

# Interim

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*Interim* is the newsletter of the  
**Scottish Health Information Network**  
**(SHINE)**

# Chair's Report

## NHSScotland elibrary

In recent months, NHS Education Scotland (NES), the Special Health Board for the education and life-long learning of NHS staff in Scotland, has established itself as a champion of NHSScotland library service development. With the continued support of Mary Lakie as Project Manager Libraries and the secondment of Ann Wales as Library Service Development Co-ordinator, the NHSScotland elibrary ([www.elib.scot.nhs.uk/](http://www.elib.scot.nhs.uk/)) has grown from strength to strength. From a core collection of databases and journals available from Ovid, the elibrary now provides access to a much wider range of databases and over 1200 full text journals through the addition of Ebsco resources this autumn.

In order to ensure that good communication and collaboration exists between the NES and all library staff providing a service to people working for the NHS in Scotland, a team of NHS Library Communicators has been formed. The role of the Communicators is to inform LIS staff in their areas of new developments of NHSScotland library services and to feedback to NES staff on the elibrary and other developments. This will very much be a two way communication process in which all SHINE members can be actively involved.

## HLG conference

It was good to see so many SHINE members at the conference of the CILIP Health Libraries Group in Edinburgh this year. Sheila Fiskin, this year's recipient of the Hazel Williamson Bursary, has written a report of the conference, which appears on page 12 of this issue of Interim.

The key theme of the conference, "partnerships" was especially relevant to work going on in Scotland at the moment. However, few papers of direct relevance to this country were presented. A notable exception being the presentation by

Wendy Pirie and Isla Imrie on partnership working in Grampian. At a recent meeting of the Health Libraries Group Committee it was recognised that the Group may need to commission papers for future conferences to ensure a more even balance of speakers from all of the UK countries.

For the Conference Dinner, delegates experienced first class Scottish hospitality at the Roxburgh Hotel. Many thanks to SHINE members, Gill Hewitt and Enid Forsyth who organised this successful social side of the conference and to Iain Milne who acted as SHINE "Photographer" for the evening.

## Returning to work

As many of you may know, I have been away from work at HEBS since February experiencing the NHS "from the inside" as a cancer patient. I am very pleased that most of the treatment is over now and I am able to return to work. What has kept me going through the long haul of chemo and radiotherapy was the tremendous amount of kindness and support I have received from many SHINE colleagues and friends. I was surprised, but absolutely delighted to be re-elected as Chair of SHINE at the AGM in April and felt honoured to receive so much encouragement to continue in this role. Please accept my heartfelt thanks to all of you for helping me overcome this illness and keep running towards recovery.

**Margaret Forrest**  
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## SHINE Notice Board

Any news items of general interest to SHINE members can now be posted on the Notice Board on the web site by using web form at the foot of the Notice Board page. Alternatively you can email Cathy Smith at [catherine.smith@fifenhhsboard.scot.nhs.uk](mailto:catherine.smith@fifenhhsboard.scot.nhs.uk)

## Co-ordination and Communication - NHS Scotland Library Service Development

Many of you are already aware that I officially took up my secondment to the post of NHS Scotland Library Service Development Coordinator on 2<sup>nd</sup> September – with some trepidation, I may add.

My main focus for the next two years will be strategic planning and development for NHS Scotland Library Services - working closely on behalf of NHS Education for Scotland with health librarians and managers at Trust and Board level to ensure that overall development plans reflect the full spectrum of local and national priorities.

An integral component of this service development process will be expansion and redesign of the NHS Scotland e-Library as a focus for widespread collaborative working and resource sharing to support the information needs of the patient journey.

In both these respects I shall continue to work in close partnership with Mary Lakie, Libraries Project Manager at NHS Education for Scotland.

A grant from PPP Healthcare will enable us to carry out a 2 year project which integrates well with the wider strategic developments, aiming as it does to explore the feasibility of “Managed Knowledge Networks for Cancer, Coronary Heart Disease and Mental Health in the West of Scotland”. Many of the West of Scotland librarians participated the initial discussions about this project proposal, and I will be in touch shortly to plan future progress with them.

Each NHS Board has now nominated a representative to act as communications link for the NHS Scotland Library

Strategy. These representatives are tasked with ensuring that national initiatives are communicated and implemented effectively within their own constituencies, and likewise responsible for making certain that issues and concerns at service level are incorporated into the wider strategic framework. The first meeting of the Communications Group is on 24<sup>th</sup> September, when I hope to give an overview of the key developments planned for the coming months. The “communicators”, listed below, are currently compiling multi-sectoral contact lists to serve as their own networks. Please get in touch with your representative to raise any concerns and to ensure that you are included on the relevant contact list.

I am very conscious that I will be highly dependent on your co-operation, goodwill and shared commitment in dealing with the many challenges we can anticipate over the coming months.

I look forward to working with you to make a success of this long-awaited new phase of development for NHS library and information services.

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**NHS Scotland Library Service**  
**Development Coordinator**  
**NHS Education for Scotland**

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## Communications Group

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## Clinical Librarian Service - An Initial Report from the North Glasgow Trust

In a previous issue of Interim Juliet Brown gave us her views of the clinical librarian role following a conference on the subject we attended in Leicester. I have a different opinion because for the past few months I have been trialing the service to oncology teams.

