the referral service of the VHL - regional, national, thematic</p>
<p>Portals with weak information management;</p>	<ul style="list-style-type: none"> ∅ Diagnose the problems ∅ Select the focal points for training and to function as as replicators of training 	<ul style="list-style-type: none"> ∅ Evaluate the processes performed by the national Coordination Centers / Advisory Committees and establish a corresponding strengthening plan ∅ Development of a methodology and a training plan for the management of social networks as a mechanism for the sustainability of the VHL applied to the entire network.

Support	<ul style="list-style-type: none"> ∅ Create a National Network of informatics professionals from the National VHL together with professionals from the different portals to unify the handling of the VHL platform oriented by BIREME; ∅ Have a professional by province or region that can provide technical support and to collect the demands, suggestions from institutions using LILDBI; 	<ul style="list-style-type: none"> ∅ Create a bank of problems from the problems identified in the services and products of the VHL as a means to generate the lines of investigation. ∅ From the lines of investigation promoted by the bank of problems develop projects to ensure the quality and impact of VHL.
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PROMOTION, COMMUNICATION, MARKETING

Challenges, problems	Possible solutions, ideas	Strategies and recommendations
Lack of knowledge from users and low visibility of national databases and the VHL / Lack of knowledge in some sectors of the VHL as the principal source of information in health	<ul style="list-style-type: none"> ∅ Improve visibility in search engines ∅ Promote the use of VHL logos on websites of the centers with creativity according to the center's participation in the various products ∅ Preparation of newsletters and use of different alternatives to send information: mailing lists, institutional visits, events ∅ Promotion and more space for the VHL in the institutional portals ∅ Promotion of databases in public health events in the region ∅ Recognition by stakeholders that the VHL constitutes the most comprehensive source of information on health 	<ul style="list-style-type: none"> ∅ Develop an action plan for the promotion of information sources and the National VHL addressing: <ul style="list-style-type: none"> → The establishment of a communication strategy for the VHL → the establishment of a network of communicators → Exhibition in the media → Presence in universities and public health institutions and places of interest → Participation with paper submissions, sponsorship or booth in major scientific events → Portfolio of services and products ∅ Welcome package for new centers (WG1)

	<ul style="list-style-type: none"> ∅ Identify actors and update directories (creating a mechanism to facilitate this task easily) ∅ Develop information products (manuals, tutorials, folders, posters, certificates and brochures for use by the entire network) ∅ Analyze access indicators ∅ Create and strengthen interaction options (use of web 2.0 tools) ∅ Expand resources for sharing, commenting, rating use in the resources of the VHL; 	<ul style="list-style-type: none"> ∅ Continue with this Working Group to discuss, evaluate, exchange ideas and solutions to problems and define implementation strategies of the identified options aiming to improve continuously and systematically the services and products of the VHL [Cooperating Network, Manager Network and Developer Network] → Creation of communities of practice / optimal groups / forums ∅ Establish a permanent space in Regional VHL where the national databases are systematically promoted
Lack of options of user interaction and need to improve communication with them	<ul style="list-style-type: none"> ∅ Identify key messages for different types of user ∅ Creation of virtual forums and increase the use of social networks; ∅ Improve translation and communicate with users in appropriate language; 	<ul style="list-style-type: none"> ∅ Survey user perception for different products (national, thematic and regional VHL) – improve services for different types of users → Create feedback channel that allows users to suggest improvements in the service interfaces → Perform usability testing

CONTENT QUALITY		
Challenges, problems	Possible solutions, ideas	Strategies and recommendations

