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Guest Editorial

I am honoured to be asked back to write this Editorial. I pondered what I could use as subject matter and now not being a traditional librarian (now predominantly training) I decided to reflect on how important librarians are in everyday life as well as how librarians can improve their value.

We are at that time of year when many health and academic libraries are very busy and we should be proud that our services are valued. There are also times when we organise training sessions and either there is poor attendance or we later find our end users using search methods that we had just spent time explaining why other methods are better. A lot of my time at the moment is taken up as a patient visiting hospital and I sometimes think we just don't realise how busy our clinicians are, how clinics run over by sometimes up to 2 hours and overlap in to their lunchtime meaning that there is so little time to visit the library or utilise the many services on offer. I was however heartened recently when visiting my oncologist and found my (every increasing in size) notes contained some journal articles. I haven't found out yet the content of these articles but was encouraged that my team are using evidence to treat me. We don't always know what our clinicians or students are doing but we should have faith that they are doing the best they can and, by and large, do know where we are if they need us.

Sometimes we find ourselves caught in our own little library bubble. For example we don't always know what goes on in our communities during the day, I now have the opportunity to witness what life is like when many are at work. My local public library now offers many other services rather than just the traditional (reading groups, pay your council tax, drop in computer sessions to name a few). Maybe this is something that we should be looking into; I know that there are many good examples of this in health libraries such as fiction reading groups and drop in "information clinics".

In this issue take a look at the Diary of Events - is there anything that you can attend that might help you broaden your mind or increase your service usage. Take a look at the Internet Sites of Interest – you may not find anything useful today but in a few weeks time a clinician may come in to the library and you have the very answer just for them. Or if nothing else make sure that you are registered on the CILIP website to make sure that in future you can be aware of what is happening in the library community.

So my summary is, I guess, keep up the good work and if you are busy that is great. If you think you are struggling – take a look around, there may be more happening than first meets the eye and you are probably making a difference but just don't see it.

Emily Harker, Previous Editor of HLG Newsletter (Implementation Specialist, EBSCO)

Added note from the Editor:

In this issue (and as was the case in the last issue) we have a wonderful set of meeting reports which make interesting and enjoyable reading. Whenever you attend a conference or meeting, do consider writing up your thoughts and experiences on the event and sending them in to me for possible publication in the Newsletter. And in these tough financial times when employers may not have the funding to support attendance at an international conference, why not consider applying for the Leslie Morton Memorial Bursary Fund? The Spotlight column has details of how to apply for this award.

Also, do you edit a Network newsletter? Or have you written something for one? Perhaps its content is relevant to the wider HLG audience – why not get in touch with me with a link to your Network newsletter or to a particular piece that you have written.

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 find this issue of the Newsletter useful, informative and enjoyable. Wishing you all an enjoyable and restful festive season. See you next issue in the new year!

Elise Collins, Editor, HLG Newsletter

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

Health Information and Libraries Journal

Support for New Authors

The Health Information and Libraries Journal (HILJ) prides itself on supporting the writing activities of its author/s and has received high praise from a recent contributor. *"I found... the excellent [HILJ] reviewers' suggestions made the revision process very manageable."* CM, Dublin. Whether you are new to writing or an experienced author, HILJ provides a supportive environment to assist you in writing for publication from submission through to publication. For full details of HILJ author guidelines please visit <http://bit.ly/cv7S6j>

New Editorial Assistant

Seb Atay joined the Health Information and Libraries Journal team in October as its new Editorial Assistant. If you have any questions regarding the submission of your paper, please contact Seb at E: satay@wiley.com T: 01865 476 279.

New Web Address – Please Update Your Bookmarks!

Health Information and Libraries Journal has moved to a new web site. The new site has a redesigned interface and is available via the Wiley Online Library platform at <http://bit.ly/9RMH6S> Please remember to update your bookmarks.

Contents Page of the December Issue

Editorial

Writing for publication: ensuring you find the right audience for your paper. M Grant

Review article

An evaluation of searching the German CCMed database for production of systematic reviews. S Waffenschmidt, E Hausner & Thomas Kaiser

Original articles

Question-answering systems as efficient sources of terminological information: an evaluation. M Olvera-Lobo & J Gutierrez-Artacho

Planning changes to health library services on the basis of impact assessment. C Urquhart, R Thomas, J Ovens, W Lucking & J Villa

Analysis of library associated information needs of staff in a specialist palliative and gerontological care centre in Mid-West Ireland. J Callinan. K McLoughlin & P McCarthy

Perceived Internet health literacy of HIV-positive people through provision of a computer and health Internet education. C Robinson & J Graham

Healthcare librarians and the delivery of critical appraisal training: attitudes, level of involvement and support. M Maden-Jenkins

Teaching medical information retrieval and application courses in Chinese universities: a case study. A W Clark & H-M Li

Regular Features

International Perspectives and Initiatives

Reflections on efforts to improve medical publishing in Africa. M Gondwe

Learning and Teaching in action

Theories of learning: models of good practice for evidence-based information skills teaching. H Spring

Using evidence in practice

EBLIP: bridging the language barrier. G Declève

Obituary

Jean M Clarke, MBE, 1928-2010

Maria Grant, Editor and Penny Bonnett, Assistant Editor. HILJ.

Email: m.j.grant@salford.ac.uk and pabonnett@tiscali.co.uk

Sub-Group News

IFM Healthcare

INFORM 21(1) – Autumn 2010

Featured articles in the latest edition of IFMH INFORM include:

- ***NHS Evidence at the CILIP HLG conference:*** Mark Salmon from NHS Evidence presents the findings from the recent NHS Evidence benchmark survey.
- ***Knowledge Support for Senior Managers – Improving Service Delivery and Quality:*** Debra Thornton from Blackpool, Fylde and Wyre Hospitals discusses how evidence-based practice can be applied to service planning and organisational change.
- ***Developing a new ‘corporate’ Clinical Librarian role:*** Louise Hull from University Hospitals of Leicester, describes the setting up of a corporate clinical librarian service within her Trust.

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

Study Days

The next IFMH Study Day is scheduled for 24 February 2011 in Derby. The theme is “Doing more for less.” Please pencil the date into your diaries.

Committee News

We welcome Susan Mahoney from South Staffordshire and Shropshire Healthcare NHS Foundation Trust to the committee as our new Treasurer and Membership Secretary. She will be taking over from Kath Wright who after several years of sterling service has decided to step down from the role. The committee would like to extend their warmest appreciation to Kath for her dedicated service to IFMH. It wishes her well for the future.

Why not write for INFORM?

You can contribute to Inform in one of two ways. You could either write a one-off article for the journal, or if you see yourself as a budding thought-leader and commentator, you could write a short regular column/opinion piece for us.

Publishing articles is good evidence of CPD and show a willingness to engage with the profession. While we cannot promise you a pay-rise as a result of an article in Inform, a list of publications always look good at the end of a c.v.!

Email Jane Surtees Jane.Surtees@derbyhospitals.nhs.uk or Catherine Ebenezer catherine.ebenezer@tewv.nhs.uk if you're interested in contributing a one-off or regular article for INFORM.

IFMH Members Discussion List

Our discussion list has moved to JISCMail. To post to the list members just need to email: ifmh-members@jiscmail.ac.uk The purpose of the list is to provide a safe and supportive environment in which you, our members, can share information, questions and thoughts with your fellow members and us, the IFMH committee. So, if you have a burning question you've always wanted to know the answer to, have a resource you wish to share, or if you'd just like us to know what you're thinking, now's the time! Visit <http://www.ifmh.org.uk/discussion.html> for details.

Elisabeth Barry, Publicity Co-ordinator, IFM Healthcare. Email:
Elisabeth.Barry@kingstonhospital.nhs.uk

Libraries for Nursing (LfN)

Committee

After many years on the committee as membership secretary Lori Havard will be standing down at the end of the year. We wish her well in her new job as Head of Academic Services at the University of Swansea.

Study days

We held a very successful study day in October in York on the theme of information literacy. The speakers were Susie Andretta: Senior lecturer in Information Management, London Metropolitan University, and editor of the Journal of Information Literacy, Sheila Webber: Director of the Centre for Information Literacy Research at Sheffield University and Kate Clark: Information Literacy Manager at the Royal College of Nursing in London.

Sheila spoke on identifying the information needs of diverse users, Susie spoke about everything you always wanted to know about information literacy but were afraid to ask and Kate spoke about new ways of communicating information literacy, especially to distance users including the use of webinars. The day also included time for informal discussion among the delegates.