After 8 years as a solo librarian in the Beatson Oncology Centre local reorganisation meant I found myself in an ideal position to offer a clinical librarian service to some of the oncology teams in

the North Glasgow University Hospitals NHS Trust. As a solo in a small specialist library literature searching has always been a large part of my job and for some years I would have liked the service to evolve in this way but only with the support of an Assistant Librarian could it be a reality.

It is fairly recently that health libraries in the UK have considered role of the clinical librarian. It varies from attending ward rounds and multidisciplinary meetings to working closely with a clinical team on a project quite different from the experience in the USA where the service has evolved continuously since the 1970s.

The service I offer differs depending on the needs of the teams. In general the queries are very specific and patient

focused. After some discussion with staff I offered 3 types of service:-

- attendance at multidisciplinary meetings or an arrangement where by I collect search queries immediately following the meeting.
- an SDI search regularly reviewed,
- production of a monthly current awareness bulletin for larger teams e.g. lung cancer.

The service continues to evolve as the teams change the way they feel they will benefit best from the service. In some cases I now provide the results prior to a case conference rather than after it. I have become more involved in supporting other areas of work within the Beatson and the Trust supporting the provision of patient information and education groups in a way I did not before. I have found I am able to contribute more than I would have expected.

The clinical librarian service is just another way to make it easier for the healthcare team to access the professional services of the library. So often staff fully intend to spend time researching a topic but have difficulty making the time, this service helps to ensure the literature is searched and the results shared with the team. Part and parcel of this service is to encourage training and the use of electronic resources in the workplace.

In the next few months I plan to evaluate the service using the tools developed for the Evidence in the Workplace Project in the North Glasgow Trust.

**Annette Thain**  
**Beatson Oncology Centre**  
**Western Infirmary, Glasgow**

## Web Resources

### LIS sites (and some other things)

These sites have come to my attention since my last column. I found them interesting – you may do too.

#### LIS sites

First, a library weblog: The Shifted Librarian –  
<http://www.TheShiftedLibrarian.com/>

Next, the abstracts and some presentations from the Health Libraries Group 2002 Conference are at  
<http://www.cilip.org.uk/groups/hlg/conf.html>

#### LibWeb

I used this site to locate some libraries in Sri Lanka, for one of our students going on an elective there. It lists libraries with websites throughout the world and includes both public and academic libraries. At  
<http://sunsite.berkeley.edu/Libweb/>

#### Library Services for Nurses

A new Royal College of Nursing initiative to list on one website library services available to nurses across the UK. The site has just been launched, and if you are not on it (we weren't) and would like to be, you can ask for a questionnaire so that you can be included. The site includes libraries which can offer services to nurses, not just libraries which are exclusively dedicated to nurses. At  
<http://www.nursing-libraries.org/>

#### Library Juice

Issues of Library Juice, a regular newsletter available by email, are at  
<http://www.libr.org/Juice/>, where you can subscribe (free). The Juice site is part of a larger site, libr.org, compiled by Rory Litwin, and linking to 'library related websites with a social dimension'.

If you want to know more about such things as censorship or the effect of the World Trade Organisation on libraries, or

if you have fond memories of Sanford Berman from library school, Library Juice and the libr.org site are for you. Definitely for sandal eating, muesli wearing Guardian readers (like me!).

### **National Electronic Library for Health: Librarian Portal**

<http://www.nelh.nhs.uk/librarian/>

Current topics, conferences and news for librarians, as well as library related quotes from official documents and other sources.

### **Overdue: a comic strip**

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

A comic strip set in a library! One strip every day, with an archive.

### **Laughing Librarian**

<http://www.laughinglibrarian.com>

Overdue led me to this. Irreverent (if not rude) signs, library and information related quotations for sig files, and a great mission statement (go on, have a look!) – but not for those upset by ‘strong language’.

### **And some other things**

Firstly, two to avoid if you are reading this at lunchtime!

**Gunther von Hagens’** website accompanying his Bodyworlds exhibition (on in London until the end of September) includes information about the exhibition, press reviews, a description of plastination (his technique for preserving bodies) and information about von Hagens himself. Visit <http://www.bodyworlds.com/index2.htm>, and you can volunteer to donate your body to him.

### **International Society for Biotherapy**

<http://www.homestead.com/biotherapy/files/index.html>

Since my son did ‘mini beasts’ at nursery, I have become quite interested in things that creep, crawl, make cobwebs in my bathroom and eat my garden. This society aims to promote the use of invertebrates in medical practice. That means such things as using larvae to

promote wound debridement, medicinal uses of bee venom, and rediscovering the way to use leeches in arterial disease. Fascinating stuff!

### **MedHist**

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

A new gateway to evaluated sites in medical history. Browse by geographical area, historical period, specialty. Affiliated to BIOME and the RDN, but maintained by the Wellcome Institute.

