



Vol 25, Number 2, June 2008, ISSN 02666-853X

Contents

Editorial	1
Group news	2
Articles	9
Internet sites of interest	11
Meeting reports	15
Book review	17
Current literature	24
Diary of events	27
Newsletter editorial notes	30

Editorial

Since 2007 the HLG Newsletter has been published purely in electronic format. The Committee would like feedback on the format and other issues by 4 July. It is a simple online survey and won't take more than a few minutes of your time. It will influence the way we progress so will be well worth you taking the time to fill it in.

<http://tinyurl.com/4n7lmb>

(both of these links take you to the same place)

http://www.surveymonkey.com/s.aspx?sm=ubSaq7iTOxHhffkuzTLj7g_3d_3d

If you wish to complete the survey in paper format please contact me and I will be happy to send you a paper copy. We are hoping that this survey will reach as many members as possible so we have also sent you the link and my contact details through the post in the announcement letter.

Please do take this opportunity to have your say

I look forward to seeing many of you at the HLG Conference in July

With best wishes

Emily Harker, Editor

emily.harker@leedsth.nhs.uk

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Group news

HLG Conference: 21 to 22 July 2008: Impact and Influence: Evolving to Succeed, Cardiff City Hall

Don't miss out on this major CPD and networking opportunity.

- A full programme addressing major issues of key importance in health information
- A magnificent venue in the heart of Cardiff
- Conference dinner at the Millennium Stadium
- Generous sponsorship from the National Library for Health and others
- Large exhibition – an excellent opportunity to make contact with suppliers

Go to the conference website to register

<http://www.cilip.org.uk/groups/hlg/conf2008/>

Conference Bursaries

The HLG Conference Committee is delighted to announce the award of the following bursaries for the 2008 Conference

HLG Conference Bursary

Kate Boddy, Information Officer for Complementary Medicine Research, Peninsula Medical School

Susan Taylor, Library Services Manager, East Cheshire NHS Trust

Student Bursaries

Elen Wyn Davies, Aberyswyth University

Charlotte Barton, University of Sheffield

In addition, HLG Wales has made the following awards:

Day delegate:

Sabine Berendse (Information Specialist, National Collaborating Centre for Cancer),
Marilyn Hughes (Senior Library Assistant, St Cadocs Hospital, Caerleon)

Full delegate:

Karen Pierce (Assistant Librarian, Cardiff University),
Jan Williams (Assistant Librarian, University of Glamorgan)

Pauline Blagden, Conference Director

Health Information and Libraries Journal

During a strategic review of activities in 2006 it was agreed that HILJ would seek to publish a literature review, systematic review or state-of-the-art review in each future issue. So far, we have achieved this goal and would now like to extend an invite to HLG newsletter readers to consider contributing to the ongoing success of this aspect of the Health Information and Libraries Journal.

At a recent Editorial Board Meeting, a list of potential topics for review was identified (see below). At this stage, the suggested topic areas have been kept deliberately broad, though it is anticipated that review would most likely focus on a single element of the subject. The topics are:

- Consumer health information
- Clinical librarianship
- Patient information in mental health
- E-books/Handheld technologies
- Library support for biomedical research
- Mobile learning
- Mobile technology

Whether you are working on your own or as part of a team, if you like to be considered for undertaking one of the above topic areas, if you have your own topic that you'd like to review, or if you'd simply like to put forward a suggestion for a future review, I'd love to hear from you.

Maria J Grant, Review Editor m.j.grant@salford.ac.uk

The contents of the June issue are as follows:

Editorial

Information, immunization and the information professional. K.McIntosh

Review article

The attitudes of health care staff to information technology: a comprehensive review of the research literature. R Ward, C Stevens, P Brentnall and J Briddon

Original articles

Online anatomy and physiology: piloting the use of an anatomy and physiology e-book –VLE hybrid in pre-registration and post-qualifying nursing programmes at the University of Salford. M. Raynor and H. Iggulden

Job hunting in the UK using the Internet: finding your next information professional role in the health care sector and the skills employers require. K Davies

The journal of the Ayub Medical College: a 10 year bibliometric study. M Ullah, I F Butt, and M Haroon

Scottish toolkit for knowledge management. L Caldwell, S Davies, F Stewart, A Thain and A. Wales

Informationist programme in support of biomedical research: a programme description and preliminary finding of an evaluation. S Whitmore, S Grefsheim and J Rankin

Regular Features

International perspectives and initiatives

Korean medical libraries and professional associations: changing services and roles
J-W Seo, J H Park, H Ki, J Y Park, M-J Park and H-Y Kim

Learning and teaching in action

Promoting reflective information literacy practice through Facilitating Information Literacy Education (FILE) . S Andretta

Using evidence in practice

Implementing EBLIP: if it works in Edmonton will it work in Newcastle? A. Booth

Penny Bonnett, Assistant Editor, Health Information and Libraries Journal

Sub-Group News

IFM Healthcare

Committee Changes

Valerie Wildridge has resigned from the committee. The committee would like to extend their warmest appreciation and thanks to Valerie for her invaluable insight and the contribution she has made to IFMH over the years.

IFMH at the HLG Conference

IFMH is pleased to announce that Ray Philips, Head of Information Service Development at the King's Fund, will be giving an oral presentation in the IFMH session (Monday 21 July) of the 2008 HLG conference. The title of his talk is "**Changing rooms: designing an information and library service for the future**" and will describe how the King's Fund Information and Library Service (KFILS) has met a number of challenges, including the need to move to a smaller location and make that new location a success, moving to a greater electronic presence and developing services commensurate with that. The presentation will outline what has worked, what's in process and what hasn't been as successful and finally will discuss the lessons learned from these activities and future plans.

To find out more about IFM Healthcare and take part in our prize draw, come and visit us at Stand 30 in the exhibition hall.

INFORM 18(3) – Spring 2008

Featured articles in the latest edition of IFMH INFORM include presentations to our last joint-study day with HLG and LfN on project management:

- **Success in Project Management** about change management project at the BMA Library
- Paul Walters in his **Introduction To Project Management** gives a useful overview of project management emphasising the importance of specifying goals and objectives.
- Andrew Booth's **Keeping Your Balls In The Air: A T-Q-M Approach To Project Management**, where he argues that 'successful project management involves a juggling act between the competing demands of Time, Quality and Money. Attention to one particular “ball” at the expense of the other two leads to projects going overtime, delivering suboptimal outcomes or going over-budget.

plus your usual regulars: IFMH News and Committee Meeting Digest; Surf's Up; Sidelines; NLH Update; NLH Health Management Specialist Library News and Briefing; e-Library Scotland Update; SCIE Update.

