



Human Quality Assurance for Web Resource Catalogues

Rod Ward

Senior Lecturer, UWE

Rod@RodSpace.co.uk

Overview

Concerns about information quality

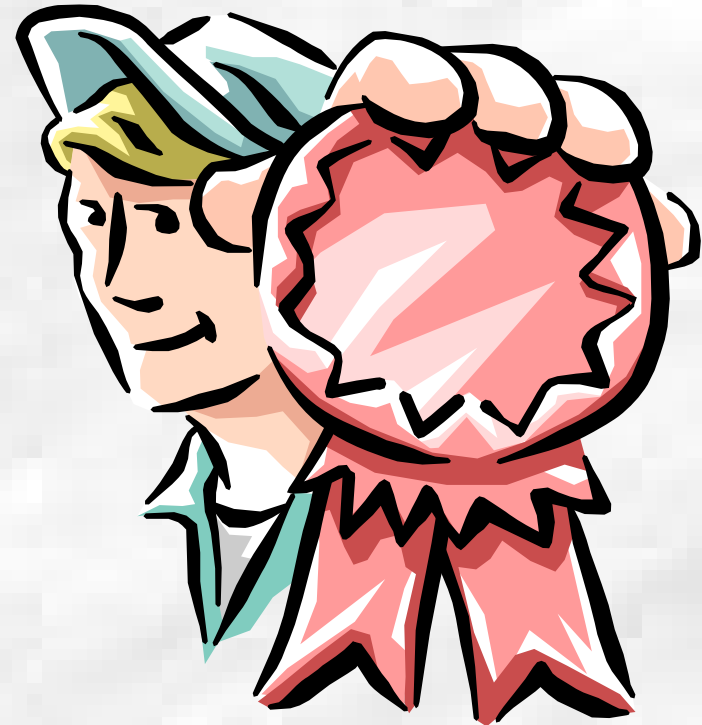
- Why can't we take the Internet at face value?

Human Quality Assurance for Web Resource Catalogues

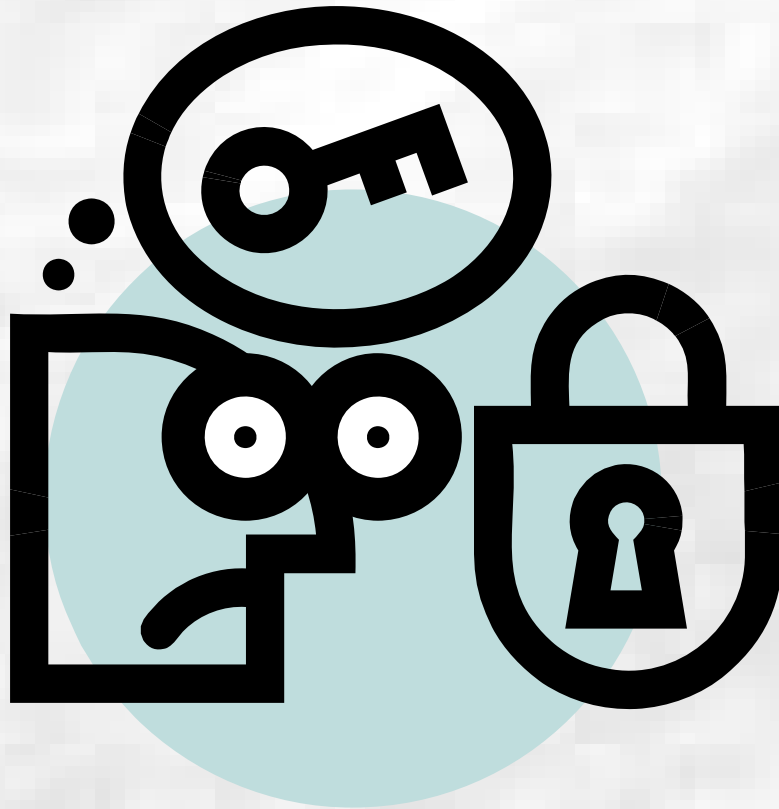
- Some issues: time, cost, etc

Issues of quality on the Internet

- Sheer volume of information
- Ephemeral nature of much information
- Ease of self-publishing
 - the personal home page phenomenon
- Lack of peer review or editorial and refereeing processes
- Possible serious consequences of inaccurate health information



