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About FreePint

FreePint is an online network of information searchers. Members receive this free newsletter twice a month: it is packed with tips on finding quality and reliable business information on the Internet.

Joining is free at <<http://www.freepint.com/>> and provides access to a substantial archive of articles, reviews, jobs and events, with answers to research questions and networking at the FreePint Bar.

Please circulate this newsletter, which is best read when printed out. To receive a fully-formatted version as an attachment or a brief notification when it's online, visit <<http://www.freepint.com/subs/>>.

ISSN 1460-7239

Editorial

Like many people, I'm the sort of person who likes to keep things simple: straight down the line; no complications; easy to understand and easy to keep track of.



Best of all, I like practical ways to overcome difficulties -- I would much rather have a discussion about how to solve a problem than muse about why it arose or what additional complications might arise. Furthermore, when something is complicated, and many things are, I

appreciate the abilities of those who are able to simplify those complexities and explain them in terms that are easy to understand.

I mention this because there are so many complex questions surrounding the 'information industry' at the moment; not least how you actually define the industry itself. Many of these questions crop up at the FreePint Bar, as demonstrated by Penny's summary of the latest Bar topics below.

Questions commonly include: "How does an information service go from being a cost centre to a profit centre?"; "How can professional associations support commercial information services?"; "Are there any 'mentors' in the information industry?"; "How do you find freelance information research professionals?". People generally want practical answers to their questions, not a discussion about why their problem has arisen, or the 'state of the industry'.

I was interviewed this week by an information-industry professional association about its 'corporate plan'. I liked the non-fuzzy simplicity of the questions I was asked, such as: what should its aims be as the industry evolves?; how can the association work with groups like FreePint?; what areas of the industry does it not serve well at the moment? The interviewer's clear and concise questions meant I could give meaningful responses within the allocated time.

I was also contacted by an information vendor who wanted more clarity about our award for customer service, which we present at the Online Information show in December. Can the vendor encourage their customers to nominate them for the award? Absolutely -- we can easily spot insincere nominations. How do we choose the winner? Is it the number of votes, or the quality of the citation? I explained that we're not interested in quantity, just genuine feedback on the quality of the support the vendor provides. The vendor was asking these questions because we have clearly failed to communicate these points adequately on our nominations page <<http://www.freepint.com/events/online-info-2005/>>.

So, it is clarity and transparency -- on discussion boards providing peer-to-peer support, professional associations wanting to improve, and our responsibility as recognisers of excellence -- that will make it easy for new people to understand what is being offered and how they can get involved.

There is beauty in simplicity. Especially when that simplicity masks a greater underlying complexity. We should all nurture the ability of those people and organisations who can explain what they do, why they do it, and why you should get involved, clearly and comprehensibly.

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Jinfo :: Jobs in information

<<http://www.jinfo.com/>>

The Jinfo service enables you to search for and advertise information-related job vacancies.

The Jinfo Newsletter is published free every two weeks, and contains a list of the latest vacancies along with job seeking advice. The latest editorial is entitled " How I crossed from one sector to another ".

To read the latest Jinfo Newsletter and to subscribe to receive it twice-monthly by email, visit <<http://www.jinfo.com/newsletter/>>.

Here are some of the latest featured jobs:

Telecoms Researcher

ARCchart is looking for a researcher to join its analyst team, which tracks the wireless communications industry.

Recruiter: ARCchart
<<http://www.jinfo.com/go/j4320>>

Associate Researcher

Exciting opportunity for recent lib/info graduate to be trained in business one databases for prestigious global organisation.

Recruiter: Glen Recruitment
<<http://www.jinfo.com/go/j4345>>

Know How Indexer

6 month FTC in law firm. Set up know how keywording procedures, database maintenance, training staff.

Recruiter: Sue Hill Recruitment
<<http://www.jinfo.com/go/j4354>>

[The above jobs are paid listings]

NB: There are 16 other jobs in the current edition of the Jinfo Newsletter
<<http://www.jinfo.com/newsletter/>> and over 80 in the Jinfo database <<http://www.jinfo.com/>>.

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VIP focuses on US and Scotland

The August issue of VIP features an in-depth review of Hemscott's CoreReference product which provides financial and executive data on 10,000 active public companies trading in the US. A second review examines the Member's Area of SCOTBIS, the national business portal for Scotland.

