Interim

shine

scottish health information network

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Interim on Interim

Editorial Board

The role of Interim

Interim's role will continue to be:

♦ a forum for communicating with SHINE members

♦ a tool to help build an evidence base for librarianship

♦ encouraging first time publication

♦ disseminating any relevant professional information

♦ providing an outlet for discussion of issues regarding quality improvement.

Future Development of Interim

The first change made under the current editor was the inauguration of an editorial board, the details of which are provided below.

As of June 2003 Interim will be published on a quarterly basis. There will be 2 theme issues per year, the first of which will be on Quality Improvement.

We aim to have a stronger focus on research articles. Interim will encourage health library researchers to submit articles. This will encourage both research in health libraries and publication in Interim or other journals. and will invite SHINE members to provide halfway reports on ongoing research, Interim will also undertake to compile lists of ongoing research taking place within SHINE libraries.

In each issue there will continue to be a Message from the Chair, Library Profile of new and existing SHINE member libraries, News column, People column, SHINE Members Publications, and Web resources.

Although the name will remain; Interim (both online and in print) will undergo a change in design. It is hoped that the new Interim will be launched in conjunction with a proposed study day on Writing for Publication.

Online v Print

There is still a demand for a print version, however the online version will be further developed with valuable features such as virtual tours and author and subject indices.

The role of the editorial board

The editorial board consists of 6 individuals from the NHS, Royal College of Physicians and Surgeons, and Higher Education. These individuals and their roles are outlined below. This editorial board will provide guidance for the development of Interim, it will also provide:

♦ a peer review group when required

♦ greater pool of expertise

♦ greater scope for contributions

♦ support for first time authors – see Publication Advisor below.

♦ support for health library research – see Interim Research Liaison below.

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Message from the Chair

Margaret Forrest

AGM

When I wrote the Chair's Annual Report for the SHINE Annual General Meeting in April, I thanked everyone on the Committee and all our active members for supporting me in the role of Chair. I had no idea how much *more* grateful I would be when I was unable to attend the AGM. Being knocked down by a fever is just another experience I'll have to put under my belt. However, being able to email my presentation from home to Michelle Kirkwood at GRI with a message to ask Cathy Smith to talk through the report, was a great relief. From all accounts, the Study Day and AGM went very well – many thanks to a truly magnificent SHINE Team!

SHINE's Future Strategy

In my Report for the AGM, I mentioned that the SHINE Committee was planning to hold facilitated workshops to discuss the future strategy of our Network. We have been in touch with a number of experienced facilitators and have selected one who we are confident will meet our requirements. The first planning meeting with facilitator, Gillian Strachan, will take place on 30th July. At this meeting we hope to arrange a series of three regional workshops in Aberdeen, Glasgow and Edinburgh during September and October. I would like to encourage as many members as possible to attend one of these events. Your active participation in the facilitated workshops and the subsequent option appraisal is essential to help shape a new role for SHINE. There have been (and continue to be) so many changes in the development of healthcare libraries in Scotland that it is important for SHINE to be as supportive to its members as possible. I very much hope that during the course of this year we will consider a range of options open to the Network and be able to select the most appropriate one for our needs.

SHINE Voting

I am very grateful to Malcolm Dobson for raising our awareness of the inadequacies of the SHINE voting system. At the time of the AGM it seemed reasonable to expect that we would be able to work with members to improve this within a couple of months. I realise this was overly optimistic and with Malcolm's agreement, recommend that we revisit the issue of voting following the option appraisal of SHINE's future strategy.

CILIPS Conference

In early June I was delighted to chair the SHINE session at the Annual Conference of the Chartered Institute of Library and Information Professionals in Scotland (CILIPS). To my knowledge, this is the first time SHINE has been invited to participate in this major conference. Over 50 delegates attended our successful session which focussed on local and national health information provision in Scotland. Many thanks to our excellent speakers, Norma Greenwood of Greater Glasgow NHS Board and Gillian Heron of NHS24.

It was good to see so many SHINE members at this Conference. I'm looking forward to meeting many more of you again this autumn at our regional workshops!

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SHINE AGM 2003, Chair's Report

Scottish Health Information Network
This report covers the period from April 2002 to March 2003.

Outline
- Membership
- Committee
- Proposed discussion on SHINE's voting system
- Working Groups
- Developing SHINE's new strategy
- SHINE links to other organisations
- Conclusion

Membership

Membership of SHINE includes staff from health related libraries based in a wide range of sectors including NHSScotland, higher and further education, the Royal Colleges, local authorities, the voluntary and private sector. 2002 was SHINE's second year of being a predominantly institutional member organisation. During 2002 there were 93 institutional members, 12 personal members, 3 associate members and 5 life members: a total of 113 members. 177 people communicate on our discussion list, lis-SHINE and 89 libraries in Scotland contribute towards the SHINE Union List.

