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## Editorial

Hello and a warm welcome to the March 2009 issue of the Health Libraries Group newsletter.

My first responsibility as the new editor is to thank our previous editor Emily Harker for all her hard work and, in particular, for taking the newsletter forward into the electronic age as well as undertaking a newsletter survey to ensure the continued development and success of the newsletter. I am sure you will join with me to thank her and to wish her well in her new role.

One of my aims for the newsletter in the coming year is to consult with the HLG committee and incorporate some of the changes and requests highlighted in the recent HLG newsletter survey. It may take a little time for this aim to be realised but, rest assured, it's a priority - so watch this space!

In the meantime, I hope you will enjoy the current issue. We welcome two new members of the newsletter editorial team in this issue: Julia Garthwaite is our new editor of the Diary of Events column and Kate Boddy the new editor of the Book Review column.

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. See you next issue.

With very best wishes

*Elise Collins, Editor.*

## Group news

### Committee changes

This announcement follows the close of nominations for the office bearers and HLG Committee on 31<sup>st</sup> December 2008

Officers – to serve to 31<sup>st</sup> December 2009

- Chair – Pauline Blagden, Library Services Manager, Portsmouth Hospitals NHS Trust
- Hon. Secretary – Emily Harker, Implementation Specialist, EBSCO Publishing
- Hon. Treasurer – Heather Chesters, Assistant Librarian, Institute for Child Health, University College London
- Asst. Treasurer – Richard Bridgen, Lead Librarian, Knowledge and Information Service, United Lincolnshire Hospitals NHS Trust

The number of candidates for each post was not exceeding the number of vacancies therefore no election was required.

May I take this opportunity to welcome the new members to the committee, and to thank those who are standing down this year, for all their hard work and support.

*Hon. Secretary, HLG Committee*

### Health Information and Libraries Journal

The March issue is Graham Walton's last as editor. He resigns his post at the end of March. Maria Grant from the University of Salford has been appointed to succeed him. She will take over from Graham at the beginning of April. We would like to record our thanks to Graham for guiding and developing the journal through the last six years, and we look forward to Maria's editorship.

The contents of the March issue are as follows:

#### Review article

Applying findings from a systematic review of workplace-based e-learning: implications for health information professionals. A Booth, C Carroll, D Papaioannou, A Sutton and R Wong

#### Original articles

Bibliometrics of global malaria vaccine research. K Garg, S Kumar, Y Madhavi and M Bahl

Inter-lending and document supply trends in NHS North West health libraries 2003/4-2006/7. S Glover, J Addison, C Gleghorn, E Aalai, and S Annis

Improving health communication. Supporting the practice of health communication. G Miranda, L Vercellesi, E Pozzi, and F Bruno

Identifying the effective evidence sources to use in developing Clinical Guidelines for Acute Stroke Management: lived experiences of the search specialist and project manager. A Parkhill and K Hill

Accessing public health information: a preliminary comparison of CABI's Global Health database and Medline. E Aalai C Gleghorn, A Webb and S Glover

The value and impact of information provided through library services for patient care: developing guidance for best practice. A Weightman, C Urquhart, S Spink, and R Thomas

### **Regular Features**

International perspectives and initiatives

Health informatics education: a global challenge. J Murphy

Learning and teaching in action

Enabling partnerships: sharing knowledge for Scotland's health and health care. E Craig

Using evidence in practice

Eleven steps to EBLIP service. A Booth

*Penny Bonnett, Assistant Editor, Health Information and Libraries Journal*

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## **Sub-Group News**

### **IFM Healthcare**

#### **Committee Changes**

Maria Grant and Susan Mottram have resigned from the committee as our Digital Archivist and a Committee Member respectively. The committee would like to extend their warmest thanks and appreciation to them both, for their contributions to IFMH over the years.

#### **AGM**

2008 AGM Minutes now available at:

<http://www.ifmh.org.uk/archive/agmminutes2008.doc>

#### **IFMH Members Discussion List**

Our discussion list has moved to JISCMail. Members have been joined automatically. To post to the list email [ifmh-members@jiscmail.ac.uk](mailto: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.

## **INFORM on [www.ifmh.org.uk](http://www.ifmh.org.uk)**

INFORM 19(2) – Winter 2008/9

Featured articles in the latest edition of IFMH INFORM include:

- ***Evaluating Our Training – A Pragmatic Approach. The East Of England Experience.*** Deborah Lepley, Isla Kuhn and Pauline Hockley describe a project to evaluate the impact of training programmes delivered by information skills trainers in the East of England Strategic Health Authority. Preliminary results are discussed.
- ***The Social Care Online – A Resource For Social Care.*** Karen Winchester describes the early origins of Social Care Online, its development and maintenance, and its relevance to health care.
- ***An Experience Of User Experience Design (UED) In Personalisation And Collaboration.*** Steven Ashwell's paper is a distillation of an interactive session he ran at the 2008 HLG Conference and his own thoughts and observations on work he leads for the National Library for Health (NLH) in the Personalisation and Collaboration programme during 2007 and 2008. It describes the process of User Experience Design (UED) and its application to the design of new services for the NLH.

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

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

### **Committee Elections**

Elections for committee posts will be held in March 2009. Officers up for election, include Chair; Treasurer and Membership Secretary; Secretary; Web editor; 1 x Joint Study Day Co-ordinator; 2 x INFORM Joint Editors, 2 x Committee members. Official notification and details are available in the 19(2) Winter 2008/9 edition of INFORM.

### **Study Days**

IFMH will be holding a study day with HLG Wales on 8<sup>th</sup> May at the Angel Hotel in Cardiff. The theme of the day will be change management and service improvement for your library. Speaker details will be available shortly.