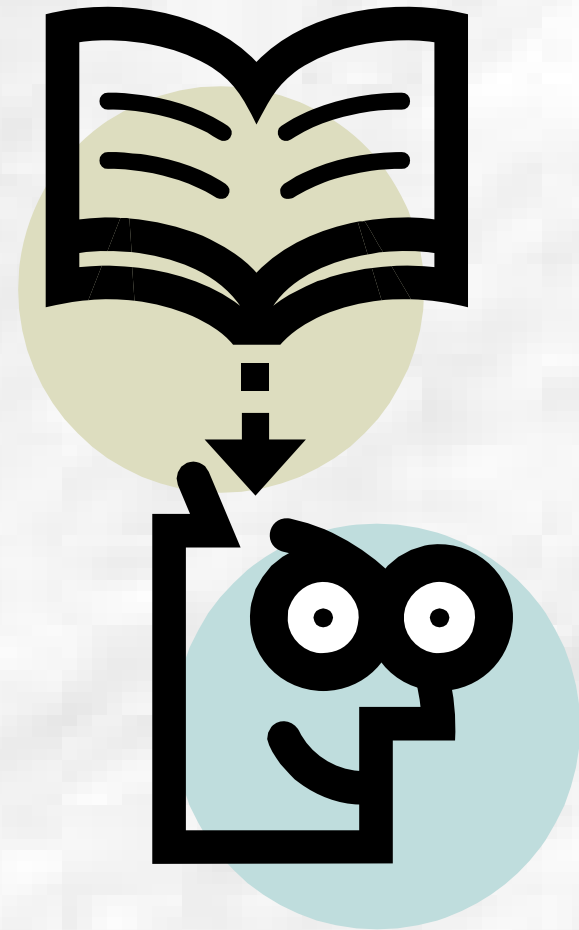
Limitations of search tools



- Indiscriminate, unwieldy retrieval from search engines
- Output mostly lacks context
- Ranking algorithms

Difficulties evaluating networked information resources

- They cannot be browsed in the same way as print
- They tend not to have a set of common features
 - (e.g. statement of responsibility, introduction, preface, table of contents, index)
- There may be time and cost implications



AT Screen Thief



OMNI
NMAP
VETGATE
BIORES
NATURAL
AGRIFOR



THE
WELLCOME
GATEWAYS

BioethicsWeb
MedHist
psci-com



SEARCH BROWSE ABOUT WHAT'S NEW SUBMIT TRAINING SITE MAP

Welcome to NMAP

NMAP is a free catalogue of hand-selected and [evaluated](#) Internet resources in Nursing, Midwifery and the Allied Health Professions. [New](#) resources are added weekly.

 *News Update*
[Change on the way for the RDN - find out more...](#)

Search [Advanced](#) | [Browse](#) | [Help](#)

Use the keyword search box above, or [browse](#) resources by subject heading.

Additional Services

- [Hot Topics](#)
- NMAP [search box](#) to include on your own site
- [Internet for Nursing, Midwifery and Health Visiting](#) tutorial
- [Internet for Allied Health](#) tutorial
- Latest [academic medical and related jobs](#) from jobs.ac.uk

 email: webmaster@biome.ac.uk, or see contacts [DISCLAIMER](#) (c) The University of Nottingham



University of the
West of England

Faculty of
Health and Social Care

Search:

[Home](#)

[Conditions and treatments](#)

[Decision support](#)

[Operations and tests](#)

HEALTH TOPICS

Women's health

Heavy periods
Infertility
Menopause
[More...](#)

Child health

Ear infection
Wisdom teeth, impacted
Head lice
[More...](#)

Heart & blood vessels

High blood pressure
High cholesterol
Heart attack
[More...](#)

Cancer

Colon and rectal cancer
Lung cancer
Breast cancer
[More...](#)

Infections

H. pylori infection
HIV infection
Pneumonia
[More...](#)

Brain & nervous system

Multiple sclerosis

Men's health

Erection problems
Prostate, enlarged
Prostate cancer
[More...](#)

Staying healthy

High blood pressure
High cholesterol
Smoking
[More...](#)

Mental health

Depression in adults
Anxiety
ADHD
[More...](#)

Diabetes and hormones

Diabetes
Obesity
Endometriosis
[More...](#)

Digestive system

GORD
Constipation in children
Irritable bowel syndrome
[More...](#)

Muscles & bones

Back pain

Helping you to make better health decisions

Get the facts about the top treatment options.

We can tell you which treatments really work and which don't work, based on the best and most up-to-date medical research.

BestTreatments is the only website that rates thousands of health and medical treatments, based on how well they work. You'll know the best way to lower your blood pressure, manage your child's asthma and ease your back pain.



PATIENTS

Choose a condition



DOCTORS

Choose a condition



DECISION SUPPORT

- Shared decision-making: working with your doctor
- How to make the best decisions about treatment
- Understanding risks



OPERATIONS AND TESTS

- Circumcision for a tight foreskin
- Inguinal hernia repair
- Knee replacement
- Having an abortion
- Hip replacement
- Removing wisdom teeth


[→ MY HEALTH](#)
[→ MY LIFESTYLE](#)
[→ MY ENVIRONMENT](#)
[→ HEALTH PROBLEMS](#)
[→ CARE FOR ME](#)
[→ HEALTH IN THE EU](#)

Links to ...