Committee

During this period the following SHINE members served on the Committee:

Charlotte Boulnois, South Glasgow University Hospitals NHS Trust
David Burns, Greater Glasgow Primary Care NHS Trust
Katrina Dalziel, University of Paisley
Catriona Denoon, Greater Glasgow Primary Care NHS Trust
Lynn Easton, Argyll and Clyde NHS Board
Enid Forsyth, Royal College of Nursing, Scotland
Richard German, University of Strathclyde
Gill Hewitt, Scottish Health Service Centre
Isla Imrie, Grampian Primary Care Trust
Michelle Kirkwood, North Glasgow University Hospitals NHS Trust
Dorothy McGinley, East Fife Postgraduate Medical Centre
Iain Milne, Royal College of Physicians of Edinburgh
Cathy Smith, Fife NHS Board
Ann Wales, NHS Education Scotland
Madeleine Young, Glasgow University Library
Margaret Forrest, Health Education Board for Scotland

Many thanks are due to all members of the Committee who contributed greatly to the work of SHINE. Special thanks to members who have retired from the Committee this year:

Dorothy McGinley, who has handed over editorship of Interim to Michelle Kirkwood

Ann Wales, formerly Chair of the Publications Working Group and Co-chair of the Partnership Working Group
Madeleine Young, who retires as Honorary Secretary at this AGM

Not leaving the Committee, but shifting position is Cathy Smith, who retires as Honorary Treasurer today, but has recently taken on the role of Chair of the Publications Working Group.

During this period the main SHINE Committee met four times, in May, July, November and January. All meetings were held in Edinburgh.

SHINE Voting

Three of the four people who retired from the Committee this year had been co-opted to take on specific roles. One elected member, Madeleine, will be retiring, which creates a vacancy on the Committee. This would normally be filled by a vote amongst members at the AGM. However, this year I would like to suggest that we delay voting until we have reviewed the SHINE voting system.

I hope many of you will have seen Malcolm Dobson's paper on lis-SHINE raising a number of issues about the current voting system and possible suggestions to improve this. Some of you may have taken part in the discussion following this message. Malcolm has kindly agreed to talk to his paper at this AGM and we hope this will create further discussion on the topic. There are obviously several SHINE members who are not present today, and so it will be important to record our discussion and disseminate information about this to all SHINE members. I suggest we then hold a ballot to decide what type of voting system we would like for the future.

It is agreed firstly, that we delay filling the vacancy on the Committee until the SHINE voting system has been reviewed; and secondly, that we hold a ballot of all SHINE members within two months of this meeting to decide on the new voting system.

It was also agreed that two current Committee Members fill the vacancies of Honorary Secretary and Treasurer. I'd like to propose Katrina Dalziel for the post of Honorary Secretary and Gill Hewitt for the post of Honorary Treasurer.

Working Groups

Over the last two to three years the Working Groups of SHINE have grown from strength to strength and are supported by an increasing number of members. In total, 50 members are involved in six Groups of SHINE, several people in more than one Group.

During this year the Public Health and Health Promotion librarians of SHINE established the Scottish Public Health Evidence Network to promote access to the knowledge base of public health. Other areas of SHINE's work are led by the Groups for Education and Training (CPD), the Union List, Publications, Partnerships and Statistics. Following this presentation, you will hear more about the work of each of these Working Groups as their Chairs report on the past year's activities.

I would like to record my thanks here to everyone who is involved in SHINE's Working Groups. It is through their hard work and dedication that the Network has developed into the dynamic professional organisation it is today.

Developing SHINE's new strategy

Everyone here will be aware of the great strides which have recently taken place in the development of NHS library services in Scotland and the tremendous work of Ann Wales and her team at NHS Education Scotland. SHINE would like to support this good work as much as possible.

The Committee believes it is now time to review the current work of SHINE and develop a strategy to enable us to support national initiatives in the most appropriate way. During the coming year, we would like to involve all SHINE members in discussions on the future role and strategy of the Network. The Committee would like to begin this period of consultation with a facilitated meeting with key stakeholders

and past members of the Committee. We would like to follow this with regional meetings in various parts of the country, involving as many SHINE members as possible. Could I encourage you to take an active part in these meetings and use lis-SHINE and *Interim* to voice your opinions about the new strategy for SHINE. The Committee is anxious that SHINE is truly responsive to the needs of its members and continues to be a networking organisation.

