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Editorial

Hello and a warm welcome to the June '09 issue of the newsletter. I have been overwhelmed with contributions this month which is fantastic and I hope it will continue. Indeed, some of you may be in Dublin for the EAHIL workshop, or perhaps at the end of this month some of you will be lucky enough to be going to Sweden for the EBLIP5 conference. And of course we also have Umbrella in July. Plenty of opportunities for personal development both in terms of attending and also in writing a piece for publication in a future newsletter issue, so I am already looking forward to reading your interesting reports/articles! Infact to help you on your way, you may find the Spotlight article about bursaries useful.

As professionals working within this sector, we are well-used to change. Since the last issue, there has been a major change to what had become an established element of our professional landscape: National Library for Health became NHS Evidence. The HLG committee asked for feedback from members to ensure that our voice is heard regarding how this develops, and am sure we will all be observing its development with interest.

On the theme of change, whilst writing this editorial I received an email from a colleague about forthcoming changes to Intute to be launched at the end of July. As a result of extensive user feedback Intute is being re-designed to simplify access to subject areas and the popular VTS (Virtual Training Suite) is being updated too. We will be able to hear more about this in an article in the next issue.

If you would like to get involved or have ideas for columns/developments or if you would like to write a short piece (1000-1500 words) for the newsletter then do please get in touch with me. I hope you enjoy reading this bumper issue. See you next issue.

With very best wishes

Elise Collins, Editor.

Please make sure you have registered your email address with Cilip via the website otherwise you could be missing out on important HLG announcements.

It is not enough to have given your email address when renewing your Cilip subscription. You need to register via the Cilip website:

<http://www.cilip.org.uk/aboutcilip/welcome>

Group news

HLG – CPD Panel

The new Chair of the panel is Helen Elwell, BMA Library Search Services, British Medical Association.

The panel has the following new members:

- Syed Adnan Adil, Knowledge Support Librarian, Basingstoke and North Hampshire NHS Foundation Trust.
- Debbie Hagon, Librarian, Arthur Rank House, Cambridge Community Services.
- Frank Norman, Librarian, MRC National Institute for Medical Research.
- Richard Parker, Head of Knowledge & Library Services, Walsall Hospitals NHS Trust.
- Nikki Smiton, Information Specialist, Kings Fund.
- Sarah Sutton, Clinical Librarian, University of Leicester.
- HLG Conference Director - Pip Divall, Clinical Librarian, Education Centre Library, Leicester General Hospital.
- HLG Conference Programme Lead - Stuart Glover, Deputy Librarian, Education Centre Library, Leicester General Hospital.

Welcome to all new panel members and thank you to those members leaving the panel who have contributed their hard work and support to the many panel activities.

The panel welcomes suggestions for possible study day topics so please feel free to contact us.

HLG CPD Chair

HLG – Ideas and Advocacy Panel (HLG's Policy Group)

The Health Libraries Group has taken the opportunity of the creation of the Cilip Policy Forum in 2008 to review its own policy apparatus. Melanie Brocklehurst, Chair of HLG at the time, sought a volunteer to represent HLG on the new Cilip Policy Forum. Maurice Wakeham rather rashly agreed to be the representative and, as such, became chair of the HLG's policy panel, which at that time existed in name only, and a member of HLG committee.

The first discussion centred on what the HLG's policy panel should call itself. There was also the small matter of membership. Some volunteers have come forward to enable a formal panel to get under way. The panel's concerns are with influencing opinion, reflecting and generating ideas and advocating the role of the health librarian. The expectation is that most of the Panel's deliberations will be digital but we decided to meet in person earlier this year.

The Panel met on 9th February 2009 at the King's College Guys Hospital site. Present were Gillian Foster, Vicky Sergeant, Sarah Lawson, who organised the venue and came bearing refreshments, Alan Fricker and Maurice Wakeham (Chair). Helen Buckley Woods is also a member but was unable to attend the meeting.

Work of the Group so far

Responses have been made to requests from Cilip, in the form of Guy Daines, on Informal Adult Learning and Delivering Digital Inclusion. A document has also been produced, based on information gathered from HLG members, about the National Service Framework.

Helene Gorring attended the first Cilip Policy Forum and Maurice Wakeham has attended two further meetings of the Forum on behalf of HLG and one meeting of the SCONUL/Cilip Health Strategy Group. Notes have been circulated to the HLG Committee of these meetings.

Reviewing the Terms of Reference

The group looked at the *Terms of Reference* that had been presented to and accepted by the HLG Committee in September 2008. Essentially the *Terms* were seen as reflecting what we want to do. What we decided we would seek to do is:

- To assist and seek to influence corporate Cilip in matters relating to health care policy through representation on the Cilip Policy Forum.
- To identify the needs and the views of HLG members in relation to aspects of health care policies that may affect them and their services.
- To work within the Joint SCONUL/CILIP Health Strategy Group to assist in mapping the role of library and information professionals within the framework of UK health care policy.

There was some discussion about the name of the group, with Ideas and Advocacy Panel seeming the most popular. Concepts of engagement and influence were also discussed, though it also seems very easy to refer to it as the Policy Panel.

The Role and Function of the Panel

Taking the lead from the *Terms of Reference* we decided that the panel would welcome contributions from the membership on professional topics relevant to them. To this end the HLG membership has been asked to comment on the NHS Evidence proposals on the accreditation of resource providers.

The panel will continue to respond to requests for input from Cilip where the issues are deemed to be relevant. We will canvas the HLG membership for its views where appropriate, bearing in mind that members will not want to be inundated with such requests. The web pages would be updated accordingly (see <http://www.cilip.org.uk/specialinterestgroups/bysubject/health/policy>)

The panel will seek to promote its work through the HLG web pages and the Newsletter.

Relationship to the Public Health Online Reference Group (PHORG)

This group has been established by Cilip to provide expert opinion to the Chief Executive in his role as a member of the NHS Choices User Panel, to progress the Cilip Libraries and Public Health policy statement and to monitor developments in the field. We decided that the Panel needs only to have an awareness of the activities of the PHORG.

There's more

Among other topics discussed, was the development of *NHS Evidence* and the role of Librarians within its work. There was also talk about what exists to explain Health Librarianship to new recruits to the profession.

As a primarily virtual group we did not think it necessary to make a date for another face to face meeting at this time but we thought we would almost certainly wish to meet again in the future.

HLG Ideas and Advocacy Panel Chair

Health Information and Libraries Journal

Are you interested in becoming a reviewer for the HLG journal, Health Information and Libraries Journal (HILJ), but are not sure where to start?

HILJ has a score sheet to help guide you through the reviewer process and, by selecting key words which best suit your area of expertise, you'll only be invited to review those papers in areas you feel confident with.

You can sign up as a reviewer by visiting the HILJ Manuscript Central site online at <http://mc.manuscriptcentral.com/hilj> There you'll be able to create an account, input your contact details and choose key words that will be used to identify potential reviewers for submitted manuscripts... and that is it! Just sit back and as soon as we receive a manuscript that appears to fit your profile, we'll be in touch.

If you have any problems registering please contact the journal Editorial Office at dhollings@wiley.com where you will be assisted.