The registration fee for the full day is £20 for IFMH members. A registration form is available at <http://www.ifmh.org.uk/studydays.html>. For those who may want to stay in Cardiff overnight, The Angel Hotel (tel. 02920-649200) is offering a reduced room rate for attendees at £75 per room. Please state that you will be attending the Study Day when reserving the special rate.

<http://www.ifmh.org.uk/paststud.htm>

Now contains details of all the IFMH Study Days that have taken place, from 1990-present. Each study day includes an overview of the topic and details of the speakers and presentations from the day.

*Elisabeth Barry, Publicity Co-ordinator, IFM Healthcare*  
<http://www.ifmh.org.uk>

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## **Libraries for Nursing (LfN)**

### **Study day**

We held a successful study day on Friday November 28<sup>th</sup> 2008 at the Kings Fund in London on evidence based library and information practice. The speakers included Andrew Booth (SchARR), Amanda Harrison, David Clarke and Angela Newton (University of Leeds), Chris Urquhart (University of Aberystwyth) and Maria Grant (University of Salford), Alison Brettle (University of Salford) and Anne Gray (Outreach Librarian, Milton Keynes PCT). Articles from the study day will appear in our next bulletin and we hope to put some of the power point presentations on our website. During the study day the LfN AGM for 2008 was held.

### **Bulletin**

Our next bulletin will be available shortly. Lucinda Lyon and Sarah Kevill have taken over as bulletin editors. Articles, current awareness and reviews are welcomed. Please do contact us if you would like to contribute to the bulletin.

### **Core Collection for Nursing**

LfN is represented on this working group by Lori Havard. If you would like to know more about this project then please contact us.

### **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 the LfN bulletin 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](mailto:l.d.havard@swansea.ac.uk)

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

[www.cilip.org.uk/lfn](http://www.cilip.org.uk/lfn)

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## **HLG Wales**

### **Study Day**

HLG Wales hosted a very successful study day in November entitled, "Critical Appraisal for Healthcare Librarians." The day was very well received by attendees who ranged from NHS Trusts, National Public Health Service and the HE sector (full write-up in HLG Wales newsletter Jan 2009)

### **Forthcoming Study Day**

HLG Wales (in collaboration with IFMH) Spring Study Day  
Change Management & Business Planning  
8<sup>th</sup> May 2009 at Angel Hotel, Cardiff, 10 – 3.30 (Lunch 12.30 – 1.30)  
Subsidised Registration Price: £20 (HLG members)  
Full programme and registration details to follow

*Lori Havard, Chair, HLG Wales*

[www.cilip.org.uk/hlgwales](http://www.cilip.org.uk/hlgwales)

Blog available at: <http://hlgwales.wordpress.com>

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## Articles

### **Workshop for medical and health information professionals in Nigeria 10<sup>th</sup> – 14<sup>th</sup> November 2008**

HLG is pleased to have been able to sponsor participants' bursaries for a three-day workshop for medical and health information professionals in Nigeria in November 2008.

The unique gathering of medical and health information professionals from across Nigeria took place in Benin City. The workshop which was entitled 'Recent Directions and Trends in Medical and Health Information in Nigeria and HINARI Training' was coordinated by Mr Olu Ogundipe (Phi Trustee and University of Benin Library Consultant) and held under the auspices of AHILA-NIGERIANA.

The workshop was funded by a grant from the New England Journal of Medicine and supported by the Information Training and Outreach Centre for Africa (ITOCA), Partnerships in Health Information (Phi) and the University of Benin Library.



Training in HINARI was led by ITOCA's Head of Training, Mr. Vimbai Hungwe, recently elected President of the Association of Health Information and Libraries in Africa (AHILA). This provided participants with an overview of HINARI and the 5,500 full-text electronic health and medical journals that are available through the programme, and its importance in medical and health education, training and research. The two-day training provided hands-on experience on how to use and access electronic resources available through the programme. This included practical sessions using computer facilities and aimed to provide an introduction to the HINARI

programme, managing electronic resources, copyright and licensing e-resources, navigating the HINARI site and registering for HINARI.

This was followed by two days of presentations, practical sessions and discussions, with speakers drawn from local professionals in Nigeria. Issues covered included: accessing health information in Nigeria; evidence based approaches; medical and health databases; online information retrieval techniques; knowledge management in the health sciences; problem based learning; journal clubs; HINARI and its practical application.

The workshop successfully achieved its aims of: contributing to the continuing professional development of health librarians and information professionals from universities and hospitals throughout Nigeria; providing an update on new and relevant aspects of health librarianship and sharing experiences amongst participants; and providing skills and knowledge to better utilise and access electronic resources available through the HINARI programme.

For more information, please contact:

Hélène Goring, International Officer  
[Helene.goring@bsmhft.nhs.uk](mailto:Helene.goring@bsmhft.nhs.uk)

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## Internet sites of interest

### Gastroenterology & Hepatology

My thanks to Pip Divall, Clinical Librarian, University Hospitals of Leicester Trust, for compiling this list, which was also circulated to the clin-lib JISMAIL list for clinical librarians. All links were checked by Keith on 9<sup>th</sup> February 2009.

#### American College of Gastroenterology

<http://www.acg.gi.org/>

This site provides information on ACG structure, membership, education and research activities, clinical updates and publications. For patients there is information on gastrointestinal conditions and for health care professionals there is a series of resources including practice guidelines, GI focus clinical updates, a meetings diary and research awards.

#### American Gastroenterological Association

[www.gastro.org](http://www.gastro.org)

The site provides information on the AGA, its structure, aims, publications, symposia and events; legislative issues impacting on gastroenterologists' activities; gastroenterology news; membership requirements; careers, education and training; clinical practice; research programmes; practice management services; position statements and practice guidelines; education and training, and links to other resources, including a report on the burden of gastrointestinal diseases.