<p>Content quality of the National VHL instances</p>	<p>∅ Develop methodologies for integration of resources and sources of information and communication of the VHL with national health plans;</p>	<p>Trace problems related to bibliographic records of the sources of information of the VHL, especially the LILACS database</p> <p>Create harvesting mechanism and ensure the availability of database metadata to create unique search index</p>
<p>Relevance and quality of bibliographic records of LILACS and national databases;</p>	<p>∅ Strengthen the bibliographic records inclusion criteria, establishing more rigid criteria, consistent with what is expected of digital products: impeccable description and indexing, wide, enough, urls, abstract, pre-coded descriptors, publication type, use of qualifiers;</p> <p>∅ Promote for the cooperating centers, the training and dissemination on improving the description and indexing in LILDBI;</p> <p>∅ Create network of content reviewers to make a critical analysis of the records and to support its incorporation in the portals of the VHL; perform quality control of the document analysis;</p> <p>∅ Evaluate the information regarding relevance, correct description and indexing (including correct use of qualifiers);</p> <p>∅ Unify criteria in terms of correct use of abbreviated journal titles, in the use of documentation standards, etc.;</p> <p>∅ Create name authority records for authors - in the regional context - Adopt a cooperative approach</p>	<p>Review of the inclusion criteria for bibliographic records in the databases (LILACS, national databases)</p> <p>Create collection of "Tips", FAQ's and quick recommendations to solve common problems and difficulties in managing VHL systems (e.g.: lildbi-web - how to install and use the spelling checker of the browsers)</p> <p>Provide support to editors on quality of scientific publication. Create / strengthen partnerships with publishers in the country, as well as associations of medical librarians</p> <p>Countries should adopt and implement the "Recommendation on Open Access and Online Content in</p>

		LILACS"
<p>Access to full text in LILACS and national databases</p> <p>Article full text available in LILACS sent by the editors</p>	<ul style="list-style-type: none"> ∅ Establish a requirement that most of the records inserted in VHL include full text content or at least it is readily accessible in the providing institution, aiming to retrieve the document in the shortest possible time and with minimal spending; ∅ Expansion of the initiative-LILACS-Express Editor, through which publishers should send the full text of their articles (URL or PDF format) for LILACS as soon as the issue is published. (Just for issues, not yet available in the LILACS) ∅ Create a LILACS Plus 	<p>Develop a new tool to replace the current LILACS-Express Editor and develop ways of harvesting from journal publication systems, such as OJS (Open Journal Systems)</p>

<p>Low representation of information not published in journals such as theses, monographs, and other gray literature</p>	<p>∅ Communicate with the network about the importance of this type of publication and request them to also send this type of document (always taking into account the LILACS criteria);</p> <p>∅ Each information unit must seek to raise the awareness of institutional authorities such that collection, processing and forwarding this material to CC would be facilitated. Many internationally funded research projects leave no history or final report in the country, losing major intellectual potential for the region;</p>	<p>∅ Mapping of institutions that generate such type of information and its repositories, and if they are part of the network.</p>
<p>Delay of record entry and indexing in LILACS;</p> <p>The contribution to LILACS from countries is very low</p>	<p>∅ Achieve updated indexing of country journals</p> <p>∅ Spread abroad LILACS-Express Publisher initiative for all countries, aiming that the editors themselves will make their journals available at least as LILACS-Express records</p> <p>∅ Increased flexibility in the online input flow and improve online tracking of each CC regarding their cooperating institutions in the country</p> <p>∅ Ensure that the various institutions of the National BVS enter the information directly with the online interface and that the same version of the LILDBI is used in all countries</p> <p>∅ Increase awareness among national focal points to organize recruitment activities of the national scientific production with members of the network, referring to the national CC properly processed.</p> <p>∅ Improving participation mechanisms for intermediate users and producers to facilitate the updating of the sources: directories, events, national databases, Decs</p>	<p>Make a comprehensive report on the "gap" of LILACS, so to improve the contribution of the scientific production of LA & C that is neither in LILACS nor in national databases. This report should underpin an action plan for BIREME, for countries and for PAHO</p> <p>→ Mapping of institutions that generate gray literature, theses, monographs and their repositories, and if they are part of the network</p> <p>→ Suggest to the institutions to complement their records institutions gradually but strongly (establishing schedule) - Work Plan</p> <p>→ Seek funding to hire consultants in countries</p>