In this issue we welcome Maria Grant as the new editor. The contents of the June issue are as follows:

Editorial

Maria Grant

Review article

A typology of reviews: an analysis of 14 review types and associated methodologies. M Grant and A Booth

Original articles

Bibliotherapy for mental health service users: Part 2. A survey of psychiatric libraries in the UK. D Fanner and C Urquhart

The role of the information specialist in supporting knowledge transfer: a public health information case study.

When is a search not a search? A comparison of searching the AMED complementary health database via EBSCOhost, OVID and DIALOG. P Younger and K Boddy

The impact of library services in primary care trusts in NHS North West England: a large-scale retrospective quantitative study of online resource usage in relation to types of service. K Bell, S Glover, C Brodie, A Roberts and C Gleghorn

Introduction to the Virtual Olympic Games Framework for online communities. D Stoilescu

Regular Features

International perspectives & initiatives
The impact of electronic resources and new technology in academic medical libraries in Romania. O-L Porumbeanu

Learning & teaching in action
Learning about learning. E Harker

Using evidence in practice
Fahrenheit 451?: a "burning question" on the evidence of book withdrawal. A Booth

Obituary
Eileen Read 1921-2008
V Ferguson

Penny Bonnett, Assistant Editor, Health Information and Libraries Journal

Sub-Group News

IFM Healthcare

IFMH Members Discussion List

All associate and subscriber members will be joined automatically. To post to the list email ifmh-members@jiscmail.ac.uk. Visit <http://www.jiscmail.ac.uk/cgi-bin/webadmin?A0=ifmh-members> for details.

INFORM on www.ifmh.org.uk

The summer issue of INFORM (19.3) will be published in mid June 2009.

Committee Elections

The following officers were elected in the March 2009 Committee meeting:

Web Editor	Anthea Sutton
Joint Study Day Co-ordinator	Paul Howley
Treasurer	Kath Wright
Chair	Richard Bridgen
Joint Editor INFORM	Alan Lovell

The following posts were co-opted:-

Secretary	Samantha Unamboowe
Joint Study Day Co-ordinator	Adrienne Speake
Publicity Co-ordinator	Elisabeth Barry

Study Days

The presentations from the study day, Joint HLG Wales & IFMH Study Day: "Thinking About the Business of Change", are available on our website: <http://www.ifmh.org.uk/studydays.html>

Elisabeth Barry, Publicity Co-ordinator, IFM Healthcare

Libraries for Nursing (LfN)

Bulletin

We have recently published our first issue for 2009 and will produce a further two. Articles, current awareness and reviews are welcomed. Please do contact us if you would like to contribute to the bulletin. Items for the next issue need to be received by the end of July.

Committee

We have recently welcomed a number of new committee members: Julia Abell, Sally Bartlett, Janine Farnham, Linda Harrison, Alison Paul and Sarah Thompson.

Study day

LfN has a study day planned for Friday 27th November 2009 at the Royal College of Nursing in London. This will be on the broad theme of Web 2.0. Details still to be finalised.

Core Collection for Nursing

Work is progressing on the core collections with the Mental Health Core Collection to be completed first.

Mailing list

There is a JISC mailing list 'lis-nursing' (lis-nursing@jiscmail.ac.uk) which is useful for everyone working in nursing, midwifery and health library & information services.

Membership

If you wish to subscribe or renew your subscription to LfN for 2009 (you receive copies of our bulletin and get reduced rates at study days) please contact our membership secretary Lori Havard. Email: l.d.havard@swansea.ac.uk

Jane Shelley, Chair, Libraries for Nursing

HLG Wales

No news this session.

Spotlight

Getting excited about bursaries

It's not a very exciting word, "bursary", is it? To me it has echoes of officialdom, finance and dusty 19th-century schools. What it really means is MONEY! That sounds much more exciting. I can't say I'm too enthralled by the sound of "professional development" either – it has a very dry, abstract and worthy feel to it. What it really means is courses and conferences. OK, that's not quite as exciting as *money* but if you look at CILIP's calendar of events <http://www.cilip.org.uk/training/calendar> or the list of health-related events that HLG provide <http://www.cilip.org.uk/specialinterestgroups/bysubject/health/events/training/nonhlg> you're sure to find an interesting topic that you need to know about, or a conference that will broaden your horizons.

Conferences and courses

David Lodge's novel *Small World* gives a very vivid, if exaggerated, picture of the world of academic conferences – the gathering of great minds from across the world, the intense social and professional networking activity, the late-night conversations at the bar ... the awful tiredness the next morning as you realise you overdid it. In the world of library conferences there is less excess and more seriousness than Lodge portrays, but the old adage about the best part of a conference often being outside the lecture hall does often hold true. It's often the conversations that you have with colleagues you never knew existed that will stay in your mind. If you choose your conference well you should also find that a good smattering of papers are of interest to you, and perhaps some of the posters too. Posters are good because you get a chance to talk to the author about their work.

In contrast to the broad brush of the conference, a training course can let you focus in depth on one issue. Perhaps you want to know more about one of the new digital tools that emerge so rapidly these days, or learn about a legal issue, or just hear informed comment on a professional trend that has assumed prominence. A good training course can stimulate your thinking and provide a chance to discuss what you learn with other course attendees.

I hope I have persuaded you that you should spend some time thinking about HLG's bursaries for professional development, and that you should even consider applying for one of them. Think of them as **money** that will let you follow up an **interest** or broaden your **horizons**. There is a catch of course as it does have to be related in some way to health libraries, but hopefully you do have some interest in that topic, or I'm writing in the wrong newsletter.

HLG bursaries

The Health Libraries group has a long tradition of supporting its members in their professional development. It is important that we have opportunities to learn about new developments and that we are stimulated by the challenge of new thinking. HLG Bursaries can be used for either training courses or conferences. Up to £250 is available per award and can be used for course/conference fees, travel costs (up to £100) and accommodation (for a conference).

There are some restrictions. Only HLG members are eligible to receive a bursary, though you don't have to be a CILIP member. You will also have to agree to produce a report of the event to be published in the HLG Newsletter.

Applications should include clear statements on why you have chosen the particular event and how you plan to utilise the new knowledge and skills that you hope to gain from attendance. These are the most important part of the application. You also need to include a clear indication of the costs of attendance, broken down into fees, travel and accommodation, and the amount you are seeking from the bursary. Finally, you should confirm that your line manager has given approval for you to attend the event.

In a recent change of procedure, awards are now made four times a year – in January, April, July and October. The next two deadlines for applications are 26th June and 9th October, and decisions will be made about two weeks later by the HLG CPD Panel.

International opportunities – Leslie Morton Memorial Bursary Fund

From 2010 HLG will be administering a new source of bursaries – the Leslie Morton Memorial Bursary Fund. These bursaries are intended for HLG members who wish to attend an international conference in health librarianship, medical bibliography or medical history. A maximum of £1000 p.a. will be available. Applications will be considered twice a year, in January and July.

Just to whet your appetite, as I write there are two HLG members attending the MLA conference in Hawaii. Pam White was awarded an HLG bursary and will present a paper on Professional Development for Librarians in Kenya. Katrina Dalziel won an EBSCO bursary to attend MLA. She has started blogging her experiences there, with photos, on <http://hlgwales.wordpress.com>

Apply soon!