#### British Society of Gastroenterology

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

There is a Members-only area with a directory of members, discussion forum and more, and a publicly accessible area with free access to guidelines, a research database and case reports.

#### British Association for the Study of the Liver

<http://glenlivet.mph.ed.ac.uk/basl/>

This site provides access to specialised service definitions for hepatology, hepatobiliary, and pancreatic surgery in adults, and clinical guidelines for the diagnosis and treatment of cholangiocarcinoma.

#### The Canadian Association of Gastroenterology

<http://www.cag-acg.org/>

The site has information on the organisation, its history, membership details, surveys, research, clinical practice guidelines, consensus reports, policies, meetings, position statements, press releases, educational programmes and links to sites of related interest.

#### The DAVE Project

<http://daveproject.org>

Digital Atlas of Video Education, from Harvard University. The project consists of a gastrointestinal endoscopy video atlas and medical lectures and presentations. Clinicians are encouraged to submit their own content to the site. Videos are free to use for non-commercial purposes. Has many endoscopy videos in a searchable database.

### **Gastroenterology and Liver Diseases Specialist Library**

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

From the National Library for Health's suite of Specialist Libraries, this site is a portal for the best available evidence within gastroenterology and liver diseases to NHS healthcare professionals. It contains guidelines, quality-assessed evidence, current awareness and links to education topics, organised by topic area. These are assessed by an editorial team before publication. Annual Evidence updates are published by the library, these are summaries of the best systematic reviews and guidelines published each year. Access to full text may be possible with an NHS Athens password.

### **GastroHep.com**

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

Free site, but requires registration. Contains current awareness, and has links to the major Gastroenterology journals. Also has a section on lectures, a slide atlas, and video clips.

### **GASTROLAB**

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

From the Gastrolab Research Centre in Vasa, Finland. Quite a busy site with an image library, videos and access to quizzes.

### **Gastrosource.com**

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

From Astra Zeneca, this site has latest trial news, information on congresses and patient cases as well as a slide library and videos. The site requires free registration to access all content.

### **Johns Hopkins Medical Institutions Gastroenterology & Hepatology Resource Center**

<http://hopkins-gi.nts.jhu.edu/pages/latin/templates/index.cfm>

This site is aimed at a lay audience, and contains images and covers anatomy of the oesophagus, clinical signs and symptoms, causes, diagnosis, and available therapies.

### **MDLinx Gastro**

<http://www.mdlinx.com/gilinx/>

Requires free registration, this is a US site from which you can choose to receive emails with current awareness topics on a daily or weekly basis.

### **Medscape Gastroenterology**

<http://www.medscape.com/gastroenterology>

A US web site with a broad scope of resources, has sections on IBD, IBS, Hepatitis B and C, GERD etc. Requires free registration for access to Continuing Medical Education (CME) and other resources, including news.

### **National Digestive Diseases Clearinghouse**

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

A US National Institute of Health (NIH) site, which contains links to statistics, current clinical trials and practice guidelines. Also contains podcasts from the NIH Research radio channel, and health tutorials.

### **Society of Gastroenterology Nurses and Associates**

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

US based organisation, which is dedicated to the safe and effective practice of gastroenterology and endoscopy nursing, and to advancing practice through education, research, advocacy, and collaboration. The website provides details about the organisation, its activities, membership benefits, and US legislation, and includes a collection of position statements, standards and guidelines, and links to other useful resources.

### **TRIP Database**

<http://www.tripdatabase.com/gastroenterology/specialismhomepage.html>

The Gastroenterology specialist section of the very useful TRIP database – this searches the leading 12 journals as well as TRIP's core databases, including Cochrane Systematic Reviews, Health Technology Assessments and electronic text books.

### **United European Gastroenterology Federation**

<http://www.uegf.org/index.php>

The United European Gastroenterology Federation (UEGF) is a professional medical non-profit organisation. The website provides information on the organisation, its history, statutes, structure, member associations, congresses, news items, events and training programmes. Newsletters, press releases, congress documentation, links to sites of related interest and a database of abstracts can be accessed.

### **World Gastroenterology Organisation (WGO)**

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

This site is mainly public health on a global scale and focuses on the improvement of standards in gastroenterology training and education. The WGO is a federation of societies of Gastroenterology, with links to WGO global guidelines and details of training workshops.

Suggestions for future columns, comments, etc., welcome, to the column editor:

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*Keith Nockels, Information Librarian, University of Leicester*

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## Meeting reports

### **Celebrating the NHS/HE Partnership, London South Bank University, 26th November 2008**

This one day conference was organised by London Health Libraries to celebrate the current joint work undertaken between the NHS and Higher Education with the launch of the London NHS/HE Partnership Group.

It was aimed at library and information professionals across London, but much of the content was relevant to anyone working in the field of health information anywhere in the UK.

The format of the day was presentations – largely from non-librarians – as well as poster displays from across London Health Libraries network (not to mention a fantastic lunch!)

There was a balance of learning about new (at least to me) initiatives, e.g. HIECs (Health Innovation and Education Clusters) and CLAHRCs (Collaborations for Leadership in Applied Health Research and Care) as well as new perspectives on longer standing ones, e.g. AHSCs. Some initiatives were specific to London, e.g. STELI – Simulation and Technology Enhanced Learning Initiative, which presumably have parallel developments across the country.

There was also a range of types of information provided, from strong opinions, e.g. a presentation on Open Access, to facts and figures, e.g. the results of the recent London Health Libraries e-resources audit, which showed that the top resources subscribed to locally in London were Medical Masterclass and Royal Marsden Clinical Nursing Procedures.

