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# Update: Vancouver Public Library

## Presentation for ACTION for Health Team Meeting

April 2006

ACTION for Health

Document Status:

- |  |  |
|--|--|
| <input type="checkbox"/> Published Paper         | <input type="checkbox"/> Practitioner's Pointers |
| <input type="checkbox"/> Working Paper           | <input type="checkbox"/> Briefing Note           |
| <input type="checkbox"/> Report                  | <input type="checkbox"/> Research Tool           |
| <input type="checkbox"/> Draft                   | <input type="checkbox"/> Overview                |
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Applied Communication Technology: Information . Organizations . Networks

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ACTION for Health Meeting  
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## Work during the past year

- ❑ I started working on this project with Judith Krajnak in the fall of 2005.
- ❑ Conducting telephone interviews with:
  - ❑ Those who attended Vancouver Public Library public workshops on how to use the internet to search for health information
    - Sessions: fall/early winter of 2004; fall of 2005
    - Participants recruited at the workshops, then followed up with phone call
- ❑ Completing follow-up interviews (ideally six months, but as long as 10 months) around: info sources, internet use, interaction with intermediaries, website evaluation, info use, personal health status and demographics.
- ❑ A secondary purpose of this research is to pilot test an telephone interview script for future work with the Canadian Health Network (CHN) in the late spring and summer of 2006

## ➤ Preliminary findings

- ❑ I have interviewed 6 women and 2 men
- ❑ Findings:
  - ❑ Sources for health information included:
    - Internet, library books, newspapers, doctors and pharmacists
  - ❑ None of the respondents had internet access at home
    - Used the internet at the library or the homes of friends
  - ❑ Six of the 8 spoke confidently of their ability to evaluate the trustworthiness of the online info.
  - ❑ Evaluation methods:
    - Look at the source, used judgment, cross-referenced on different websites and looked for commercial interests

## • Preliminary findings

- ❑ Two weren't confident in their ability to judge the accuracy and trustworthiness of online health info.
- ❑ Six (of 8) shared the information with their physicians
  - ❑ Four (of 6) had a positive experience
  - ❑ Two physicians weren't receptive
  - ❑ One interviewee visited websites recommended to her by doctor
- ❑ Dissemination:
  - ❑ To VPL staff and Canadian Health Network community partner (who sponsors the classes)
  - ❑ Presentations at the Canadian Public Health Association and Canadian Communication Association conferences in the spring.