HLG Bursaries are not dull – they are a chance to give your career a lift, to deepen and broaden your professional knowledge. Take a look at the program of professional events over the next 12 months and start planning your professional development now. HLG Bursaries and Leslie Morton Memorial Bursaries can help you get to the events you need.

More information and application instructions are on the CILIP HLG website:
<http://www.cilip.org.uk/specialinterestgroups/bysubject/health/awards/HLG+Bursary.htm>

HLG CPD Panel

Articles

Pathway to information literacy & empowerment: Providing information skills training for mental health & primary care staff in SE London, 2005 - 2008

The Information Literacy Outreach Project was set up in 2005 to develop, promote and deliver information skills training programmes to mental health and primary care staff in South-east London. The project was jointly funded by the SELWDC and King's College London.

The main objective of the Project was to improve staff awareness, usage and skills in searching evidence-based resources. It also helped to raise the awareness and usage of library and information services and establish a community of practice amongst outreach trainers in South-east London.

Initially, two trainers were employed on two-year fixed-term contracts; one based at Denmark Hill, King's College London and the other at Lambeth Hospital library, South London and Maudsley NHS Trust (SLaM). I was employed, by King's, as an Outreach Trainer in June 2007 for 15 months and managed the Project until it ended in September 2008.

Training delivery

Training was delivered to staff from very broad catchment areas in south-east London: Bexley Care Trust, Lambeth Primary Care Trust, Lewisham Primary Care Trust, Southwark Primary Care Trust, SLaM (covering the London boroughs of Lambeth and Southwark, Lewisham, Bromley and Croydon). Public library staff were also served by the Project to support them in locating health information for patients and the public at large. Health trainers working within the Lambeth, Southwark and Lewisham catchment areas were also served by the Project.

Promotion/marketing

The training was advertised through mailouts, emails, newsletters and specially designed flyers and bookmarks. The latter were distributed through NHS libraries and information points throughout the localities and mailouts. Word of mouth had proved important in users hearing about the service. Invitations to specialist team meetings and delivering presentations also proved to be essential as it helped to establish contact and, indeed, long-term professional relationships.

I relied heavily on London Transport (bus and over-ground trains) to get around the vast localities. On one occasion, I arrived at a medium security mental health unit for an on-site training day for mental health staff. It was in a fairly remote area of Croydon when upon arrival I was escorted by security guards in jack boots clutching some fierce-looking Alsatians! Needless to say the day was a success but I wasn't looking forward to being escorted back to the main road.

Training courses

Standard training courses were delivered (Health Information on the Internet, Introduction to the Clinical Databases, Advanced Guide to the Clinical Databases and The Cochrane Library) as well as additional and tailored courses (Complementary therapies, Introduction to electronic resources, What is Evidence-

based Practice? Levels of Evidence, PICO Search Strategy and Introduction to Critical Appraisal). Training materials were developed or adapted to support all the courses.



Some brief findings

- 2,620 people attended sessions. The numbers included presentations, staff and student inductions, and tailor-made courses
- Most people attending training were from SLaM and Bexley Care Trust
- The most attended training session was NLH Search 2.0 (formerly Introduction to the Clinical Databases) followed by E-resources and Health Information on the Internet
- Nurses (practice and mental health) and doctors (SHO, SPR, GPs and Consultants) were the top two professions being trained
- Around 46% of courses were group and 54% were 1:1
- 96% of attendees rated the training as Excellent or Good. 31% stated their awareness of resources was relatively low prior to training compared to 92% who felt this was raised after training
- The Project had demonstrated that there was a significant demand for outreach training from primary care and mental health staff, who would not otherwise have access to such training from their local library services
- Evaluation and monitoring showed that training increased awareness, confidence and usage of evidence based resources.

Issues and challenges that impacted on the Project

- Project covered large localities and a wide range of NHS staffing groups working sometimes in remote and often densely populated areas of South-east London

- The information needs of NHS Primary Care and Mental Health staff working in what is considered as some of the poorest and culturally diverse areas in the country (namely London Boroughs of Lambeth, Southwark and Lewisham) were varied and sometimes demanding
- Providing venues for training became less problematic as all NHS staff had Internet access at their place of work. Venues for group training were commutable and within the community. This was often due to the support of Information managers and Project partners and stakeholders
- Access to healthcare databases and online resources depended upon the robustness of each of the Trust's IT infrastructure. Challenges sometimes occurred in broken connections, no overhead projectors or no access to PowerPoint presentations
- Only two trainers worked simultaneously for eight months over the course of the Project
- There were often long timescales between initial interest and publicity, about the Project, before take-up of training sessions. Time was also taken up in follow-up calls and emails
- Scheduled training sessions, whether aimed at specific or mixed staffing groups, were met with low turn out or cancellations
- Change from fixed date group training to on-site training sessions (mutually arranged with service leads) saw a reduction in cancellations by 2008
- Up until early 2007, 1:1 personalised training sessions accounted for 50% of all sessions. In 2008 this rose to 63% as NHS staff indicated this was a much more favourable option
- Time constraint issues, notorious amongst NHS staff, was tackled by offering 1:1 training sessions for a minimum of one hour and 30 minutes.

Recommendations

The ending of the Outreach Project, along with local policy changes, has resulted in significant gaps in training provision across South-east London, specifically in Bexley, Lambeth, Southwark and Lewisham PCTs, and SLaM. The lack of provision in SLaM is particularly significant, both due to the Academic Health Science Centre, of which SLaM is a partner, and also because SLaM has had continuous outreach training provision for several years, preceding the Project. Extra funding for a dedicated trainer is therefore needed to ensure a fully effective outreach training service, to ensure that primary care and mental health staff receive equitable information skills training.

Events so far

- A poster about the Project was showcased at the HLG Conference, 2008
<http://www.cilip.org.uk/NR/rdonlyres/CC5D7E36-81E0-4A28-8D62C20445895582/0/Pathwaytoinformationliteracyandempowerment.pdf>
- The poster was submitted at the NHS/HE Partnership Event, London 26th November 2008 where it achieved 2nd place in a prize draw
- Alignment Toolkit, London Health Libraries
http://www.londonlinks.ac.uk/resources/files/alignment-tool/14Information_literacy.pdf
- Link to final report
<http://www.kcl.ac.uk/content/1/c4/94/76/FinalEvaluationReport2008.doc>

Marlene Blackstock, Information Specialist (NHS Support), King's College London

Grey literature fast forwards onto the Web at Liverpool's FADE library

During the recent Harold Shipman and Alder Hey enquiries grey literature proved an invaluable source for investigators seeking to understand prevailing thinking and context of judgements made at the time. Liverpool's NHS FADE library specialises in grey literature - electronic and print information not produced by commercial publishers - and the FADE collection includes hard copy material such as NHS circulars from 1948 onwards. The library is designed for GPs, nursing staff and managerial members of the PCT and allied health professionals involved in primary care.

A great deal of valuable information is never published in the conventional way. Such documents are difficult to identify and obtain through the usual channels and it is for this reason that they are referred to as 'grey literature.' Examples of 'grey literature' may include theses, reports, conference papers and proceedings, translations or official government material. FADE is very forward-thinking in its use of ICT both for marketing the library and for providing online access to materials, as well as using Softlink Liberty's web-based library management system, FADE runs its own blog and RSS feeds and recommends quality websites to library patrons.