If you would like to contribute an article on an aspect of health or social care management, we'd like to hear from you. For more information please visit <http://www.ifmh.org.uk/inform/authors.html>

New Healthcare Management Journals

The following journals have recently been published, and which you may find of interest:

- International Journal of Public Sector Performance Management
<http://inderscience.metapress.com/openurl.asp?genre=journal&issn=1741-1041>
- Journal of Marketing and Management in Healthcare
<http://www.henrystewart.com/jmmh/index.html>
- Journal of Communication in Healthcare
<http://www.henrystewart.com/jch/index.html>

Richard Bridgen, Chair, IFM Healthcare

Libraries for Nursing (LfN)

Committee

We have recently welcomed Alison Lahlafi from the University of Leeds to the committee.

Bulletin

Issue 28 (1) has been distributed. This issue includes articles on library blogs, outreach, advocacy and networking, a report of the joint study day with HLG and IFM Healthcare on project management and finally current awareness. The presentations from this study day are now available at:

<http://www.ifmh.org.uk/studyday0108.html> If you would like to contribute to the bulletin please contact us. Suggestions for the current awareness section are also welcomed.

HLG conference

LfN will be represented at this event, with both a stand in the exhibition and a speaker session. Davina Allen will talk about: Evidence-based nursing practice - challenges and opportunities.

Study day

We will be holding a study day on Friday November 28th 2008 at the Kings Fund in London. The programme is still to be finalised but the theme is evidence based librarianship and evidence based nursing.

Mailing list

There is a JISC mailing list 'lis-nursing' useful for everyone working in nursing, midwifery and health library and information services.

Membership

If you wish to subscribe or renew your subscription to the LfN bulletin (you receive copies of our bulletin and reduced rates at study days) please contact our membership secretary Lori Havard: l.d.havard@swansea.ac.uk

Jane Shelley, Chair, Libraries for Nursing

HLG Wales

No news this session

Other news

Working with NICE to improve access to patient guides

In line with several new national initiatives to improve patient and public involvement in personal healthcare, the National Institute for Health and Clinical Excellence (NICE) is working to improve public access to its healthcare guidance. NICE can help public libraries meet the demands of library customers for health information.

NICE guidance is produced for the NHS to ensure that the healthcare it provides is based on the best available evidence and conforms to national standards. This information is adapted into patient-friendly guides, called 'Understanding NICE Guidance'. These are designed to ensure that members of the public are fully aware of what they are entitled to and better able to make good health decisions. The guidance covers a wide range of topics – so far in 2008 NICE has published guidelines on topics such as the care of women during pregnancy, treatment for people with prostate cancer, and managing osteoarthritis.

The most straightforward way of obtaining copies of NICE guidance, including the versions for patients, is via the website – www.nice.org.uk. The patient versions can be downloaded and printed off in either Word or pdf formats. Hard copies are also available, free of charge, on request from the NICE publications line 0845 003 7783.

You can keep up to date with NICE's latest activities by subscribing to its monthly electronic newsletter. If you would like more detailed information about how NICE can help you provide health information to your customers please get in touch. Please email ppip@nice.org.uk for further details.

Map of Medicine supports cancer networks to implement Cancer Reform Strategy

The Map of Medicine announced that from today onwards, it will be partnering with all cancer networks across England to localise the cancer care pathways already provided by 'the Map'. The partnership is key to enabling the networks to achieve targets set out in the 'Cancer Reform Strategy', including improving early detection of cancers, reducing referral times and extending screening programmes.

This is particularly important given recent reports that inconsistencies exist in the delivery of cancer services across England. A recent survey found that women are not always being appropriately referred for breast cancer and that, in some cases, GPs are unsure when to refer breast cancer patients as urgent cases. Inappropriate referrals can have a direct impact on the quality of care received by some cancer patients across the country. Professor Mike Richards, National Cancer Director says: *"One of our key areas for action, highlighted in the 'Cancer Reform Strategy,' is to reduce cancer inequalities. This unique initiative between the Map of Medicine and the cancer networks will help us in achieving this aim."*

By localising the evidence based cancer pathways, which are already available on the Map of Medicine, the cancer networks will help improve the standardisation of cancer services and ensure all healthcare professionals working in the NHS in England can access the latest evidence and guidance on cancer care and management.

There are already 120 Map of Medicine care pathways or 'Healthguides' accessible directly to patients via the NHS Choices website:

<http://healthguides.mapofmedicine.com/choices/map/index.html>

The Map of Medicine is available via: www.mapofmedicine.com

New group for health and medical librarians formed (UHMLG)

The first annual UHMLG Spring Forum took place on 10 March 2008. Entitled "Working at the HE-NHS Crossover" the event brings together health and medical librarians and information professionals from higher education, the NHS and related sectors to discuss topics of mutual interest and to share experiences and examples of effective collaboration and best practice.

The University Health & Medical Librarians Group (UHMLG) came into being on 1st August 2007. UHMLG aims to represent university health and medical librarians in the United Kingdom and Ireland. The Group was created from an amalgamation of the University Medical School Librarians Group (UMSLG) and the University Health Sciences Librarians Group (UHSL).

The group aims to facilitate cooperation and the sharing of knowledge between higher education and the NHS in the delivery of library and information services. It will organise events which will bring the sectors together to discuss and promote the provision and dissemination of information in the context of evidence-based clinical practice. The Group will aim to promote services which support teaching, research and clinical practice. It will concern itself with new teaching technologies, e-learning and cross sectoral e-resource licensing and procurement. It will seek to facilitate access and support the provision of information services for health professionals involved in teaching and delivering healthcare, in higher education and the NHS. UHMLG will work with a range of organisations, such as the Joint Information Systems Committee (JISC), the Society of College, National and University Libraries (SCONUL) and the National Library for Health (NLH), to represent the views of its membership at national level.

For further information see: www.uhmlg.ac.uk

Betsy Anagnostelis, Chair, University Health and Medical Librarians Group

Articles

How to survive a competency based interview

The use of competency based interviews (also called Structured Interviewing or Behavioural Interviewing) has become increasingly common as a means of improving selection decisions. In fact, according to an article in *Personnel Today* (10th March 2008), competency based interviewing is the most widespread alteration to interviewing practices in recent years.