<<http://www.vivaVIP.com/>>

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*Source: Find/SVP



Sheena Thompson's interest in KM within SMEs has developed through her role as Information Manager at MSC Business Innovation which delivers business growth programmes to SMEs within high-tech sectors. She is also undertaking a part-time MSc at Sheffield University. Sheena can be reached at <sheenathompson-at-mscdbg-dot-co-dot-uk>.

My Favourite Tipples

by Sheena Thompson

- When researching SMEs, I often find they have large US parents. To find out more about them I use Hoovers <<http://www.hoovers.com/>>. Information on larger companies is free and information provided includes accounts, directors, news and competitors.
- To identify industry portals I use <<http://www.nri-ltd.com>>. It's a good place to begin if you are often researching different industries.
- If you are trying to find out the latest market drivers in an industry, trade associations are an obvious place to start. This site provides a comprehensive directory of UK associations <http://www.taforum.org/searchgroup.pl?n=500>.
- For competitive intelligence by sector, Competia is the information hub <<http://digbig.com/4edne>>.
- If I am looking at developing channels abroad on behalf of a client, I start with <<http://www.cia.gov>>. It provides an in-depth profile of every country in the world.

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FreePint Bar

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The FreePint Suggestion Box has been a hit. We have had lots of suggestions and ideas - some anonymous and some posted up at the Bar <<http://www.freepint.com/go/b32871>>. Why not send in your suggestions <<http://www.freepint.com/suggestionbox.htm>>?

Also, an article written by Debby Shorley (CILIP's President), published in the last issue of FreePint, caused an interesting debate on the future of the information profession <<http://www.freepint.com/go/b32979>>.

One FreePinter is finding his feet in the information industry and would like to know if there are any mentoring schemes available <<http://www.freepint.com/go/b33018>>. Also, where can one find a freelance research professional? <<http://www.freepint.com/go/b33049>>. Even though both of these postings have had replies already you might be able to add something altogether different.

One posting that hasn't had any replies wants to know the maximum file size for PDF documents on the Web for ease of downloading <<http://www.freepint.com/go/b33100>>.

Is travelling by air safer than travelling by road? Everyone seems to think so but do you know where to find the evidence supporting this? <<http://www.freepint.com/go/b33097>>. Who has right of way: a police car or an ambulance? <<http://www.freepint.com/go/b33085>>.

Do you know where all the photographs that have appeared on greetings cards are kept and are they copyright free? <<http://www.freepint.com/go/b33067>>.

At the Student Bar, someone wants information for their dissertation on the rise of fraud especially citing at Enron, Worldcom, Andersen and Parmalat. Can you help? <<http://www.freepint.com/go/s4474>>.

That's it for this issue, see you next time.
Penny Hann, FreePint
<penny.hann@freepint.com>

The FreePint Bar is where you can get free help with your tricky research questions <<http://www.freepint.com/bar>>
Twice-weekly email digests of the latest postings can be requested at <<http://www.freepint.com/subs/>>.





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Recent Articles:

- "How I crossed from one sector to another"
- "CVs that Stand Out - the Employers Viewpoint"
- "Time to plan the induction programme"

Recent Job Titles:

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- Associate Researcher
- Telecoms Researcher
- Information Services Assistants
- Information Services Manager



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Information Officer, North London, UK

"Extremely useful when sending links to clients - looks very professional."

Research Manager, Manchester, UK

Tips Article

"Navigating Through the Maze of International Education Resources on the Internet"

By Cynthia Padilla

Cynthia Padilla obtained her degrees in English and Law (Juris Doctorate) from the University of Denver in Colorado (USA). She also studied in Europe.

She has experience in legal research and writing, and was also a college administrator and former member of the California Association of Student Financial Aid Administrators.

Her interests include international and comparative law and foreign affairs. Her memberships include: the National Family Caregivers Association, California Scholarship Federation, and French Honor Society.

Just starting her own information research business, Cynthia looks forward to becoming acquainted with her colleagues from around the world. Email at cynpad@hotmail.com.

There is a plethora of international education resources on the internet, including data and statistics, publications, news, curriculum and policy reports, and research organizations. The challenge is organizing your search so that you can find the most relevant material for your particular task.