As the Liberty LMS is web-based, FADE users can obtain remote access to the catalogue 24/7. This 24 hour access mirrors users' needs. Some current and recent grey literature is now available electronically and library users can link directly to the documents from the library's web-based Softlink Liberty OPAC or can receive copies on request if they are Crown Copyright. Liberty also provides the option of electronic ILL. The library also provides much information in hard copy format as they find that there is still a generation of staff who are not massively IT literate or have a cultural preference for reading on paper. The fully web-based nature of the Liberty OPAC means users can now search the catalogue themselves and renew their own books from work or home while it is also user-friendly enough for less IT confident patrons. Being web-based has also opened the OPAC up to flexible working patterns for library staff who can now catalogue from home or another site. The library staff are also keen to use sophisticated new functions available in the LMS such as generating RSS feeds from the library or sending out new books lists through services such as Feedburner.

FADE has run a blog since 2002. The current blog is primarily used to quickly disseminate new information on the latest grey literature using open source application Word Press. Each blog category creates its own RSS feed automatically. Kieran Lamb, Head of Library Services for FADE, finds that the blog draws people to the website and catalogue and this helps to drive use of the catalogue: the Liberty OPAC icon is the number one most clicked link from the blog.

The librarians have also introduced the use of social bookmarking tools such as Diego and Blinklist so that when they tag news, they generate more RSS feeds. This produces 800-900 feeds, a valuable service as patrons often have patients bringing in newspaper clippings and the RSS alerts help the care provider to be aware of these and allay any concerns or to research the subject in advance. IT access in the NHS can be problematic because there is no uniform IT set-up, so users can usually get onto the library website and catalogue but may not be able to access streaming media such as pod casts or MP3 casts. To counter this, FADE also converts current awareness into HTML and PDF emails for end users and other libraries around the North West. The library also generates pod casts and uses a Textaloud screen reader that generates an MP3. These are proving popular with an average of 85 listeners for each pod cast produced.

As grey literature cannot follow accepted library classification procedures, indexing can be very complex and was imperative that the library had a flexible management system to encompass this. For example, they needed to design coding to denote what kind of letter it was and where in the system it was kept. Liberty was able to offer that flexibility and has resulted in the library service having a much higher visibility than previously.

Marketing the FADE service and saying 'we're here' is a very important continuous exercise and the librarians spend considerable time and effort ensuring that the library is promoted accurately. They use Liberty for pulling together quick lists of valuable websites into reading lists and amending them easily. Reading lists have proved a useful way to drive more users to the library and to provide patrons with shortcuts for defined user groups or collections.

The library's marketing programme includes corporate inductions, postcards, word-of-mouth, blogging, the website, networking amongst senior people in the PCT, unusual giveaways such as twisty notepads and useful things like rulers. Most organisations tend to give more run of the mill items such as pens and the library finds its more interesting giveaways help it to be remembered. One of the most useful marketing items is a map postcard, which is given to library users and potential users. A stack is also given to the security guards on the library building and neighbouring buildings so that they can direct users to the library more easily and so that potential library users have all the contact details to hand. They also recognise that word of mouth is a powerful advocacy tool and work closely with managers who come to rely on the library for solutions, and students who quickly spread the word to others on their course.

Kieran Lamb has worked at FADE for 13 years and has experienced considerable changes: originally the library was geared to providing clinical information, now the library also provides more information on the management side of public health. As the organisation of the NHS is constantly shifting, it is essential to keep in close touch with the environment - there have been four re-organisations since 1995 but the library has proved its worth to each new management team and has constantly kept fresh and valuable through innovations such as its use of technology.

<http://www.fade.nhs.uk/> email: Kieran.Lamb@fade.nhs.uk
www.softlink.co.uk email: info@softlink.co.uk Tel: 01993 883401

Catherine Dhanjal, Director, TheAnswer Ltd.

The Philippines (a personal perspective on the medical libraries)

I recently visited the Philippines. It is somewhere quite different, but also strangely familiar. Because of Philippine colonial history (first Spain and then USA), visitors to the country experience less of a culture shock than in many other Southeast Asian countries. The population is largely Christian (mainly Catholic) and English is widely spoken. English is also the medium of instruction for much of higher education. In many ways it is a highly developed country though it is by no means a rich country. They are very proud of their education system, modelled on the USA system, and they boast the oldest University in Asia (**University of Santo Tomas**). Though the country is not known for science, they can lay claim to being the source of **erythromycin** and are also host to IRRI, the **International Rice Research Institute**. They have also recently **announced plans** to reinvigorate the science base.

I visited three medical libraries, and also met with a group of medical librarians to learn more about medical libraries in the country.

I had expected to find that medical librarians in the Philippines would have strong links to the profession in the USA. I was surprised therefore to discover that two British medical librarians had played a decisive role in the development of the profession there. In 1986 Nicky Whitsed and Roy Tabor contributed to a workshop for medical librarians, sponsored by the Philippine Council for Health Research and Development and the British Council. This seeded the idea to create a national association for medical librarians and **MAHLAP** (the Medical and Health Librarians Association of the Philippines) was officially formed in 1988. I met members of the MAHLAP committee and was charmed when they presented me with a gift to mark my visit. It is now hanging on my office wall:



MAHLAP has 150 personal members plus associate and institutional members. Although many members are in Manila there is a strong regional structure, with representatives in each region. Members work in hospital libraries, university libraries or specialist libraries. There is an annual **conference** and a regular newsletter, and various activities in support of books, libraries and librarians.

I asked the committee what were the biggest challenges that medical librarians face in the Philippines and their answers sounded very familiar: sustaining resources in the face of low budgets and high prices; low pay; de-professionalisation. Though that sounds a depressing list of woes, the people I met were still cheerful and resourceful in finding ways to serve their users. They were all enthusiastic, professional and dedicated, but frustrated by the problems of providing a service with limited resources. They were interested in rebuilding links with libraries in the UK, to share information and experience.

I paid a visit to the library unit run by Merlita Opena at the **Philippine Council for Health Research and Development** (PCHRD). They nurture a culture of research across the country, with a strong regional agenda. They fund research projects – especially applied research related to national needs e.g. medicinal chemistry and phytopharmaceuticals. There are about 180 locally published health journals (many non-peer reviewed) but only about 30 of them publish regularly. The proliferation of local journals is recognised as a problem and so official support is given to the journals that are regular. Another problem is that not all researchers are accustomed to publishing, preferring to prepare unpublished reports. The science ministry is trying to change this situation. It will be interesting to see whether the efforts to boost science and technology in the Philippines will pay off, and what effect they have on publication practices. PCHRD also produces a database of local medical research, called **Herdin**. It has 40,000 publications and is building profiles of researchers and institutions. Although not a medical library itself, PCHRD is an important part of the medical library network.

The WHO Western Pacific Regional Office (WPRO) is based in Manila and has a modern well-funded library. I was pleased to meet the officer in charge of the library, Julius Dizon, and his team.