### **Equip**

A gateway to quality patient information. Maintained by the NHS West Midlands Library Unit, so includes information specific to the English West Midlands as well as information more generally applicable. <http://www.equip.nhs.uk/>

### **Diccionarios en internet**

Spanish language site providing a gateway to internet dictionaries, encyclopaedias and other reference works in English or Spanish.

<http://home.worldonline.es/migonzal/diccionarios/>

### **NDA Online Anaesthesia Museum**

<http://www.nda.ox.ac.uk/museum/index.htm>

Images from the history of anaesthesia, from the Nuffield Department of Anaesthetics in Oxford.

If you have a topic you would like me to cover, please let me know.

All sites visited 15th October 2002.

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# Information Access in the Workplace.

In March 2002 a survey was conducted by the library at Gartnavel General Hospital on access to information in the workplace. The aim of the survey was to provide the library service with baseline data to inform and direct an action plan aimed at fulfilling the overall service objective of providing access to information resources at point of need, especially in the clinical workplace.

A questionnaire was formulated and sent out to 99 members of senior staff across the hospital. We received 35 replies, of which 14 were medical, 10 were nursing /midwifery and 11 were other staff. The sample was small and the response rate low as is normal in surveys of this type. However the results were consistent with anecdotal and observational evidence and we believe that the survey results give a reasonably representative snapshot of access to electronic information resources in the workplace at Gartnavel General Hospital in March 2002.

## Results

### 1. Access to electronic information resources in the workplace.

Table 1 summarises the responses to questions about access to computers and key electronic information resources in the workplace.

Questions asked	Answered 'Yes'	Answered 'No'	Answered 'Don't Know'	Unanswered
1. <i>Is there a computer within your ward / clinic / office area?</i>	94.3% 85.7% Med 100% Nur 100% Oth	2.9% 7.1% Med	0%	2.9% 7.1% Med
2. <i>Does it have access to the Internet?</i>	62.9% 71.4% Med 30% Nur 82% Oth	25.7% 14.3% Med 50% Nur 18.2% Oth	5.7% 20% Nur	5.7% 14.3% Med
3. <i>Does it have access to electronic library resources?</i>	42.9% 50% Med 20% Nur 55% Oth	34.3% 21.4% Med 60% Nur 36.4% Oth	17.1% 14.3% Med 20% Nur 9.1% Oth	5.7% 14.3% Med
4. <i>Are you personally entitled to use this computer?</i>	88.6% 71.4% Med 100% Nur 100% Oth	5.7% 14.3% Med	0%	5.7% 14.3% Med
5. <i>Do you have a personal password for Internet access?</i>	48.6% 43% Med 30% Nur 73% Oth	40% 36% Med 60% Nur 27.3% Oth	5.7% 14.3% Med	5.7% 7.1% Med 10% Nur
6. <i>Do you have a password for OVID (e.g. MedLINE, CINAHL)?</i>	34.3% 36% Med 10% Nur 55% Oth	54.3% 36% Med 90% Nur 45.4% Oth	8.6% 21.4% Med	2.9% 7.1% Med
7. <i>Do you have passwords for electronic journals?</i>	31.4% 50% Med 10% Nur 36.4% Oth	54.3% 36% Med 80% Nur 55% Oth	11.4% 14.3% Med 10% Nur 9.1% Oth	2.9% 7.1% Med

<b>8. Do you have a password for the Cochrane Library?</b>	20% 21.4% Med 10% Nur 27.2% Oth	60% 50% Med 80% Nur 55% Oth	17.1% 21.4% Med 10% Nur 18.2% Oth	2.9% 7.1% Med
<b>9. Do you have a password for electronic textbooks?</b>	17.1% 14.3% Med 10% Nur 27.3% Oth	62.9% 57.1% Med 80% Nur 55% Oth	17.1% 21.4% Med 10% Nur 18.2% Oth	2.9% 7.1% Med

Table 1 shows that most members of staff (94.3%) have a computer in their department and most members of staff are entitled to use this computer (88.6%). However only 62.9% of these computers had access to the Internet and less than half the staff (48.6% had their own password at the time of this survey and just over one third of staff (34.3%) had access to OVID.

## 2. Frequency of use of electronic information resources

Table 2 shows the responses to questions about the frequency of use of key electronic information resources.

Questions asked	Answered 'Daily'	Answered 'Weekly'	Answered 'Monthly'	Answered 'Less than once a month'	Answered 'Never'	Not Answered
<b>1. How often do you use a computer in your workplace?</b>	71.4% 57.1% Med 60% Nur 100% Oth	8.6% 30% Nur	2.9% 7.1% Med	5.7% 14.3% Med	8.6% 14.3% Med 10% Nur	2.9% 7.1% Med
<b>2. How often do you use the Internet in the workplace ?</b>	28.6% 14.3% Med 10% Nur 54.5% Oth	20% 28.6% Med 10% Nur 27.3% Oth	2.9% 9.1% Oth	5.7% 7.1% Med 10% Nur	40% 42.9% Med 70% Nur 9.1% Oth	2.9% 7.1% Med
<b>3. How often do you use OVID (e.g. MedLINE, CINAHL) in the workplace ?</b>	11.4% 7.1% Med 27.3% Oth	14.2% 7.1% Med 10% Nur 27.3% Oth	11.4% 21.4% Med 10% Nur	11.4% 7.1% Med 27.3% Oth	48.6% 50% Med 80% Nur 18.2% Oth	2.9% 7.1% Med
<b>4. How often do you use the Cochrane Library in the workplace ?</b>	0%	8.6% 14.3% Med 10% Nur	5.7% 18.2% Oth	11.4% 14.3% Med 18.2% Oth	71.4% 64.3% Med 90% Nur 63.6% Oth	2.9% 7.1% Med
<b>5. How often do you use online document ordering via the Library Website in the workplace ?</b>	0%	2.9% 10% Nur	2.9% 9.1 Oth	14.3% 28.6% Med 9.1% Oth	77.1% 64.3% Med 90% Nur 81.8% Oth	2.9% 7.1% Med