If you are probing for education information on a specific country or topic, you should be able to find what you need rather easily. If not, the following suggestions are meant as a general guide to assist you in discovering your research objective.

General world data and country profiles

A good place to begin with is international organizations. You can find country descriptions, data and statistics, other topics related to education, and links to other international resources such as government departments. The following sites have a wealth of information to get you started:

UNESCO's International Bureau of Education Databanks <<http://www.ibe.unesco.org/international/databanks/dba.htm>>. The portals on the homepage contain the following information:

1. Country dossiers: Member States' profiles along with policy reports, education projects, and statistics. Reports found in the IBE's other portals are also referenced here. Available in English and French languages.
2. World data on education: contains descriptions of the education systems of 160 countries as well as national reports on education development. Some of these reports contain data and statistics. One caveat: some information for particular countries that is not given in the country dossiers portal can be found here. Therefore, you should compare both portals. Available in English, French and Spanish languages.
3. INNODATA: This portal contains education innovations at the primary and secondary school levels.
4. RelatED: Curriculum development and school-based initiatives from around the world. Themes include peace, human rights, and intercultural understanding.
5. IBEDOCs: Bibliographic catalog of publications (articles, books, documents) published since 1971 consisting of policies, curriculum and literacy.
6. Global curriculum bank for HIV/AIDS preventive education: Collection and analysis of worldwide curricula and teaching material for HIV/AIDS education at the primary and secondary levels.

Go directly to UNESCO Institute for Statistics <<http://www.uis.unesco.org>> for globally comparative statistics and other data for education. Other available topics include literacy, culture and communication, and science and technology. You can also access the latest news in world education. Available in English and French languages.

Another site similar to UNESCO's is the Organization for Economic Co-operation and Development at <<http://www.oecd.org>>. You can find current education news and events, publications, forums, statistics, and country surveys. Available in English and French languages.

The World Bank is another source of international education information. Although focused on the funding of education projects, you can search for data, reports, and current projects by country or region. There are also related topics: HIV/AIDS, early childhood development, girls' education and health <<http://www1.worldbank.org/education>>.

If your interest is in children's education, you will find helpful information at UNICEF <<http://www.unicef.org>>. Available in English, Arabic, Spanish and French languages. You can also go to the UN's Statistics Division at <<http://unstats.un.org/unsd>> However, most of the statistics come from UNESCO.

International statistics offices

If the aforementioned sites fail to provide you with the information you seek (country not listed; no ministry or department of education; inadequate information), search a country's general statistics office or bureau. Most countries provide education data with their general statistics. The U.S. Census Bureau has a list of these offices at <<http://www.census.gov>>. On the left side of the homepage click on Related Sites and then click on International Statistical Agencies.

Regional research institutes and organizations

Education research institutes and organizations provide not only resources focusing on a particular country or region, but also links to other regions' education systems, journals, newsletters and library databases. Another useful feature of research institutes is that they usually provide contact information to ask questions you may have regarding education research. The following sites are a brief example of the many regional research institutes and associations. Remember that you can probably find a research institute near you if you search for local universities and colleges. While most of the sites below are referenced in the links of previously mentioned websites, I have included some which are not found in those links.

Related FreePint links:

- 'Education' articles in the FreePint Portal <http://www.freepint.com/go/p39>
- Post a message to the authors, Cynthia Padilla, or suggest further resources at the FreePint Bar <http://www.freepint.com/bar>
- Read this article online, with activated hyperlinks <http://www.freepint.com/issues/250805.htm#tips>
- Access the entire archive of FreePint content <http://www.freepint.com/portal/content/>

The Alliance for International Higher Education Policy Studies <<http://nyu.edu/iesp/aiheps>> conducts education policy research in Mexico, Canada, and the United States. Available in English and Spanish languages.

UNESCO International Institute for Higher Education in Latin America & the Caribbean <<http://www.iesalc.unesco.org.ve>> provides extensive education information for countries of this region.

Research Institute for Higher Education, Hiroshima University (Japan) at <<http://en.rihe.hiroshima-u.ac.jp>> provides Japanese higher education statistics, as well as education news from around the world, global seminars/conferences, publications (in English and Japanese), and its own library database searchable in many languages. There are also links to national and international institutions of higher education, including organizations, government agencies and universities.