They have access to a good collection of electronic journals, funded by WHO, and are involved in a number of projects, most notably the **WPR Index Medicus** (WPRIM). Part of the Global Health Library, WPRIM is an index of medical journals published across the Western Pacific Region. The Philippine component of WPRIM comes from Herdin. Apart from their rich collections, two things in particular impressed me about this library:

- it is open to any researcher or government employee from Member States of

- the WHO Western Pacific Region – always good to see such an open door policy
- it has a good collection of Lonely Planet travel guides – a sign of the amount of travelling WHO staff have to do!

My final visit was to the University of the Philippines Manila (UPM) Medical Library where I met the Librarian, Gina Canceran. The **University of the Philippines** is a huge institution with 11 separate campuses and an Open University to boot. It has just passed its centenary, though I think only the Manila branch dates that far back. UPM is in the heart of midtown Manila and has the buzz of a city centre University campus. There are separate colleges for Medicine, Nursing, Allied Health, Pharmacy, Dentistry and Public Health, and each of these has its own library. An integrated library system makes it possible to search across all library catalogues.

The Medical Library has a limited budget and therefore has few journal subscriptions. Some online journals are made available through the MD Consult service. Open Access journals and journals with free backfiles are popular. Some books are purchased but many also come as gifts from alumni, particularly those working in the USA. The library has an interesting collection of items relating to Philippine medical history and also much grey literature (theses, reports, lectures etc). Study space and an Internet cafe are also provided.

It can be an enriching experience to see how health library services are delivered in different countries. I came away from my visits feeling that I had discovered some new colleagues in an unexpected and far-off place. I hope it may be possible to rebuild some links between UK medical librarians and Philippino medical librarians. If you are interested making a link yourself, check out the **International Section** of the HLG website, where there is some information on organising an international exchange.

Frank Norman, Librarian, MRC National Institute for Medical Research

Internet sites of interest

Critical and Intensive Care

My thanks to Preeti Puligari (Outreach and e-Resources Librarian for Surgery, Anaesthesia and Surgical Related Specialties) for help in compiling this column, almost all of which is also part of a leaflet compiled for staff at the Heart of England NHS Foundation Trust.

Critical care and intensive care are both included here – I was not sure what the difference was, but MeSH treats them as related, and MedlinePlus as the same thing. All links were checked by KN on 12th May 2009.

Advanced Life Support Group

www.alsg.org

Provides training in life support techniques, to the public and health professionals.

American Association of Critical Care Nurses

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

California based organisation, billed as the largest specialty nursing organisation in the world. I suspect much material on the site is members only, but the ethics material and Practice Alerts and Protocols for Practice (under Clinical Practice – Evidence Based Resources) look to be freely available.

American Thoracic Society - Critical Care

<http://www.thoracic.org/sections/clinical-information/critical-care/index.html>

The Primer on Critical Care for Patients and their Families includes descriptions of common illnesses, equipment, and end of life decisions.

BRAKE – What happens in an intensive care unit?

http://www.brake.org.uk/resources/downloads/What_happens_in_an_intensive_care_unit_.pdf

BRAKE is a road safety campaign group, but this guide is designed for anyone with a loved one in intensive care, not just road accident victims.

British Association of Critical Care Nurses

www.baccn.org.uk

Site includes information about the association's activities.

Clinical Knowledge Summaries – Intensive Care

http://cks.library.nhs.uk/patient_information_leaflet/intensive_care

Patient information leaflet, covering when intensive care is necessary, the equipment used, and recovery, with links to leaflets on related topics.

Department of Health

www.dh.gov.uk/en/index.htm

Highlights key documents, guidelines and programmes on Critical Care.

European Society of Intensive Care Medicine

www.esicm.org

Research activities of the society include research into the genetics of sepsis, a registry of ICUs in Europe, and research into therapeutic hypothermia. The site also includes guidelines and details of society conferences.

European Federation of Critical Care Nursing Associations

www.efccna.org

Publications available on the site include a position statement on the presence of relatives during CPR, as well as updates.

Intercollegiate Board for Training in Intensive Care Medicine (IBTICM)

<http://www.rcoa.ac.uk/ibticm/>

Supervises intensive care training in the UK - includes representatives from several Royal Colleges.

Intensive Care National Audit and Research Centre (ICNARC)

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

Highlights the research projects and audits that the Centre is currently involved with a list of journal articles that its research staff have contributed. It also includes information for patients and relatives.

ICU Novices

www.aic.cuhk.edu.hk/web8/novices.htm

Information for junior medical trainees and nurses with no previous experience of intensive care, from the Chinese University of Hong Kong.

ICU Web

www.aic.cuhk.edu.hk/web8/index.htm

Information for ICU healthcare professionals, from the Chinese University of Hong Kong.

Intensive Care Society

www.ics.ac.uk

Site provides information on standards and guidelines, material for trainees; for patients and relatives and background information on how the ICU operates.

MedlinePlus – Critical Care

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

Links to many resources, including news, material on clinical trials, dictionaries, and material on neonatal intensive care.

NHS Evidence: Surgery, Anaesthesia, Perioperative and Critical Care Specialist Collections

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

The National Library for Health has recently become part of NHS Evidence, and the former Specialist Libraries are now Specialist Collections. The critical care part of this collection is newer than the rest, and feedback is currently being invited. There is information on clinical topics, procedures and interventions, and drugs and prescribing, and on critical care management.

NICUTools

www.nicutools.org/

Neonatal and infant calculators, including some for PDAs.

Society of Critical Care Medicine

www.sccm.org/Pages/default.aspx

Society engages in advocacy, including the annual National Critical Care Awareness and Recognition Month. Site also includes publications and professional development materials.

Society of Critical Care Technologists
www.criticalcaretech.org.uk/index.htm

TRIP Critical Care

www.tripdatabase.com/critical/specialismhomepage.html

Searches core TRIP content and 14 selected specialist journals. Patient information leaflet search also available.

Suggestions for future columns welcome, and, indeed, columns themselves – if you are interested in contributing an actual list of resources for a future column, please contact me.

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Meeting reports

ESDS – What's in it for Librarians? Royal Statistical Society, 13 February 2009

The Economic and Social Data Service (ESDS) is a national data service providing access to, and support for, a wide range of economic and social data. The service is aimed at researchers in further and higher education, and beyond, including the public and voluntary sectors. Resources of interest to the health researcher include: the large-scale government surveys, such as the General Household Survey and the Labour Force Survey, academic surveys; qualitative in-depth interviews; and international macro databanks produced by intergovernmental organisations such as the World Bank, International Monetary Fund and the United Nations.

While providing a help desk and organising workshops and conferences for researchers on a regular basis, ESDS relies on its network of social science data resources (SSDR) site representatives at key institutions to promote its services and activities and to answer front line enquiries within the library about the service. In the past site representatives were mostly academics in social science departments, but increasingly it is now librarians who are taking on this role. With this in mind, on 13 February 2009 the ESDS organised an event at the Royal Statistical Society entitled 'ESDS – what's in it for Librarians?' aimed specifically at librarians.

Despite the bad weather, there was an impressive turn out, with librarians coming from all round the country. While most attendees were from academic libraries, there were representatives from government departments and the health sector.