Responses to the question on where staff accessed electronic information resources were as follows:-

- 12.2% people used Staff Library. (5 people answered)
- 0% people used Public Library
- 22% people used Home (9 people answered)
- 7.3% people used University Library (3 people answered)
- 2.4% people used Internet Café (1 person answered)
- 12.2% people used Office (5 people answered)
- 2.4% people used Ward/Clinic (2 people answered)

### 3. Confidence in using electronic information resources

Responses to the question on levels of confidence in using electronic library services were as follows:-

- 20% people felt Very confident (7 people answered)
- 34.3% people felt Quite confident (12 people answered)
- 14.3% people felt Not very confident (5 people answered)
- 25.7% people felt Not at all confident (9 people answered)

From Table 2 it can be seen that over 70% of staff who had a computer in their department did not use it for Internet access. Most members of staff did not use the electronic databases such as MEDLINE and CINAHL from departmental computers. 48.6% did not use these core resources at all within the workplace. 40% of staff were not very confident or not confident at all in the use of electronic library resources.

### 4. Potential purposes for using electronic information resources in the workplace

Table 3 shows staff responses to questions about their perceptions of the potential usefulness of access to electronic library / information resources in the workplace.

Questions Asked	Answered 'Very Useful'	Answered 'Quite Useful'	Answered 'Not Very Useful'	Unanswered
To answer patient-specific questions during a clinical session	42.9% 21.4% Med 90% Nur 27.3% Oth	22.9% 21.4% Med 36.4% Oth	28.6% 50% Med 36.4% Oth	5.7% 7.1% Med 10% Nur
To obtain information about patient care in general	54.3% 28.6% Med 90% Nur 54.5% Oth	25.7% 50% Med 18.2% Oth	11.4% 14.3% Med 27.3% Oth	5.7% 7.1% Med 10% Nur
To carry out research	65.7% 64.3% Med 90% Nur 54.5% Oth	17.1% 7.1% Med 36.4% Oth	11.4% 21.4% Med 9.1% Oth	5.7% 7.1% Med 10% Nur
To support educational courses	54.3% 35.7% Med 80% Nur 54.5% Oth	28.6% 35.7% Med 10% Nur 36.4% Oth	14.3% 28.6% Med 9.1% Oth	2.9% 10% Nur
To support professional / personal development	65.7% 57.1% Med 70% Nur 72.7% Oth	22.9% 28.6% Med 20% Nur 18.2% Oth	5.7% 14.3% Med	5.7% 10% Nur 9.1% Oth
To support audit / clinical governance	42.9% 35.7% Med 90% Nur 18.2% Oth	31.4% 42.8% Med 10% Nur 36.4% Oth	17.1% 14.3% Med 36.4% Oth	8.6% 7.1% Med 9.1% Oth

The results show that 43%-54% of staff see that access to electronic information resources in the workplace is potentially very useful in supporting direct delivery of patient care within clinical sessions or providing background information to support patient care. Access to electronic library and information resources was also perceived by more than half of staff as potentially very useful to support research, education and personal / professional development.

## 5. Training

Responses to the question: "Have you had any training or advice from the Library in any of the following areas? are shown below.

25% people have had Basic computing skills training (e.g. ECDL, Microsoft Office)

33.3% people have had Internet search skills training

25% people have had Database search skills training (eg MEDLINE CINAHL)

8.3% people have had Accessing electronic journals training

8.3% people have had other training sessions from library staff

This survey highlighted the fact that a high proportion of staff did see the potential value of access to electronic information resources in the workplace to support the delivery of patient care, as well as research, education and professional development activities. It was therefore a source of serious concern that such a small percentage of staff actually utilised electronic information resources in the workplace or even had the passwords to do so. Our next step therefore was to put together an action plan which we hoped would rectify this situation to some degree.

The most major step undertaken was to redesign the user's library card so that as well as having the user's barcode number on the front it also carried on the reverse side the passwords for OVID, EBSCO, ScienceDirect, E-Host, and , if requested MDConsult. The library's website address was also incorporated into the card. These passwords allow access to all the major databases and journals. At the same time the registration form was altered so that the issue of passwords become a much more integrated process. The New Look library cards proved very popular as the passwords were now issued in a format that was easy to carry around in a wallet or purse. Along with the issue of the library card we stressed the possibility of being able to book a formal training session with the librarian. We also took the opportunity of advertising this both by word of mouth in the library and via or library web page – where we also provided an online version of our registration form. In order to raise awareness of the electronic resources we have taken every opportunity to publicise both the electronic resources and the opportunities of learning how to access them. This would seem to be paying off. We may at some future date follow up this study to see how much improvement there has actually been in the awareness of, and uptake of services.