SHINE links to other organisations

- **Regional Librarians Group/Library and Knowledge Development Network (from April 2003)**. SHINE has continued to benefit from its membership of the Regional Librarians Group, although this has been mainly through correspondence and not by attending meetings in order to minimise the cost of our membership. A more active role has been taken recently by Ann Wales for NHS Education Scotland and this has increased the Scottish contribution to the new organisation.

- **CILIP (The Chartered Institute of Library and Information Professionals) Health Libraries Group.** SHINE is represented on HLG by James Beaton (as Honorary Secretary) and Margaret Forrest (Newsletter Editor). Several SHINE members attended HLG's Conference in Edinburgh last year. Special thanks go to SHINE members, Gill Hewitt and Enid Forsyth who organised the successful conference dinner at the Roxburgh Hotel and to Iain Milne our staff photographer for the evening. Sheila Fisken, who attended the conference as a recipient of the Hazel Williamson Bursary, has written a report of the event which is published the Autumn 2002 issue of *Interim*.

Conclusion

During the last year SHINE members have been active in a wide range of activities, particularly those working to support the NHSScotland elibrary and national developments. The following presentations

by the Working Group Chairs will explore in more detail just what activities have taken place and how many SHINE members have contributed to the work of their professional network.

I'd like to finish on a personal note. As many of you may know, I spent most of last year as a cancer patient experiencing the NHS from the inside. My contribution to the work of SHINE during the period on which I have just reported was minimal. Although, last April, I was delighted to accept the nomination to be Chair for a further term of two years, I feel I've hardly earned the title and would like to record here the enormous support I have received from the Committee and friends in SHINE. It is a great privilege to work with so many enthusiastic and hard working people.
Thank you very much!

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NHS Scotland Library and Knowledge Service. Evaluation and analysis: defining new development pathways.

Ann Wales

Two projects are currently helping us to define the future routes of development for NHS Scotland Library and Knowledge Services in general and for the NHS Scotland e-Library in particular. What follows is a short paper on User Needs Analysis. For the full User Need Analysis Report and eLibrary Evaluation Report please see the Librarian News & Resources section of the NHS Scotland eLibrary www.elib.scot.nhs.uk

User needs analysis
A preliminary user needs analysis for NHS Scotland Library Services, conducted by Robert Gordon University, is due for completion at the end of May. This study is intended to support identification of the most appropriate methodologies for a full-scale needs analysis later this year.

The pilot adopts a loosely structured approach to interviews with a cross-section of user representatives, encouraging interviewees to identify information and knowledge needs for day to day service delivery requirements, and to consider how these needs might best be met in the future.

The interim report, based on semi-structured interviews with a small cross-section of user representatives, highlights the following themes:

Practitioner access to the knowledge base
♦ There is a need for very rapid, easy access to information if it is to be operationally useful in clinical situations.

♦ Equity of access is seen to be crucial However, this needs to be complemented by a personalised approach which manages information overload by providing information at different levels according to the needs of different categories and grades of staff and which enables individuals to "drill down" into the knowledge base to suit their requirements.

♦ There is a need for "push mechanisms" (e.g., alerting services) to make users aware of new information becoming available within their field.

♦ Information about individual patients is regarded as a core part of the knowledge base. There is the potential to provide a more integrated service by linking information and knowledge to the patient record.

Patient access to the knowledge base

♦ The phenomenon of the "expert patient" and its impact upon the clinician/patient relationship is highlighted.

The need for quality control with regard to the validity of the information, particularly when accessed via the Internet, is stressed.

Perceptions of the role of the library
♦ Current library services are highly regarded and praised for the level of service they provide.

♦ The availability of electronic material round the clock via the e-Library is appreciated, particularly with regard to clinical need.

♦ The wide range of information available via the e-Library is seen as a major advantage. Consequent time and cost savings are appreciated.

♦ There is a need to encourage usage through greater promotion of the e-Library, and an acknowledgement that information skills training is required to make best use of the resources available.

♦ While direct access to knowledge and information is appreciated by staff, it is considered that there is still a need for an expert service provided by information professionals to assist with more complex, in-depth searching. A "helpdesk" for accessing this expert assistance was suggested.

Education and Training
♦ There is a recognised need for information competency training so that staff are equipped to make effective and efficient use of the knowledge base. This will include basic IT skills for some staff but there is a more general need to raise information literacy levels.

♦ Due to the numbers of staff involved, together with geographical and time constraints, e-learning is seen as a practical option for delivery of information competency training.

♦ Information competency training may be effective in a problem-solving context within multi-disciplinary teams.

♦ Information competency training could act as a pivot for development of local learning plans.

IT support
♦ Remote access seen as essential.

