

SHINe Journal Volume 52 June 2007

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SHiNe AGM

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From the chair(s)

The AGM is an excellent occasion for SHiNe members to find out about the work of the Committee over the past year. I am delighted as current co-chair of SHiNe, alongside my co-chair Andy Jackson, to be presiding over the first SHiNe AGM which will be available as a podcast to all our members on the SHiNe website.

This will truly enable the opening up of SHiNe, providing clearer more transparent governance to members who for whatever reason, maybe part-time, solo or remote are unable to attend the AGM in person. This builds on the work to make SHiNe truly accountable to all members which started with the introduction of postal voting a couple of years ago.

Over the past year the SHiNe Committee has met 5 times, once in Dundee and four times in Glasgow.

I would like to record my thanks to those who have served on the committee over the past year : the co-chairs (Lynn Easton and Andy Jackson), Alison Bogle, Helen Marlborough, Malcolm Dobson, George Dougary, Catriona Denoon, Michelle Kirkwood, Valerie McClure, Tracey McKee and Shona McQuistan.

I would particularly like to take this opportunity to thank Gill Earl for her patience whilst we transferred the Treasurer post which took some time in order to comply with the constitution.

I would like to thank Shona McQuistan who had to step down earlier this year. I would also like to thank the following committee members who have put a huge amount of effort into their roles and are standing down at this AGM. Helen Marlborough (who has been our secretary), Malcolm Dobson (who has been both Membership Co-ordinator and Marketing Co-ordinator) and finally 6 years worth of thank yous to Catriona Denoon who has served her full term of 6 years on the Committee – reporting back on the work of both the CPD group and the Union List.

You will shortly read more about the work of SHiNe from our working group reports but I would like to acknowledge that the work of the Committee could not happen if it were not for the hard work put in at grassroots level by our members, whether they are using lis-shine to solve an interlibrary loan query or writing a book report for the SHiNe Journal. Each and every one of us makes a difference to SHiNe and therefore to healthcare in Scotland.

**Lynn Easton & Andy Jackson
Co-Chairs**

SHiNe Journal

Since the last AGM there have been 4 issues of the journal published with 6 main articles, 3 guest articles, 7 Meeting/Training Reports, 2 Spotlights, and 12 book reviews.

In the last year a new editorial group has brought a new dynamic to the journal, not only providing support and content in their own areas but also providing ideas, and contacts for the continuing development of the journal.

The editorial group are Tracey McKee – the book review editor, Joanna Ptolomey the Spotlight editor, Chloe Stewart the index editor, and Michele Hilton Boon the copy editor. I would like to take this opportunity to thank them all for their hard work over the last year. Although the journal is very healthy in the support it is given by the editorial group – we would not turn down anyone who wanted to volunteer, if you have ideas for segments or articles, or want to take part in the continued development of the journal then we would like to hear from you.

I would also like to thank the Website group for their work in supporting the journal. As you know the journal moved from being print and electronic to electronic only in the last year – the website group ensure that within days (and sometimes hours) of the journal being finalised it is available on the website for the membership.

In addition to this Chloe Stewart a member of both groups has been working under the leadership of the website group on re-indexing the articles on the SHiNe website as well as working with LISA on getting our articles on the database – ensuring that both our membership and the professional at large have access to the published work of SHiNe in the SHiNe Journal.

Over the next year we will work to continue to develop the journal, both the quality and quantity of content – indeed for the first time since I took over as editor when we finished the last issue we already had content for the next in place. New and improved guidance and templates will be made available on the website to assist authors. It will also be my intention to step down as editor within the next year. Once a new editor has been identified I will work with them on an effective hand over. This will be my last AGM on this side of the table. I would finally like to thank the SHiNe committee – it has been very gratifying to be part of it for the last 5 years, and have appreciated all the support and advice that has been given in that time. I would also like to thank the membership as without you there would be no journal.

Michelle Kirkwood
SHiNe Journal Editor

SHiNe Website

The main piece of work that the Website Group has completed this year is the development of an index for the SHiNe Journal on the web, and the provision of a new search facility on the website.

The SHiNe Journal is now indexed by LISA and, as part of this process, it was necessary to reformat the online version of the Journal to give each article its own individual webpage. Although being in LISA does bring a certain amount of prestige, because it is a subscription database it was agreed that it would be useful if the Journal was also indexed on the SHiNe website itself.

All the articles in the Journal have now been assigned subject headings from the LISA Thesaurus, and a new search facility has been added to the website.