Commissioner
Markos Kyprianou



Links to ...

News

[→ Health-EU iust](#)

Health-EU Portal



The Health and Consumer Protection Directorate-General is pleased to present the Health-EU Portal (the official public health portal of the European Union) and the wide range of information and data on health-related issues and activities at both European and international level...

MY HEALTH



- Babies and Children
- Men
- People with Disabilities
- Young People
- Women
- Elderly

MY LIFESTYLE

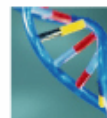


- Nutrition
- Drugs
- Travel
- Sex
- Alcohol
- Tobacco
- Sports and Leisure

MY ENVIRONMENT



HEALTH PROBLEMS



Links to ...

Press Releases

- Avian Influenza: Standing Committee backs a series of measures
- New EU Guidelines on Breast Cancer Screening and Diagnosis
- Markos Kyprianou European Commissioner for Health and Consumer Protection Animal Welfare – A Part of EU Food Chain Policy International Conference organised by the Austrian Presidency Brussels, 30 March 2006

[→ all Press releases](#)

Events

- eHealth Conference (10-12 May 2006)
- Green week (30 May - 2 June 2006)
- Employment, Social Policy, Health and Consumer Affairs Council (4-6 June 2006)



What is it?

- NMAP provides access to evaluated Internet information for nurses, midwives, physiotherapists, health visitors, dieticians, occupational therapists & other allied health professionals
- Aimed primarily at the UK HE, FE communities & practitioners

<http://nmap.ac.uk/>

Resource Discovery Network

RDN - <http://www.rdn.ac.uk/>

- Aims to become a resource discovery service across a wide range of subject areas

Co-ordinated by the Network Centre, the RDNC

- BIOME – life and health sciences
- SOSIG – social sciences
- EMC – engineering, maths, computing
- Humbul - humanities
- PSIGate – physical sciences



Biome Gateways

'Live' records as of 24 April 2006

BIOME

- a “parent” service, providing access to, and integration of, five gateways to quality Internet resources. Focused on HE, FE and wider audiences

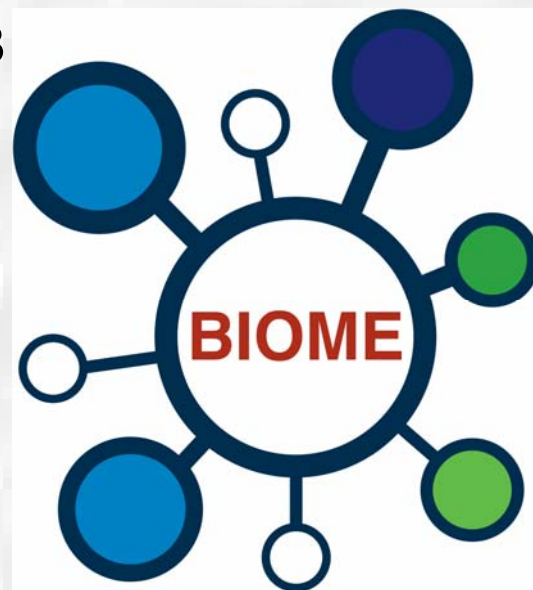
All hand selected and evaluated for inclusion

- 9191 omni
- 5599 natural
- 4397 agrifor
- 3928 nmap
- 2636 bioresearch
- 2399 vetgate

Wellcome Gateways

- 662 Bioethics Web
- 1105 MedHist
- 971 psci-com

Total= 30,888



Searching

Simple

- Free text search, phrases, automatic “AND”, punctuation accepted
- N.B. Also searches OMNI (6,500 records)

Advanced Options to:

- limit your search by resource type e.g. mailing list, teaching resources, practice guideline
- Display a list of titles only
- Truncation

BIOME Evaluation criteria in detail

Context

Scope – what is the subject scope and is it relevant to the BIOME community?

Audience – who is it intended for?

Authority – who has produced it? What are their qualifications?

Provenance – how long has the resource been available? Is it stable?

Content

Coverage – what is the subject coverage of the resource? Is it at a suitable level for the BIOME community?

Accuracy – has there been an editing process? Is there any evidence that the source maybe biased?

Currency – is the information up-to-date? How frequently is it updated?

Format

Accessibility – are there any access restrictions or special requirements? Is there a charge for the service?

Design and layout – is the resource well designed? Are images used appropriately? Is there any aids to navigation?

Ease of use – is it easy to use? Is there help information and user support?

User evaluations

- An evaluation of NMAP was completed by 671 users.
- Findings indicate: -
 - 88% of respondents were able to find the information they wanted easily.
 - 84% rated the relevance of the resources they found as being Good or Excellent.