Membership

If you wish to subscribe or renew your subscription to the LfN bulletin for 2011 (you receive copies of our bulletin and get reduced rates at study days) please contact Alison Paul our membership secretary – details are on our website: www.cilip.org.uk/lfn or email: librariesfornursing@cilip.org.uk

Bulletin

Please contact our bulletin editor if you would like to contribute – Sarah Kevill
s.j.kevill@stir.ac.uk

Core Collection for Nursing

The Nursing and Midwifery Core Collection is now published. Copies are available from Tomlinsons <http://www.tomlinsons.net/> Details about the core collections can be found at: <http://www.cilip.org.uk/get-involved/special-interest-groups/health/core-collections/pages/default.aspx>

Mailing list

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

Jane Shelley, Chair, Libraries for Nursing. Email: jane.shelley@anglia.ac.uk

HLG Wales

Annual Report 2010

Committee

Erin Abbott - Secretary
Sabine Berendse
Sarah Bruch - Treasurer/Web
Katrina Dalziel – Membership
Sarah Davies
Anne Dickson
Meg Gorman
Lori Havard - Chair
Angela Perrett –Secretary/Events Coordinator
Rachel Phillips (retired in 2010)
Marion Poulton
Sian Robins – Newsletter
Mary Sholedolu

Membership

We had 79 members during 2010. If someone is a member of HLG and lives in Wales, they are automatically members of HLG.

Website and marketing

HLGW has a website linked from HLG. On this page our aims, mission and Committee information is made available. Advertisement for study days will appear.

Events

HLGW held a study day on the 3rd Dec 2009 on “Changing roles/Changing spaces” and included the AGM.

The spring study day was on the 10th May 2010, at the National Botanical Gardens. The subject was Train the Trainer, led by Paula Elson from RCN Wales. The Kathleen Cooks Fund helped support this study day, allowing members to come for free.

Future plans and activities

HLGW will be working with CILIP Cymru's Special Interest Groups for future collaboration and support.

Health issues, particularly investigating a joint NHS/HE copyright and looking into joint procurement, will be discussed with CILIP Cymru.

A free study day will be planned for the Spring of 2011.

Autumn Study Day

On the 11th of November HLGW held its Autumn Study Day on Marketing at the Pavilion in Llandrindod Wells. This day was extremely informative with talks by Kay Grieves 'How do you like your eggs in the morning? : a simple 7 step toolkit for creating strategic marketing plans that really work', Maurice Wakeham 'Marketing the health library: how do we do that?' and Cath Wright-Jones 'Get Noticed! How to apply graphic design principles to your posters and notices'.

End of an Era

From the 8th November Lori Havard has stepped down as the Chair of Health Libraries Group Wales (HLGW). Lori was one of the founder members of the group and has been Chair since the group's inception in 2006. Lori has overseen many of the committee's achievements which include the provision of training days on topics such as marketing, managing change, changing roles plus many more. Lori has also for the first time established good relationships with CILIP Cymru and health representatives were able to contribute to CyMAL, which has enabled sponsorship for events. HLGW now also have web pages, a newsletter and blog, Lori has also promoted the group by providing stands at various marketing events and attending HLG UK meetings.

Lori has stepped down from being the Subject Librarian for the School of Health Science and School of Medicine at Swansea University and will be taking up a new post in the Library as Head of Academic Services.

All of the HLGW committee members would like to thank Lori for her continued enthusiasm, hard work and commitment, her contribution will be greatly missed by all of us.

At present HLGW does not have a replacement Chair, the committee members will therefore act as Chair on rotation until the position has been filled. Please contact Angela Perrett on Angela.Perrett@RCN.org.uk if you would like to suggest a Chair or join the HLGW committee.

Sian Robins, Editor HLG Wales Newsletter. Email: Sian.Robins@wales.nhs.uk

Spotlight

The Leslie Morton Memorial Bursary Fund

The Leslie Morton Memorial Bursary Fund was established in recognition of the lifelong contribution that Leslie Morton made to medical libraries. The bursaries are intended for HLG members who wish to attend an international conference in health librarianship, medical bibliography or medical history. One or two awards per year will be made.

Deadlines for receipt of applications are 31st January and, if no award is made at that point, also on 31st July.

- The Bursary is open to Health Libraries Group members
- Preference is given to members with less than ten years experience in health library & information services
- Funding is available for attendance at international conferences in the area of health librarianship, medical bibliography or medical history e.g. ICML, MLA, EAHIL.
- Preference is given to those presenting a paper or poster at the conference
- The bursary is given to enhance the knowledge and development of health librarianship, medical bibliography and medical history, and to further continuing professional development. Applicants should explain how this particular conference is aligned with these interests of Leslie Morton's.

Applicants will be required to write a report of the conference for publication in the HLG Newsletter. The Bursary can be used for conference registration fees, travel and accommodation costs. Up to £500 can be awarded for conferences in Europe; up to £1000 for conferences outside Europe.

Leslie Morton was an inspiration to generations of medical librarians and was highly regarded by many members of the medical profession. In every way he was a remarkable man who was an outstanding medical librarian, bibliographer and medical historian. A driving force in professional affairs he was a founder member of the Health Libraries Group and a leading organizer of the first International Congress on Medical Librarianship (1953). He enjoyed warm relations with professional colleagues in the United States, which he visited several times. He received the highest medical library association awards in Britain and North America - the Cyril Barnard Memorial Prize in the UK and the Marcia C. Noyes Award in the US.

HLG CPD Panel

Articles

Introducing the NHS Evidence specialist collections

Background

Launched in April 2009 following the recommendations of the Darzi report¹, NHS Evidence (<http://www.evidence.nhs.uk>) provides access to high quality, freely available health and social care information via a simple search function.

The 34 NHS Evidence specialist collections were originally part of the National Library for Health. They have remained on the same platform, with results from the collections viewable via the NHS Evidence search. Release 4 of NHS Evidence, due Spring 2011, will see the technical integration of the Specialist Collections in to the main search portal. This will provide users with a seamless experience, where previously they had to visit a separate URL, and will enhance the results in NHS Evidence.

Furthermore, a new management model for the Specialist Collections will be introduced. The new model consists of “evidence hubs” which will see greater collocation of currently geographically dispersed staff. This will lead to a greater consistency in output, resulting in an overall improvement in the quality and reliability of content. Annual Evidence Updates will increase in quantity and frequency thanks to the increased efficiency achieved.

What we do

The Specialist Collections are based around conditions such as cancer and stroke, specific patient groups such as later life and women’s health, and aspects of health services, such as commissioning and health management. You can see the complete list of specialist collections here: <http://www.library.nhs.uk/specialistcollections/>. They provide access to high quality information that is not centrally collected by NHS Evidence by trawling thousands of specialist sources.

The Specialist Collections produce original content, including Annual Evidence Updates (AEUs). These are generally based on a NICE guideline and provide readers with an overview of research published since the guidance was issued. NHS Evidence are standardising the methodology so that all AEUs include value-added content such as expert commentaries accompanying the evidence and are all produced to the same standard.

The UK Database of Uncertainties of the Effects of Treatments (DUETs, <http://www.library.nhs.uk/DUETS>) highlights topics where uncertainties about treatments exist. These feed in to the work of Priority Setting Partnerships (PSPs) to help direct research funding to where it is needed. The Specialist Collections identify topics and create records for DUETs. Users are also encouraged to submit any suggestions for inclusion to the database.

¹http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_085825

The main strength of the Specialist Collections is the collaborative nature of their work. Information professionals work alongside clinical leads and topic advisors to complement each other's skills and knowledge. Close relationships with external stakeholders are maintained via email newsletters, conference attendance and regular meetings. The Specialist Collections are driven by the information needs of healthcare professionals.

What we can do for you

All of the Specialist Collections produce promotional materials such as postcards and information sheets. If these would be of use in training sessions or on leaflet stands in your library, you can contact staff via the "contact us" section on our individual homepages.

They offer original high quality content and subject-specialist resources such as free and Athens controlled e-journal lists and e-books, which are useful for referring users to. See the surgery, anaesthesia, perioperative and critical care specialist collection for an example of this:

<http://www.library.nhs.uk/THEATRES/Page.aspx?pagename=JOURNALS>.

The future

Identifying, organising and indexing high quality content will remain at the heart of what the Specialist Collections do. Improvements in the technology supporting this work will allow for increased value-added content such as Annual Evidence Updates. The contracts for the evidence hubs are currently in the procurement stage. We hope to write a follow-up article to keep you up to date.

Elly O'Brien and Eli Bastin, NHS Evidence

Internet sites of interest

The experiences of patients, plus a note about cholera

Here are some sites that contain actual experiences of patients. I have not listed sites that offer patient information (information for patients), or which talk about how to survey the patient experience or use it in planning services.