♦ Infrastructure is still fragmented and it is perceived that benefits would be gained by further integration and expansion.

♦ The major IT challenge is to provide user-friendly interfaces to the knowledge base to facilitate and encourage access.

Barriers to Use of the Knowledge Base
♦ The basic barrier which has been highlighted to date is mindset/culture. Time, age and IT problems are all aspects of this fundamental issue.

Although this analysis is still at an early stage, already we can see from the above that key themes are emerging to help us to focus our plans for local and national service developments. This pilot study also makes it clear that the user's concept of knowledge services and information need is constrained by his/her existing frame of reference and personal experience of library services. This has implications for the methodologies to be adopted for identification of "unperceived need" in the full-scale needs analysis.

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Glasgow Health Information – A local portal for local people

Sandra Davies

In 2000, a proposal for Learning Together funding from the Scottish Executive was put forward on behalf of the cross-sectoral Glasgow Health Information Group to develop their existing website, to be managed by a team based within Greater Glasgow NHS Board. This funding was granted, and in 2001 I became the Project Manager for the development of the Glasgow Health Information Gateway or GHI for short. My team members were Ali Shiri, who was involved in the development of indexing and metadata standards as well as cataloguing of resources, and Janice Taylor, who took care of all the technical requirements with regard to database and web development.

The overarching aim of the project was to support the implementation of the Learning Together Strategy for Education, Training and Lifelong Learning for all NHS staff in Glasgow. The rationale of the Gateway was to provide seamless access to quality health information and learning websites for all NHS Glasgow staff, by providing dedicated and intuitive search and browse functionality linking to detailed descriptions of relevant web-based resources and links to their websites. GHI would have a strong Glasgow and Scottish focus, distinguishing it from similar existing health web portals such as OMNI (http://www.omni.ac.uk/).

The project benefited from extensive cross-sectoral input, with a project Steering Group containing membership from the NHS, Higher Education, local authority and voluntary sectors.

At the core of GHI is a database of information on quality, evaluated web resources. This database has a structure based on the Dublin Core metadata format and probably the most time-consuming part of the project involved the indexing and abstracting of over 1600 websites to these standards. Each web resource in the database has been subject indexed in depth using MeSH terms, and these have been mapped to natural language terms to enable more accurate searching of the database by non-medical users. This sophisticated organisational framework enabled us to provide a range of search and browse functionality, allowing users to tailor their searches more closely to their requirements. Some of the options available to users include simple keyword searching, the ability to limit searches by staff group and/or resource type, advanced searching across a variety of fields using Boolean logic, MeSH searching, browse by resource type, staff group etc.

Intrinsic to the project was the remit to provide a portal for Glasgow healthcare staff with a strong local, cross-sectoral and Glasgow-focused identity. The site contains a section providing access to Glasgow-derived health information websites, for example NHS Glasgow and City Council websites, websites produced by local voluntary sector organisations and library and information services, and from the Higher and Further Education sectors. It is also possible to limit searches to Glasgow-derived websites only.

Enhanced content features are also available on the site, including a "Website of the Week" feature, a "What's New" section, and an online submission form to enable users to suggest new websites for inclusion in the database. There are also high profile links to the electronic journals, databases and books available from the NHS Scotland e-Library.

A decision was made to make the GHI site as accessible as possible to blind and partially-sighted users who rely on screen-reading technology to access websites. It is fully compliant with web design accessibility standards as advocated by bodies such as the World Wide Web

Consortium and the RNIB, and is BOBBY AAA approved.

The GHI site is a very practical example of putting policy into practice. Not only does it respond directly to the clinical and educational governance agenda, and support the implementation of the Learning Together Strategy, it also keys into one of the key objectives of the NHS Greater Glasgow ICT Strategy for 2002-2004, i.e. "to improve clinical decisions by giving wider access to national/local databases, research libraries etc." In addition it fulfils two key objectives of the NHS Glasgow Library Strategy:

♦ To create "a Glasgow-wide service, founded on the principles of collaboration and equity of access to information and learning resources at all stages of the patient journey."
♦ To "exploit to the full the potential of electronic networking and information technology to provide widespread access to the knowledge base of healthcare."

GHI has yet to be fully evaluated in terms of user need and satisfaction, but initial user feedback has been favourable. Given the plethora of health information, often of poor quality, available on the Internet, it is evident that GHI has a vital role to play in providing the Glasgow healthcare community with quick access to web resources which have been selected for reliability, relevance and quality.