The day also gave an opportunity to question some key people, e.g. Gillian Leng, the Chief Operating Officer of NHS Evidence, and Rob Smith, Head of Education and Contracting, NHS London. Rob gave a presentation on the Workforce for London Strategy and what it means for joint working across NHS/HE – he emphasised the need for business cases that demonstrate how library & information services contribute to quality and value.

As well as conveying information on up and coming work, the event also celebrated ongoing partnerships, e.g. the fact that 40% of NHS staff in London have HE as main provider of library services, 56% have access to London medical school deals, and also the key role HE libraries play in the London Health Libraries network – through working groups, training, resource sharing, joint procurements, M25/LHL etc.

What could have been a fairly dry, theoretical day was in fact a lively and engaging event. This was due to a range of speakers, and to the speakers themselves, especially Liz Paice (Dean Director, London Deanery) an obvious champion of library services, who emphasised the need for evidence based management, and brainstormed on issues from the platform, and also Paul Ayris (Director of UCL Library Services and UCL Copyright Officer) a very passionate advocate of Open Access. Paul stated that while 90% of NHS funded research is available online, only 40% is available to NHS staff, so you could see why he felt strongly that NHS should embrace open access!

I came away from the day feeling much more confident that I was up-to-date with the key issues and initiatives in NHS/HE partnerships. Which is not to say that there weren't some unanswered questions – particularly around NHS Evidence.....The event also made you aware of the ever increasing pace of change and how much we need to keep abreast of as health librarians.

Hopefully, this will be an annual event, so colleagues across London can continue to network and be updated with future developments.

The next stage is for the formation of the NHS/HE partnership group, with reps from HE and NHS institutions across the London Health Libraries network, which will be a regular forum for discussing relevant issues, along with sub-groups working on specific topics such as joint procurement.

Presentations are available at:

<http://www.londonlinks.ac.uk/resources/events/celebrating-the-nhs-he-partnership>

*Sarah Lawson, Senior Information Specialist (NHS Support), King's College London*

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### **Online Information 2008, Olympia Grand Hall, London, 2 – 4 December 2008**

A simple request; a simple answer; and I was off to the 2008 Online Exhibition to see what the annual fuss was all about. Registering in advance gained free entry, name badges are sent by post – not much distinguishable from the usual circulars so watch out for it. Arrive at Olympia, scan the name badge barcode, collect badge holder and enter.

The seminar programme is published on the web in advance so planning is possible. About 30 minutes' duration, some seminars are very popular (you cannot book in advance) so getting there early and queuing is advisable; this was the case with Theatre B whose focus was 'Marketing Through Social Media'.

The 2.00pm lecture was by Suraj Kika, CEO of **Jadu**, about using social media to raise brand profile through blogs, **Facebook** or **Twitter**; what Suraj called "guerrilla marketing." Examples were the **leader of Manchester City Council's blog** and the Jeep brand on **Facebook**. Both were recommended for their open, honest manner even about bad news or mistakes whose inclusion lent greater authenticity to the other comments on the sites. Jadu think social media is about making connections through communicating information not self promotion or advertising.

A demonstration of Jadu blog software followed – the seminars evolved from product presentations by individual exhibitors on their own stands. They are a useful way of bringing lesser known software to the attention of an information world easily dominated by a few big names.

Judith Lewis (Search Director, **i-level**) then gave a seminar on 'The Dark Side of Social Media', focussing on commercial companies and how to tackle internet search results having negative company/product links on the first page. Including legitimate negative comments shows you have enough confidence in your product, whilst active brand advocates publishing on social sites can push adverse comments down the results list. And as for **trolls (Wikipedia)** – let them go, they're not worth the bother.

Fake blogs, flogs, can now be a criminal offence under 'The Consumer Protection from Unfair Trading Regulations 2008' (see [Statutory Instrument 2008 No 1277](#), Schedule 1 regulation 3(4)(d)) Item 11 covers having to let it be known if you have been paid to promote a product, Item 22 falsely representing oneself as a consumer.

Moving on, Norman Graves, Business Development Director of [Ektron](#) informed us about 'Social Networking in an NHS Trust (Content Management in Theatre E). Ektron's remit was to consolidate 'three intranet Web sites and an extranet into one corporate intranet' for NHS South of Tyne and Wear. The problems Ektron faced were familiar: large numbers of users, sensitive data, N3 network, various 3<sup>rd</sup> party applications, complex approval chains... and there was to be no downtime.

Using the [CMS400.NET](#) much was made of the taxonomy functions that will allow searching under a number of different channels and includes a 'suggested results' function. A new feature is the use of Web 2.0 technologies to enable individuals to update their own profiles and distribute new versions of documents to relevant users.

The website has a good visual aspect but... no mention made of having used real people with varying information literacy skills to test the search functions and will everyone update their own profile in a timely manner? It would have been nice to have the opportunity to test it all out, but this was not available and time was all too short.

I enjoyed the direct experience of my visit, learnt something new at the seminars and am better informed about the exhibitor stands as a useful contact/discussion point for fact finding on future projects.

*Stella Hermiston, Assistant Librarian, Newham University Hospital NHS Trust*

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## Book review

**Webster PM. *Managing electronic resources: new and changing roles for libraries*. Oxford: Chandos, 2008.  
ISBN 9781843343684. 221 pages. £39.95.**

This highly readable book gives an excellent overview of the current state of affairs in electronic resources management for libraries. It isn't a how-to book – you'll find nothing here on setting up an RSS feed or negotiating a licence – but an interesting review of where we are and where we could be.

The book opens with an up-to-date review of the situation and continues with chapters describing and evaluating tools and services currently available. Later sections cover issues at greater length, including the interaction of the traditional library catalogue with online discovery tools and full-text electronic resources. Federated searching, link resolvers, using metadata produced outside the library and many other topics are discussed in detail; others such as social networking, document delivery systems and vendor hosting are touched upon.