It is therefore a good idea to take the time to find out what competency based interviewing involves and what employers are looking for, in order to develop strategies that will enable you to perform well when faced with these types of interviews. So, what are competency based interviews and how do they work?

Competencies are the skills, knowledge and abilities that someone needs to do their job effectively. Competency based interviews rely on you providing real evidence and examples of how you have demonstrated the skills and abilities that have been set out in the job specification (and are required to do the job in question). The underlying principle is that what you've done in the past is the best predictor of what you'll do in the future.

Interview questions will be based on the competencies found in the advert, job description and person specification and so the good news is that you will already have an idea of what areas are going to be covered.

All interviewees are asked the same questions (to create a level playing field) and questions will generally focus on encouraging you to give an example of a situation or task, your involvement in it and the result of your actions. Always keep in mind that the purpose of the question is for you to provide the employer with evidence that you have a particular competency.

Typical wording of questions includes:

Tell me about a time when you have worked as part of a team
Give me an example of an occasion when you have communicated the same information in different ways to different audiences
Describe a situation when you have dealt with a demanding customer
How do you deal with conflicting priorities?

Following your initial response, the panel may probe further in order to encourage you to expand on your answer and so uncover further evidence of your abilities. They are not trying to trip you up but give you the best chance of explaining your skills and experience to them.

Preparation for any interview is paramount but never more so than with competency based interviews. You need to spend time reviewing the job description and person specification and identifying the advertised competencies. You should then ascertain the examples and experiences you could refer to during the interview to demonstrate those competencies.

You can refresh your memory by using current/previous Job Descriptions, appraisals, CV and application forms. Make a list of examples or situations you are going to try to cover when asked about a particular competency. This will help to combat a nerve-wracked and blank mind when under you are under pressure!

Your response to every question needs to be specific and concise but also sufficiently detailed to demonstrate your skills. It is important that the interviewer understands the situation and task as a whole, what action you took (this means you as an individual rather than the team as a whole) as well as the outcome. This last point should not be forgotten as it gives you the chance to highlight what you might have done differently especially if the action you took did not create the desired effect. The fact that you can reflect on your actions and are flexible in your approach to situations may also be competencies they are seeking.

A good way of remembering to cover each point of a good (or star!) answer is the acronym STAR (Situation, Task, Action, Result). The Situation and Task should be brief, giving enough information to set the scene. Most of your answer should focus on the Action and the Result as this is where you will get your marks!

If you don't have any evidence or examples to cover a particular question or competency, don't panic. If you have not experienced a certain situation you can say so! However it is a good idea to either say what you think you would do if you were in that situation or perhaps more effectively say what you have witnessed someone else doing and what you have learnt from that person's actions. In no circumstances claim experience you haven't got – you will be caught out!

The key to being an effective interviewee when faced with a competency based interview is to pick out the competencies required for the job you are applying for, identify examples in your work (or perhaps personal) life where you can demonstrate that you have those competencies and finally to be able to articulate these examples in a concise manner. If you achieve these three things you will have a good chance of succeeding in your application.

Good Luck!

Laura Perrott, Sue Hill Recruitment - Celebrating 10 years!

Internet sites of interest

Diabetes, and, one brief piece about meningitis

In 2005, almost 4.67% of the population of England had diagnosed or undiagnosed diabetes (Yorkshire and Humber Public Health Observatory and National Diabetes Support Team, 2006). By 2010, this could rise to 5.5%. The WHO estimates that more than 180 million people worldwide have diabetes, a number likely to double by 2030. In 2005, an estimated 1.1 million people worldwide died from diabetes, with 80% of those deaths occurring in low or middle income countries (World Health Organization, 2006).

I am grateful to my colleague Sarah Sutton, Clinical Librarian for Diabetes (and many other things) at the University Hospitals of Leicester NHS Trust, for suggesting some of the sites in this article. The final selection is, of course, mine. All links were checked on 8th May 2008.

American College of Physicians Diabetes Portal

<http://diabetes.acponline.org/?hp>

Resources for patients and families, and for health professionals.

American Diabetes Association

<http://www.diabetes.org/home.jsp>

Research, information and advocacy organisation. Planet D is for kids, there are resources for schools and teenagers, and much more.

BBC Health: Diabetes

<http://www.bbc.co.uk/health/conditions/diabetes/index.shtml>.

Includes categorised links to support organisations, and recipes and dietary information

British Society for Paediatric Endocrinology and Diabetes

<http://www.bsped.org.uk/>

Patient information and information for health professionals.

Centers for Disease Control and Prevention: Diabetes Public Health Resource

<http://www.cdc.gov/diabetes/>

Patient information, and information for professionals including data and trends.

Children with Diabetes

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

Online community for children and families, based in Ohio, and started in 1995.

Diabetes nursing resource (RCN)

<http://www.rcn.org.uk/development/practice/diabetes>

Information for nurses, patients and carers.

Diabetes Round Table

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

Diabetes information and CME. Sponsored site, but conforming to HON Code.

Diabetes Stories

<http://www.diabetes-stories.co.uk/>

Oral histories from patients diagnosed with diabetes between 1927 and 1997, website based at the Oxford Centre for Diabetes, Endocrinology and Metabolism

(<http://www.ocdem.com/index.php>).

Diabetes Trials Unit

<http://www.dtu.ox.ac.uk/>

Large clinical trials unit, also based at the Oxford Centre for Diabetes, Endocrinology and Metabolism. DTU site includes details of trials conducted there, and downloadable software for calculating risk of cardiovascular disease in individuals with diabetes, and for assessing total burden of disease for populations with diabetes.

Diabetes UK

<http://www.diabetes.org.uk>

Major UK research and campaigning organisation.

Genetic Landscape of Diabetes

<http://www.ncbi.nlm.nih.gov/books/bv.fcgi?rid=diabetes.TOC&depth=1>

Dated 2004, ebook hosted by NCBI and containing information on genetics of diabetes, along with links to related lectures.

International Diabetes Federation

<http://www.idf.org/>

Worldwide alliance of organisations, site includes data from the Diabetes Atlas, and a worldwide list of events.

Joslin Diabetes Center

<http://www.joslin.org/index.htm>

Site includes clinical guidelines, dietary information, resources for the newly diagnosed and a lot of information specific to this centre, affiliated to Harvard.