I am grateful to Outi Pickering of the library at Warneford Hospital, Oxford, for bringing some of these sites to my attention.

All links were checked on 8th November 2010.

Better Together - Stories

<http://www.bettertogetherscotland.com/bettertogetherscotland/29.html>

Better Together is NHS Scotland's patient experience programme. This part of the site enables people to share stories. However, the facility to find stories was not working on the day I checked the link. Hopefully it is by the time you read the column!

Health Talk Online

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

Health Talk Online contains videos and written information recording experiences of health and illness from more than 2000 people. The site replaces DIPEX, and the information is based on qualitative research undertaken at the University of Oxford. Subjects covered include cancer, dying and bereavement, health disease, pregnancy, later life and young people. A related site at <http://www.youthhealthtalk.org/> is aimed at young people and covers cancer, type 1 diabetes, health and weight, epilepsy, sexual health, long term health conditions, and depression.

The Patient Experience

<http://www.patient-experience.com/>

A discussion forum, provided by The Patients Voice, part of a London based market research company and not to be confused with Patient Voices (see below). There are blogs, video blogs, fact sheets, and information sites.

Patient UK Health Experience Forum

<http://experience.patient.co.uk/>

A place for people to share experiences. There are currently over 100000, and these can be searched by medical topic or by name of medicine. These experiences also display in the "Your experience" section of Patient UK's information leaflets.

Patient Voices

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

Not to be confused with The Patients Voice (see above), this site aims to facilitate the telling and sharing of patient stories so that those who make policy can hear them. I have to say I did not find the stories easy to locate – I hope the policy makers have more luck. The "Search" facility searches the whole site, not just the stories, and the results page is full of adverts. However, using Find a Story and searching the resulting page for the word I wanted seemed to work.

Other thoughts

Blogging offers an easy way for people to record their health and illness experiences, and so I suspect that a search of the web may also uncover useful material. Google, for one, offers a blog search.

Paying attention to patients' descriptions of their experiences is a theme in the field of "narrative based medicine". Although old, this introductory book is still in print:

Greenhalgh, T. and Hurwitz, B. (1998). Narrative based medicine: dialogue and discourse in clinical practice. London, BMJ.

Radcliffe Publishing produce a Patient Narratives series, see <http://www.radcliffe-oxford.com/patientnarratives/default.htm>.

Columbia University in New York run a program(me) in Narrative Medicine, and there are materials and information at <http://www.narrativemedicine.org/>. The bibliography (under "Resources") may lead you to other useful published material.

December 2006's Internet Sites of Interest column covered Medical humanities, a related area.

A note about cholera

There were outbreaks of cholera in 19th century London, and John Snow's investigations into their cause are well known. However, in some parts of the world cholera is more than historical. As I write, it is rearing its ugly head in Haiti. Cholera is a bacterial infection that can happen after disasters, as in Haiti, because the bacterium can be found in contaminated water. In severe cases it causes catastrophic dehydration through diarrhoea and vomiting.

Some places to find information on cholera:

Centers for Disease Control and Prevention (CDC)

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

Health Protection Agency

<http://www.hpa.org.uk/Topics/InfectiousDiseases/InfectionsAZ/Cholera/>

The HPA is among the organisations which the UK government wants to close, as part of its cost cutting.

MedlinePlus

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

ProMed Mail

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

Todar's Online Textbook of Bacteriology

<http://www.textbookofbacteriology.net/cholera.html>

A chapter on *Vibrio cholerae* and Asiatic cholera.

WHO

<http://www.who.int/topics/cholera/en/>

CDC, ProMed Mail and MedlinePlus are providing updates on the situation in Haiti.

Information about John Snow:

John Snow Society

<http://www.johnsnowsociety.org/index.html>

The Society promotes Snow's life and works, as well as providing a communication network for epidemiologists.

Making the Modern World

http://www.makingthemodernworld.org.uk/learning_modules/geography/05.TU.01/?section=2

Learning modules based on the Science Museum's gallery of the same name. Aimed at A level and vocational students.

UCLA Department of Epidemiology

<http://www.ph.ucla.edu/epi/snow.html>

An extensive site.

The column editor writes...

In the last column I asked if there is still a place for annotated lists of web resources, like this column. Several people contacted me (thank you!) to say that the column was useful to them. I am therefore reassured that the column still has a use.

The column can draw on an individual's expertise and experience, and bring to light resources that might not appear on the first page of results from an easy but possibly too simple, search of a general search engine. However, it can survive only with your help. I work in a University setting, in medicine, biological science and operating department practice. I see little of the world of the NHS, or of other health professions. The column must have a wide appeal. Can you help stop this column being just a reflection of my own interests? You can, if you are able to contribute lists of resources or suggestions for future columns.

If you feel you can help, please contact me, and thanks!

Finally, reproduction of the contents of this column, with acknowledgement to Health Libraries Group Newsletter, is absolutely fine – please do!

My contact details:

Keith Nockels
University of Leicester Library
Clinical Sciences Library
RKCSB
Leicester LE2 7LX
UK

Best way to contact me is by email: khn5@le.ac.uk; but my office has a phone: +44 (0)116 252 3101.

*Keith Nockels, Information Librarian, University of Leicester
Contributions should be sent to khn5@le.ac.uk*

Meeting reports

36th UK Medicines Information Practice Development Seminar. University of Warwick. 23-24 September 2010.

Despite budgetary concerns, this year's UKMi Symposium had more than 200 delegates, mostly medicines information pharmacists and suppliers from the UK (plus the Isle of Man and the Channel Islands), but also including visitors from Ireland, Germany and as far away as New Zealand.

The first plenary session, on the use of evidence for medicines management, began with a presentation by Mark Salmon of NHS Evidence, who outlined plans to expand the amount of information on medicines NHS Evidence offers by incorporating the National electronic Library for Medicines (NeLM), whose content is generated largely by UKMi members. Toby Lasserson of the Cochrane Library then described systematic review methods, and discussed how the results need to be communicated in different ways to different audiences. Finally, Richard Lee, from the North West Specialised Commissioning Team, explained how local decision making did not have to result in a "postcode lottery" and what information was needed to support exceptionality and individual funding requests. In the discussion at the end, the audience indicated that they wanted to see many of the functions of NeLM retained when it was integrated into NHS Evidence, in addition to the actual content.

After lunch, there were three short presentations on research projects by practising medicines information pharmacists. The first was a prospective study of enquiries to medicines information centres to investigate the impact of the information supplied. As is often the case with studies of such interventions, there was a definite effect on improving the processes of patient care, but it was difficult to attribute eventual clinical outcomes to this particular event. The second talk described changes to training in medicines information for junior pharmacists at a London teaching hospital, as Band 6 pharmacists there no longer spend a period in the medicines information department as part of their rotation. Finally, a pilot project at the Wessex Medicines Information Centre in Southampton used a new function in Version 3 of the MIDatabank enquiry management software (CoACS, Bath) to generate "Yellow Card" reports of adverse effects for submission to the Medicines and Healthcare Products Regulatory Agency (MHRA).

The rest of the afternoon was used for parallel update sessions in areas such as critical appraisal, an introduction to the recently launched Version 3 of MIDatabank, "horizon scanning" to assess the potential impact of new drugs in the pipeline, the use of "Lean" tools and philosophies in medicines information, and developments in COPD treatment.

Friday morning began with further parallel sessions, including Chinese herbal medicines, a brief introduction to neurolinguistic programming (NLP), and the development and use of competency frameworks for medicines information, besides some topics repeated from the previous day.

The plenary session focused on the contribution that medicines information services could make to quality and productivity, with talks by Martin Stephens (National Clinical Director for Hospital Pharmacy at the Department of Health) and Tom Gray (a hospital chief pharmacist and pharmacy lead for NHS East Midlands). It ended with a panel discussion including the speakers and members of the UKMi Executive.

One clear message was that the GP commissioning clusters envisaged by the health White Paper would need support from medicines information if they were to do their jobs effectively, and that medicines information should become involved now, rather than waiting until the new structures were in place.

After lunch and an opportunity to view the large collection of posters, a plenary session on medicines management in the elderly was addressed by a consultant geriatrician, a pharmacist from the “intermediate care” team in Bristol and a retired pharmacist who has become an “expert patient” and who identified a number of shortcomings in his pharmaceutical care. Worryingly, most of these were known to occur twenty five years ago.