The Search box is at the top of every page on the website. Once the search term has been entered, the results will be shown and now there is the option to filter the results to just include articles from the Journal. Phrase searching can be carried out and there is a 'power search' option which allows for searching within specific fields.

We hope that the indexing and the improved search functionality will improve access to the Journal for members.

I would like to record our thanks to Chloe Stewart who has done the bulk of the work involved in this project.

There have been other additions to the website this year:

- **Hazel Williamson Bursary page** – giving details of the award and highlighting previous winners
- **Presentations from 3 study days**
- **SHiNe Journal** - added every quarter
- **Committee Roles and Procedures** – as part of the work carried out by the Tick Group, SHiNe committee roles and procedures documents are now available on the site
- **Committee minutes**
- **Development of the SHiNe Working Groups pages** - we have been trying to develop the pages for each of the Working Groups. The page about the work of the Website Group now has quite a lot of information on it, and Julia Green is working on developing the pages for the other groups.

SHiNe Website Usage

For the period from April 2006 - March 2007, there were 63,395 page views (on average this is about 5300 page views per month). This represents an increase of nearly 20% from last year.

Most popular pages

Home page
SHiNe Journal pages
Noticeboard

Most popular downloads

SHiNe Journal December 2003
SHiNe Journal April 2004

Members of the Website Group are Julia Green, Elspeth Henry, Kathleen Irvine and Chloe Stewart and I would like to thank all of them for their work and contributions over the past year.

Alison Bogle

Chair – SHiNe Website Group

Union List Working Group

Members of the Union List working group:

Catriona Denoon, GC/PC
Liz Garrity, GC/RI
Claire Leach, L/WGH

John Scott, GC/HB
Dr Michael Wells, Union List Administrator

Dr Michael Wells has provided the statistics on the forms and numbers issued for the year ending 31 March 2007. These statistics only cover requests made using forms or numbers, and **not** those made between participant libraries – no central record is kept of these. They show another drop in the number of forms and numbers in circulation, though this is only part of the picture of ILL activity. In summary:

No. of numbers issues in 2006/07: 4,862	No. of forms/numbers issued in 2004/05: 10,669
No. of forms/numbers issued in 2005/06: 6,356	No. of forms/numbers issued in 2003/04: 15,881*

* (the 2003/04 figure is for 15 months, because of the change in publication date for the union list)

The union list bank account remains healthy – at the end of March there was an excess of income over expenditure of £1,214.00 (£2177 in 2004/05) and a balance of £27,309.50 (£26,096.00 in 2004/05). As usual, Michael has transferred the interest from the union list account to the SHINE general account, and that amounts to £461.00 (it was £451.00 in 2004/05).

I would like to record our thanks to Michael for his continuing work on the scheme: for running it so efficiently, and for dealing with our finance departments when invoices go astray. His work is very much appreciated.

Libraries and changes

The union list scheme currently contains 92 libraries, providing access to 4,492 journal titles and 12,960 holdings.

For the first time in several years, location codes were changed for a number of SHINE libraries – 28 in all, based within the area affected by health board boundary changes. “AC” and “GG” codes have been renamed “GC” if the library is based within the NHS GGC area, and “H” if they are based within the NHS Highland area.

In summer 2006 the journal holdings of the Health Promotion/Public Health Library at Ross House (AC/HLRC) were incorporated into those of the Public Education Resource Library at GGC Health Board (GC/HB).

Online edition of the union list

The online edition of the Union List allows SHINE libraries to make their own additions and amendments to library holdings and contact details, and to keep their details up to date. The online list can be found at the SHINE website, and at <http://scone.strath.ac.uk/shinestaff/service/ServIndex.cfm>. A contact email address is available for members needing advice or help from working group members – unionlist@shinelib.org.uk.

The database and web interfaces were developed, and are hosted, by the Scottish Library and Information Council (SLIC) and the Centre for Digital Library Research (CDLR) at Strathclyde University. I would like to record our thanks to Gordon Dunsire for all his support and hard work in making this resource available for SHINE members.

Finally, I am stepping down from the committee at this AGM, though I’ll still be involved in working on the union list. I’m very pleased to say that Liz Garrity has agreed to take over as the representative for the union list on the committee.

Catriona Denoon
SHINE Union List Working Group

Tick Report

Tick, otherwise known as the short life working group on the sustainability of the SHINE volunteer network, arose from Cathy Smith's 2005 paper. Although current volunteering, in particular in the working groups, is high in SHINE, this is not always the case. So we launched a short life working group in 2006 to move forward some of the paper's suggestions.

During the past year Tick has comprised of 4 members, myself, Shona McQuistan, George Dougary and Tracey McKee.