***Amanda Wright & Louise Black  
Gartnavel General Hospital, Glasgow***

## SHINE Publications Group Competition

The SHINE Publications Group is delighted to announce the winner of the 2002 Writing for Publication Competition as: Louise Black, Assistant Librarian, North Glasgow University Hospitals NHS Trust. Louise will receive £100 and as much assistance as is required to help her publish the report in a professional journal. Her report on information access in the workplace, a survey of staff carried out at Gartnavel General Hospital in March 2002 was agreed to best meet the judging criteria. Congratulations also to Janice Grant (Ayr Hospital) and Paul Gray (formerly HEBS, now moved to ASH), whose entries were highly commended.

Judging panel: Margaret Forrest, James Beaton and Shona McQuistan

## Aiming for the Same Goal and Playing for the Winning Game

**Health Libraries Group Conference –  
14-17 July, 2002, Edinburgh Conference  
Centre, Heriot-Watt University**

As a child I would often win raffles. When I heard my name called out, I nervously smiled and reluctantly went up to collect the garish box of chocolates. Always they were plain, hard centred offerings with a coat of white dusting indicating that they were well passed their best. A vague sense of guilt often accompanied these wins as I would feel that I had done very little to deserve the prize. I stopped buying raffle tickets. However at a recent Shine AGM I put my name forward for the Hazel Williamson Bursary, which this year was to attend the Health Libraries Conference in Edinburgh. This time I was very keen to win the prize but as my name was announced that same sensation of guilt accompanied this prize. It didn't last long however and I was delighted to attend my first HLG conference. These are reflections from a novice.

The overarching theme of this year's conference was one of partnership and collaboration and in the packed programme there were many examples of the huge variety of partnerships that exist in Library and Information Services. The first task was to select which parallel sessions to attend and although there were some that interested me on a personal level I felt duty-bound to attend those that would inform my professional practice. As I am employed in the HE sector but work closely with the NHS, the focus of my choices was the NHS/HE partnership.

The first keynote presentation was by Veronica Fraser (NHS Library Advisor, Department of Health) who reported on a six-month project, which aimed at joining up health and social care, sponsored by the NeLH and eLSC. The issues that she raised, such as issues of connectivity, licensing and authentication were not new but it is reassuring to know that these

concerns are being considered at the highest level. Probably one phrase she used will stay with me, (for a while at least) and that is her vision that information rights should be regarded as a staff benefit. I would have preferred the concept of information as a staff right.

Valerie Monaghan and Jo Cooke from the Knowledge and Library Service Unit and Trent Focus then reported on a partnership across 3 Workforce Confederations, which aimed to enable easier access to information resources for social care staff. They observed that online access is not enough and the support mechanisms such as training must be in place for effective multiple partnerships. Terminology can be informative and I was interested in their definition of information and knowledge. They suggested information is such until it is absorbed and then it becomes knowledge.

By now, in need of coffee I found some SHINE colleagues and asked them whether they were finding that the focus of the morning had a distinct English slant. Reassuringly they did.

Pat Spoor from Leeds University gave an account of The Liquid Library project that aimed to support the information needs of students on clinical placement. She defined a hybrid service as a multi media approach within an organisation compared to the liquid library approach which is not bound by one organisation. Much of the project was an interesting mapping and scoping exercise that traced the information needs of clinical students and the resources available to them within the different organisations.

After a good lunch and a brief walk round the windy campus I attended a parallel session by Sue Childs (Research Associate Information Management Research Institute, Northumbria University) on HE and NHS Libraries Working Together. She defined this British Library funded project's aim 'to develop a model for improving cross-sectoral co-operation to improve access to

information.' She clearly defined the barriers to partnerships and provided an integrated model of cross-sectional access. This was again based on the English set up of the NHS and the concept of Deanery and Workforce Confederation was without my ken. However she did give some pointers as how to achieve these elusive partnerships and stressed that it was all down to human interaction. Find a champion within the organisation that you want to collaborate with, share visions and implement a joint venture that is a 'self-sustaining partnership independent of the presence of specific individuals and robust in a climate of change.' Rousing stuff.

The second day started with Professor Maggie Pearson, Deputy Director of Human Resources, Department of Health, who outlined the government's view that learning and development are central to delivering the government's vision of a patient-centred NHS. She suggested that health librarians have a key role in turning this vision for life long learning into reality but didn't get down to the nitty-gritty of how. To balance this English view of the world this would have been an ideal opportunity for the Scottish Executive to share their vision and outline the Learning Together initiative.

Next up was Andrew Booth who is always good value. He reported on a project that aimed to support NHS projects through Action Learning. As more work is carried out at the project level he suggested that there is an increasing need for self-audit and benchmarking. One of his conclusions was that more imaginative and experimental formats needed to be in place for action learning to be a success. Did he know what was to follow?