The final plenary session focused on professional competence, with a talk on using the recently developed competency frameworks for medicines information pharmacists. It ended with a use of drama, an innovation for this symposium, in which a medicines information pharmacist was supposed to have given an incomplete answer to an enquiry received late on a Friday afternoon, about an obscure foreign-made herbal preparation, not licensed in the UK. He was having to cover for vacant posts, his subscription to the most relevant database had been cancelled to save money, and his boss was in a meeting about budget cuts that could not be interrupted. Unfortunately the patient died, and her relatives brought a private prosecution for negligence. Various members of the UKMi Executive displayed their talent for acting by played the roles of the accused, the judge, counsel for the prosecution and the defence, and the chief pharmacist, called as a witness. The delegates were asked to form the jury, and tended to find the defendant guilty as charged, although fortunately not by a wide enough margin to satisfy a real judge.

The twenty-four posters on display presented an interesting range of research and evaluation projects. Two areas of particular interest were paperless systems for recording enquiries and the use that could be made of the data collected, and the usefulness of telephone helplines for patients. Focusing on the QIPP challenge for the NHS in England, one poster considered how medicines information services could contribute to identifying established drug treatments which offered poor value for money and ought to be considered for “dis-investment”.

Overall, while there was understandable concern about the provision of resources for individual medicines information centres, which was sometimes forcing difficult choices to be made, it was felt that medicines information would continue to have a vital role in the coming years to ensure that the NHS drugs budget was spent as wisely as possible.

Tom Burnham, London South East Medicines Information Service, Guy's Hospital

Becoming upwardly mobile – can libraries rise to the challenge? CILIP Executive Briefing. CILIP, London. 15th September 2010.

On the 15th September, CILIP held an executive briefing on the use of mobile technology in libraries. While the majority of attendees were from public and university libraries, it was great to see that a handful of delegates were from the health sector.

The briefing comprised 6 presentations and a panel discussion. Presenters included representatives of public and academic libraries that have developed strategies or undertaken projects to utilise mobile technology, private sector companies and representatives of JISC and OCLC.

The main message of the day was that libraries should develop their own strategy on the use of mobile technology. Throughout the event advice was given on how to do this.

Delegates were reminded that the amount of hardware being carried about by users is growing all the time and includes mobile phones, laptops, iPads and even smart watches. Usually these pieces of equipment have many functions, for example a mobile phone can often take photographs, store music, access the internet as well as making phone calls amongst other things.

Three generic attitudes were given towards the use of such devices in libraries and attendees were asked to consider which of these most closely matches their current mobile device strategy:

- 1) Turn off devices when entering the library – a traditional attitude but one that helps to kill the potential of people to learn and consume information.
- 2) Leave your device on if you want to – doesn't ban their use but doesn't encourage it.
- 3) Encourage people to use their devices – this will help to maximise the access the user has to information and their ability to use it on or off the premises.

Various suggestions to utilise technology were made including using Twitter to provide enquiry services, using QR Codes to assist with reference management and developing library specific apps (applications) for use on devices like the iPhone. Librarians were encouraged to use sites like Twitter and to find a budget line to purchase a mobile device so they know what possibilities they present, which will help to inform their library strategies.

Despite the focus on technology at the briefing, it was stated that success depends upon offering relevant services and not just using devices for the sake of it. Libraries must continue to develop services that are focused on their users.

Preparing to embed mobile technology into library services, delegates were told, may require forward planning. Not only is it important to aim to serve your current users, it is vital to create a strategy that reflects the users that you would like to serve. In addition to this, the composition of library staff may need to change and staff with new skills may need to be employed. Job descriptions should routinely ask for the skills sets that will be needed for next 2 years rather than just those needed now.

One project highlighted was at the University of Amsterdam where a mobile app was created for the library. Attendees were told that as this project took 5 people working 4 hours a week just 3 months to complete, it is possible to do such projects on a relatively small scale.

Other suggestions for mobile apps include using shopping apps which will check book titles and show web sites where that book can be purchased alongside libraries where it can be borrowed.

The publishers perspective was given by Jonathan Glasspool of Bloomsbury. He explained that new technologies mean publishers need to have new business models and that a wide variety of business models are needed. Technology develops very

quickly and as a result there are no experts in how these it will develop in the future so publishers are left having to making a series of small strategic bets.

Delegates also got a glimpse of the future with technologies like augmented reality, which will allow books to produce virtual 3D images. These images will also be able to be interacted with, for example, an image of an eye which can be dissected. Other examples of how augmented reality can be used include virtual signposting which can only be seen through camera. Face recognition is also on its way and will allow, for example, a picture to be taken of someone and the mobile device will find information held about them on Facebook and other internet profiles.

The briefing made it clear that libraries need to embrace the use of mobile devices, not least because technology continues to develop. It is no longer the case that users just know about technological possibilities, they increasingly expect to be able to use technology in their everyday lives which includes their interaction with libraries and their consumption of information. Other organisations are embracing technology and especially the use of mobile devices and if libraries do not do so as well, they face the possibility that they will look out of date and irrelevant in the modern world and that users will bypass them in their pursuit of information.

More information on this briefing can be found on the event website:
<http://www.cilip.org.uk/mobile2010>

Stuart Glover, Deputy Librarian, University Hospitals of Leicester NHS Trust

Health Libraries Group Conference: Keeping information centre stage amid changing scenery. The Lowry, Salford Quays, Manchester. 19-20 July 2010.

The 19th and 20th of July saw the Lowry host the 2010 Health Libraries Group Conference. As a UCL Masters student hoping to work in the health sector, I was lucky enough to be able to attend on a HLG student bursary.

The conference kicked off with an informative talk by Dr Gillian Leng on the work of NICE and also its future in relation to the White Paper, a very hot topic. The subsequent parallel sessions covered a good range of topics and I was able to attend talks on a wide variety of themes. The sessions enabled me to gain an understanding of the current issues affecting health libraries as well as add another dimension to my dissertation.

I was also able to pick up tips that I will hopefully be able to put into practice in the future. On this note, particular highlights of Day One included a practical talk on enhancing your profile by Olwen Beaven. Pertinent to this article was the highlighted fact that lots of library innovations are actually transferable, and those to do with communication and web tools, picked up at conferences such as this can be passed onto colleagues in other departments.

The conference dinner was at yet another stunning venue, the Palace Hotel, and included an entertaining after-dinner speech by Dr Kevin Jones.

Day Two started with a thought provoking keynote address by Professor Tony Warne and an engaging talk on Disaster Planning by Dr Sanjay Agrawal. The high quality of the parallel sessions continued into the second day. Of special interest to myself

were again the presentations dealing with the theme of gaining and keeping a higher profile. Here, the potential for librarians to branch out and show what they can do in other areas, such as management, was demonstrated. At the last coffee break I managed to find my way up to the Circle Bar to look at the posters, several of which were relevant to my dissertation topic. I was especially curious about 'knowledge management into action: developing local care pathways in Map of Medicine by Margaret Rowley from Worcestershire Health ICT Services. The assessing impact theme of the final parallel session also related directly to my study. Having just interviewed doctors on their use of library and information services, I found Mark Salmon's plenary session, highlighting some of the results from the recent NHS Evidence survey, extremely interesting.

Overall the two days gave me a greater understanding of the different roles that are available within health libraries and I found it inspirational for the challenging times ahead. I really enjoyed my time at the conference and would like to finish by saying thank you to the Health Libraries Group for the bursary that allowed me to attend.

Fiona Cranfield, UCL MA LIS student

Health Libraries Group Conference: Keeping information centre stage amid changing scenery. The Lowry, Salford Quays, Manchester. 19-20 July 2010.

I was inspired to apply for an HLG bursary as soon as I saw the variety and relevance of the conference programme and I was delighted to hear that my application had been successful.

I have been to The Lowry before but travelling there from the centre of Manchester I was struck by the scale of the regeneration and building work that has taken place since my last visit, and also struck by the fact that there is a tram system that works. Anyone who has visited Edinburgh in the last couple of years and seen the state of the city centre will know what I mean!

As Pauline Blagden said in her opening remarks, the theme of the conference could not be more relevant, particularly with the publication the previous week of the white paper 'Equity and excellence: liberating the NHS', although I did have to explain on more than one occasion that no, this white paper does not apply in Scotland: Health is a devolved area.

Of the plenary sessions, the presentation that stands out in my memory was the Bishop and LeFanu Memorial Lecture given by Dr Sanjay Agrawal from the University of Leicester NHS Trust. His theme was disaster planning and Dr Agrawal provided his personal observations around planning for pandemic flu, and his involvement in Leicestershire planning. I found Dr Agrawal's talk entertaining, informative and thought provoking, touching as it did on the practical, legal and ethical aspects involved in pandemic flu emergency planning.