The day took the form of presentations in the morning, followed by a feedback session in the afternoon. There was thus a two-way exchange of information - in the morning, delegates had the chance to find out about the ESDS, and in the afternoon advise how the ESDS can help librarians in their role of social science research facilitators.

In addition to presentations on the ESDS, keynote speaker Jude England, Head of Social Science Collections and Research at the British Library, spoke of how the role of the librarian is evolving in light of new researcher needs and expectations. She also discussed some of the strategic links and collaborations the British Library is forging with the research community as well as with other data services and providers, including the ESDS. Stuart Macdonald went on to describe his work at EDINA and Edinburgh University Data Library as a data librarian. He observed that there are currently only four dedicated social science data librarians in UK Universities, and encouraged other librarians with knowledge of data to join the network (DISC-UK). Slides of the presentations are available at:
www.esds.ac.uk/news/eventdetail.asp?id=2125

The feedback session centred round three main questions: (1) the most popular questions that librarians are asked that are relevant to the ESDS; (2) the most requested types of data at the librarians' institutions; and (3) three specific things librarians would like from the ESDS to support users' knowledge and use of the ESDS. Questions (1) and (2) revealed a wide range of data in terms of type of data - such as international comparative data, government statistics and qualitative data - and subject/topic. Question (1) identified problems associated with finding data at ESDS - locating related resources; accessing data and the registration process; and using and citing data properly. The three wishes in response to question (3) targeted

some of these problems, but also highlighted areas where ESDS is excelling, namely its popular thematic guides, and its outreach and workshops. More of each were requested, including workshops geared not just at researchers but at librarians, as research facilitators.

ESDS will take these suggestions forward in its next planning phase. It is also investigating ways in which to further strengthen its links with librarians, either through its network of SDR representatives, or less formally. SDR representatives act as first port-of-call for information on the ESDS at their institution. ESDS provides a dedicated mailing list and web pages (www.esds.ac.uk/support/sr.asp) for representatives, where they are first to be informed of new developments at the ESDS and Census.ac.uk, and have free privileged access to ESDS and Census.ac.uk workshops. In return they are invited to disseminate literature about the services at their institution, test new versions of ESDS and Census.ac.uk systems, and help initiate and host census and social science workshops (see for example the workshop given for student nurses in Glamorgan: <http://www.esds.ac.uk/news/eventdetail.asp?id=2007>, and the training day for Maidstone and Tunbridge Wells NHS Trust librarians: www.esds.ac.uk/news/eventdetail.asp?id=1829).

To apply to become an SDR site representative at any time – just send an email request to publicity@esds.ac.uk. This email address can also be used for any other query or suggestions about how ESDS can support librarians.

Lorna Balkan, Outreach and Promotion Officer, Economic and Social Data Service

Book reviews

M Spatz. *Answering Consumer Health Questions. The Medical Library Association Guide for Reference Librarians.* New York: Neal-Schuman Publishers, Inc., 2008. ISBN 9781555706326. 141 pages. \$65.00.

Aimed at librarians who do not deal with health information on a day to day basis, I was surprised by how informative I found this book. In the preface the author stated that her aim had been to make the book easy to use; a practical guide without medical jargon. The preface goes on to explain the organisation of the book's seven chapters. Each chapter contains 'vignettes' to clearly explain the ideas under discussion, and 'exhibits' which contain either hints and tips or recommended resources or even templates for different forms and notices that can be used. At the end of each chapter there is a summary and a list of references.

The first chapter looked at the relationship between the librarian and the person seeking health information. It discussed the issues that may be concerning the seeker around whether their doctor will approve of them seeking information regarding their condition and that they are likely to be emotional and stressed.

The chapters looked at issues such as consideration for the person who is looking for health information, understanding the concerns that they will have. Tips on verbal and non-verbal communication with the information seeker are given. Issues surrounding being asked for personal opinions, privacy and confidentiality for the seeker are discussed. There is advice on how to handle queries on a subject which for either moral or religious reasons you don't feel you can respond to. Legal issues are covered such as being clear that you are not a qualified health professional and cannot give advice. There is a discussion about equality and diversity, dealing with difficult customers and finally a chapter on self-care for the information provider.

I admit that I found the first couple of 'vignettes' quite annoying – they seemed to be a little over the top in the kind of language used, I understand the importance of customer service but I think if I had been spoken to like this I'd have thought the person serving me rather smarmy! I'm not sure if the subsequent ones improved or if I became inured to them. I will also admit that when I started reading the book I assumed that I would generally be familiar with everything discussed and that it would not contain anything of particular use to me. I was wrong!

The first two chapters were well written but covered areas already familiar to most of us from enquiry desk interview and customer service courses. The ethics chapter was not unfamiliar territory but, nevertheless, set me thinking and I was most interested to read the American Library Association Code of Ethics and the Medical Library Association Code of Ethics for Health Sciences Librarianship in the appendices at the end of the chapter. The legal issues chapter was very interesting and it contained helpful examples of disclaimers for use with health information in general and with mediated searches.

We all have to deal with difficult customers on occasion and the 'Difficult patron' chapter looked at several examples including the angry person and the complainer. In particular I found the information about regaining control of your emotions in tense situations very helpful and will try employing the 'Four-step approach' in future. The final chapter 'Self-care for the Health Information Provider' looks at taking care of your own well-being when dealing with the stresses and strains of enquiries from

people who perhaps have a poor prognosis or who are very emotional. I didn't think it would be relevant to me at all but actually I would recommend this section in particular to everyone, we are all likely to suffer from stress in one form or another at some time in our lives and the stress mapper and tips on how to relieve stress would be useful to most of us.

While the book is written from an American point of view and I found terms like 'patron' a bit jarring, the information is still applicable and whether you work directly with patients or not I think you would find this book a useful read.

Abigail Williams, Heart of England NHS Foundation Trust

J. Devine F Egger-Sider. (2009) *Going Beyond Google: The Invisible Web in Learning and Teaching* London: Facet Publishing, 2009. ISBN 9781856046589. 156 pages. £44.95 (£35.96 to CILIP members).

Between 2000 and 2008, Internet use in North America increased by 129.6%. In that time, Google went from a little known, simple, search engine, to dominating the world's searches. Over 60% of worldwide searches on the surface web are now carried out via Google.

What is not so well known is that Google searches only scratch the surface of the web. Most information on the surface web is found by 'spiders': programs that explore the links in a website until they reach a password protected area or a web form and can go no further.

Beneath the surface web lies a vast ocean of facts, figures and authoritative data: the Invisible Web, a phrase coined in 1994 by Dr Jill Ellsworth. Anyone who has ever encountered medical students, students on placement, or junior doctors or nurses researching information or completing an assignment will know just how widespread this love of Google goes. The main premise of this book is that it is our job, as 'faculty, teachers and librarians' to 'fundamentally change "the research process" as currently undertaken by students' – redirecting them to more specific search engines and resources.

The Invisible Web is not without its problems. Lack of indexing is one obvious drawback; another is the relative lack of stability: as a dynamic aspect of the Internet, the web changes all the time.

This book aims to go some way towards bridging the gap between the visible and invisible web. Divided into three parts, it covers understanding the division; finding and utilizing the contents of the Invisible Web; and narrowing the gap between the visible and invisible web. Appendices include selected additional readings; tools for teaching the invisible Web; and the Association of College and Research Libraries (ACRL) Information Literacy Standards, Performance Indicators and Outcomes. Several figures and tables illustrate the shape of the Invisible Web.