UNESCO-CEPES (European Centre for Higher Education) <<http://www.cepes.ro/cepes>> focuses mainly, but not exclusively, on higher education in Central and Eastern Europe. Contains statistics, online texts, and publications related to European higher education.

EURYDICE at <<http://www.eurydice.org>> is one of the definitive sources for education systems and policies throughout Europe.

African Educational Research Network and the African Symposium (online journal) at <<http://www2.ncsu.edu/ncsu/aern/index.htm>> provides research information for African education as well as an online journal containing articles about all levels of education in Africa.

Association for the Development of Education in Africa <<http://www.adeanet.org>> provides publications and research on HIV/AIDS education and case studies of education programs throughout Africa. Available in English and French languages.

Lebanese Association for Educational Studies <<http://www.laes.org>> conducts research and policy studies in higher education in Lebanon. Also provides background information for all levels of Lebanon's education system lists upcoming conferences.

You can find links to libraries, universities, research centers and institutes throughout the Middle East at <<http://digbig.com/4ehcr>>.

Miscellaneous topics

Here are some more resources that contain information on topics that may be relevant to your international education research:

<<http://www.literacyonline.org>>: Electronic resources and tools for youth and adult literacy communities. Access literacy projects from around the world. Click on International Literacy Explorer on the left side of the homepage. There you can compare countries and get statistics for other topics as well.

FreePint Forthcoming Articles

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If you have a suggestion for an article topic or would like to write for Free Pint then please contact <penny@freepint.com> or sign up for the Author Update at <<http://www.freepint.com/author.htm>>.

<<http://www.inqaah.org>>: International Network for Quality Assurance Agencies in Higher Education contains links to global accreditation agencies and regional networks.

<<http://www.enic-naric.net/index.asp>>: The European Gateway to Recognition of Academic and Professional Qualifications includes links to education offices of accreditation/quality assurance. There are links to the following non-European countries: Australia, Canada, Israel, New Zealand, and the United States.

<<http://www.unaids.org>>: The Joint United Nations Programme on HIV/AIDS allows you to search by topic, country or region.

<<http://www.prb.org>>: Population Reference Bureau has articles and data, and reports on education, HIV/AIDS, and population. Links to other websites covering these topics is also given. Available in English, Spanish and French languages.

Conclusion

Remember that international and government agencies are a good beginning to your research for international education resources. Use the data and links on these websites to guide you through the maze of other international education resources: other government departments, education organizations, research institutes, online journals, and other topics related to education.

Online Information / FreePint Award for Best Customer Service Team

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- How much support do you receive with implementation and training?
- Do vendors meet you halfway & offer licences to suit your organisation?

The winner will be announced at the Awards Dinner on Wednesday 30 November 2005. Previous winners are Factiva, Xrefer & STN Agency UK.

Make your nomination today at:
www.freepint.com/events/online-info-2005/

Thank you for taking part.
*Olivia Freeman, Award Judge
Trainer & Information Consultant*

FreePint Bookshelf

<<http://www.freepint.com/bookshelf>>

"Enabling End-Users: Information Skills Training"

Reviewed by Richard Gaston



Richard Gaston works in London as a business information researcher for a global investment bank, with training as one component of his role. Richard is a chartered member of CILIP - the Chartered Institute of Library and Information Professionals. He writes for FreePint in a personal capacity.

Related links:

Read customer comments and buy this book at Amazon.com <<http://www.amazon.com/exec/obidos/ASIN/1843341093/freepint00>>
"Enabling End-Users: Information Skills Training" ISBN 1843341093, published by Chandos Publishing Oxford Ltd.

One of the 'information skills' covered by this book is the critical appraisal of material found when searching. Criteria are given for evaluating print resources which provide us with a starting point for this review. One of these criteria is 'Author': Ann Poyner is a 'professional librarian' with experience in the (national) health service whose recent work has been through contributions to training projects; she now works as a freelance information skills trainer.

By experience, the author appears to be well qualified, although whilst she carefully generalises through the text, her health service background makes occasional, uncomfortable appearances: are 'medicine and healthcare' really 'particularly well served with a comprehensive range of information sources', by comparison to law, business or academia? Healthcare-specific search strategies such as 'is there a particular treatment or intervention or interaction to be explored?' are also included. As the book claims to be a resource for all (and not just healthcare), 'information professionals, such sector-specific examples are unhelpful. These could have been generalised, or examples appropriate to other sectors included.