<p>DeCS annual update</p> <p>Inclusion of regional terms; Incorporating descriptors (insertion and retrieval) to other institutional systems</p> <p>→ Requests are not in accordance with the standards required by the guide</p>	<p>∅ Promote the importance, in the centers, to include this activity in the annual flows in their indexing areas;</p> <p>∅ Build team coordinated by BIREME that includes professionals from the Region allowing the inclusion of new local terms.</p> <p>∅ Update and promotion of the guide</p>	<p>∅ A technical scientific committee is scheduled (medium term).</p> <p>∅ new version of the guide in progress</p>
<p>Improve the quality of the contents and the collection of regional sources of evidence in EBM Evidence Portal</p> <p>Records - few metadata shown in the search results;</p> <p>Viewing may have less information than the original document due to the conversion process for VHL Cochrane Portal;</p>	<p>∅ Expand and update the collection of information sources in the Evidence Portal with new sources and studies of evidence, with particular emphasis on production in Latin America and the Caribbean, content produced by the countries of the Region;</p> <p>∅ Re indexing Clinical Trials of LILACS applying the same analysis system used for the evaluation of Systematic Reviews,</p> <p>∅ Review and validate, with experts, the strategies for all types of studies and clinical aspects.</p> <p>∅ Extensive review of available metadata and presentation formats for different databases that are and that will be in the Evidence Portal;</p>	<p>∅ Develop an action plan to strengthen the Evidence Portal of the VHL</p> <p>→ comprehensive review of the content, broadening sources</p> <p>→ Development of the New Evidence Portal integrating the Cochrane Library</p> <p>∅ Promote institutions agreements with parameters defined by BIREME;</p> <p>∅ Make necessary arrangements with database providers allowing display the document in the whole VHL</p>
<p>DIREVE Maintenance / Update</p> <p>LIS Maintenance / Update</p>	<p>∅ Review the methodology and technology to incorporate local events, facilitate decentralized input, even from other national and thematic Drive</p> <p>∅ Relate records with the minutes of the events;</p> <p>∅ Location of sites valid for the portal.</p>	<p>∅ Assess the relevance of DIREVE and LIS as sources of information for the user of the VHL: can we stop generating these sources?</p>

<p>LEYES:</p> <p>Expand commitments of member countries of the Network aiming to achieve complete and timely data input;</p> <p>Get the needed information with a level of accuracy higher than the existing, in order to achieve the relevance and significance in the search performed. Add data to context analysis</p>	<ul style="list-style-type: none"> ∅ Develop strategies for inputs by countries. Further monitor countries which started working with this database; ∅ Consider historical and comparative studies of the Latin America Region; ∅ Centralize all federal legislation in health and decentralize by subject ∅ Incorporate a friendly search system that allows quick, easy and relevant retrieval from any field, throughout the text of the reference, with emphasis on the retrieval by country; ∅ Establish advanced search mechanisms to obtain legislation documents belonging to different countries quickly and accurately. Similarly incorporate other subjects to facilitate information retrieval. 	<ul style="list-style-type: none"> ∅ Reformulate commitments with Centers that are not yet incorporating legislation ∅ Encourage direct contact with centers (at least semiannually) informing them of the need to input data in the database ∅ Encourage contact among centers in order to improve the dynamic cooperation and monitoring of data input. ∅ Define better monitoring mechanisms
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SERVICE INNOVATION		
Challenges, problems	Possible solutions, ideas	Strategies and recommendations
<p>VHL (national, thematic and regional)</p> <p>Increase visibility</p>	<ul style="list-style-type: none"> ∅ Create sitemaps compatible with Web search engines allowing more effective indexing of resources; ∅ Use of available technologies and web standards like HTML 5 and CSS (with contents always apart from the format) improving ranking in search engines; 	<ul style="list-style-type: none"> ∅ Increase services associated with mobile technologies ∅ Create and strengthen interaction options (use of web 2.0 tools) ∅ Create a large "repository" of indicators of access, use, data and numbers on the VHL sources and services of information

Redesign of the VHL with more dynamic elements	<ul style="list-style-type: none"> ∅ Review of the VHL architectural model, its interface and design; ∅ Adapt the VHL information architecture according to the context of use; ∅ Establish design guidelines or patterns for organizing content in VHL interfaces, consistent use contexts; ∅ Classify and categorize the contents of VHL according to the type of user and how he requires the information; 	<ul style="list-style-type: none"> ∅ The regional VHL has improved over the first ones, but still could be better and there are too many instances of national VHLs with content that is not user-friendly ∅ Interface redesign based on results of user studies, perception surveys for different products, usability test and the recommendations contained herein.
Different versions of applications and of the VHL	<ul style="list-style-type: none"> ∅ Adapt the VHL platform to new versions of browsers as a way to bring uniformity in the System; 	<ul style="list-style-type: none"> ∅ Create the option to use the applications directly in VHL servers or in the cloud (cloud computing)
Improve the search interface and the result retrieval	<ul style="list-style-type: none"> ∅ Integrate in the Regional VHL the contents of national databases and other information sources that are in the country VHL; ∅ unify search systems; ∅ New services: <ul style="list-style-type: none"> → Include descriptor retrieval with predictive text; → Allow use of multiple limits in the integrated search; → Facilitate the use of reference manager software; 	<ul style="list-style-type: none"> ∅ Redesign of the interface integrating the contents of the national databases and adding new functions and services