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Making Copyright Fees Work for the NHS in Scotland

Christine L Blake

It has been said often enough that every worthwhile advance in technology is balanced by a corresponding retreat. The development of low cost copying in the last 20 years is a case in point. Instant reproduction of diagrams, text, photographs and the most erudite research is now available in almost every office at a touch of the button. One hundred copies of almost anything can be produced in seconds. Unfortunately, the work copied could have required months of work by the originator. And, as the cost of the copied version is often no more than the paper cost, it becomes obvious who is the loser. This is not a new problem. The music industry has spent many hours trying to solve a similar problem of protecting copyright material without long-term success.

Breakthrough, in a word, has been the norm rather than the unusual in all aspects of medicine during the past 50 years. The advances have not come out of the blue, but from long and arduous research. Problems are solved; results are written up in learned journals; and, coupled with work in the fields of food and drug developments, have helped push life expectation to new levels.

To keep these advances moving forwards it is essential to make sure that the originators of published work continue to work, publish and be rewarded when their copyright material is used. This is where the Copyright Licensing Agency comes in. CLA licenses photocopying based on permissions given from rights holders and distributes the fees collected to those rights holders. This avoids the need for the licensee to gain copying permission from each individual author, artist and publisher.

With the receipt of fees from the Licence, agreed with the Scottish Executive Health Department on behalf of the NHS in Scotland and granted in April 2000, it was necessary for CLA to be able to distribute the monies to its rights holders - authors, artists and publishers of CLA-licensed material - based on knowledge of what and how much was being copied in the NHSiS.

Being a new Licence and the first to be signed with the NHS within the UK, it was not only necessary to devise and agree a methodology that would give as representative and broad a spectrum as possible of the publications copied across the whole of the NHS, but also to make the provision of that information easy for their staff to give us.

From the first meeting in January 2002 to the start of the survey in September, the CLA Surveys Department in London, with the assistance of its Scottish Office, held a series of talks with the SEHD and several librarians in order to find a way to make the survey work and also, and most importantly, to understand the structure of the NHS and where to find the information. For this we need to thank, initially, Colette Templeton from the SEHD for organising the necessary HDL to Chief Executives which paved the way for the survey and Charlotte Boulnois and Gillian Hewitt for guiding us through the labyrinth of institutions to find our representative sample, not only in the bibliographic survey which was to record copying event evidence, but also in the categorical questionnaire survey which gave us a broader picture of the types and proportions of publications copied.

The categorical questionnaire was sent to 559 named personnel covering 97 job categories across five Health Boards and ten Trusts, the response from which was nearly 40%; in statistical terms, an excellent result. From this it was concluded that, of the estimated copying of medical and allied material in Scotland, 68% was of books, 72% of journals and 58% of magazines, with the remainder covering non-medical areas such as management, property, legal and financial.

The bibliographic survey covered two Health Boards, four Trusts and all the Management Executive Agencies, prior to which a short 'screening' questionnaire was sent to 317 named personnel covering 50 job categories to assist CLA in discovering where copyright copying might be taking place. This was followed by briefings to senior liaison personnel at each of the selected institutions, with the provision of guidelines and publicity material so that information of how to take part in the survey could be cascaded down to all staff.

During discussions at the Southern General Hospital, Charlotte Boulnois again proved invaluable in helping a member of CLA's survey field team, Scottish sector coordinator, David Anderson, implement the discovery and despatch to London of additional bibliographic data for CLA's distribution data pool from inter library loan (ILL) records kept at the libraries of the selected survey sites, eight in total.

CLA's Scottish survey team of five field officers, from Elgin, Perth, Callander, Kilmarnock and Edinburgh, were responsible for the day to day contact and regular collections of data from the Boards, Trusts and Management Executive Agencies. Covering many miles of hospital corridors they were met by NHS staff that, despite their busy daily schedules, were happy to cooperate with our requirements and provide us with the vital information CLA needs in order to make its distributions.

Final analysis of all of the data revealed that the results of the categorical questionnaire survey mirrored the actual copying information from the bibliographic survey and, based on bibliographic survey data, ILL data and categorical mapping onto the CLA database, CLA was able to distribute Scottish licence fee money split proportionally between survey data and categorical/bibliographic data to authors, artists and publishers on 12 March 2003.

The initial CLA/NHSiS survey paved the way for further surveys now being held in the rest of the UK – CLA Surveys Department learnt much about the NHS during our time in Scotland which has been of immense help and which will inform our future methodology.   We are grateful to the NHS staff who participated in our survey and, most especially, to the librarians. As a result, the originators of copyright material, which is so valuable to all areas of medicine, will benefit from payment for their past work, a further incentive to continue which will be of direct benefit to the NHS.