Healthcare bias aside, this book is well structured and full of helpful advice which both new and experienced trainers will be able to apply to their client training programmes. The book's first sentence sums up its practical and affirmative approach: 'end-user information skills training can be fun'. For me, the core resources were the chapters covering: the searching process and searching techniques; preparing training materials; one-to-one tuition, and group training sessions. Each chapter is summarised with a set of bullet points and then subdivided by clear headings making this accessible as a reference manual for quick queries.

Want to partner with FreePint by authoring a report?

FreePint publishes and sells reports on a wide range of information-related topics. We work in partnership with authors and share the proceeds of sales.

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<<http://www.freepint.com/author/report.htm>>

The book's general technique is to clarify the training process for the trainer, and its simple, step-by-step approach helps information professionals to recognise and then train in skills that we might take for granted. The chapter on 'the searching process and searching techniques' reminds the trainer to encourage clients to 'fully state their information needs and build up a search strategy covering all the aspects that are vital to their search', I suppose this might be termed the self reference interview. Other key information skills covered in this chapter include guidance around selection of resources, and search operators and commands.

The chapter on one-to-one tuition covers all manifestations, from ad-hoc queries, to structured sessions, to telephone training. It deals with one of the trainer's greatest fears: difficult people. Two examples are given: the 'independent end-user' with a misplaced confidence in their own abilities, and the senior staff-member. Difficult clients are also dealt with in the chapter on group training, although suggestions for a more comprehensive strategy than the following would have been desirable: 'try and identify anyone like this early in the session

FreePint

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William Hann (FreePint Managing Editor), Penny Hann (FreePint Administrator), Pam Foster, Cynthia Padilla, Crystal Sharp, Sheena Thompson, Richard Gaston, Plain Text <<http://www.plain-text.co.uk/>> (proofreading).

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Feature Article

"Workplace Health Promotion: global initiatives and internet resources for setting up and evaluating workplace wellness programs"
By Crystal Sharp



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The rationale for workplace health promotion is based on four main assumptions:

- a) Ill-health is often related to lifestyle choices
- b) Working people spend the greater part of their lives at work, so the workplace is a good location to influence adoption of healthy lifestyles (eating well, exercising, stress management, etc.)
- c) The physical and social work environment has a significant effect on health, so promoting a culture of wellness at work would affect health positively
- d) Healthy employees who have access to wellness programming and good work environments are more productive and loyal to the company, so the organization should benefit from lower direct costs of healthcare utilization (treatment), as well as lower indirect costs due to lower absenteeism and employee turnover.

In Canada, as in other countries with socialized medicine, workplace health promotion (health benefits offered to employees that go beyond mandated health and safety requirements) is a relatively new concept. In the United States, however, where employers bear most of the exorbitant healthcare costs for their employees, a recent survey of 3,000 employers by Mercer Human Resources Consulting found that the average total cost of health benefits (medical and dental) that American companies paid, per active employee, was USD 6,679 in 2004 <<http://digbig.com/4efqt>> -- workplace health programming has been in place for decades. Workplace health promotion initiatives take the form of discounts to fitness centres, mental and physical health counselling resources, in-house gyms, healthy cafeteria food options, ergonomic workspaces, and child and elder care, to name a few.

In recent years, wellness programming in the workplace has been adopted more widely -- even in countries with publicly financed medicine. A recent OECD report entitled 'Towards High Performing Health Systems' <<http://digbig.com/4efqw>> noted that health-care costs in most OECD countries are currently around 8-10% of GDP. Because three-quarters of OECD health spending is publicly financed, rising costs force governments to contain costs or to divert resources from other priorities. As a result, health-care costs are beginning to affect the bottom line of many employers, and workplace health promotion is becoming more widely prevalent in countries like Canada, the UK, and others with socialized medicine.

Workplace health promotion is also being encouraged by governments because, from a population health perspective, if workplace health promotion is effective in improving employee health through promoting healthy lifestyles, such health promotion could have a significant impact on the population at large. In Ontario, Canada, where I live, for example, the regional

government-funded Health Units are very active in workplace health promotion -- working with companies in their region to help them in their efforts, through education, health fairs and other programs.