What has Tick achieved? We have investigated the possibilities of expanding SHINE's social networking capacity by setting up a trial of NHS Education for Scotland's shared space to facilitate the group's work. This has led onto enthusiasm from the website and CPD groups to set up a study day later in the year on these new technologies such as RSS, blogs and wikis.

We created a draft workplan for 06/07 with input from all SHINE working groups and Committee members. In the coming year we hope to expand this workplan into a 3 year rolling development plan and publish it on the website.

We have also been working hard to make the role and procedures of SHINE itself more transparent. Committee members have been producing role and procedures documents for all Committee posts and activities. These are now available on the SHINE website. This should enable all members to make an informed decision when deciding to volunteer for the SHINE Committee. The procedures, in particular, will enable a continuity of good practice when Committee members change. This has been a large, time consuming project for the SHINE Committee.

Sometimes though it is the smaller undertakings that can be useful – the new membership form now has a tick box to allow volunteers to come forward at renewals time. The volunteer flyer, now circulated at all CPD events, is also to encourage any and all members to participate in SHINE matters one way or another.

There are still plenty of opportunities to find out what makes SHINE tick in the coming year, but I personally would be interested if there was enthusiasm for some form of mentoring project. Let me know if you think the same.

Lynn Easton

Lead of TOCK short life working group on the sustainability of the SHINE volunteer network

TOCK

This group was taking forward the process of the move to charitable status after receiving a mandate from the membership in 2006 to do so. The group consisted of Paul Herbert, Andy Jackson and Joanna Ptolomey. A meeting had discussed the way forward and identified documentation which needed to be completed in order to effect the transition to charitable status, and also possible changes to the SHINE constitution. Further meetings would take place to work on drafting the documentation and making the move at some point later in the year.

Andy Jackson

Lead of TOCK short life working group on the move towards charitable status for SHINE

SHINE CPD Group

Membership of the group in 2006/07 has been Charlotte Boulnois (Convenor), Sandra Wilson, Gerry McLean, Gill Earl, Clare Thomson and Catriona Denoon.

During the last financial year the CPD group put on two large study days and a visit.

The visit was a highly successful one to the Scottish Parliament and its Information Service and included a tour of part of the Scottish Parliament building not normally seen by the general public as well as a chance to find out more about SPICE and its work

The first of the study days was in Edinburgh in December, and was run in partnership with the University of Paisley. The title of "Using your influence where it counts" allowed the day to cover a range of topics, which included how to get your boss to do what you want and tips on how to deal with aggressive behaviour within a management/negotiation setting.

The second study day was in Glasgow in February and was about marketing. The main speaker was Professor Alan Wilson from Strathclyde University's School of Business. The afternoon speakers who ranged from award winning public librarians to a publicity officer helped put the advice from the morning talk into context.

The most recent study day was on the morning of the AGM, on the theme of personal and career development.

As always the CPD group is looking for new members. We try to hold three or four face-to-face meetings per year with the rest of the work being conducted via email and telephone. We're a friendly group, whose main responsibilities are looking for input and suggestions from the SHINE membership, and organising appropriate study days. This might sound complicated, but it isn't – and it is very rewarding. So come and join us!

If you don't want to commit to being part of the CPD, how about putting forward a suggestion for a study day – or even a venue where we can hold meetings. All suggestions are welcome.

Charlotte Boulnois, GC/SG & Catriona Denoon, GC/PC

SHiNe Membership

There are a number of issues relating to the structure of SHiNe membership – specifically the Institutional membership – that I think could require some changes to be made in the near future.

The current situation is that each site is counted as an ‘institution’, with a flat rate charged for each site. (this allows up to six individual members per site).

Recent changes to NHS organisations - NHS boards are now ‘single service’ – have changed how NHS libraries operate - i.e. the library services are not discrete operations serving a specific hospital etc but serve the whole nhs staff in their board area, reflected by many in new single management structures – push forward an issue that has been lurking in the background for a while, but has been able to be ignored because it affected only a few members.

As NHS libraries become ‘single services’ there could be pressure to treat each service as an institution, with a reluctance to pay a subscription for each site rather than a single subscription covering all sites. (This argument has been made in the past by at least one university member). This is made stronger by the requirement to pay the institutional subscription in order to access the union list. If a service centralises management of ILLs onto one site there could be pressure to pay the institutional subscription for that site only, on the grounds that only that site needs access to the union list (this argument has been made by one NHS service already).

An additional issue is that the CLA has been making noises about the legality of the on the inclusion of non-NHS libraries as Participants in the union list has made it necessary to re-think the membership structure/categories.