A theme that is repeated throughout the book is the need for integration of our services - for systems that work together sufficiently for the user experience to be seamless. The chapter entitled "Still too many search interfaces" will ring bells with many of us, and there's a lovely comparison of proliferating interfaces with carbon emissions. One of the most illuminating sections is titled "User perceptions of broken". This and the chapter that follows draw upon research into usability and user behaviour to emphasise the need for clearer routes to information.

The author, Peter Webster, is a systems librarian at a Canadian university. As such, the issues discussed will not be exhaustive for libraries in any one country. This can be a relief for those of us who spend time on local concerns. As a UK NHS librarian, I personally found it a pleasant change to think about electronic resources without any reference to Athens or Shibboleth: both are namechecked in passing, but not discussed in any detail. The book does not feel North American in coverage: this is partly because the author makes an effort to note developments in the UK and elsewhere, and partly because so many issues are common to libraries worldwide.

For those already working in electronic resource management or systems librarian posts, this book will give opportunities for reflection on current issues. Those less involved in this aspect of librarianship may find the overviews of tools and applications useful; I found myself noting several tools to go away and find out about, and the references will be useful here. There is also magnificent job interview fodder for those expecting questions on challenges and future possibilities in electronic library service delivery.

It is the best kind of reflective reading, in that the author articulates ideas we may know intuitively but not have put together quite like that before. They may also be issues we don't think about enough: problems we are so used to facing that they are accepted as unchangeable features of our environment. In places, this book reads as a calm and measured call to arms. The author points out that technical possibilities have become almost limitless, but that libraries are not getting the tools or the data to provide the integrated service that our users expect. The argument follows that libraries need to work together and put pressure on vendors to deliver the systems

we need, in a format that can be used by librarians without high-level programming skills.

The structure of the book is not perfect. Reading from start to finish, I sometimes felt the same argument was being expanded more than once, and I didn't always understand the placement of topics within chapters. Those trying to find one relevant chapter to read are likely to find their area of interest cropping up in unexpected places throughout the book. However, as the book is full of thoughtful discussion and interesting arguments, I'd recommend dipping in and out at random: you will certainly find something to make you think. And it's very tempting to send copies to all those who sell systems and e-resources to libraries.

*Hannah Prince, The Princess Alexandra Hospital NHS Trust*

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**Hornby S, Glass B (Eds). *Reader Development in Practice: Bringing literature to readers*. London: Facet Publishing, 2008. ISBN 9781856046244. 224 pages. £ 44.95 (£35.96 to CILIP members).**

The contributors to this slender volume on reader development range from academics to librarians, a bookseller and even a poet. There are thirteen contributors and a tidy 13 chapters—perhaps this is not a book for the superstitious? Hornby and Glass, the editors, pitch in for a chapter apiece. They also summarise each of the 5 sections in a brief Editors' Preface. The chapters have bibliographies and the book is indexed.

*Reader Development* sports an introduction that communicates the scope of the book clearly and succinctly. This is a book about "all aspects of literature in relation to the reader" and how readers develop and, in turn, impact their library's holdings. The intended audience is current practitioners (i.e. librarians, teachers, library staff) and students.

My first impression of *Reader Development* is that it is overly cautious. For instance, chapter one includes not one but **three** introductions: the section introduction, the editors' preface and the author's introduction. One feels as though the author, Ann Cleeves, had been taken aside and told not to spring any surprises on the reader. For somebody who admits considering mood and voice more than plot in her crime fiction, this painstaking approach seems odd and misplaced.

The approach of allowing different voices to resound is a success, I think. Cleeves' description of how she writes and how she interacts with her agent, editors and publisher is full of insight. Her suggestion that publishers should link with libraries is a good, constructive one (hey publishers, are you listening?). Mizrahi, a bookseller, suggests that bookshops are increasingly left out of the equation as publishers get into bed with libraries, the NHS, and sell directly to the individual customer.

Another cautiously introduced piece comes from Anne Sherman, who includes a disclaimer that "no criticism of staff or policy is intended" (p.59) and that the views expressed were her own. Many a good discussion has germinated from a critical remark, so I was somewhat disappointed by this warning. However, I was impressed by the case examples she provided and the structure and readability of the chapter. One project called 'Fully Booked' reached out to older adults in 12 day centres,

bringing book groups to them. Get it Loud in Libraries saw an R&B group perform in a library in Cheshire.

Jane Davis writes a stand-out piece on her creation of a project called 'Getting Into Reading'. Getting into Reading (GIR) started on a £500 grant, targeted people from the deprived areas of the Wirral and it gave them a venue in which to read for pleasure. It is Davis' frank retelling of her mother's fascination with books and her own chaotic young life that suggests the only route for her was to create such a project. Groups have different target members—one group called 'Feel Better with a Book' is for mental health service users, another called 'Book Break' is for carers. The chapter concludes with several interviews with GIR participants and staff. I would imagine that the resultant glowing evaluation is priceless when it comes to the continuation of funding. In her closing remarks, Davis emphasizes the need for a social space to talk and share enjoyment in books:

"Few people are conscious of a need to share conversations about the stuff contained in great books...As one of our first beneficiaries said to me, 'You need it, but you don't know you need it.' We are more aware of our need as a series of negatives: people feel depressed, feel disconnected, see 'nothing out there' and feel a library is 'not for me'..." (p. 93)

I hope those in public libraries will take up Davis' challenge and start a weekly book group.

It was unclear as to why Michael Garry's chapter, in the form of a month of diary entries was included. While he brought across the need for a public 'ambassador' of poetry, I could have done without his name dropping and self-congratulatory tone. Disappointing also was the chapter by Bob Glass, Ann Barlow and Andrew Glass on whether the end of the printed book is nigh. Their argument that the e-book brings literature to the masses is poorly supported and it appeared they had accepted its opposite—that the printed book would always be in demand. This is a similar view to Warwick's in 'Premature Elegies', except her chapter adds insight to the discussion with skilled research.