<p>Improve the exchange / interaction with the user</p>	<ul style="list-style-type: none"> ∅ Develop support areas; ∅ Implement mechanisms that facilitate VHL user interaction (rating, comments, measurement) and exchange for example they can share some reference through social networks and other resources; ∅ Promote the development of documents that do the systematization of scientific information - "Knowledge Translation". For example: questions and answers, policy brief (summary of evidence), etc. ∅ Develop and implement services of user "loyalty"; ∅ Get to know the Web visitor profile 	<ul style="list-style-type: none"> ∅ Develop a promotion and dissemination plan for the VHL including mechanisms of interaction for users and the recommendations set forth herein; ∅ Create custom log area with warning systems to search topics ∅ Create VHL User Assistance area ∅ Create VHL areas with user interest services.
<p>Interoperate with different systems</p>	<ul style="list-style-type: none"> ∅ Allow the interoperability to avoid effort duplication from the CC institutions that also use other library information systems 	<ul style="list-style-type: none"> ∅ Develop or use open standards for interoperability and tools to implement these standards in the repositories of AA ∅ Use centralized LILDBI-Web in countries (CCN) and provide access to LILACS network CC, to avoid upgrades and maintenance work ∅ Implement international standards and interoperability protocols (library systems will also have to adopt)
<p><u>DeCS:</u> Annual update od DeCS in the centers that use LILDBI-WEB</p>	<ul style="list-style-type: none"> ∅ Establish mechanisms to facilitate the automatic update, for example, with the use of codes and passwords of the centers 	<ul style="list-style-type: none"> ∅ BIREME makes available the DeCS as a single repository with access to all users of LILDBI-Web

<p><u>DIREVE:</u> Obsolete display of the source of information and with limited functions</p> <p><u>LIS:</u> Obsolete display of the source of information</p>	<ul style="list-style-type: none"> ∅ Include DeCS in DIREVE as it is done in LILDBI / Embed in the new search mechanisms ∅ Modernize public page applying the web 2.0 concepts to facilitate the search ∅ Allow the generation of Reports and Statistics ∅ Incorporate, in the tool, mechanisms referring to the event organization as well as modules to allow the use of records of the scientific events as a source for knowledge management, such as the knowledge hubs; ∅ Change to more flexible platforms such as CWIS, oriented by standards and with functionality aimed at social, such as Dublin Core, OAI-PMH, RSS, comments, ratings, save searches, among others; ∅ Modernize public page applying web 2.0 concepts 	<ul style="list-style-type: none"> ∅ Develop a study on the use of information sources in different instances of VHL to propose an innovation plan of this information source
<p><u>Journal Portal:</u> Obsolete display of the source of information</p>	<ul style="list-style-type: none"> ∅ Facilitate viewing collections in modern formats ∅ View the complete contact information of each cooperating center: email, mobile, urls, etc. ∅ Maintain updated information on access to the journals ∅ Redesign SeCS 	<ul style="list-style-type: none"> ∅ Available using iAH and the new version of iAHx ∅ Full review of the methodology
<p><u>SCAD:</u> Rigid portal / No alerts for libraries, requires admission to page</p> <p>Lack of a system of direct</p>	<ul style="list-style-type: none"> ∅ Implement a system of usage statistics including historical data; ∅ Create alert systems for the search topics. ∅ Create a system for direct access for users in any country; 	<ul style="list-style-type: none"> ∅ Develop a project to renovate SCAD with the suggestions presented

<p>access to the system aiming at the end user (Latin America Region)</p>	<p>∅ Include / integrate the interlibrary loan mode</p>	
<p>Lack of a formal area of research on the VHL</p>	<p>Introduce and plan the research within the VHL</p>	<p>∅ Create group coordinated by BIREME with professionals in the region to develop a research activity plan and implement them aimed at measuring the impact of VHL and its products</p> <p>→ Identify problems and formulate work goals</p> <p>→ Qualitative studies of users with webometric analysis</p> <p>∅ Create a bank of problems from the problems identified in the services and products of the VHL as a means to generate the lines of investigation.</p> <p>→ From the lines of investigation promoted by the bank of problems develop projects to ensure the quality and impact of VHL.</p>