Many of the parallel sessions that I attended were on the theme of 'Gaining and keeping a higher profile'. Louise Hull's session on developing a new 'corporate' clinical librarian role was particularly interesting – she explained the approach that her trust has taken to establish this new role and embed evidence based practice in trust-wide and non-clinical areas of the trust. I was reassured to hear that she has found it hard to measure the impact of this service – I work in a health management

library that provides information services to management staff throughout Scotland and measuring impact is something that we struggle with too.

The following presentation from Debra Thornton and Trevor Morris was equally interesting. They described their Board Librarian project which is about ensuring that decision making at the highest level within the trust is evidence based. One of the positive side effects of this project seems to have been improved relationships between managers and clinicians, with the latter recognising that managerial decisions are being made based on best evidence too.

Strategic thinking is not something that comes easily to me and I attended two valuable sessions on strategy. The first was a presentation on seven tools for effective strategies from Sheila Corral. Many of us will be familiar with SWOT analysis, one of the most popular strategy tools, and Professor Corral discussed intermediate and advanced versions of this tool, as well as suggesting six other strategy tools. I found it helpful that Professor Corral provided a reference list and some further notes on the different techniques. The second strategy session that I will certainly be following up was 'Aligning your service to local regional and national drivers'. Tracey Pratchett and Lis Edwards spoke about their collaborative project which built on the LondonLinks Alignment Toolkit. The Northwest MAP (Making Alignment a Priority) Toolkit is delivered using a wiki and brings together resources - local service profiles, case studies, and practical tools that libraries can use to ensure that their services are aligned to the key local and national drivers and demonstrate impact on their organisations.

On the final afternoon I attended the 'International perspectives' parallel session just from interest. This session was poorly attended which was a pity as I found it fascinating. Steve Glover talked about his experiences mostly in Asia of running training workshops for clinicians and librarians as part of the WHO Access to Research Initiative (HINARI). Stuart Glover then delivered a presentation on behalf of Prabha Manoj Kumar, from the Sanjay Ghandi Postgraduate Institute of Medical Sciences, India, though to be honest the content of this session could probably have been equally well delivered by way of a poster. The other two presentations in this session were case studies of Partnerships in Health Information (Phi)-supported partnerships, one in Uganda and one in Tanzania, both demonstrating how partnership working between librarians in the UK and Africa is delivering real benefits. I found the case study from Tanzania especially inspiring where the partnership between Lucy Reid from the Royal College of Obstetricians and Gynaecologists and Rehema Chande-Mallya from the Muhimbili University of Health and Allied Sciences is helping to embed information skills in the university curriculum, to incorporate a health information module within library schools, and to establish 'health corners' within the public library service. Shane Godbolt, from Phi, who presented with Alison Kinengyere from Makerere University, made a persuasive argument that CILIP should be more proactive in encouraging coordination of international activities. This session ran out of time, with the final speakers having to rush through their presentation – frustratingly this left no time for questions or discussion.

In fact, this happened with most of the parallel sessions – almost inevitably with three presentations in an hour-long session, time ran out and there was little opportunity for discussion afterwards. There was an exhibition of 20 posters and perhaps some of the parallel session presentations could have been delivered as posters instead. It was also unfortunate that the main exhibition had to be split between two areas of the venue, but the effort required to make sure that all the stands were visited was

worthwhile. I was pleased that all the exhibitors I spoke to seemed well aware of the Scottish situation.

The conference dinner was held in the (very) Grand Room at The Palace Hotel in Manchester and the dinner itself was delicious. The evening allowed for more socialising and chit chat, though I confess I left before the dancing started.

There was so much to absorb over the two days, and so many examples of good and interesting practice going on around the country, that it's going to take time to look at the websites, follow up the contacts and consider the ideas that came out of the conference. From about 350 participants, only around six came from Scotland and even fewer from Wales or Northern Ireland; there were only two presentations from Scotland and no posters. This gave the conference an inevitable England focus, but made me realise that there are both similarities and differences in the issues we face, and that for the next conference, we in Scotland should be less backward about coming forward and sharing our experiences and good practice. I'll be planning a poster for next time.

Thank you to HLG for awarding me a bursary – I would not have been able to attend otherwise and I was inspired and reminded that being a health librarian is a valuable and important role, and after 21 years in the profession, I wouldn't choose to be anything else.

Alison Bogle, Health Management Library, NHS National Services Scotland

Health Libraries Group Conference: Keeping information centre stage amid changing scenery. The Lowry, Salford Quays, Manchester. 19-20 July 2010.

I write this sitting back at my desk, reflecting on the two-day Health Libraries Group (HLG) Conference; surrounded by the activities and notes from the workshop titled *Writing for Publication* that I attended as part of the conference - those techniques I discovered during the workshop are already being put into practice as you can see! It was thanks to being awarded a Student Bursary that I was able to attend the conference - the title of *Keeping Information Centre Stage amid Changing Scenery* being relevant more than ever in today's economic climate of cut-backs.

To discover, to network and to develop; these are just three of the things that I was hoping to achieve through attending. During the conference I was able to broaden my professional knowledge in a practical sense, through finding-out about services that have been implemented by others, and by also having the opportunity to learn new theoretical skills which will help with my studying. This latter point can be demonstrated by several workshops I attended under just one of the key themes of the conference – *Planning and Doing Research*; the research methods of quantitative and qualitative I'm sure will come in useful when I embark on my dissertation as part of my Master's course.

Promoting the library to users is a task that is ongoing in my workplace; through attending *Marketing your Service: A Workshop* (part of the key theme - *Gaining and Keeping a Higher Profile*) I learnt some very useful tips (such as focussing on the benefits of your library service and how your solutions fit user needs) that I'm sure will be implemented when it comes to our own library branding. Indeed, it will build upon the work that I have already undertaken in terms of ward visits and library

awareness days in my workplace. Under the *External Collaboration* theme, I attended the presentation *Seven Tools for Effective Strategies: A Toolkit for Health Library and Information Professionals*. This has introduced me to several models and frameworks for Information Management (such as Information Ecology, and the SEPTEMBER Framework) which hitherto I was unaware of.

I was fascinated by Professor Tony Warne's Keynote Address on the final day of the conference, *Thoughts in Search of a Thinker, so We May Think* – it certainly made me think about 'knowing' and 'not-knowing' and the many different ways there are now to access libraries and knowledge. His views on Institutional Repositories were also noteworthy; consisting of the belief that these are clearly the way forward in how we allow students access to knowledge. His lecture also discussed Vannevar Bush's 'memex' machine; as a result I have been inspired to do extra reading on this to further my own knowledge.

Visiting the Exhibition presented an opportunity to discover more about the major companies who attended, especially with regards to the services that they provide from a health library perspective; for example, the e-journal packages that they offer. London Health Libraries also asked an interesting and thought-provoking question on their stand; *What will a health library service look like in 2014?* The Poster Session contained a diverse range of poster presentations; this was an excellent opportunity to discover many aspects of health information work, ranging from specific health information sectors, to developing services such as current awareness and information skills training.

Sara Clarke's and Zoe Thomas' presentation, *Health Librarians: Developing Professional Competence through a Legitimate Peripheral Participation Model* was especially relevant; one day I hope to move from 'the novice to the expert practitioner' as they discussed. They highlighted the need for self-reflection, and 'learning through doing' in order to meet targets for professional development. It has certainly given me several things to think about in terms of how I wish to move my career forward. As I am at the beginning of my career, it was invaluable to be able to informally chat to other health information professionals and learn about their experiences and professional roles during the enjoyable Conference Dinner, held at the Palace Hotel, Manchester.

Returning from the conference has left me feeling very motivated towards my studying, and those initial expectations I had of discovering, networking, and developing were fully met by the conference programme. Finally, for those of you who missed this year's conference, I highly recommend that you visit <http://www.cilip.org.uk/get-involved/special-interest-groups/health/events/conferences/Pages/conference-2010.aspx> where you find links to the presentations that were given – I know that I'll be referring back to them for a long time to come.

Heather Langstaff, Faculty Knowledge Assistant (Staff Library Solihull Hospital, Heart of England NHS Foundation Trust) and Distance Learning Student (Information and Library Studies MSc Econ, Aberystwyth University)

Health Libraries Group Conference: Keeping information centre stage amid changing scenery. The Lowry, Salford Quays, Manchester. 19-20 July 2010.

There were a number of reasons I was interested in attending the HLG 2010 conference. Since taking my first post in health in 2009 I had come to realise that working in a specialist library has a very steep learning curve where the trick is to manage the learning rather than hoping to come to a point where I know it all so making the most of opportunities to learn and to make connections with library staff outside my area made applying for the bursary an absolute must.