The principle problem is that under the NHSCLA licence NHS libraries don’t have to pay for photocopies. However, non-NHS libraries are still bound by copyright legislation, so are required to pay for copies. Inclusion of non-NHS libraries in the ‘Participant’ category means that they are therefore not required to pay for copies.

Another issue is the position of small organisations – e.g. charities – that have more than one site, & have to pay a disproportionate amount.

It could also be a major problem if we are trying to recruit from other sectors, especially local government & public libraries. They could be reluctant to pay the institutional subscription for each of their branch libraries.

Malcolm Dobson
Membership Secretary

Winner of the Hazel Williamson Bursary 2007: awarded to Kathleen Irvine from Highland Health Science Library to attend a two-day course on storytelling and narrative in healthcare, taking place in Grasmere in the Lake District.

Results of the nominations for the SHiNe Committee

The following Committee members were stepping down this year: Helen Marlborough (Secretary), Malcolm Dobson (Membership Secretary), Catriona Denoon (CPD Group representative).

Nominations had been received from the following people: Joanna Ptolomey (CPD Group representative), Amanda Minns (Committee member). As these nominations were unopposed the two nominees were duly elected. One vacancy remained on the Committee, and formal or informal expressions of interest were welcomed.

Tradition Vs Modernisation in Hospital Libraries

Abstract

This article considers whether hospital libraries should make a clear choice, between providing users with access either to traditional, print-based resources or to modern, digital resources. Or, should hospital libraries seek to provide access to a mixture of both kinds of resources?

Introduction

Libraries in general are undergoing change, by rebranding and reorienting their services. Increasing emphasis is being placed on electronic resources, with rows of PCs being given prominence equal to, if not greater than, that given to traditional stacks of books.

However, should modern e-resources replace print-based sources of information? This is a cause of debate among library professionals, with some believing that librarians must make a choice, between polar extremes of tradition and modernisation. Some libraries have already made this choice: e.g. the former undergraduate library at the University of Texas, which has relocated its 90,000 books.¹

Hospital libraries constitute a specialist sector within library services. However, they are subject to the same pressures as other libraries. Consequently, hospital libraries too may need to choose between tradition, and modernisation. Indeed, the Royal Infirmary Library in Edinburgh has already chosen to focus primarily on digital resources: "this means [the library's] printed collections are smaller than more traditional libraries and the majority of [its] journals are electronic."²

Or perhaps it is better to compromise, by reconciling traditional approaches to information provision, with a willingness to embrace modern technology.

This article considers the question, of whether an extreme or a reconciliatory approach will work best for hospital libraries.

Methodology: Literature Review, User Needs Analysis, Staff Interviews

A literature review was undertaken, locating references using MEDLINE, CINAHL, as well as searching within librarian journals, to identify existing trends in information provision by hospital libraries.

Next, an information needs analysis was carried out, among users of the Library and eLearning Centre at the Western Infirmary, Glasgow, by means of a questionnaire. Although the main purpose of this analysis was to determine what services users would like to see provided by the new library at Golden Jubilee Hospital, it was also intended to discover whether users have a general preference for e-resources, or for print-based resources, or for a mixture of both.

Finally, interviews were conducted with members of Western Infirmary library staff, to gauge their professional opinions of whether the future belongs to print or to digital resources.

Literature Review

A NHS hospital library needs to cater for the information needs of three main user groups:

- (1) Doctors;
- (2) Nurses; and
- (3) Support staff.

(In future, hospital libraries may also need to cater for the needs of patients, but this is a somewhat controversial issue, beyond the remit of this article.) These groups use the library for a variety of reasons: for example, if they have a query about patient care; if they are engaged in professional development/study/research, which impacts on the kinds of resources that they may wish to access.

Several studies have analysed the information needs of these three groups, and in so doing have explored the issue of whether hospital libraries should offer traditional print-based resources instead of, or in conjunction with, modern e-resources.

Focusing on the information needs of emergency care physicians in a Greek hospital, Lappa found that doctors made little use of their hospital library, "because they are usually under tremendous time pressure."³ One option might be to increase PC numbers in the library, since online databases—in theory—constitute a less time-consuming way of accessing up-to-date information, than browsing through shelves of books and journals. However, within the user group of physicians, Lappa uncovered significant levels of computer illiteracy, thereby undermining the above argument for more PCs:

"74.2% of the respondents were not competent in getting value of access to ... online databases; 71.4% complained that they had not had any training in using electronic information retrieval systems... 51.4% needed additional training when it came to retrieving information from medical sites and 65.7% complained that they have no knowledge of how to use ... basic computer applications."⁴