In addition to outlining how the surface web works, the book debunks some current myths about surface searching. These myths include: everything worth finding is on the Web; the best information is found in the first 10 results; everything important is free; everything is authoritative and accurate. The book outlines what's on the invisible web: databases including subscription databases; audio, video and some

other file formats; sites where users interact with a form (e.g. timetables); and very current information that the 'spiders' have not yet had time to index.

Suggestions are offered on when and where to teach the Invisible Web; strategies to move from Web searching basics to advanced techniques; and how teaching these skills map to the ACRL information literacy standards. Suggestions for teaching the Invisible Web in a range of situations include at the reference desk and one-shot instruction sessions, arguably the two most probable in the UK health library setting. Other suggestions are to include invisible web resources in credit courses and as part of course management systems. There is also a fictional case study of using invisible web content in research.

The book includes a sampler of tools for mining the invisible web including general subject directories, such as Librarians' Index to the Internet, the Open Directory Project and InfoMine. Several types of search engine are also covered: specialised search engines like Complete Planet, IncyWincy and Turbo 10; vertical search engines like scirus.com; niche search engines, like furniturestylesearch.com; and semantic search engines. This new kind of search engine, some of which are still at beta testing, such as hakia.com, looks at the ideas found within a website, not just matching keywords.

The book touches upon further initiatives to narrow the gap between the visible and invisible web, including next generation library catalogues, federated searching, and indexing the invisible web. Suggested tools for teaching the invisible web are also included: graphics, with a particular emphasis on fish, icebergs, trawlers and the sea; Venn diagrams; audio and video materials.

The book is packed with useful facts, figures, and websites, and chapters are well-supported by the literature. It's straightforward, practical and to the point; unfussy and well illustrated. There is a comprehensive table of contents and it is packed with useful information, background and practical. There is also a clearly laid out index.

Although the title of this book is *The Invisible Web in Learning and Teaching*, and this book offers several practical suggestions for incorporating the Invisible Web into education, it also offers an excellent introduction to the Invisible Web.

Paula Younger, Royal Devon and Exeter NHS Trust

JHP Harriman. *Creating Your Library's Business Plan: a how-to-do-it manual with samples on CD-Rom*. London: Facet Publishing, 2008. ISBN 9781856046565. 280 pages. £64.95 (£51.96 to CILIP members).

This is a well laid out and practical book. This book will be useful for the novice and those more experienced at creating business plans.

This book is set out so that each chapter takes a component of business plans, explores it, explains it, and gives examples of how libraries have put that component into action. This is really useful if you are more experienced at business planning, or if there is an area of your business plan you want to develop further. The chapters can be read on their own, if you are only interested in a certain section. Most of the chapters are laid out in a similar way starting with an introduction, basic definition, key points to include, work sheets and examples of how libraries have put these into practice within their own business plans. If you are a novice chapters one and two

are key and these explain the basics and will help you decide what components you need to put into your plan, once this has been decided you can go on to the later chapters.

Although the author of this book is American and she uses examples from the US she doesn't stop there. On the accompanying CD-ROM there are library business plans from America, Canada, New Zealand, Australia, and the UK. The types of libraries are also wide ranging: public, university and college, health, government and others. In the book there are yet more abstracts from wide ranging sources. Having such a wide range of supporting material could be considered distracting and unfocused but I did not find this so. The author always used a couple of sources to highlight the point she was making and to show how it can work in real life.

The book is well illustrated with tables and worksheets. The worksheets are all available on the CD-Rom. This means they can be printed off and used by librarians in developing their own library business plan. A number of complete business plans are also available on the CD-Rom.

This book covers a wide remit, every aspect of business planning. Within health libraries most are now used to writing and submitting a 3 or 5 year business plan. This book takes you back to the basics of what you should do and why. It lays out all the components of a business plan before going on to look at them in more detail. It reminds you that each library has a different need and that the business plans will be used differently in each organisation and this dictates what you need to include. For those of us who have written many business plans and who may use a similar format again and again this book is a way of examining what we might want to include and how this supports development and change within our libraries and organisations.

It isn't often that I agree fully with a book jacket but on this one I do. "*A good business plan can guide your library's operations and ensure its viability and growth*" and this book will help you fulfil that statement.

In conclusion this book is essential reading for librarians across all sectors involved in business planning, inside and outside of the UK. It is a book I can recommend highly to colleagues, it takes the fear out of getting that business plan done.

Catherine McLaren, George Eliot Hospital NHS Trust

Current literature

New technologies

Giustini, D. and Wright, M. (2009) Twitter: an introduction to microblogging for health librarians. **Journal of the Canadian Health Libraries Association**. [Internet] 30(1), pp 11-17.

<http://pubs.nrc-cnrc.gc.ca/jchla/jchla30/c09-009.pdf> (OA)

This is quite an inspirational piece of research on the current use and potential of Twitter for health librarians.

Twitter <http://twitter.com>

Twitter MedLib Geeks <http://twitter.com/medlibs>

Twitter Groups <http://twittgroups.com>

Hendrix et al. (2009) Use of Facebook in academic health libraries. **Journal of the Medical Library Association**. [Internet] 97(1), pp 44-47.

<http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=2605034> (OA)

The authors have surveyed here 72 academic health librarians in the US to find out about their use and opinion of Facebook as a professional tool.

Rockliff, S. and Peterson, M. (2009) Chasing the Sun. **Health Libraries Australia News**. [Internet] January, pp 3, 5-6.

<http://membership.alia.org.au/lib/pdf/groups/hla/HLA%20News.Jan.09.pdf> (OA)

A useful article for libraries unaware or studying the idea of taking part in this live chat service currently used in 22 Australian health libraries and 12 UK Trusts.

Chasing the Sun <http://www.salus.sa.gov.au/cts/ctsmain.htm>

Information literacy

Kingsley, K.V. and Kingsley, K. (2009) A case study for teaching information literacy skills. **BMC Medical Education**. [Internet] 9(7), pp 1-6.

<http://www.biomedcentral.com/1472-6920/9/7> (OA)

The results of this study are based on the evaluation of 78 first year dental students at the University of Nevada. As a result, the authors are now advocating the integration of information literacy into the curriculum. Interestingly, we are not told how and by whom this will be delivered.

Research

Watts, G. (2009) Beyond the impact factor. **British Medical Journal**. 338, pp 440-441.

http://www.bmj.com/cgi/content/full/338/feb13_2/b553 (OA)

Research assessment in UK academic institutions has changed. The Research Excellence Framework (REF) has replaced the Research Assessment Exercise (RAE). The author fears that government funding will now be unfairly based on the

level of non-government funding generated, the number of post graduate students and on bibliometrics. He also describes his ideal research assessment scenario.

Research Excellence Framework <http://www.hefce.ac.uk/Research/ref>
Research Assessment Exercise 2008 <http://www.rae.ac.uk>

Information needs

Hider al. (2009) The information-seeking behaviour of clinical staff in a large health care organization. **Journal of the Medical Library Association**. [Internet] 97(1), pp 47-50.