LeicestershireDiabetes.org.uk

<http://www.leicestershirediabetes.org.uk/>

From the Department of Diabetes and Endocrinology at the University Hospitals of Leicester NHS Trust, which aims to be a centre of excellence in the UK. Information for patients, including information on pregnancy and diabetes, and links to websites for children.

Medical Library Association: Deciphering diabetes med speak

<http://www.mlanet.org/pdf/diabetes1.pdf>

Glossary compiled by the Medical Library Association, includes list of abbreviations used on prescriptions – maybe be North American biased?

MedlinePlus: Diabetes

<http://www.nlm.nih.gov/medlineplus/diabetes.html>

Related pages, on topics such as diabetes and pregnancy, diabetic eye problems, diabetic foot.

National Diabetes Education Program

<http://ndep.nih.gov/>

NDEP is funded by the United States federal government. Resources for health care professionals, school personnel and business and managed care, including some patient education material in Asian languages (Chinese, Thai, Vietnamese among them)

National Diabetes Information Clearinghouse

<http://diabetes.niddk.nih.gov/>

Part of the National Institute for Diabetes and Digestive and Kidney Diseases. Large range of resources, including information in Spanish.

National Diabetes Support Team

<http://www.diabetes.nhs.uk/>

Set up to support healthcare professionals as they implement the Diabetes National Service Framework.

National Library for Health Diabetes Specialist Library

<http://www.library.nhs.uk/diabetes/>

High quality information for professionals but also includes patient information. Browse by subject, or search. Includes long list of associations and information on such things as diabetes and alcohol, driving, Christmas and Ramadan.

NHS Scotland e-library: diabetes

<http://www.elib.scot.nhs.uk/portal/diabetes/pages/index.aspx>

UK Diabetes Research Network

<http://www.ukdrn.org/>

Clinical research.

World Health Organization: Diabetes

<http://www.who.int/diabetes/en/>

For diabetes patient information in languages other than English, you could try:

The 24 Languages Project (Spencer S. Eccles Health Sciences Library, University of Utah)

<http://library.med.utah.edu/24languages/>

Ethnomed

http://ethnomed.org/ethnomed/patient_ed/index.html#diabetes

Health Information Translations

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

Ohio State University Medical Center, and other bodies.

New South Wales Multicultural Health Communication Service
<http://www.mhcs.health.nsw.gov.au/mhcs/topics/Diabetes.html>

New York Online Access to Health (NOAH)
<http://www.noah-health.org/>
Spanish only.

NHS Direct
<http://www.nhsdirect.nhs.uk/>
See “Health information in other languages” in left hand column of homepage

SPIRAL: Selected Patient Information Resources in Asian Languages
<http://spiral.tufts.edu/topic.html#diabetes>
“Asian” = Cambodian (Khmer), Chinese, Hmong, Japanese, Korean, Laotian, Thai, Vietnamese. An initiative of South Cove Community Health Center, and Tufts University Hirsh Health Sciences Library, both in Boston, Massachusetts.

Meningitis

On another note, the recent coverage in the education press about meningitis among higher education students made me compile a resources list that you can find via <http://www2.le.ac.uk/Members/khn5>, and as a collection of links at <http://del.icio.us/csllibrarians/meningitis>.

References

World Health Organisation (2006). Diabetes (Fact sheet no. 312). Available from <http://www.who.int/mediacentre/factsheets/fs312/en/index.html>
Yorkshire and Humber Public Health Observatory and National Diabetes Support Team (2006). Diabetes key facts. Available from http://www.yhpho.org.uk/Download/Public/356/1/Diabetes_key_facts.pdf

Keith Nockels, Information Librarian, University of Leicester
Contributions should be sent to kh5@le.ac.uk

Meeting reports

“Success in project management” - An informative and practical workshop for those wanting to improve their project management skills 24 January 2008 (a LfN, IFMH and HLG joint event)

Twenty-seven eager delegates converged on Salford University on a windy Thursday morning to attend a project management joint study day. We were all attracted by the broad remit of the day and were not to be disappointed by our speakers.

Firstly Paul Waters from the University of Salford provided us with an overview of what project management really is. In addition to providing us with some good standard definitions of project management Paul encouraged us to see the process in two halves. Firstly as a set of principles to lead teams and control the project but also, just as importantly, an art which involves people management, communications and lots of common sense.

This led us into the first presentation by Jacky Berry from the BMA Library. Jacky has recently overseen the reorganisation and refurbishment of the BMA Library. The focus of her talk was on the role of the project manager and the skills required with particular emphasis on the management of people. Jacky emphasized the importance of identifying the people involved directly and indirectly with your project and building relationships. She also discussed the need to manage stress, something which struck a cord with those delegates already involved in managing their own projects.

Andrew Booth then led us into the concept of the Time-Quality-Money approach and discussed how these three elements were all interdependent. Under each element Andrew gave us a practical set of tips to make each element a success. Common tools used in project management were also introduced to us under these headings such as Critical Path Analysis, Gantt charts and budget proposals. After looking at contingency planning we lastly looked at some reasons why projects might fail to alert us to some of the pitfalls.

Our last formal presentation of the day was back with Paul who gave us a theoretical introduction to PRINCE2. After a simple introduction Paul set about demystifying Prince for us and we learnt that although Prince is a detailed methodology, its structured approach can be simplified. A project progresses through a setup and initiation, an implementation phase and then reaches completion. Useful activities from the Prince process were highlighted especially in the setup and initiation phase but also during implementation such as setting up a risk log and having a plan to monitor progress effectively.

The afternoon was given over to informal workshop activities led by the morning's presenters. Jacky worked with her group on the importance of personal skills and participants welcomed the chance to troubleshoot and share their individual experiences. Andrew's colleagues led a group in planning a project, based on the time-quality-money approach and Paul led his group in a discussion on using Prince in a real setting and what may be involved in each of the stages of Prince.

At the end of the day, all the groups reunited to feed back on their individual workshop sessions. The study day proved to be a practical and informative event which met the many and varied needs of the delegates. I personally feel that I have a greater understanding of project management and do not feel so daunted by the process.

If you would like to see the presentations, they are available from the IFM Healthcare website at: <http://www.ifmh.org.uk/studyday0108.html>

Helen Elwell, British Medical Association

Book review

Chowdhury, GG, et al (2008) *Librarianship: An Introduction*. London, Facet Publishing. ISBN: 9781856046176.