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Library Profile : ASH Scotland

Paul *Gray*

In the heart of Edinburgh, just off Princes Street, lies one of SHINE's newest member organisations. ASH Scotland is the leading voluntary organisation campaigning for effective tobacco control legislation in Scotland. For 30 years, ASH Scotland has played a key role in raising awareness about tobacco use and its harmful effects and has contributed to the implementation of effective public health policies to help smokers to quit and to protect children from tobacco.

ASH Scotland was set up in 1973 under the auspices of the Royal College of Physicians of Edinburgh, following the publication of two major reports: *Smoking and Health* (1962) which warned the general public about the harmful effects of smoking for the first time and *Smoking & Health Now* (1971).   ASH Scotland became a separate national organisation in 1993.

ASH Scotland campaigns for the implementation of effective tobacco prevention and cessation strategies, to raise awareness of nicotine as an addictive substance and to regulate the activities and products of the tobacco industry.   Policy priorities include restrictions on smoking in public places and tobacco smuggling. One of our main aims is to ensure that effective support services are in place to help Scottish smokers who want to quit.

ASH Scotland also provides an Information Service. With a staff of two: Sheila Duffy (Information Manager) and Paul Gray (Information Assistant), the Information Service collects and disseminates information about tobacco-related issues to anyone working or living in Scotland.   The Information Service operates and develops its services with the help of funding from the Scottish Executive and the British Heart Foundation.

The Information Service also operates the ASH Scotland Library.   Currently a reference library, anyone is welcome to visit the Library by appointment.   The Library is usually open from 9 to 5 Mondays to Fridays. In the Library, users will find a wide range of print materials including an extensive collection of journal articles, press cuttings, leaflets, resource packs and books.   The Library also subscribes to a small number of journals, and has a small collection of videotapes, CDs and pictorial materials. The Library also has access to a wide range of electronic sources of information, now made available to visitors by the recent installation of a public access computer. Electronic sources include the Library's online catalogue, the Internet and the NHSScotland eLibrary.

Both print and electronic sources are put to good use in the provision of our enquiries service.   Regardless if an enquiry is answered by supplying one of ASH Scotland's leaflets or requires a literature search, all enquiries are answered as quickly as possible, and we aim to reply within three working days. We receive enquiries from a wide variety of people, including academics, health

professionals, public health specialists, journalists, teachers, legal professionals, members of the Scottish Parliament and the Scottish Executive, community workers and workers in specialist smoking cessation services.

One of the Information Service's key functions is its contribution to weekly email bulletins produced by ASH Scotland. To see an example of a bulletin, visit http://www.ashscotland.org.uk/resources/bulletin.html. Each week the Information Service performs a search of new references on tobacco-related issues on PREMEDLINE, to ensure bulletin recipients receive news of the very latest in tobacco-related research. The Information Service also produces *Unfiltered News*, ASH Scotland's twice yearly Supporters' Newsletter.

The Information Service is also responsible for maintaining and developing ASH Scotland's website (www.ashscotland.org.uk). It is arranged into sections that reflect ASH Scotland's main areas of activity. It has online versions of many ASH Scotland publications, including policy and briefing papers, as well as up-to-date statistics, news and parliament coverage.

The Information Service supports joint and partnership work with a number of external organisations including NHS Health Scotland, the Scottish Drugs Forum and Alcohol Focus. It also supports the ASH Scotland projects and initiatives, conferences and seminars.

As for the future, we are planning take a lead role in establishing a National Tobacco Information Service. By building on our networks of contacts, projects and working partnerships, we are planning to approach other Scottish organisations with an interest in tobacco control. The service will act as a formal network, which will facilitate sharing knowledge of published tobacco-related research, press releases, parliamentary information, Scottish statistics, web links and practitioner's reports and resources.

We aim to use Information Technology to make the Library more accessible. For example, we are planning to make our Library catalogue available for anyone to search on ASH Scotland's website. We will also create an Information Service section on ASH Scotland's website, with the aim of providing a one-stop-shop for tobacco-related issues of interest to those working or living in Scotland.

So, if you or your library users have a query you think we can answer please check out our website or contact us at the address below. Alternatively, contact us if you would like to know more about the ASH Scotland Information Service, would like to become a supporter, or would like to subscribe to our weekly email Bulletin. We look forward to hearing from you!

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Training Days

Training Events provided by NHS Education for Scotland June-December 2003

♦ 30th June: **Marketing the Library Service** (Neil Stevenson, NHS Education)

♦ 7th August and 19th August: **Managing Transitions** (Mary Lakie)

♦ 25th September: **Expert Searching for Evidence**. Introductory Session for librarians participating in the ADEPT distance learning course. (SCHARR Training Manager with support from Annette Thain, Janette Boynton, Alex Haig)

♦ A further training session on **research and evaluation skills** is planned for October / November 2003.