*Reader Development* is well worth reading. However, Francis Bacon's advice applies here. Many chapters are only to be "tasted", while a few should be "chewed and digested"(quoted from his essay *Of Studies*)- my selections are Davis's chapter and another by Sambell, a fascinating look at futuristic fiction for youth and its increasing complexity since the 1980s.

*Danielle Worster, Information Officer, British Heart Foundation*

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**Duckett B, Walker P, Donnelly C. *Know it all, Find it Fast: an A-Z source guide for the enquiry desk*. 3<sup>rd</sup> edition. London: Facet Publishing, 2008. ISBN 9781856046527, 480 pages. £34.95 (£27.96 to CILIP members).**

This book does exactly what it says on the tin. It is a list of resources in alphabetical order and reminds me of wandering the London Library Miscellaneous Room; diverting but not necessarily the best way of answering any specific question. I must confess I have never worked on a traditional public library reference desk. I have however worked in an academic setting on a help desk, where we removed our small paper-based collection of reference materials from the actual desk during a

redesign as they were never used. I never needed a paper-based resource to answer a query. I found that I could answer many questions using either Google or from my own experience of using our in-house databases and/or website. Our work consisted of IT and e-resource queries punctuated by the odd complex enquiry which were passed on to subject specialists. Many of these enquiries were to do with training i.e. the user needing training to use a specific database to do in depth research. It is within the context of this experience that I approach this book with a bit of scepticism. I also, more fundamentally, struggle to see the potential utility of this book. If it is for public library users, as opposed to researchers, who are asking questions such as (picked from the book at random) 'I want to look at the election results from 2005' or 'I need the address of the Home Office' then a search engine will suffice. If you are student or researcher you will need something more rigorous and systematic. Arguably this book will not be the quickest way of answering quick queries, won't facilitate learning on the part of the user and won't be relevant in an academic context where you can learn on the job about local resources and deliver what is needed in the way of training.

The future of traditional reference services is an interesting debate which encompasses not just resources but also service delivery. Buckland says that the failure of reference services to adapt to virtual delivery and the electronic revolution means that students are emancipated from using a physical library whilst being restricted by when the reference librarian staffs the desk.<sup>1</sup> Research into reference services has focused on empowering ourselves as information professionals whilst our users have not been able to access services independently: 'Users who request reference service [sic] represent users who are generally less experienced with the library...the more users know about the library, the more likely they are to help themselves'.<sup>1</sup> Ryan carried out a study looking at types of query received on a reference desk in an academic library and the sources used to answer those queries: nearly 74% of all enquiries were non-reference and encompassed 'non-informational directions and machine queries, look-ups of known items, quick Internet searches, and technology questions'.<sup>2</sup> Although the paper addresses the question of whether a qualified librarian is needed to do these tasks, the relevant point in the context of a reference work is that print reference titles were only used to answer 7.9% of enquiries, e-resources including databases and the internet accounted for 57% of sources used.

Maybe the situation is entirely different in public libraries and I'm misrepresenting the key market for this book. I do believe however that with initiatives aimed at providing access to computers and the internet such as the People's Network and the government's plan to expand broadband access the impetus is firmly on enabling people to find information themselves. Librarians should be therefore less 'reference-expert' and more 'facilitator'; training people in information literacy. Tellingly my local library in Westminster, like the academic library I worked in, does not have a reference desk but has a help desk and roving library staff ready to help users with the self-service machines. Westminster libraries, boasting the longest opening hours in London, have an online presence called 24/7 and offers a 24/7 reference queries service called Enquire.<sup>3</sup> These services I think are more relevant than this book.

*Hanna Lewin, National Institute for Health and Clinical Excellence*

## References

1. Buckland M. Reference library service in the digital environment. *Library & Information Science Research* 2008; 30: 81-85.

2. Ryan SM. Reference transactions analysis: the cost-effectiveness of staffing a traditional academic reference desk. *The Journal of Academic Librarianship* 2008; 34(5): 389-399.
3. Westminster Libraries website  
<http://www.westminster.gov.uk/libraries/ict/online.cfm>

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**Weaver M (Ed). *Transformative Learning Support Models in Higher Education: Educating the whole student*. London: Facet Publishing, 2008. ISBN 9781856046442, 240 pages. £39.95 (£31.96 to CILIP members).**

This book looks at the learning experiences of today's students and how educational professionals need to understand student needs in order to meet them in the face of new technologies, new expectations (the "consumer orientated" student) and new ways of learning and teaching. The book urges solutions from the student's point of view; as the first chapter by Les Watson puts it, "it's not about us: it's about them".

While not focused on libraries alone, this book is of interest to librarians in that it includes information on how libraries can work together with other student support services in order to enhance the learning experience. Libraries and IT services working together are of course now widely established so the book covers other integration strategies, for example libraries working with careers services, academic skills centres and widening participation offices.

The book is divided into three parts: Transformation through strategy, policy and organization, Transformation through delivery and Transformation through integrative practice, each with 4-5 chapters giving case studies from institutions in the UK, Ireland, United States and New Zealand, with an overview of European HE libraries from Peter Brophy. The book is particularly strong on what Frank Rennie calls "distributed learning", including his chapter on the University of the Highlands and Islands and a chapter on the Open University's Centre for Excellence in Teaching and Learning.

The first part of the book (Transformation through strategy, policy and organization) focuses on redesigning learning support services in response to the changing student landscape. "Towards the holistic university" sets the tone with its emphasis on looking at supporting the student "socially, physically and academically" by converging student services. The following two chapters are case studies from the Universities of Cumbria and Bradford examining how they converged services to serve the "whole student".