<http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=2605037> (OA)

This survey produces some interesting (if not alarming) results on usage of e-resources and Google amongst 850 hospital clinical staff in New Zealand.

Literature searching

Lopez-Illescas, C., de Moya Anegon, F. and Moed, H.F. (2009) Comparing bibliometric country-by-country rankings derived from the Web of Science and Scopus: the effect of poorly cited journals in oncology. **Journal of Information Science**. 35(2), pp 244-256.

<http://jis.sagepub.com/cgi/content/abstract/35/2/244> (Link to abstract - free with CILIP membership)

A thorough analysis of the differences between the Web of Science and Scopus in the field of oncology. It is illustrated by some very useful tables which highlight the disparities in terms of country of publication, language and impact at national and national level.

Document delivery

Hill, T.W. and Roth, K.L. (2009) Electronic document delivery; a six-year study to benchmark the shift to electronic interlibrary loan in two hospital libraries. **Journal of the Medical Library Association**. [Internet] 97(1), pp 54-57.

<http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=2605022> (OA)

Hill and Roth look at the electronic document delivery trends in South Carolina hospital libraries from 2002-2007.

IT skills

Desai et al. (2009) The obstetrician and gynaecologist and the European Computer Driving Licence. **Health Informatics Journal**. 15(1), pp 65-71.

<http://ihi.sagepub.com/cgi/content/abstract/15/1/65> ((Link to abstract - free with CILIP membership)

The Royal College of Obstetricians and Gynaecologists have conducted a survey on their members' awareness of the ECDL course and benefits. The results are based on 345 responses across the UK.

Bond, C.S. and Procter, P.M. (2009) Prescription for nursing informatics in pre-registration nurse education. **Health Informatics Journal**. 15(1), pp 55-64.

<http://ihi.sagepub.com/cgi/content/abstract/15/1/55> (Link to abstract - free with CILIP membership).

This article will come as no surprise to those of you working with pre-registration nurses: they often lack informatics skills. Bond and Procter argue for the mapping of those essential competencies to the curriculum thus providing context and specific learning objectives.

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

30 May – 3 June 2009

CHLA Conference 2009 - The Sky's the Limit (Canadian Health Libraries Association Conference)

The Fort Garry Hotel, Winnipeg, Manitoba, Canada

http://lhc.umanitoba.ca/chla2009/index.php/Main_Page

Registration at conference - range of package options

2 – 5 June 2009

Working with Others: Explore, Engage, Extend! (EAHIL Workshop 2009)

Dublin Castle, Ireland

<http://www.eahil2009.ie/>

Full delegate €450

10-11 June 2009

The Library Show

NEC Birmingham

<http://www.lishow.co.uk/>

Registration is free

14-17 June 2009

SLA 2009 (Special Libraries Association)

Walter E. Washington Convention Center, Washington, DC, USA

<http://www.sla.org/content/Events/conference/ac2009/index.cfm>

Range of package options

21 – 24 June 2009

Health Technology Assessment International 2009 (HTAi 2009), 6th Annual Meeting
Suntec Singapore International Convention Centre, Singapore

<http://www.htai2009.org/>

Range of package options

23 – 24 June 2009

2nd International m-Libraries Conference

University of British Columbia, Vancouver, Canada

<http://m-libraries2009.ubc.ca/>

\$450 (Canadian dollars) registration; Pre-conference sessions \$50 each

23 – 24 June 2009

Feeling Good: health information for children and young people

University of Chester

<http://enlaces.co.uk>

£190 (2 days); £100 (1 day); Student rates available

29 June – 3 July 2009

5th International Evidence Based Library & Information Practice Conference (EBLIP5)

Folkets Hus / City Conference Centre, Stockholm, Sweden

<http://blogs.kib.ki.se/eblip5/>

Full delegate 4500 SEK; Day delegate 1800 SEK

10 July 2009 (& 4 September 2009)

Online Searching Course (Basic)

BMA House, London

http://www.bma.org.uk/whats_on/library_courses/index.jsp

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

14 – 15 July 2009

Umbrella 2009. Making Connections: the power of people, partnerships & services

University of Hertfordshire, Hatfield

<http://www.umbrella2009.org.uk/>

Range of package options

23 – 27 August 2009

Libraries create futures: building on cultural heritage (World Library and Information Congress: 75th IFLA General Conference and Assembly)

Health and Biosciences Libraries Section: “Consumer health: health literacy, patient empowerment & health promotion”

MIC Milano Convention Centre, Milan, Italy

<http://www.ifla.org/IV/ifla75/index.htm>

Range of package options

31 August – 4 September 2009

Positioning the Profession (10th International Congress on Medical Librarianship '09) Including the 4th International Clinical Librarian Conference

Brisbane Convention & Exhibition Centre, Brisbane, Australia

<http://www.icml2009.com/>

Range of package options

4 September 2009

Online Searching Course (Basic)

BMA House, London

http://www.bma.org.uk/whats_on/library_courses/index.jsp

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

7 September 2009

Basic Critical Appraisal Skills Workshop (in association with SchARR)

BMA House, London

http://www.bma.org.uk/whats_on/library_courses/index.jsp

£140

7 – 11 September 2009

15th Oxford Workshop in Teaching Evidence-based Practice

St. Hugh's College, Oxford University

<http://www.cebm.net/?o=1011>

£1100

10 – 12 September 2009

Sixth International Congress on Peer Review and Biomedical Publication

Westin Bayshore Hotel, Vancouver, Canada

<http://www.ama-assn.org/public/peer/peerhome.htm>

Early bird rates (before 1st July): \$495 full delegate; \$250 day delegate

16 – 19 September 2009

Integrity in Science Communication (Tenth EASE (European Association of Science Editors) General Assembly and Conference)
Palazzo dei Congressi, Pisa, Italy
<http://www.ease.org.uk/con/index.shtml>
Early bird rates (before 30th June) €390 EASE members; €490 non-members

27 September – 2 October 2009

13th European Conference on Digital Libraries (ECDL 2009)
Corfu Holiday Palace, Corfu, Greece
<http://www.ecdl2009.eu/>
Prices & details to be confirmed

15 - 16 October 2009

Internet Librarian International 2009
Novotel London West, London
<http://www.internet-librarian.com>
Prices & details to be confirmed

21 October 2009

Critical Appraisal Skills for Healthcare Librarians: Building on the Basics
CILIP, London
<http://www.cilip.org.uk/training/training/2009/libinfo/criticalappraisalskillsforhealthcarelibrariansbuildingonthebasics.htm>
CILIP Members £200+VAT (personal); £235+VAT (institution); Non-members £275+VAT

26 October 2009

Extended Critical Appraisal Skills Workshop (BMA/SchARR)
BMA House, London
http://www.bma.org.uk/whats_on/library_courses/index.jsp
£140+VAT

6 November 2009

Online Searching Course (Advanced)
BMA House, London
http://www.bma.org.uk/whats_on/library_courses/index.jsp
BMA Members £160+VAT; Non-members £320+VAT

*Julia Garthwaite, Deputy Site Librarian, Cruciform Library, UCL
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Newsletter editorial notes

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Next Copy dates:

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March	13 February
June	15 May
September	14 August
December	13 November

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