Booking forms will be distributed in advance of each session. In the meantime we suggest that you note these dates in your diary

Leadership for Library Staff provided by Grampian Information
24th October 2003
McCauley Institute, Aberdeen.

♦ Description
Research has shown that there is an identified need for the development of leadership skills within the Library and Information sector, particularly in middle management positions and below.

♦ Outcomes
By the end of the day partipants will have had the opportunity to:
-Provide a framework for developing team leadership attributes
-Review factors affecting motivation in teams
-Improve personal leadership competencies
-Explore issues that challenge leaders in their work

♦ Price

To be confirmed, approximately £150

If you /your staff/ your colleagues are interested in attending such a course with Grampian information and CSP, please get in touch with me as soon as possible to confirm your interest.

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News

NHS Grampian Library Awarded Charter Mark
The Library and Information Service for Primary Care and Mental Health in Grampian is delighted to announce they have recently gained the prestigious Charter Mark award.

Isla Imrie (Library Services Manager) and her team, together with Sheila Chalmers (Consultant) to the project, worked endlessly in order to enhance the profile of the Library and gain the recognition for the quality service it provides. In order to attain the award the Library had to demonstrate, by providing evidence, that they met ten specific criteria including Standard Setting, Consulting & Involving Users, Using Resources Effectively and Providing User Satisfaction.

This superb achievement demonstrates the Library's commitment to providing both high standards of customer care and excellence in service delivery for users. The Library intends to build on this success by endeavouring to detect and meet users' ever-evolving needs through efficient and innovative solutions.

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Chechnya
Through Partnerships in Health Information (http://omni.ac.uk/hosted/phi/) the Medical Library of the University of Aberdeen is in partnership with the Chechen Regional Clinical Centre for

Infectious Diseases in Grozny. Our partnership so far has been entirely through email, as the Foreign and Commonwealth Office forbids travel to the area. However, we hope to receive a visit from our Chechen colleagues later in the year.

So far we have made contact with a number of organisations working in Chechnya and nearby. This has made some useful contacts, and raised some interesting issues. We have exchanged useful ideas and received some photographs by email.

I am running in the Great North Run in September this year and will be raising money to buy something for our partners, possibly a photocopier. They are facing the sadly all too familiar health issues brought on by war, as well as AIDS and tuberculosis, which are an issue in the wider Russian Federation.

They are also facing the fact that many health professionals have either left the area or been killed, and so there is a need to train more, and keep everyone up to date.

I have compiled a page of web resources about Chechnya, which you can see at http://www.abdn.ac.uk/diss/library/resources/subjectaz/medicine/chechnya.hti.

This includes sites, which give the background to the present situation, as well as a taste of Chechen culture. The newspapers give one impression of the area, and some of these sites give other angles.

I would be pleased to provide further information, and, of course, to receive sponsorship if you would like to sponsor me in September. Please contact me at the address below.

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Janice White

This summer we wave a fond farewell and wish a happy retirement to a Scottish health librarian of long standing, Janice White of Napier University, Edinburgh.

The paper Janice jointly produced in 1984 with Selina Gillespie (Gillespie, S., White, J., Libraries in Scottish Colleges of Nursing and Midwifery: a review, *National Board for Nursing, Midwifery and Health Visiting*, Edinburgh, 1984) is a seminal paper, setting the ground work for what became an enviable network of professionally staffed, properly funded, purpose-built nursing libraries throughout Scotland. This was followed up 10 years later with a further review (White, J, Libraries in Scottish Colleges of Nursing and Midwifery: significant changes in the past, but the future? *Health Libraries Review* 12 (4): 267-277, 1995).

Janice, like many health service librarians, has a steely grit and determination to see the job through. Following a degree from St. Andrews in French and German and an earlier career in school and FE libraries, Janice arrived in the health arena in 1975 with her appointment as the first professionally qualified librarian at North Lothian College of Nursing & Midwifery in Edinburgh. A major task involved the planning of a library in the newly built college in 1985, a library that is still much admired today.

The move into new accommodation brought a keen awareness for the need to harness the new technologies coming through into nursing education at that time. Janice, in conjunction with a Senior Tutor, set up converting her in-house, manually maintained journal article index onto computer, one of the first such computerised indexes in a nursing college. The project grew into a complete library enquiry system with the addition of book and audiovisual catalogues, allowing students, for the first time, to search the library's holdings electronically *{note for our younger readers – yes, in the olden days we didn't have turnkey library management systems and having a computer with 10Mb of storage was*

viewed as cutting edge!}. Following two articles in the Nursing Times, several other librarians contacted Janice and the system, now branded *Amadeus*, became operational in seven other Scottish College libraries. Operating such systems with little technical, on-site back up was a huge achievement for all nursing librarians. Many student nurses cut their "IT teeth" using this system and it was much lauded and appreciated by library users.