Our new Service

The Resource Discovery Network (RDN) will be relaunched as *Intute* on July 13th 2006. See: www.intute.ac.uk/development

To make it easier and quicker to use, we are integrating our eight hubs into four subject groups:

intute : arts & humanities

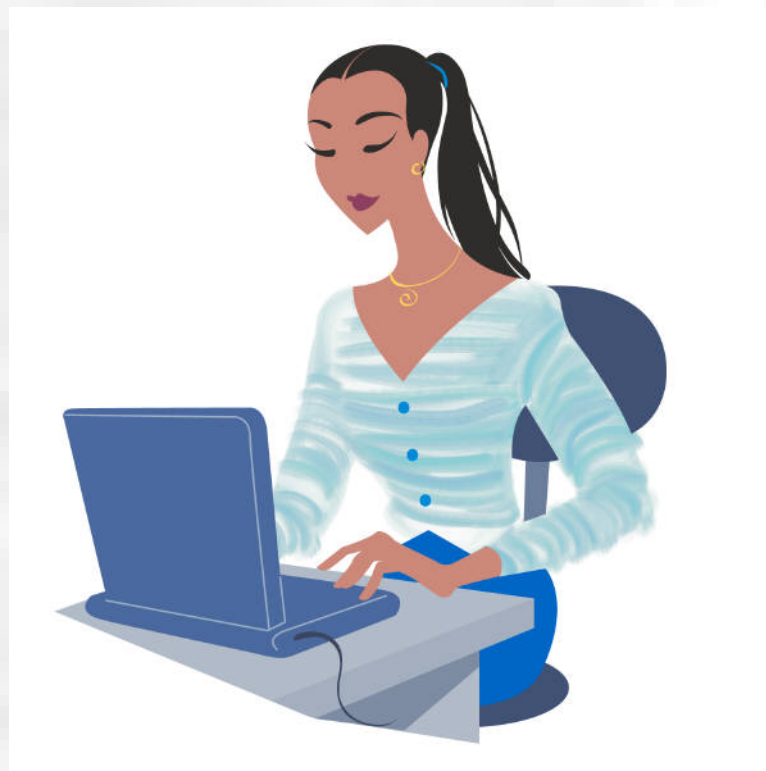
intute : health & life sciences

intute : science, engineering & technology

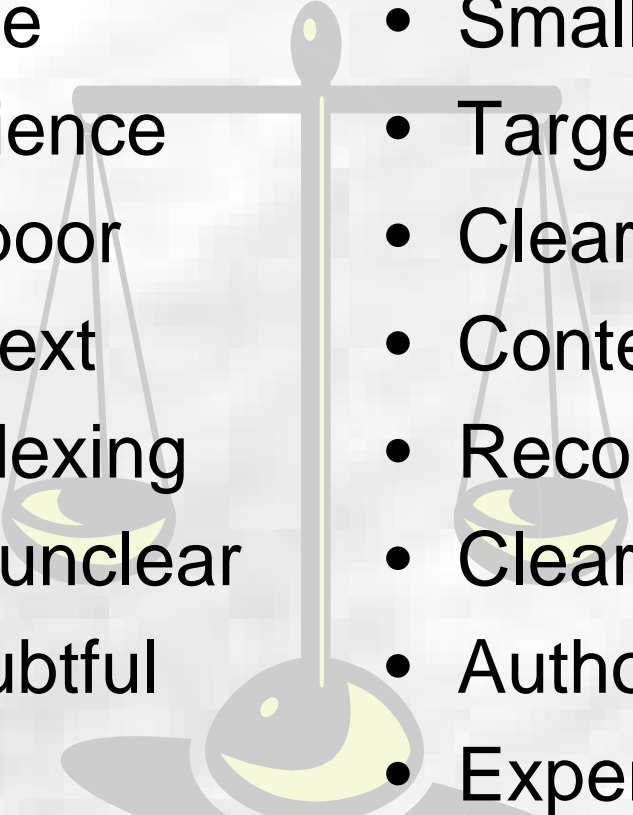
intute : social sciences

Issues of Human QA

- Time per record 60-90 minutes
- Expertise needed –
 - Information professional v subject expert
 - Training
- Review periods
- Cost



Automatic V Human

- 
- Large Volume
 - General audience
 - Description poor
 - Lacking context
 - Semantic indexing
 - Provenance unclear
 - Authority doubtful
 - Cheap
- Smaller numbers
 - Targeted for audience
 - Clear description
 - Context explained
 - Recognised thesauri
 - Clear Provenance
 - Authority clear
 - Expensive



Human Quality Assurance for Web Resource Catalogues

Rod Ward

Senior Lecturer, UWE

Rod@RodSpace.co.uk