Librarianship: An Introduction is a book which in many ways does exactly what it says on the tin. It provides a brief summary of a comprehensive range of topics in the fields of librarianship and information science.

In their preface the authors state that their aim is to: “write a book that would provide comprehensive coverage of librarianship that will be useful for beginners in the profession, and at the same time act as a guide for practicing professionals who want to get a quick overview of any particular aspect of librarianship”

A quick glance at the chapter headings and subsections leaves the reader in little doubt that the authors have truly made every effort to be as wide ranging as possible in the subjects covered. Subjects range from the traditional Cataloguing, Indexing, and Collection Management, to the more modern elements such as Digitisation, Electronic Resources and Web 2.0. Credit should perhaps be given for the degree to which the more traditional elements of the discipline have been included alongside the modern, and arguably more trendy, elements such as electronic services.

Unfortunately the degree to which individual subjects are covered in the book is a little disappointing. To confine discussions and descriptions of Health Libraries and Health Librarianship to a single paragraph was, to this reader, particularly irksome. From time to time one is left with the feeling that the book would have done better to either reduce its subject coverage or increase its size to become more encyclopaedic in nature. However, given the initial aims of the book, this comment may be unfair.

The brief chapters are each followed by a series of review questions which test the reader’s learning and require them to engage in further thinking around the topics discussed. There are also references provided should the reader wish to delve more deeply into the topics touched upon during the chapter.

A valuable and useful feature of the text is the manner in which practical examples of policies and developments are regularly introduced in order to illustrate the theories and subjects being discussed.

Tucked away at the end of the book is a very useful glossary of acronyms and library related jargon and terminology which I am sure most professionals would find as useful as students of the discipline.

The book avoids a UK bias by drawing equally on international, noticeably US, sources and providing a wider perspective wherever possible on issues such as legal and technological points.

For the modern student of Librarianship, Information Studies (and the modern terms by which the discipline is known) there is doubtless great value in this text as an

accessible, user-friendly and easy to use reference covering by far the majority of issues they are likely to encounter in their studies of the subject. For the more experienced professional the text may have some value for background reading, but it is unlikely to provide the detail needed for a working knowledge of the topics covered.

At just under £40 the book may well be out of reach of many impoverished students of the profession – but it would be surprising if it did not find its way into the short loan collections of the libraries of those Institutions offering courses relating to librarianship and information science.

Dominic Gilroy, Bradford Teaching Hospitals NHS Foundation Trust

Stead, A. (2008) Information rights in practice: the non-legal professional's guide. London, Facet Publishing. ISBN: 1856046206.

This book, written by Alan Stead an experienced practitioner in information rights, provides a very comprehensive overview of information rights as set out by UK legislation.

The chapters are structured around particular Acts/Regulations, including the Data Protection Act 1998 and the Freedom of Information Act 2000, with separate chapters discussing issues surrounding these Acts/Regulations including: the definition of 'personal data'; access to data; data sharing; exemption and exceptions; compliance; disclosure logs. Summaries are provided at the end of each chapter providing a useful synopsis. This ensures that the book is very useful and accessible both to people with a specific need as well as to those who wish to gain an overview of all the relevant legislation.

With regard to the Data Protection Act 1998, the book outlines what is regarded as the most important element of the data protection legislation: the rights of an individual to access data held about them. Also highlighted are the differences between sharing data on a one-off basis and on a regular basis. Complying with supplying data in an 'intelligible' form is also discussed as an 'intelligible' form may constitute providing the information in a minority language. With regard to disclosing personal information useful advice was provided regarding always documenting any decisions regarding disclosure in case the decision needs to be formally justified at a later date.

The Freedom of Information Act 2000 and the Environmental Information Regulations 2004 are both discussed together and their differences highlighted. Detailed information is provided regarding exemptions and exceptions including those related to information intended for future publication, information supplied in confidence and internal communications. All exemptions must pass the public interest test and the rules surrounding who applies the test and what the test involves are also outlined in detail.

Issues of compliance with the legislation and complaints are also discussed. The role of the Information Commissioner and the Information Tribunal are explained and

advice is provided regarding the services available through the Commissioner's website. Legislation governing records management is also briefly outlined as the proper management of records is vital in ensuring that all of the three main elements of information rights legislation are being adhered to.

Other UK legislation that may override data protection legislation is also outlined and details provided of cases where this may occur. None of the three main pieces of data protection legislation act independently of each other. Therefore interactions between these pieces of legislation are discussed as there are often overlaps, with many requests involving more than one piece of legislation.

The practical examples used throughout the book to illustrate the legislation being discussed are invaluable in translating what can be hard going legal jargon into practical everyday scenarios that library/information professionals may come across. Particularly useful was the section explaining exactly what the law regards as 'personal data'. Where sections from Acts/Regulations are referred to the exact reference for this is given in bold at the side of the text which is very useful if you wish to follow-up the point in the Act/Regulation itself.

Overall, this book provides a very thorough and easy to digest overview of the key elements of the UK data protection legislation. The examples and explanations provided in this book make the legislation more accessible and understandable and the practical advice given can be applied in the workplace. A very handy book to have in the office as a reference guide for ensuring that all data protection issues are dealt with appropriately and effectively!

Shona Kirtley, NLH Women's Health Specialist Library

Watson, M. (2008). Building your portfolio: the CILIP guide. London, Facet Publishing. ISBN: 978111856046121

Margaret Watson is probably the person best qualified to have written this book. Her CILIP credits are numerous; she was President of CILIP for 2003-2004, awarded FCLIP in 2004 and then Honorary FCLIP in 2006 after her "retirement". She is presently Chair of CILIP's Ethics Panel and is CILIP's representative of the UK Inter-Professional Group. She also facilitates training for members wishing to be on the CILIP Assessment Panels and the CILIP Mentor Scheme. But perhaps most pertinent is her time as Chair of CILIP's Qualifications Framework Steering Group.

CILIP launched its new Framework of Qualifications in 2005 and this long overdue book has been written to guide candidates for each of the four elements of the Framework: Certification, Chartership Membership, Fellowship and Revalidation for Chartered members, through the process of building a portfolio. It is the first publication on portfolios that gives comprehensive advice for ACLIP certification.