We arrived in Manchester the night before the conference began, checked into our hotel in the city centre and then skipped along to the quiz hosted by CILIP NW Branch. Two colleagues and two friends made the team - we did poorly and came last, but we feel we came first in the fun stakes as we had a blast. Day One - the first parallel session I attended gave me a lot to think about straight away. Olwen Bevan from BMA Evidence presented on practical approaches to enhance your profile. Olwen described how a chance to participate running a promotional stands at external events, a chance that was later withdrawn, made her realise the importance of demonstrating and promoting the value of the service internally. There were lots and lots of practical tips but the overriding message was to be persistent and observant for opportunities and to not be afraid to rock the boat and disagree with the status quo if things aren't going your way. A theme also picked up on by Tatjana Petrinic from University of Oxford. Tatjana shared her experience from being told that library staff may not be welcome at grand rounds to finding that attendance at rounds enhanced opportunities for the service and her own personal knowledge.

This session was followed by a number of other interesting presentations, by the afternoon my head was spinning. A quick scramble to the last plenary meant that I had to creep in during the first presentation. In the second presentation Sara Clarke and Zoe Thomas from the Royal Free Hospital presented 'Health Librarians: developing professional competence through a legitimate peripheral participation model' discussed the issue of developing the skills needed by specialist librarians for new professionals that are not part of the library school curriculum. These are skills that tend to be learnt on the job and Sara and Zoe worked together to develop a model that will capture the competencies as they are acquired by the new professional. This was particularly interesting for me as a new professional and is something that I would like to explore further for my own organisation.

Absolutely exhausted, we trekked back to our hotel to get ready for the evening - a drinks receptions and dinner at the Palace Hotel. I actually fell asleep almost as soon I got into the room but luckily woke up in time to freshen up and get the drinks reception, sponsored by Wiley-Blackwell, in time for the free wine and bit or catching up with the team. The dinner was gorgeous and I had great company at my table. Day Two - One of the highlights of the conference was Dr Sanjay Agrawal lecture on 'The ups and downs of Disaster Planning'. It was scary and exciting and gave informative insight into the experiences of practitioners. This was followed by another busy day of presentations, including two focused on working with senior managers within trusts to support their information needs (Louise Hull from University Hospitals of Leicester NHS Trust and Debra Thornton and Trevor Morris from Blackpool, Fylde & Wyre Hospital NHS Foundation Trust). Some of the challenges they found with embedding evidence-based practice in corporate areas were getting managers to understand the value of EBP and moving them away from a 'best guess' approach, developing knowledge of where to look for information and developing management focused resources. I look forward to following up on their experiences and seeing what we can replicate (read steal).

The train journey home was a great opportunity to catch up with colleagues and find out what their highlights were - unfortunately we were all so exhausted that not much talking went on at all. Since returning to work I've shared my experiences with my colleagues that weren't able to attend and begun the process of investigating the ideas that could impact change.

Melinda Davies, Clinical Librarian, Brighton and Sussex University Hospital Trust

Health Libraries Group Conference: Keeping information centre stage amid changing scenery. The Lowry, Salford Quays, Manchester. 19-20 July 2010.

As a part time student studying for the Msc in Information and Library Management alongside working in an academic library, I was delighted to be awarded a student bursary to attend this year's Health Library Group Conference in Manchester. This was my first library conference and I found the event varied and interesting as well as a great opportunity to meet people working in the health sector. Having worked in the NHS for a number of years before changing career, I was keen to find out more about the role of the information professional in healthcare.

The topic of keeping information centre stage amid changing scenery was particularly appealing given the recent change in government and economic crises. The opening lecture by Dr Gillian Leng, Deputy Chief Executive for the National Institute for Health and Clinical Excellence, emphasised the important role of information specialists within the NHS and how vital their knowledge and experience is in measuring outcomes for patients. She explained the role of NICE in achieving better outcomes for patients by providing knowledge for staff, patients and the public.

Having attended the opening addresses, delegates now faced the difficult dilemma of deciding which talks to attend. Sessions were divided into themes giving the delegates the option to either follow a particular theme throughout the conference or pick and mix between themes. I decided on the latter approach as I wanted to gain an overall picture of the changing role of information professionals. The first session I attended came under the theme of external collaboration. The first two presentations discussed the benefits and potential problems of providing books on prescription through public libraries. This was followed by a lively and fascinating talk by Mark Duman from the Patient information forum. Here the importance of the conference theme was reiterated, stressing the need to provide patients with better clearer information as they are given more choice in their treatment thus increasing health literacy. This theme was echoed in a fascinating talk on concerning consumer health information given by Sally Thompson and Lorna Patterson from NHS Direct. The important role of the information professional in this area was emphasised and the variety of enquiries they receive was very enlightening!

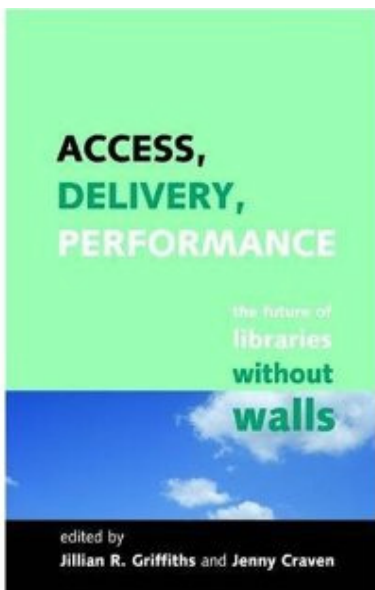
Another theme that I found particularly interesting was the need for accessible information literacy provision. This was particularly well illustrated in a session on Evidence based practice in nursing. There were three presentations all looking at how librarians can support Nurses in their continuous professional development. The first presentation by Mike Raynor and Alison Brettle discussed the use of the use of remote delivery of search skills for pre registration nurses. They had investigated the benefits of online tutorials against standard face to face information literacy sessions. By using quizzes and searching exercises they offered a solution for students rarely

on campus. Tasha Cooper from MIDRES described the process of developing a business proposal for the introduction of an instant messaging service for the midwives information and resource centre in Bristol. This talk was really informative as it stressed the need to promote a service in order for it to succeed. The final talk in this session, by Tatjana Petrinic, examined how librarians can support nurses towards publication. I found this presentation very interesting as it emphasised the vital role of librarians in continuous professional development. The information literacy theme, alongside the importance of increasing the profile of the library, was also well explored in the E-learning and Information technology session. Pauline Blagden gave an excellent example of raising the profile of the library through becoming involved in e-learning for statutory and mandatory training. The library at Portsmouth not only provided the space but also a learning support assistant to assist users with their training. In this session was also an interesting presentation by Gayle Guthrie on the development of a VLE to host Information Literacy toolkits of online training material.

Alongside the varied talks by healthcare librarians was the fascinating Bishop and LeFanu Memorial Lecture. Dr Sanjay Agrawal gave an entertaining as well as informative presentation on disaster planning for a pandemic. Overall I found the conference informative and really enjoyed talking to information professionals working within the healthcare sector.

Jane Belger, Deputy Branch Supervisor (University of Bristol)/ Msc Information and Library Management University of the West of England

Book review



Griffiths, JR, Craven J (eds). *Access, delivery, performance: the future of libraries without walls.*

London: Facet, 2009.

ISBN 9781856046473. xiv, 238 pages.

£44.95

This book was compiled to celebrate the contribution Professor Peter Brophy has made over a career spanning over 37 years following his retirement in 2008 as the Director of the Centre for Research in Library and information Management (CERLIM) at the Manchester Metropolitan University.

Chapters are devoted to the various stages of a varied career spanning over 37 years beginning with a research post with the University of Lancaster remembered by

Michael Buckland, currently Professor Emeritus, at the University of California.

The remaining chapters are grouped into four themes which epitomise Professor Brophy's work within the profession:

- Libraries, learning and distance learning
- Widening access to information
- Changing directions of information delivery
- Performance, quality and leadership.

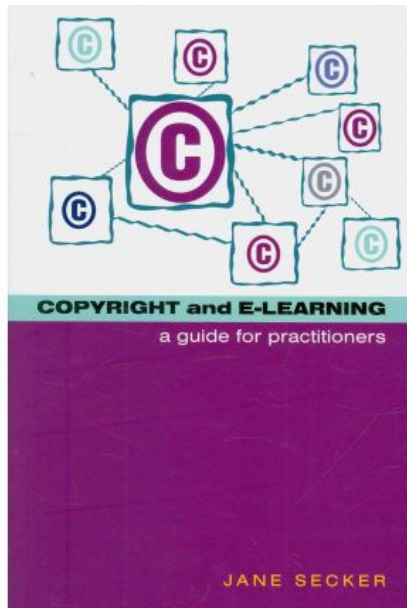
Each theme contains two or three chapters, each written by experts in their field. They illustrate Peter Brophy's contribution to the profession in terms of his original thinking, research and influence. Taken together, they also represent most of the current preoccupations of the profession as a whole. Although the health sector is not specifically mentioned, these overarching themes are relevant to all sectors.