From the auditorium a voice shouted that she had been to the doctor recently as she had been worried about some abdominal pain. The scene was set and we were to witness a patient's journey from diagnosis using electronic resources for data, patient records, prescribing, and information sourcing. It transpired that this play had been devised by Library staff from the West Midlands Central Workforce

Development Confederation for a meeting that concentrated on raising awareness of the role of Educators, Trainers and Librarians. From this meeting a Forum was formed which brought together all partners within the area that had an education and development role. Before this forum they reported that in some Trusts it was the first time that the Librarian and IT trainer had met. Sounds familiar?

After lunch I attended the Cyril Barnard Memorial Prize Giving, which this year was awarded to Bob Gann, Director of NHS Direct Online in recognition for his service to librarianship. It was interesting to hear an account of his varied career and to learn that chance helped him on his way.

Unfortunately I was unable to attend the final morning and by messages on list-medical the keynote presentation by Muir Gray was **not** the session to miss. I can direct you to the abstract at <http://www.cilip.org.uk/groups/hlg/abstracts/abstract34.htm> and hope that another attendee will fill in the gap.

As at many conferences the highlight is the opportunity to network, and to make friends and renew others. After all partnership and collaboration was the conference theme. For me it was an ideal occasion to match familiar names to their faces. Despite being held in Edinburgh the Scottish presence was not strong in numbers but at the Ceilidh held in the Roxburgh Hotel we certainly made our presence felt. It was an excellent meal and the SHINE company and dancing made it an evening to remember.

I would like to thank the SHINE Committee and the family of Hazel Williamson for the much appreciated opportunity to attend my first HLG conference.

**Sheila L. Fiskien**  
**Royal Infirmary Library**  
**University of Edinburgh**

## First-Timer at IFLA

### Open Mind

I was lucky to be one of over 100 Scottish Librarians awarded a Scottish Executive bursary to attend IFLA 2002 in Glasgow. Earlier in the year I was aware of IFLA, but paid it little attention, imagining it to be for very senior librarians, mainly from overseas.

When I was offered the opportunity, I realised this could be a chance of a lifetime, since such an event is unlikely to return to Scotland for many years. This was a chance to exchange experiences with colleagues from abroad, to welcome visitors to our country, and to learn more about the world-wide profession. Thus I arrived in Glasgow determined to make the most of the week, though with very little idea what lay ahead.

### First Impressions

The first day was typical of this summer, Glasgow in torrents of rain. I got lost, arrived at the Conference Centre late, flustered and wet. My gloom was soon lifted by the helpful volunteers, and the conference bag full of tempting descriptions of the coming events. After a quick skim through the papers, I ventured into the hall, and friendly calls of 'Hi, Janice' made me feel at home. By chance I met a good friend from library school, and after enjoying the exhibitors' reception I retired to my hotel room to study the conference programme and plan my week – though the plans changed day by day.

The Monday morning opening of the conference was a grand occasion. We felt part of something important. The principal guests were piped in, and were addressed by Glasgow's Lord Provost and the first Minister. Seamus Heaney gave an engrossing talk, and we were entertained by a music/dance/video celebration of Scotland's maritime heritage. This sense of importance fired us to resolve that this would be a very special week.

### The Programme

Despite my doubts, the programme had plenty to interest me. It was difficult to choose between parallel meetings, but attendance was flexible, delegates tended to come and go accordingly to their interests.

A typical session would be one I attended on 'Globalisation in Reference Services' where there were six speakers, each describing services in very different contexts – from technologically advanced Canada, through the situation in the new democracy of Poland, to academic libraries in Ghana where there is no Internet, no national bibliographics or union catalogues. There was ample opportunity to ask questions or make relevant points.

Here, and at the other meetings I attended, the value was both in the content, and to the realisation that the resources we take for granted are unheard of in so much of the world. A sentence struck me – '80% of the world's population have never heard a dialling tone'. I became increasingly aware of the diversity of our profession, while we all strive towards the same aims of democratic access to knowledge, information and literacy.

The programme included discussions, workshops, plenary sessions – one which was a challenging talk by Anne Fine, the Children's Laureate, urging us to be wary of thinking we always know what's best for our readers. There were author events – Bernard MacLaverty and Jim Crace offering intriguing insights into their craft – and Seamus Heaney reading his work to an enthralled audience.

The exhibition was by far the best I've visited. There was a model children's library, visiting children being entertained by professional storytellers. There was a fascinating poster display, graphically describing a multitude of projects.

### Social Programme

IFLA offers the unique opportunity to mix with colleagues from every part of the

world. We encountered each other all over the city, recognising each other by our grey knapsacks and blue badges. Everyone was glad to talk. The greyness of Sunday was followed by Scotland's first week of summer. The social events allowed us to mix informally, national librarians with library assistants, medical librarians with local history specialists. Sponsors, and the Cities of Glasgow and Edinburgh, provided an opening ceilidh, receptions at the Glasgow Science Centre and the Museum of Scotland and a concert at the Royal Concert Hall.