Chapter 1, the introduction, outlines the different qualifications and then proceeds to explain the rationale behind the portfolio approach. When explained, the reason for

building portfolios for assessment, rather than by traditional exams, makes perfect sense.

Librarians are working in so many diverse areas that it would be impossible to create “a fits all” examination. Furthermore, the reflective and evaluative approach stands the candidate in good stead for the rest of their professional life. Chapter 2 is about the Assessment Criteria. It discusses exactly what is meant by this, and then explains the different elements of the criteria for each qualification. The chapter continues by outlining the responsibilities of the Chartership Board, The CILIP Assessment Panels, Mentors, and Candidate Support Officers.

The subsequent chapters are each devoted to a specific key element of successful portfolio building: reflective writing, curriculum vitae, professional development plans, personal statements, supporting evidence, finishing with a chapter on bringing the whole process together. Each chapter has case histories for each qualification from successful candidates. This approach was one of the key elements that make this book easy to read and an essential resource for candidates, as examples are always a major aid in reinforcing a concept. The layout of the book, particularly the “Handy Hints and Tips” boxes, makes it very easy for the reader, having previously read the book through, to access pertinent points at a later date.

Candidates who have already read existing literature on building a portfolio, or have previously put one together as in the case of ACLIP certification, might approach this book with the view that it will only reiterate what they already knew, but this will almost certainly not be the case. The chapter on supporting evidence (chapter 7) that outlines what evidence should be included in a portfolio is far more comprehensive than previous publications, and clearly states: “each piece of evidence should demonstrate that you meet the criteria for the relevant award, each document should evidence the points in your personal statement.” This is especially helpful in presenting evidence as knowing how to include it in the evaluative statement can prove difficult. The example in one of the Chartership candidate’s case histories of a matrix to cross-reference your evidence against the criteria is a valuable suggestion that will rule out discrepancies when choosing supporting evidence. Also, the view that candidates should go back to their evidence at a later date, reflect again and re-evaluate is more sound advice, as almost certainly a candidate will realise that further evaluative judgements can be added as their professional development has progressed.

Therefore, this book should be highly recommended, not only to those building a portfolio for any of the qualifications for the first time, but also to anyone who is well down the route or near to finishing, as there are still valuable points to be absorbed that will lead to a successful portfolio and a qualification gained.

Mary Edmans, Essex Public Health Resource Unit

Miller, W and Pellen, R (2005) Libraries and Google. New York, Haworth Information Press. ISBN: 9780789031259

This collection of articles has been co-published simultaneously as *Internet Reference Services Quarterly*, Volume 10, 3/4, 2005. At the beginning of the book it is described as 'A thoughtful examination of how librarians can use Google® and best integrate its products into their services'. So it was with interest that I started to read.

There are 18 articles in the collection altogether. The topics are diverse looking at projects where Google has worked directly with libraries, for example on the Google Print project, to tests of how effective Google services are, for example the comparison of Google Scholar to a subscription database. Some articles are opinion pieces while others are written on the basis of research conducted into the impact/usefulness of Google within libraries.

Each article starts with a summary followed by key words and at the bottom of the first page of each article were the details of the author(s) and information on the online availability of the article. This information makes it easy for a reader to select the articles of greatest interest or relevance to them. The articles conclude with full references, including URLs, where necessary.

Almost inevitably the majority of articles are by authors based in the U.S. but I was pleased to see three contributions from authors from British institutions and, indeed, that one of the partner libraries in the Google Print project is the Bodleian Library.

I found all the articles to be very balanced, there were even examples of libraries producing guides to using Google Scholar, thus enabling their users to make the best use of the facility, while still discouraging its use by pointing out the limitations. Whether for or against, all the authors saw good and bad points.

At first glance I thought the wide range of opinions expressed in the articles reflected those of the library and information profession as a whole where it seems some think that the world would be a better place if Google was eradicated while others see that there is a place for Google and yet others embrace it wholeheartedly, but this was not quite the case – no-one spoke of getting rid of it. In my job I frequently scold people for using Google having developed the view that Google is bad (while on the other hand acknowledging how easy it is to use and making frequent use of it outside work). But these articles have been thought provoking – maybe there is a place for Google and its services within libraries? Perhaps it is time to stop fighting against it and start working with it? As Mark Sandler says 'Libraries are not going to reclaim Google users as their own. They're gone; get over it. People like the Web and they like using Google to access the web.' If this is true then you can't do better than read this book to get ideas for ways in which you and your library services can react to and/or work with Google and its products.

On the whole the book makes for interesting reading whatever your views but, in the fast moving world of the Internet, at 3 years old is almost certainly out of date (although a lot of what it contained was still news to me!). It will be interesting to see

if as well as libraries reacting to Google and its products, Google reacts to libraries to improve its products...

Abigail Williams, Heart of England NHS Foundation Trust

Webb, J, Gannon-Leary, P. and Bent, M. (2007) Providing effective library services for research. London, Facet Publishing. ISBN 9781856045896.

Although the authors recognise that research takes place in a wide variety of settings, the particular focus of this book is research in the university sector. Those looking for a book about supporting research in an NHS setting, for example, should look elsewhere. Since it is focused on universities, it covers the whole sweep of subject areas. The combined experience of the authors covers both old and new universities.

The context for the book is that although much attention has been given to how academic libraries can support students, researchers have possibly been neglected. However, research has always been a core part of universities' role, and income from research, such as that earned through the Research Assessment Exercise, is an essential part of most universities' funding. The focus of this book is how libraries can support this role.

In the past it was relatively straightforward: libraries should hold all the books and journals required by their researchers. However serial price inflation had rendered that an impossible aspiration, long before the rise of the Web and Google opened up vast amounts of information for everyone from their desktop. So how should libraries update their research support role for the digital age?

The authors go back to basics. After outlining some of the legal and technological context, they consider what research is and who the researchers are. This is a very valuable chapter. Researchers are not an homogenous group. There is a great difference in need between the part-time PhD student, the contract researcher and the tenured professor. This is vividly illustrated in a series of fictional case studies. An interesting idea suggested is a PLUS (Personal Library Update Session) for more experienced researchers who feel left behind by internet developments and do not want to show it.

The authors assert that "without collections, either physical or virtual, our [librarians'] role is meaningless." Nonetheless, the problem of no library being able to hold everything is well described, as are possible remedies, such as collaboration between libraries. It is all very well relying on access to resources through inter-library loan, but someone has to have it somewhere, and there is not much co-ordination between universities in collection management. There is also a useful chapter on where to look online to locate different literature types, such as theses, books and grey literature.