Transformation through delivery, part two is centred on "reshaping the learning environment" and features examples of flexible learning spaces created (or adapted) in response to the 21<sup>st</sup> century student. The first three chapters of part 2 give case studies which would be valuable introductory reading for anyone considering changing the use of space in their own library.

The final chapter of part 2 relates the University of Manchester's libraries' involvement in the university's widening participation agenda which has included extending library access to 6<sup>th</sup> form and access students at off peak times in what appears to be an innovative and successful programme potentially of interest to all higher education librarians.

The third part of Weaver's book, Transformation through integrative practice, is of most relevance to librarians engaged in both teaching and research, but includes less of immediate relevance to most library professionals and fewer library specific case studies. This section is written in a more academic style and without a background in educational research I found it more difficult to engage with although all chapters do provide real life examples of working practices.

The book's strength is the real life examples it draws on and assesses, allowing the reader to see what has worked well in practice in various higher education institutions. Given that it covers a wide variety of subject matter it is unlikely that many readers will be equally interested in every chapter and each individual case study. However, anyone interested in the changing higher education landscape and how it affects professionals in all areas of learning support should find something to interest them within its pages.

*Kate Perris, Imperial College London*

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## Current literature

### Disaster Management

Featherstone, R.M., Lyon, B.J. & Ruffin, A.B. (2008) Library roles in disaster response: an oral history project by the National Library of Medicine. **Journal of the Medical Library Association**. 96(4): pp 343-350.

<http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=2568836> (OA)

This is a really unusual article on the roles and experiences of North American librarians after natural disasters and terrorism acts. The stories of (mainly) health and public librarians will be published later online by The National Network of Libraries of Medicine <http://nnlm.gov>

### Learning technology

Begg, M. (2008) Game-informed learning and teaching in healthcare education. **He@lth information on the internet**. 66: pp 8-9.

<http://hii.rsmjournals.com/cgi/content/abstract/66/1/8> (Link to abstract)

The College of Medicine and Veterinary Medicine at the University of Edinburgh has designed and piloted a game-informed platform called OpenLabyrinth. This online educational tool aims through computer games to give students the opportunity to encounter virtual patients and learn about clinical investigations and diagnosis.

OpenLabyrinth <http://sourceforge.net/projects/openlabyrinth>

Serious Games <http://www.seriousgames.org>

The Education Arcade <http://www.educationarcade.org>

Digital Games Research Association (DiGRA) <http://www.digra.org>

Badman, D.A. & Hartmann, L. (2008) Developing current awareness services: virtual reading rooms and online routing. **College & Research Libraries News**. 69(11)

[http://www.ala.org/ala/mgrps/divs/acrl/publications/crlnews/2008/dec/ALA\\_print\\_layout\\_1\\_521425\\_521425.cfm](http://www.ala.org/ala/mgrps/divs/acrl/publications/crlnews/2008/dec/ALA_print_layout_1_521425_521425.cfm) (OA)

We are given here a step-by-step guide on how to create customised journal alerts (or virtual reading rooms) using RSS feeds for a faculty and a specialist group.

ticTOCS project <http://www.tictocs.ac.uk>

Yahoo ! Pipes <http://pipes.yahoo.com/pipes>

### Patient information

Mackert, M., Love, B. & Whitten, P. (2008) Patient education on mobile devices: an e-health intervention for low health literate audiences. **Journal of information science**. 20(10): pp 1-12.

<http://jis.sagepub.com/cgi/content/abstract/0165551508092258v1> (Link to abstract - free with a CILIP membership)

The authors report on two patient information initiatives 'Diabetes and you' and 'Child Care Center' which were delivered via handheld devices to 'low health literate audiences' in the US.

Diabetes and you <https://webspace.utexas.edu/msm2326/www/diabetes>  
Child Care Center - Pediatrics  
<https://webspace.utexas.edu/msm2326/www/childcarecenter>

Abrahamson et al. (2008) Lay information mediary behavior uncovered: exploring how nonprofessionals seek health information for themselves and others online. **Journal of the Medical Library Association**. 96(4): pp 310-323.  
<http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=2568838> (OA)

This article is about the information seeking behaviours of people searching for information on behalf or for a family member, a close friend or a patient.

North Carolina Health Info <http://www.nchealthinfo.org>

## Journals

Neilson, C.J. & Neilson, D.D. (2008) Which peer-reviewed journals publish the most on diabetes? **Journal of the Canadian Health Libraries Association**. 29: pp 135-140.  
<http://pubs.nrc-cnrc.gc.ca/jchla/jchla29/c08-034.pdf> (OA)

The authors describe here the method they used to obtain a list of peer-reviewed English-speaking journal titles on diabetes. It contains two really useful appendixes on the journals publishing the most on diabetes.

De Groote, S.L. (2008) Citation patterns of online and print journals in the digital age. **Journal of the Medical Library Association**. 96(4): pp 362-367.  
<http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=2568853> (OA)

De Groote looks at citation usage of print and online journal titles over a period of 9 years (1996-2005) by health sciences researchers based on a large Chicago campus and on a smaller regional campus, at the University of Illinois

McGowan et al. (2008) Just-in-time information improved decision-making in primary care: a randomized controlled trial. **PLoS One**. 3(11): e3785  
<http://www.plosone.org/article/info:doi/10.1371/journal.pone.0003785> (OA)

This randomised controlled trial analyses the impact of a new rapid response information service (under 20 minutes) provided by librarians to primary care clinicians in Ottawa.