On the Thursday there was a choice of workshops or a library visit. I joined the group visiting two historical libraries in Dunblane and Crieff, and enjoyed a happy day in the company of colleagues from the USA, Turkey, Denmark among others. The sun shone, the libraries were fascinating, and the librarian at Innerpefferay treated us to tea and scones!

### **Conclusion**

I enjoyed every minute of the week undoubtedly the greatest contribution to my career development – a career of almost 30 years. The Executive hoped to 'enrich the professional lives of individuals', and this is certainly true in my case.

Through the week, two themes recurred: privilege to be part of a dedicated profession, and humility that the facilities we take for granted are beyond the reach of so many. As I learn of a new development I can, within reason, ask for it in my library. Many colleagues are without adequate textbooks, far less on-line databases and national lending services.

Each delegate, wherever their home, will have left Glasgow with a new enthusiasm, filled with fresh ideas, enriched by a magical week in the company of almost 5000 fellow professionals.

A final word of appreciation goes to all the organisers, planners of the event, and volunteers. From our arrival, the arrangements were meticulous and smooth. Every day a friendly volunteer –

in some cases a chief librarian! – handed us the daily IFLA Express. The overwhelming success of the week resulted from months of preparation and attention to detail.

I will cherish happy memories of that sunny week in Glasgow – many thanks to all who made it possible.

**Janice Grant  
Ayr Hospital**

## **Critical Appraisal Skills Training for Librarians**

**20<sup>th</sup> May 2002 –  
Southern General Hospital, Glasgow**

After early morning coffee to get us all wakened up and alert Andrew started off the day with some background and historical information on critical appraisal. But if we thought we were going to get away with sitting in our chairs and letting his "smooth southern accent" wash over us we were very much mistaken. It was a day for the active learner, hands on from the start!

Our first exercise in critical appraisal involved Hong Kong, the police and feng shui! With only eight of us in the session, there was no hiding place but it was an entertaining way to introduce the concepts to us.

We then went on to look at a more serious topic using a primary care research study into exercise for back pain. To make the exercise realistic we were given a patient scenario to work through and asked to comment on

- the validity of the trial
- what the results were
- whether they applicable to our scenario

To help us we had a useful handout outlining the things to look out for in an RCT and lots of pointers and help from Louise as we went along.

## Refining Evidence Seeking Skills

29th May 2002 – Wolfson Training Suite,  
Edinburgh University

After feedback from this practical session Louise recommended lots of useful resources on critical appraisal for us to access including websites, books and CDs.

By now it was lunchtime and a vast amount of catering appeared which we happily demolished – thinking makes you very hungry, I've discovered!

In the afternoon workshop we a looked at appraising a systematic review. I found this slightly more difficult and it took me a little bit of time and some coaching from Louise to get my head around the blobograms, p-values and odds ratios. Numbers have never been my strong point but Louise took it slowly and was great at explaining it all. At the feedback on the study there was lots of lively debate around the table on the merits of the review.

The final session of the day was back with Andrew. This time we learned how to plan our own critical appraisal session. As ever it was practical group work. We had to choose a journal article from the journal Evidence Based Medicine, state why we had chosen it and what kind of study it was. Then came the hard part, we had to write a scenario to cover the content as if we were going to use it a critical appraisal session. Not as easy as it sounds!

All in all Andrew and Louise provided an excellent mix of talk, practical sessions and help. The course handouts were very useful and Andrew indicated that he was happy for us to use and adapt them for our own sessions.

I enjoyed the day very much and came away feeling confident that I could handle critical appraisal better than before and that, just maybe, I could facilitate a session on it too.

**Mhairi McMillan**  
**Ayrshire & Arran NHS Board**

This study day was divided into two sessions. Louise Falzon, senior information officer with SchARR led the morning session. She began with a brief introduction to Medline and its background e.g. number of journal titles indexed, coverage, how journals are selected for indexing and their prioritisation (this affects the speed and depth of indexing). We then looked at MeSH – what it is and what it allows the searcher to do. We were taught how to use various features in Medline (MeSH, subheadings, freetext, floating subheadings and pre-exploded subheadings) to obtain comprehensive search results by combining using the Boolean operator 'OR'. Louise then introduced us to common problem areas which occur when using Medline (e.g. stopwords, hyphens, 'publication type' limit, the use of checktags, indexers (in)consistency) and how to overcome them. In essence, the morning session was about effective searching using all appropriate Medline features to ensure the retrieval of all possible relevant references before beginning the 'narrowing down' process.

The afternoon session was conducted by Andrew Booth. Now that we had learned to search comprehensively from the morning session, Andrew's job was to teach us how to narrow these results by applying methodological filters. Our first lesson was in formulating a question using P I C O:-

- P patient / population / condition
- I intervention / exposure
- C comparison(s)
- O outcome(s)

Having focussed the question, we were shown how to translate it into a search strategy. Most searches can be carried out using the PATIENT + INTERVENTION elements including the COMPARISON + OUTCOME components only if necessary

to narrow the search. Andrew then introduced us to methodological filters. These are ways of narrowing down a subject search to the appropriate type of study/paper most likely to answer the question (e.g. practice guidelines, economic evaluations, systematic reviews).