Moving on to the services the library can provide to support research, the authors recommend a combination of personal contact and surveys to find out what is wanted. The former is obviously difficult when there are lots of people involved, but we can

all do this to some extent. As relationships are built, so is the ability of librarians to offer a value-added service where and when it is needed. One surprising point was that many researchers still value the library as a physical place: a concentration of resources where they can potentially work without disturbance. Guidance is also given on the best way to teach information literacy to researchers. One has to be careful to pitch training at the right level. Much of the content is relevant to all adult learning situations. The authors argue that revealing the tricks of the trade actually enhances one's professional standing

Looking to the future, the authors identify several areas of library activity. Will there be a move back to separate undergraduate and research libraries? The recent controversy over giving undergraduates access to the British Library is indicative of this. Will Generation Y researchers (born after 1982) approach research in a fundamentally different way from their predecessors? The recent British Library report "Information behaviour of the researcher of the future" suggests that actually the "digital immigrants" are catching up with the "digital natives" in their use of web technology. In any case the academic culture has changed and is changing much.

The book ends with ten key principles for library support for researchers. Many of these, such as "know your users", are transferable across sectors, while others are more specific. They are mainly common sense, but there are a number of useful practical ideas.

In short this is a useful overview on the best ways for libraries to support researchers in universities.

Stephen Ayre, George Eliot Hospital NHS Trust

Current literature

Technology

Cotter, L., Lewis, S. and Wood, G. (2008) Web 2.0 and Australian Health Librarians. **Health Libraries Australia News**. [Internet] March, pp1, 9-11.

<http://www.alia.org.au/members-only/groups/hla/hla.news-mar.2008.pdf> (OA)

This article is a study (using the 2007 Medical Library Association survey as a framework) of 203 Australian health librarians across 147 libraries on their use of web 2.0 technologies and attitudes towards them.

What MLA members told us about social networking:

<http://sns.mlanet.org/blog/2007/09/24/what-mla-members-told-us-about-social-networking>

Obst, O. (2008) Web 2.0. **Journal of the European Association for Health Information and Libraries**. [Internet] 4(1), pp45-48.

http://www.eahil.net/newsletter/journal_2008_vol4_n1.pdf (OA)

A very entertaining web 2.0 editorial by Oliver Obst from the University of Munster, Germany.

Evidence-based healthcare

Booth, A. (2008) Google: it's all at the Co-op now ! **He@lth Information on the Internet**. 62, pp3-4 <http://hii.rsmjournals.com/cgi/content/abstract/62/1/3>

Andrew Booth gives Google Co-op (free custom search engine) a test drive and assesses it as a potential platform replacement for Netting the Evidence.

Google Co-op (beta form): <http://www.google.com/coop>

Netting the Evidence: <http://decenturl.com/google/nettingtheevidence>

Bracke et al. (2008) Evidence-based medicine search: a customizable federated search engine. **Journal of the Medical Library Association**. 96(2), pp108-113.

<http://www.pubmedcentral.nih.gov/picrender.fcgi?artid=2268222&blobtype=pdf> (OA)

The authors report on the first findings of a collaboration between clinicians and librarians at the Arizona Health Sciences Library to develop an EBM federated search tool.

Google Custom Search (beta form): <http://www.google.com/coop/cse>

DeLuca et al. (2008) Developing a comprehensive search strategy for evidence based systematic reviews. **Evidence based Library and Information Practice**. [Internet] 3(1), pp3-24.

<http://ejournals.library.ualberta.ca/index.php/EBLIP/article/view/855> (OA)

Information specialists at the National Center for HIV/AIDS, Hepatitis, STD and TB Prevention have designed an evidence-based framework for systematic reviewing - based on automatic and manual retrieval techniques. This intricate piece of research will be of special interest to health researchers and information professionals contributing to in-house literature databases.

Journals

Bernal-Delgado, E. and Fisher, E.S. (2008) Abstracts in high profile journals often fail to report harm. **BMC Medical Research Methodology**. [Internet] 8(14).

<http://www.biomedcentral.com/content/pdf/1471-2288-8-14.pdf> (OA)

A rather worrying article on the underreporting of harm in medical journal abstracts.

CONSORT (Consolidated Standards of Reporting Trials):

<http://medicine.plosjournals.org/perlserv/?request=get-document&doi=10.1371/journal.pmed.0050020>

Sagi, I. and Yechiam, E. (2008) Amusing titles in scientific journals and article citation. **Journal of Information Science**. [Internet] 20(10)

<http://jis.sagepub.com/cgi/content/abstract/0165551507086261v1> (Link to abstract - free with a CILIP membership)

Sagi and Yechiam look at how psychology journals with amusing titles or illustrations are perceived by readers and the impact this has, later on, on citations.

Starr, S. and Williams, J. (2008) The long tail: a usage analysis of pre-1993 print biomedical journal literature. **Journal of the Medical Library Association**. [Internet] 96(1), pp20-27.

<http://www.pubmedcentral.nih.gov/picrender.fcgi?artid=2212321&blobtype=pdf> (OA)

A really useful article for those of us experiencing or planning a refurbishment/relocation and wondering how to best manage their printed journal collection.

Susan Starr and Jeff Williams from the Biomedical Library at the University of California in San Diego went through this process in 2003. They share here the lessons learnt by running us through their initial considerations e.g. off site storage, stock withdrawals, online archiving, impact on inter-library loan service, etc and analysing, 3 years later, the requests received for their pre-1993 stock held off site.

Customer service

McKnight, S. and Berrington, M. (2008) Improving customer satisfaction: changes as a result of customer value discovery. **Evidence based Library and Information Practice**. [Internet] 3(1), pp33-52.
<http://ejournals.library.ualberta.ca/index.php/EBLIP/article/view/920> (OA)

This research focuses on establishing a hierarchy of 'values' and 'irritants' amongst university staff and students at Nottingham Trent University in order to improve their customers' experience and level of satisfaction.