The '*libraries without walls*' of the subtitle refers to a project BIBDEL (Libraries without walls: the delivery of library services to distant users) which led to a series of conferences of the same name of which Peter Brophy was a creator. I attended the first *Libraries Without Walls* conference in 1995 when the concept of 'access not acquisition' was first gaining ground as a concept within higher education. While library services still expect to provide users with physical access to their buildings, electronic access, often from remote locations, is becoming ever more dominant. Papers presented at the more recent LWW conferences have provided examples of how libraries are pushing out the frontiers of their services.

The book concludes with a selected bibliography of Peter Brophy's work. It was welcome change to read a book giving an overview of developments within the profession over the last 40 years encapsulating some of the most significant developments in the delivery of library services. Professor Brophy's contribution to the profession is commemorated as one which nurtured and developed library

services in a way which would enable them to meet the future needs of their users taking advantage of emergent technologies.

Margaret Rowley, Head of Knowledge Management, Worcestershire Health ICT Services.



Secker, Jane. Copyright and e-learning: a guide for practitioners. London: Facet, 2010. ISBN 9781856046657 xix; 204 pp. £44.95

Intended as a practical guide to anyone working in education who uses some form of e-learning to support students, and for those developing e-learning resources, this book is relevant to the health service where e-learning materials are being developed.

Dr Secker is Learning Technology Librarian at the LSE. She chairs the Heron (Higher Education Resources ON demand) User Group and sits on the Universities UK Copyright Working Group. She can be

seen in a video clip in the Facet on-line catalogue giving a general introduction to her book, and answering questions on its content. She highlights chapters 3 and 5 as breaking new ground. Chapter 3 deals with copyright issues associated with the digitisation of multimedia, such as video and audio, and still image collections and chapter 5 deals with the copyright implications of the Web 2 environment.

The work is intended as a practical guide rather than a definitive legal work, and provides an overview of copyright and other intellectual property rights as they relate to several English speaking countries. It considers both conventionally published and 'born digital' resources including pod-casting and new and emerging technologies coming under the web 2.0 umbrella. No previous knowledge of copyright is assumed.

The text is illustrated by seven case studies, all in academic libraries, one in the US and one in New Zealand but the rest in Great Britain.

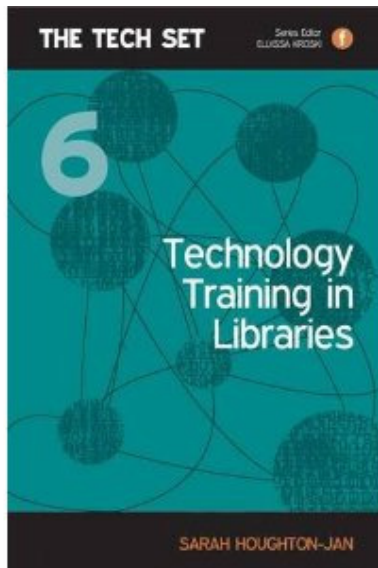
The overall message is that institutions should seek to embed copyright and IPR policies into their teaching strategies. Key advice is to consider copyright issues at the start of the process of producing e-learning packages. Many of the larger academic institutions are employing Copyright Officers, or incorporating the function into a more general legal compliance team.

The problems caused by the non-renewal of the CLA NHS licence a few years ago highlighted the low awareness of copyright issues in the NHS. With this in mind, I found the chapter on copyright training particularly interesting. Given the potentially high penalties for non-compliance, and the increasingly complex forms of publication,

I shall be looking towards incorporating information on copyright into library induction sessions.

In addition, this book is essential reading for any organisation planning to develop the use of e-learning materials.

Margaret Rowley, Head of Knowledge Management, Worcestershire Health ICT Services



Houghton-Jan S. Technology Training in Libraries (Tech Set 6).

London: Facet, 2010

ISBN: 9781856047265. 127 pages.

£34.95

This book, the sixth in Facet Publishing's "Tech Set" series, is based on the premise that "library users have been eagerly waiting for libraries to provide excellent technology services" (p.1) and provides the reader with plenty of guidance for implementing a technology training programme to library staff. The author holds the auspicious title of 'Digital Futures Manager' at San Jose Public Library in California and has a strong background in both technology and training. Aimed mainly at library managers and

trainers, the book is organised in a clear, easy-to-follow format designed to take the reader from arguing the case for technology training through to setting-up, marketing, implementing and evaluating a staff training programme. It has six chapters full of practical training hints, tips and ideas that are sure to inspire and Houghton-Jan's informal style makes it a very easy read.

There are not very many books on the market that address the technology training needs of library staff and this is certainly a subject that tends to be ignored or left to the library "tech pack mules" (p.4) to deal with. The term "technology" in this book covers everything from operating systems to web browsers to troubleshooting of software and hardware right through to web 2.0, mobile devices and the semantic web. Houghton-Jan builds a strong case for technology-savvy library staff in terms of saving time, money and increasing user satisfaction and her enthusiasm for the topic is very infectious. The book provides guidance on creating a library technology training programme from scratch and includes suggestions on how to get support from management, encourage resistant staff to undertake training and implement the training itself, from lunchtime sessions to peer training to setting up a "technology petting zoo". The author's experience in training comes across very clearly, especially in terms of prioritising the needs of the trainee and integrating the training into their continuing professional development. The book also includes over ten pages of recommended resources at the back and a very extensive bibliography. The only disadvantage is that the technology training promoted by the book is certainly aimed toward larger libraries with ten or more staff and the focus inclines toward American libraries. Smaller libraries with fewer than five staff members might

struggle to find the time to implement technology training for all their staff. Houghton-Jan's suggestion that staff refusing to undertake such training should be formally reprimanded, demoted or even dismissed seems more than a little unrealistic! It was also disappointing that the author did not encourage more integrated working with IT departments, who have a wealth of expertise and are often the first people we call on when the printer breaks down.

Overall however the book is a useful and timely reminder of the symbiotic relationship between the library and technology. Having library staff who are comfortable with technology can only improve the service we offer to users. It is also a practical guide for anyone setting up a training programme for staff or users. As an information skills trainer I found many valuable hints and tips which I may integrate into my own training programme and the realistic guidance found in the book would be a useful introduction to anyone considering training as a career. It may well encourage more 'Digital Futures Managers' to take flight on this side of the pond!

Sian Aynsley, South London Healthcare NHS Trust



Byke K., Lowe-Wincentsen D. A leadership primer for new librarians: tool for helping today's early-career librarians to become tomorrow's library leaders. Oxford: Chandos, 2009. ISBN: 978 1 84334 419 3; 182 pages; £39.45

This book is aimed at librarians in the early stages of their professional career. It aims to provide a "road map" for the move in to a leadership position.

It is firmly rooted in evidence-based practice, incorporating the results of a US-based survey, the authors' experience and case studies within each chapter. It focuses on practical advice which, along with the approachable yet authoritative style, elevates this book from being a potentially dull exploration of abstract concepts to an enlivened and highly practical discussion.

The authors' research found that very few LIS courses offered a module covering leadership, which they felt was a key skill in professional life, hence the first chapter is entitled 'what you didn't learn in your LIS program'. The authors define their key term "leadership" early on, further refining it by making important distinctions such as that between management and leadership. The authors have a straightforward and honest approach; they include their professional biographies which provide further context for the book, having also emerged as a result of their experiences in their early career.

The layout of the book is consistent and easy to follow. Broad-based chapters are subdivided in to manageable chunks and include testimonials from professionals. It includes practical tips and hints, such as a section on networking which advises diplomacy given the highly inter-connected nature of the librarian community. The

final chapter offers a toolkit of next steps which effectively span actions for completion in the short and long term.

The main selling point of this book is how encouraging it is. The chapter 'becoming a leader even if you aren't in a leadership role' serves to empower and bolster the confidence of early-career librarians. Another chapter dispels the negative connotations surrounding being a "follower", assuring those who do not want to – or feel able to – assume a leadership role that they can still influence change. Crucially, being a "follower" is not a failure or cop-out.

Although based on US research and experiences, the principles are applicable to UK as the professional career path is broadly the same. References are made to numerous journal articles and books, these are drawn from LIS-specific and theoretical sources which provide a wide selection of further reading.

This book's firm basis in real-world cases means that it never attempts to preach and is not prescriptive, thus it provides exactly what it sets out to: a roadmap.