For workplace health promotion to be successful at promoting health and/or reducing costs, appropriate programming must be introduced, employees must use it, and use should be monitored for effectiveness. This is not as straightforward as it might seem, as costs are involved in setting up programming, incremental improvements in health are complicated to measure, and monitoring use of health promotion programs is complicated by privacy regulations and concerns. Most often, successful implementation of workplace health promotion requires changing organizational behaviour to encourage management and employees to adopt, access, and regularly use fitness facilities or other programming offered.

There are a number of evaluative studies and models of exemplary workplace health promotion. Dr. Graham Lowe, a consultant on workplace health promotion, did a literature review for Health Canada, entitled: Healthy Workplaces and Productivity: a discussion paper (April 2003), which is accessible online at <<http://digbig.com/4egma>>. It should come as no surprise that most of the current literature on evaluation of workplace health promotion is from the United States.

There are a number of other internet sources for government studies, best practices, evaluation, evidence, awards and statistics that relate to workplace health promotion. Listed below are some sources that have been useful to me in my research on best practices in implementation of workplace health programs.

Resources offering practical help with workplace health implementation

Wellness Councils of America (WELCOA) <<http://www.welcoa.org/freeresources/>>

WELCOA, founded in 1987, is a national non-profit membership organization dedicated to promoting healthier lifestyles for all Americans, particularly through health promotion initiatives at the worksite. Full access to the site requires membership, but free resources such as case studies, slide presentations, expert interviews and reports, all offering practical help with promotion and implementation of wellness programs, are accessible via this site.

WELCOA has more than 2,000 member organizations located throughout North America, and 11 locally-affiliated community Wellness Councils (in different U.S. states). Their programs include: the Well Workplace/Well City - a systematic step-by-step blueprint which companies can follow; and the Well Workplace Awards - for organizations that have adhered to the Well Workplace process that WELCOA has developed. There are four levels of designation -- Bronze, Silver, Gold, and Platinum. To date, approximately 400 companies and six cities nationwide have received Well Workplace and Well City awards.

<http://www.freepint.com/issues/250805.htm>

Related FreePint links:

- 'Health and Safety' articles in the FreePint Portal <http://www.freepint.com/go/p171>
- Post a message to the author, Crystal Sharp, or suggest further resources at the FreePint Bar <http://www.freepint.com/bar>
- Read this article online, with activated hyperlinks <http://www.freepint.com/issues/250805.htm#feature>
- Access the entire archive of FreePint content <http://www.freepint.com/portal/content/>

European Network for Workplace Health Promotion (ENWHP)
<<http://www.enwhp.org/home/index.php>>

ENWHP was set up in 1996 to help European member countries share knowledge of workplace health promotion. Its online publications include news and events, reports, ENWHP newsletters, tools, and articles showcasing models of good workplace health promotion. This site is searchable via key-word, and searches can be limited to ENWHP.org, or the toolbox, or Google (to search the internet). A bar on the left provides links to various tools -- workplace health promotion self assessment, a database of survey tools called the European Toolbox, a European thesaurus for locating HP key-words in 12 languages, and the ability to translate the site into German, French or Spanish, using Alta Vista's Babelfish.

Public Health Agency of Canada: Business Case for Active Living atWork

<<http://www.phac-aspc.gc.ca/pau-uap/fitness/work/index.html>> The Business Case for Active Living at Work is one component of Health Canada's workplace wellness strategies. It offers a number of online resources - case studies, statistics, research summaries, a template for practitioners to use in developing a business case for active living in their organizations, and other material that helps in knowledge development on workplace health promotion. Health Canada also sponsors the annual 'Health Work and Wellness Conference' (see <<http://conferences.healthworkandwellness.com/>> for the 2005 conference to be held in Montreal in October).

The Health Communication Unit (THCU)

<<http://www.thcu.ca/Workplace/infoandresources.htm>> THCU is at the Centre for Health Promotion at the University of Toronto and is funded by Ontario Ministry of Health and Long Term Care, to provide training and support in health communication, health promotion planning, evaluation, policy change and sustainability. This section of its website focuses on resources for workplace health promotion and planning. Among its offerings are information packs for introduction to workplace health promotion, influencing organizational change, and evaluation of comprehensive workplace health promotion.