Janice has always been keen to address the wider picture and her views on professional matters within health libraries in Scotland are always respected. She is a past Treasurer and Committee member of *ASHSL* (1983-1986) and represented Scotland on the *Libraries for Nursing* group from 1992-1995. The *Annual Standing Conference of Nursing Librarians* organised by the National Board for Nursing was one of the achievements of the 1984 review paper and led to the enviable position, for many NHS librarians, of being able to sit down directly with those individuals responsible for funding of nursing libraries and discuss developments and collaborations. She was a major contributor to the *Librarians' Project 2000 Working Group*, recommending a set of guidelines to the National Board for library provision in support of Project 2000 courses in the Scottish colleges and today, wearing an HE hat, continues to offer wise comment and counsel on developments concerning the Scottish NHS/HE collaborations.

One certainty in health care librarianship is that if you stick around either your job will change around you, your job title will alter several times, or your employer will go through its umpteenth name change. Janice has metamorphosed through all of these and more, moving from Senior Librarian at North Lothian College to becoming Principal Librarian at the newly merged Lothian College of Nursing and Midwifery from 1989-1996 until nurse education jumped the fence and landed in HE. Overseeing the work and development of three other professional librarians in Lothian College was,

according to Janice," like herding cats", but as a group we achieved much and grew professionally under her guidance and leadership. Her diplomatic skills are legendary.

All of her colleagues will miss her calm, even approach to decision-making and hope that she will continue to be available as a sounding board in the years to come. As she looks ahead to her retirement, she may have different ideas!

In HE, Janice has risen to new challenges, leading the merger of the Lothian nursing & midwifery libraries into Napier University. The relatively painless and smooth transition was in no small part due to Janice's hard work and diligence. Currently, as External Support Adviser within Napier's Learning Information Services, Janice is extending her knowledge and skills beyond health spheres, being involved in the set up of an award winning web-based distance learning service, the South East Scotland Libraries and Information Network (SESLIN) and furthering Napier's collaborative ventures with FE and other partners. She maintains her health skills in the small matter of negotiating service level agreements for Napier's libraries at St. John's Hospital, Livingston and Borders Health Sciences in Melrose.

I suspect however that Janice's heart still lies in health care librarianship. Her efforts for nursing & midwifery libraries in Scotland over the last 28 years are greatly appreciated and highly valued by all the staff and students she has served. There are many SHINE members who will have worked, sat on committees or networked with Janice over the years and I hope you won't mind if I take this opportunity on SHINE's behalf to wish Janice a long, happy and healthy retirement amid the countryside, beaches and golf courses of East Lothian.

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Web Resources: A virtual reference shelf

Keith Nockels

National Electronic Library for Health

This now includes a dictionary search, from the home page at **http://www.nelh.nhs.uk**. Look for 'medical dictionaries' at the bottom right hand corner of the page, today at least. This searches Black's Medical Dictionary and the Royal Society of Medicine's Medicines Guide.

Online Medical Dictionary

I classify our books for stock, and I use this for checking definitions. It is hosted by CancerWeb at http://cancerweb.ncl.ac.uk/omd/

Roget's Thesaurus

Some time ago we were asked if there were any general thesauri available on the web. I found two editions of Roget's Thesaurus. The 1911 edition is available through the ARTFL Project at the University of Chicago, at http://humanities.uchicago.edu/forms/unrest/ROGET.html, and the 1995 edition through Bartleby at http://www.bartleby.com/62/.

whonamedit.com

This site enables you to look for medical eponyms – conditions, signs and the like named after someone. You can search by eponym, or look for the person by surname. Go to http://www.whonamedit.com.

Or…

If these don't find it, then there is a real Virtual Reference Shelf (you see what I mean) at the Library of Congress, with abbreviations, calendars, style guides (under 'language and literature'), and

more. Not unreasonably, the content is very American. A Google search for 'virtual reference shelf' finds others, as well.

Then there is refdesk.com, at http://www.refdesk.com (you saw that coming, I expect). I have just discovered this but will try it out: it is compiled by Bob Drudge, child of a librarian, and by trade a family therapist. Flags, thesauri, news, weather, and much more. There are health resources at http://www.refdesk.com/health.html

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SHINE Publications

Shona McQuistan

SHINE Publications SubGroup

List of references submitted by SHINE members

This full list will appear in one issue of Interim a year, all other issues will provide an update.

Please contact Shona McQuistan shona.mcquistan@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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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 .rtf; or Word95

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