Elly O'Brien, The Royal College of Surgeons of England

Current literature

Records management

Maly, T. (2010) Innovative library driven project improve clinical governance. **Health Libraries Australia News**. [Internet] June, pp1,12-14.

<http://www.alia.org.au/groups/healthnat/hla/HLA.News-June2010.pdf> (OA)

Trudi Maly was in 2009 the recipient of the HLA/HCN Health Informatics Innovation Award for her ongoing work on the management of clinical guidelines. She reports here on her experience and the lessons learned from this exciting records management project which used the document management system PROMPT (PROtocol Management and Production Tool).

New technologies

Giustini, D. (2010) Social media for health librarians. **Journal of the Canadian Libraries Association** [Internet] 31(2), pp73-75.

http://pubservices.nrc-cnrc.ca/clients_html/jchla-31-2/c10-019/c10-019.htm (OA)

A new column by web 2.0 enthusiast Dean Giustini on social media for health librarians.

San José Montano, B. et al. (2010) Integrating the hospital library with patient care, teaching and research: model and Web 2.0 tools to create a social and collaborative community of clinical research in a hospital setting. **Health Information and Libraries Journal**. 27, pp 217-226.

<http://onlinelibrary.wiley.com/doi/10.1111/j.1471-1842.2010.00893.x/abstract>
(Link to abstract)

In order to support better clinical practice, teaching and research, the Hospital de Mostoles Library and the Universidad Carlos III designed a new resource using the Content Management System Joomla ! and developed 5 online areas: research wikis, repositories, library content, news and a forum.

Wikinvestigación: <http://www.wikinvestigacion.org>
Joomla ! <http://www.joomla.org>

Drinkwater, K. (2010) E-book readers: what are librarians to make of them? **SCONUL Focus**. [Internet] 49, pp4-9

<http://www.sconul.ac.uk/publications/newsletter/49/2.pdf> (OA)

This is a thorough piece of investigation on the possible use of e-book readers in an academic library environment.

Obst, O. (2010) iPad lending project: first results. **Journal of the European Association for Health Information and Libraries** [Internet] 6(4), pp39-41.

Oliver Obst makes the case for iPad lending in an academic health library environment using his experience at the University and Regional Library in Münster, Germany.

http://www.eahil.net/journal/journal_2010_vol6_n4.pdf (OA)

Information needs

Steele, M. (2010) 'Steele on Wheels'. **Health Libraries Australia News**. [Internet] June, pp9-10.

<http://www.alia.org.au/groups/healthnat/hla/HLA.News-June2010.pdf> (OA)

Marion Steele explains here how she set up a mobile reference library service for the clinicians of the Rehabilitation and Aged Care department in Victoria, Australia.

White, G. (2010) LENUS – providing a platform for Irish health research. **SCONUL Focus**. [Internet] 49, pp15-16.

<http://www.sconul.ac.uk/publications/newsletter/49/5.pdf> (OA)

LENUS: <http://lenus.ie>

This brief article describes the bold initiative of the Dr Steevens Hospital Library in Dublin to create an Irish-only research repository.

Periodicals

Ugaz, A.G. et al. (2010) Basic list of veterinary medical serials, third edition: using a decision matrix to update the core list of veterinary journals. **Journal of the Library Medical Association** [Internet] 98(4), pp282-292.

<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2947140/pdf/mlab-98-04-282.pdf> (OA)

This is an update of the basic list of veterinary medical serials originally created in 1976. It uses 5 new criteria: indexing coverage in AGRICOLA, CAB, Medline and the Web of Knowledge; impact factor using the Journal Citations Report and SCImago Journal Rank; recommended titles by specialist veterinary committees; data from an online survey distributed to 42 librarians in organisations from around the world accredited by the American Veterinary Medical Association

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 November-2 December 2010

Online Information 2010

Grand Hall, Olympia, London

<http://www.online-information.co.uk/index.html>

Range of package options

25 January 2011

Critical appraisal skills for healthcare librarians: the basics

CILIP, London

<http://www.cilip.org.uk/jobs-careers/training/pages/critical-appraisal-skills-the-basics.aspx>

CILIP personal member: £220 + VAT, □ CILIP organisation member: £265 + VAT,

□ Non members: £310 + VAT

26-29 January 2011

HEALTHINF : International Conference on Health Informatics

Hotel Melia Roma Aurelia Antica, Rome, Italy

<http://www.healthinf.biostec.org/>

Range of package options

4-6 April 2011

How to Practice EBHC (Evidence-Based Health Care)

St Hugh's College, Oxford University, Oxford

<http://www.cebm.net/index.aspx?o=5717>

£850

18-20 April 2011

LILAC 2011

British Library, London

<http://lilacconference.com/WP/>

Early bird registration until 31st December 2010. Range of package options

11-13 May 2011

3rd International m-libraries Conference

Brisbane Convention & Exhibition Centre, Brisbane, Australia

<http://www.usq.edu.au/m-libraries>

Early bird registration 1 December 2010 – 11 March 2011. Range of package options

13-18 May 2011

MLA 2011 Annual Meeting and Exhibition

Minneapolis, MN

<http://www.mlanet.org/am/am2011/about/index.html>

Range of package options

19 May 2011

Managing outreach in health service libraries

CILIP, London

<http://www.cilip.org.uk/jobs-careers/training/pages/managing-outreach-health-service-libraries.aspx>

CILIP personal member: £240 + VAT, □ CILIP organisation member: £290 + VAT,

□ Non members: £340 + VAT

26-30 May 2011

CHLA/ABSC Conference 2011

Calgary, AB

<http://www.chla-absc.ca/2011/>

Early bird registration ends 25th April 2011. Range of package options

7-10 June 2011

The Nottingham Systematic Review Course 2011

University of Nottingham, Nottingham

<http://szg.cochrane.org/workshops-and-events>

£849 (Discounts available for internal applicants and group bookings)

25-29 June 2011 [Pre conference 25-26 June, Conference 27-29 June]

HTAi 2011: HTA for Health Systems Sustainability

Rio de Janeiro, Brazil

<http://www.htai2011.org/>

Registration begins 15 January 2011; Fees to be announced

27-30 June 2011

6th International Evidence Based Library & Information Practice (EBLIP6) Conference

University of Salford, Greater Manchester

<http://www.eblip6.salford.ac.uk>

Prices and details to be confirmed

5-8 July 2011

EAHIL 2011

Istanbul, Turkey

http://www.ku.edu.tr/ku/index.php?option=com_content&task=view&id=4023&Itemid=3539

Registration 325 EUR; Late registration (After 2 May 2011) 375 EUR

12-13 July 2011

Umbrella 2011

University of Hertfordshire, Hatfield

<http://www.cilip.org.uk/umbrella2011/pages/default.aspx>

Booking open soon

13-18 August 2011

World Library & Information Congress: 77th IFLA Conference & Assembly

San Juan, Puerto Rico

<http://www.ifla.org/en/ifla77/registration>

Early bird registration until 6th May 2011. Range of package options

14 September 2011

Critical appraisal skills for healthcare librarians: building on the basics

CILIP, London

<http://www.cilip.org.uk/jobs-careers/training/pages/critical-appraisal-skills-building-on-the-basics.aspx#dates>

CILIP personal member: £220 + VAT □ CILIP organisation member: £265 + VAT

□ Non members: £310 + VAT

Julia Garthwaite, Deputy Site Librarian, Cruciform Library, UCL

Contributions should be sent to jgarthwaite@sky.com



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Newsletter editorial notes

CILIP is the UK's professional body for library and information professionals and includes the Health Libraries Group (HLG) as one of its subgroups. HLG has two regular publications: the Health Information and Libraries Journal (HILJ) and the HLG Newsletter. In a collaborative approach, they provide their joint readership with a comprehensive coverage of the health and social care information sectors. The HLG Newsletter is freely available to all across the globe and is posted quarterly on the HLG web site. Published by Blackwell Publishing Ltd., HILJ is the official journal of the HLG. Reduced subscription rates are available to members of HLG, the European Association for Health Information and Libraries (EAHIL), the Medical Library Association (MLA) and the Australian Library and Information Association (ALIA). Members wishing to subscribe to 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	Elise Collins elise.collins@nccc.wales.nhs.uk / eacollins@hotmail.com
Internet sites of interest	Keith Nockels khn5@le.ac.uk
Book review	Kate Boddy kate.boddy@pms.ac.uk
Current literature	Fabienne Michaud Fabienne.Michaud@rsm.ac.uk
Diary of events	Julia Garthwaite jgarthwaite@sky.com

Next Copy dates:

Issue date	Deadline for content
March	11 February 2011
June	13 May 2011
September	12 August 2011
December	11 November 2011

HLG Members email discussion list

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