Awards: model programs

Business in the Community (BITC) listing of awards <<http://www.bitc.org.uk/awards/>>

Follow a link on the lower right of the page to the Financial Times article 'Special Report: Business in the Community: Care of Staff is top of agenda', by Alison Maitland, June 6, 2005; and the Unum Provident Healthy Workplaces Award at <http://www.bitc.org.uk/resources/case_studies/3m_hwb_0605.html>

Families and Work: Dealing with work/life balance <<http://familiesandwork.org/3w/awards/2005Winners.html>>

Winners of the Alfred P. Sloan Awards for Business Excellence in Workplace Flexibility.

The Healthy Workplace Award
<<http://www.nqi.ca/HealthyWorkplace/Recognition.aspx>>

This is sponsored by Health Canada, in partnership with the National Quality Institute. It is awarded to companies who have met NQI's healthy workplace criteria <<http://www.nqi.ca/>>.

Health Canada

Compilation of awards and/or recognition to employers who demonstrate a commitment to work-life balance and family-friendly policies <<http://digbig.com/4efqr>>.

Stress is one of the biggest causes of ill-health. Often stress is compounded by balancing work and family needs. Health promotion that is comprehensive in addressing the physical, mental and emotional needs of workers is one that promotes a culture of health.

Statistics/ background reports

European Foundation for the Improvement of Living and Working Conditions

<<http://www.eurofound.ie/>> The Foundation is a European Union body that focuses on improving living and working conditions. This site offers statistics on living and working conditions in Europe, as well as projects and current research. The best way to see what's available is via the A-Z index at <<http://www.eurofound.ie/help/azindex.htm>>

Center for Work and Family Boston College
<<http://digbig.com/4efqs>>

The Center for Work and Family focuses on work/life issues. The report entitled 'Increasing the Visibility of the Invisible Workforce: Model Programs and Policies for Hourly and Lower Wage Employees' is worth reading to understand the needs of lower wage employees (a group whose needs are not generally focussed on); to know what exemplary companies do to address those needs; and to understand the benefit to both parties as a result.

The trend towards adoption of workplace health promotion is an encouraging one. As research builds the evidence for better means of implementation, management, and evaluation of workplace health promotion, it could just be feasible to envisage a better quality of life for all, within a more caring society

Events

• United Kingdom:

- "Digital Resources for the Humanities 2005" 4th - 7th September
<<http://www.freepint.com/go/e545>>

Australia and Territories:

- "Power Searching with the Pros" 29th August - 6th September
<<http://www.freepint.com/go/e547>>
- "Intranet Usability" 29th - 31st August
<<http://www.freepint.com/go/e541>>
- "neXt 2005 ALIA National Library and Information Technicians Conference" 6th - 9th September
<<http://www.freepint.com/go/e535>>

Canada:

- "2005 Government & Health Technologies Forum" 30th - 31st August
<<http://www.freepint.com/go/e537>>

Ireland:

- "6th European Conference on Knowledge Management" 8th - 9th September
<<http://www.freepint.com/go/e481>>
- "Evaluating e-learning - a how to guide" 8th September <http://www.freepint.com/go/e492>

New Zealand:

- "LIANZA 2005 Conference, te wero" 11th - 14th September <http://www.freepint.com/go/e521>

These are just a selection of the 68 global events listed on the FreePint Website at <<http://www.freepint.com/events>>.

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Gold

- FreePint No.166 26th August 2004. "The Olympics" and "Writing for the Profession" <http://www.freepint.com/issues/260804.htm>
- FreePint No.143 21st August 2003. "Leadership Styles and the Life-cycles of Collectives" and "Language Net - The Lasa Multikulti Website" <http://www.freepint.com/issues/210803.htm>
- Free Pint No.119 22nd August 2002. "Joining the Dots: Developing a Resource to Support Changing Roles in Health Libraries" and "UK Government Information on the Web" <http://www.freepint.com/issues/220802.htm>
- Free Pint No.94, 16th August 2001. "Further Voluntary Sector Resources" and "Photography through the Web - Part 2" <http://www.freepint.com/issues/160801.htm>
- Free Pint No.69, 17th August 2000. "UK Tax Resources on the Web" and "Reflexology Sources on the Web" <http://www.freepint.com/issues/170800.htm>

In 1998 and 1999 we allowed ourselves a holiday.