## Subject support

Schulte, S.J. & Sherwill-Navarro, P.J. (2009) Nursing educators' perceptions of collaboration with librarians. **Journal of the Medical library Association**. 97(1): pp 57-60.  
<http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=2605025> (OA)

112 nursing academics from Florida and Indiana were surveyed in 2006 on their views on the roles of subject liaison librarians. This is an interesting piece of research, with contrasted results.

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

## Diary of events

### 4 March 2009

Getting the best out of search filters  
UK Cochrane Centre, Oxford

<http://php.york.ac.uk/inst/yhec/?q=news/search-filters>

£195+VAT

### 4, 10, 17, 26 March 2009 (various times)

CINAHL online training via Search 2.0

To register email [eharker@ebSCO.com](mailto:eharker@ebSCO.com)

Free to NHS England users

### 27 March 2009 (& 10 July 2009 & 4 September 2009)

Online Searching Course (Basic)

BMA House, London

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

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

### 30 March – 1 April 2009

Librarians' Information Literacy Annual Conference - LILAC 2009 (CSG Information Literacy Group)

Julian Hodge Building, Cardiff University

<http://www.lilacconference.com/dw/index.html>

Full delegate £375. Single day prices £80 - £150

### 30 March – 1 April 2009

How to Practice Evidence-Based Healthcare (CEBM)

St. Hugh's College, Oxford University

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

£850

### 23 April 2009

Managing Outreach in Health Service Libraries

Cilip, London

<http://www.cilip.org.uk/training/training/2009/mp/managingoutreachinhealthservicelibraries.htm>

Cilip Members £240+VAT (personal); £290+VAT (institution); Non-members £340+VAT

### 8 May 2009

Clinical Librarianship: Strength in Detail (Clinical Librarian Study Day 2009)

GETEC, George Eliot Hospital, Nuneaton, Warwickshire

<http://www.uhl-library.nhs.uk/CLStudyDayApp2009.doc>

Earlybird rate (before 31<sup>st</sup> March) £80; Standard rate (after 31<sup>st</sup> March) £90

### 15 – 20 May 2009

iFusions (Medical Library Association Annual Meeting 2009 & Exhibition)

Honolulu, Hawaii

<http://www.mlanet.org/am/am2009/index.html>

Early-bird (until 7<sup>th</sup> April): Super Inclusive \$430; Inclusive \$405; Conference \$295

After 7<sup>th</sup> April: Super Inclusive \$510; Inclusive \$485; Conference \$375

**18 May 2009**

Basic Critical Appraisal Skills Workshop (in association with SchARR)  
BMA House, London  
<http://www.bma.org.uk/ap.nsf/Content/HubLibraryCourses>  
£140+VAT

**29 May 2009**

Online Searching Course (Advanced)  
BMA House, London  
<http://www.bma.org.uk/ap.nsf/Content/HubLibraryCourses>  
BMA Members £160+VAT; Non-members £320+VAT

**30 May – 3 June 2009**

The Sky's the Limit (Canadian Health Libraries Association Conference 2009)  
The Fort Garry Hotel, Winnipeg, Manitoba, Canada  
[http://ltc.umanitoba.ca/chla2009/index.php/Main\\_Page](http://ltc.umanitoba.ca/chla2009/index.php/Main_Page)  
Earlybird registration/rates until 10<sup>th</sup> April, Late registration/rates after 10<sup>th</sup> April  
Range of package options

**2 – 5 June 2009**

Working with Others: Explore, Engage, Extend! (EAHIL Workshop 2009)  
Dublin Castle, Ireland  
<http://www.eahil2009.ie/>  
Earlybird registration until 26<sup>th</sup> March; Regular registration, 27<sup>th</sup> March. Prices TBC

**21 – 24 June 2009**

Health Technology Assessment International 2009 (HTAi 2009), 6<sup>th</sup> Annual Meeting  
Suntec Singapore International Convention Centre, Singapore  
<http://www.htai2009.org/>  
Until 31<sup>st</sup> March: Full registration SGD 1000; Student SGD 600; One-day SGD 500  
After 31<sup>st</sup> March: Full registration SGD 1200; Student SGD 700; One-day SGD 600

**23 – 24 June 2009**

2<sup>nd</sup> International m-Libraries Conference  
University of British Columbia, Vancouver, Canada  
<http://library.open.ac.uk/mLibraries/>  
Prices & details to be confirmed

**23 – 24 June 2009**

Feeling Good: health information for children and young people  
Southport Theatre and Convention Centre, Southport  
<http://enlaces.co.uk>  
£190 (2 days); £100 (1 day); Student rates available

**29 June – 3 July 2009**

5th International Evidence Based Library and Information Practice (EBLIP5)  
Folkets Hus / City Conference Centre, Stockholm, Sweden  
<http://blogs.kib.ki.se/eblip5/>  
Prices & details to be confirmed in March 2009

**10 July 2009 (& 4 September 2009)**

Online Searching Course (Basic)  
BMA House, London  
<http://www.bma.org.uk/ap.nsf/Content/HubLibraryCourses>  
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, Herts

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

Earlybird registration until 30<sup>th</sup> April

Range of package options

*Julia Garthwaite, Deputy Site Librarian, Cruciform Library, UCL*  
Contributions should be sent to [j.garthwaite@ucl.ac.uk](mailto:j.garthwaite@ucl.ac.uk)

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## Newsletter editorial notes

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

### Contributions to the *Newsletter* should be sent to:

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Book review	Kate Boddy <a href="mailto:kate.boddy@pms.ac.uk">kate.boddy@pms.ac.uk</a>
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Diary of events	Julia Garthwaite <a href="mailto:j.garthwaite@ucl.ac.uk">j.garthwaite@ucl.ac.uk</a>

### Next Copy dates:

Issue date	Deadline for content
March	13 February
June	15 May
September	14 August
December	13 November

### HLG Members email discussion list

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

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