Customer satisfaction model of Kano:

http://www.12manage.com/methods_kano_customer_satisfaction_model.html

Information literacy

Sundin, O., Limberg, L. and Lundh, A. (2008) Constructing librarians' information literacy expertise in the domain of nursing. **Journal of Librarianship and Information Science**. 40(1), pp21-30
<http://lis.sagepub.com/cgi/content/abstract/40/1/21> (Link to abstract - free with a CILIP membership)

This qualitative study seeks to identify through the interviews of 16 Swedish nursing students, 1 librarian and 1 nursing lecturer librarians' key skills relating to information literacy and nursing. The three main areas of expertise surfacing are technical-administrative, information searching and source evaluation.

Literature searching

Gorraiz, J. and Schloegl, C. (2008) A bibliometric analysis of pharmacology and pharmacy journals: Scopus versus Web of Science. **Journal of Information Science**. [Internet] 20(10)
<http://jis.sagepub.com/cgi/content/abstract/0165551507086991v1> (Link to abstract - free with a CILIP membership)
http://eprints.rclis.org/archive/00011966/01/JIS-0584_-_v3_-_A_bibliometric_analysis_of_pharmacology_and_pharmacy_journals_-_Scopus_versus_Web_of_Science.pdf (OA)

The authors investigate the differences between SCOPUS and Web of Science by scrutinising their coverage of pharmacy and pharmaceutical science journals, subject categories used, types of documents included, data reliability and appropriateness for bibliometric analyses – with interesting conclusions.

Fabienne Michaud, The Royal Society of Medicine
Contributions should be sent to Fabienne.Michaud@rsm.ac.uk or Library Services,
The Royal Society of Medicine, 1 Wimpole Street, London W1G 0AE.

Diary of events

23 June 2008

Librarians in Child Health Conference
Children's Hospital, Sheffield

<http://www.library.nhs.uk/ChildHealth/ViewResource.aspx?resID=286569>

To register please send your contact details (name, address, telephone number and email) to childhealth@sheffield.ac.uk after which we will confirm your place.

Free (right reserved to charge £50 for non-attendance)

23 – 28 June 2008

Towards a New Information Space: Innovations & Renovations (EAHIL Annual Conference)

Helsinki, Finland

https://eventnordic-fi.directo.fi/congreszon/eahil_2008/

€430

26 June 2008 (& also 19 November 2008)

Evidence-based Healthcare on the Web

Cilip, London

<http://www.cilip.org.uk/training/training/2008/libinfo/evidencebasedhealthcare.htm>

Cilip Members £305+VAT (personal); £370+VAT (institution); Non-members £430+VAT

27 June 2008 (& also 5 September 2008)

Online Searching Course (Basic)

BMA, London

<http://www.bma.org.uk/ap.nsf/Content/HubLibraryCourses>

BMA Members £160+VAT; Non-members £320+VAT

27 June 2008

Evidence-based Practice Workshop (CEBM)

The Department of Continuing Education, Ewert House, Ewert Place, Summertown, Oxford

<http://www.cebm.net/>

£285

6 – 9 July 2008

Health Technology Assessment International (HTAi) 2008, 5th Annual Meeting
Montreal, Canada

http://www.htai2008.org/en_home.phtml

5 packages available, see website for further details

11 July 2008

Online Searching Course (Advanced)

BMA, London

<http://www.bma.org.uk/ap.nsf/Content/HubLibraryCourses>

BMA Members £160+VAT; Non-members £320+VAT

15 July 2008

Critical Appraisal Skills for Healthcare Librarians: the Basics
Cilip, London

<http://www.cilip.org.uk/training/training/2008/libinfo/criticalappraisalskills.htm>

Cilip Members £200+VAT (personal); £235+VAT (institution); Non-members
£275+VAT

21 – 22 July 2008

Impact & Influence: Evolving to Succeed (Health Libraries Group Conference 2008)
Cardiff City Hall, Cardiff

<http://www.cilip.org.uk/groups/hlg/conf2008/>

HLG Members £230+VAT; Non-members £275+VAT

10 – 14 August 2008

Libraries without borders: Navigating towards global understanding (IFLA 74th
General Conference & Council)
Quebec, Canada

<http://www.ifla.org/IV/ifla74/index.htm>

IFLA Members €485; Non-members €585; Accompanying person €320; Student
€230

8 September 2008

Basic Critical Appraisal Skills Workshop (BMA/ScHARR & Trent RDSU)
Newcastle (e-mail enquiries to p.j.qanem@sheffield.ac.uk)

<http://www.bma.org.uk/ap.nsf/Content/HubLibraryCourses>

£140+VAT

8 – 12 September 2008

CASP International Network Training Week
St. Hugh's College, Oxford University

<http://www.cebm.net/index.aspx?o=1137>

£1,100

12 September 2008

Finding the Evidence Course
BMA, London

<http://www.bma.org.uk/ap.nsf/Content/HubLibraryCourses>

BMA Members £180+VAT; Non-members £360+VAT

16 – 17 October 2008

Translating 2.0 Technologies for Tangible Benefits & Transparency (Internet
Librarian International 2008)

Novotel London West, London

<http://www.internet-librarian.com/index.shtml>

Details & prices not yet available

25 November 2008

King's Fund Annual Conference 2008

King's Fund, London

http://www.kingsfund.org.uk/events/kings_fund_1.html

Commercial £300+VAT; Public Sector £250+VAT; Voluntary Sector £200+VAT

*Elise Collins, Information Specialist, National Collaborating Centre for Cancer
Contributions should be sent to elise.collins@nccc.wales.nhs.uk*

Newsletter editorial notes

CILIP Health Libraries Group Newsletter is a supplement to *Health Information and Libraries Journal* which is the official journal of the Chartered Institute of Library and Information Professionals Health Libraries Group (HLG). Published quarterly by Blackwell Publishing, reduced rates are available to students, members of HLG, the European Association for Health and Information Libraries (EAHIL), the Medical Library Association (MLA) and the Australian Library Association (ALIA). Members requiring the journal should order direct from Blackwell Publishing Ltd., 9600 Garsington Road, Oxford OX4 2DQ, quoting their CILIP membership number.

Contributions to the *Newsletter* should be sent to:

Editor	Emily Harker emily.harker@leedsth.nhs.uk
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Current literature	Fabienne Michaud Fabienne.Michaud@rsm.ac.uk
Diary of events	Elise Collins elise.collins@nccc.wales.nhs.uk

Next Copy dates:

Issue date	Deadline for content
September	15 August
December	14 November

HLG Members email discussion list

Sign up today by going to <http://www.jiscmail.ac.uk/hlg-members> and following the onscreen instructions.