At the end of the day we ended up with a logical set of steps to follow when performing a literature search:

- Focus the question using P I C O
- Carry out a subject search using appropriate Medline tools
- Apply any obvious limits (language, date etc.)
- Decide the type of study most like to answer the question
- Apply the appropriate methodological filter.

Although we concentrated on Medline, Andrew mentioned a book ('PDQ Evidence-based Principles and Practice' by Ann McKibbin) which gives useful headings when using CINAHL and other databases.

I felt the day was well organised and presented and there were several opportunities to work through practical examples with Louise and Andrew on hand to offer advice. It was a pity that there were only five participants but the upside was that we five had more-or-less one-to-one tuition when it came to the practical sessions.

The emphasis for the day was on searching in such a way so as to retrieve the best quality references for our users. We touched briefly on what our users expect nowadays when they ask for a literature search, and are our searching skills up to speed and our searching methods justifiable? What if each search we did was peer-reviewed?

Food for thought!

**Marie Smith**  
**Fife Acute Hospitals Trust (Queen Margaret Hospital, Dunfermline)**

The presentations for two further SchARR study days *InterCESS: Using the Internet for Clinically Effective Searching in Scotland* and *CADUCEUS: Critically Appraised Digests - using clinical effectiveness updating skills* can be found on the SHINE website under 'Other publications'.

## SHINE Publications SubGroup

### Additional list of references submitted by SHINE members

Compiled by: Shona McQuistan, Western Infirmary Library and eLearning Centre, Glasgow

Please contact Shona McQuistan [shona.mcquistan.wg@northglasgow.scot.nhs.uk](mailto:shona.mcquistan.wg@northglasgow.scot.nhs.uk) in the first instance if any SHINE member is interested in obtaining the full-text of any of these publications. Please use the same email address to submit references (or full-text) to add to this list of any reports, articles, bids, posters, presentations, reviews, annual reports, Chartership PDRs, newsletters, book contributions, student projects, dissertations, theses and conference abstracts written by SHINE members.

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#### **Dorothy McGinley:**

An assessment of the use of Bioline International, an electronic publisher of scientific journals from developing countries. Dissertation for MSc in Health Informatics (Queen Margaret University College, Edinburgh) Submitted 2002.

**Shona McQuistan:**

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**Ruth Robinson:**

Robinson, R. Chartership PDR submitted in May 1994 whilst working as an assistant to the Subject Librarians at the University of Paisley.

**Lauren Scott:**

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**Annette Thain:**

Poster presentation: Clinical Librarian Service to Oncology Teams in the North Glasgow University Hospitals Trust. Presented at Clinical Librarian Conference March 15th 2002, Leicester.

**Ann Wales :**

**Papers delivered at the NHS/HE Librarians Meeting:**

Meeting of NHS Scotland and Higher Education Librarians 30th April 2002  
Brenda Moon Room, Wolfson Technology Resource Centre, Edinburgh University Library

**Pre-meeting briefing paper.**

Breaking down barriers to the knowledge base of health care: developing a model for seamless access to Higher Education and NHS information and learning resources.

**PowerPoint presentation:**

Partnership initiatives.

## From the Editor

After editing *Interim* for around five years, I have decided to hand on the job to someone new. Michelle Kirkwood, nursing & midwifery librarian with the North Glasgow Trust has offered her services and will be taking on the role with the next issue due out in the spring. (See back page for contact details.)

I'd like to take this opportunity to thank everyone who contributed to *Interim* over the years and to wish Michelle every success with her new role.

**Dorothy McGinley**  
**Editor**

## Hazel Williamson Personal Development Award 2003

Applications are invited for the Hazel Williamson Personal Development Award 2003. This annual award is in memory of Hazel Williamson, a long-standing supporter and member of ASHSL and SHINE.

The purpose of the award is to enhance the knowledge and development of the health information profession in Scotland and to further the personal development of the applicant.

Up to £400 is available to support the cost of travel and attendance at a conference or study day in the UK or abroad. The award must be used before the end of 2003.

The award is open to everyone who is a member of SHINE, through either an institutional or personal membership.

The successful applicant will be invited to submit a report of the conference attended for publication in Interim.

Applications (up to 800 words) should be made in writing to Juliet Brown, Medical Librarian, Vale of Leven District General Hospital, Main Street, Alexandria, Dunbartonshire G83 0UA. Email: [juliet.brown@vol.scot.nhs.uk](mailto:juliet.brown@vol.scot.nhs.uk)

Applications should include details of the conference for which the award is requested and in what way the applicant expects to benefit from attending this event.

Useful sources of information on relevant conferences and training courses can be found at the following websites:

<http://minos.bl.uk/services/information/trainingq.html>

<http://publ.ac.uk/news/events/>

<http://www.bcsnsg.org.uk/events.htm>

The deadline for applications is 1st January 2003.

### **Contributing to Interim**

Contributions can be sent in either hardcopy, on floppy disc or by email to the editor at the address below.

Files should be .txt; .rtf; or Word97.

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