In their analysis of computer usage among nursing students, Ragneskog and Gerdner found that "forty-one per cent...felt uncertain or inadequate in their overall competency in operating computers."⁵ Ragneskog and Gerdner also cite evidence that many nurses are not making adequate use of online databases:

"Information retrieval systems such as CINAHL and PubMed serve as an infrastructure to evidence-based practice. Yet, in the study reported here, 41% of the nursing students and 31% of staff identified uncertainty or inability to access these online library databases."⁶

The implication for a hospital library is clear: the hospital librarian must act as an intermediary, perhaps by conducting research on behalf of clinicians who "did not acquire the skills of literature retrieval during their training,"⁷ but preferably by providing clinicians with the training that will empower them to carry out their own research, by making them computer and information literate.

Also, this highlights why a hospital library cannot afford solely to provide e-resources. Quite simply, some users lack the skills necessary to avail of modern resources. Therefore, it is important also to provide access to traditional, print-based resources.

This is borne out by Devaney and Outhwaite's analysis of the information needs of NHS support staff,⁸ who primarily use their hospital library for vocational/educational reasons (e.g. finding careers information, ECDL training etc), to the extent that, even though they borrow a lot of fiction, it is to "support essential skills development"⁹ (e.g. literacy). While the majority of support workers want their hospital library to provide "more computers,"¹⁰ there are high levels of computer illiteracy, and mistrust, within this user group: "Even those with Internet access at home expressed a preference for print."¹¹

Again, this indicates that a modern hospital library should retain at least some traditional elements: e.g. shelves of books.

User Information Needs Analysis

All respondents to the information needs analysis questionnaire agreed: the hospital library must provide access both to e-resources, and to books and print journals.

The majority of respondents, while familiar with the NHS Scotland e-Library, considered it to have limitations, in terms of flagging up relevant documents, and of being too dependent on expert keyword use. The professional librarian would see this as an opportunity for providing training in keyword searching. But it seems respondents like to retain control over their own searching, with the reassurance of having the *option* of going to a librarian for assistance. Since books and journals are accessible simply by browsing library shelves, or by simple searches of the local library management system this allows users to control their own use of library resources. It is important that the library respects, and accommodates, the various, personal preferences of users, recognising that some people like to browse print books and other resources for inspiration, while others may focus on getting one specific article etc.

All respondents insisted that print-based material in the library must be kept up-to-date:

"The library ... should only keep the most relevant material on its shelves."

"Keep a year's worth of any journal on site, as these will be of most relevance; keep the rest in a central repository somewhere."

"Library should have 3 or 4 mainstream journals, including old issues dating back 5 years... It shouldn't really keep anything dating back further than that."

These comments indicate that the library should provide only the most relevant information, if it is to assist clinicians in providing the best care to patients. Thanks to modern-day online databases, such as MEDLINE and CINAHL, older material may still be accessed virtually, if required (and provided that subscriptions are maintained), without it having to be present in the physical library space. This demonstrates how digital resources have heralded a change in emphasis, by enabling libraries to adopt a 'just-in-case' approach: i.e. a shift "from collecting material 'just in case' someone might need it, to one of developing partnerships allowing libraries to deliver material from elsewhere 'just in time' to answer a user's needs."¹²

Also, the library should perhaps place more emphasis on journals than on books; while one respondent commented that it is "nice actually to be able to pick up a book," the overall feeling was that the library should concentrate on providing access to journals, since books "go out of date faster."

Staff Interviews

When asked about the importance of e-resources, staff at the Western Infirmary library were unanimous:

"Electronic resources are better because they can be accessed at any time."

"Electronic resources are undoubtedly more popular, and will probably win out in future."

"Most popular [library] service is undoubtedly online resources and eJournals... Users tend to get quite uptight if there is no online access to a given journal... Electronic resources will take over from print."

"Electronic resources are more popular to many people. They love being able to access eJournals, databases and eBooks from any PC without having to go the library in person."

However, while the future may belong to e-resources, at present there is still demand for print-based resources, particularly (but by no means exclusively) among older members of hospital staff.

Although eJournals are theoretically accessible at any time, it was conceded that issues of PC availability, of training and of time prevent truly open access. Of course, training is an issue that librarians can address: "Once [staff] are shown how to use e-resources, they are fine with them," commented one member of library staff. Unfortunately, if hospital staff find themselves strapped for time, opportunities for such training may prove limited.

eJournals have another limitation:

"If the library has print journals, it can keep old issues even if the current subscription runs out, while old journals might not be available online [if the online subscription expires]."

Also, there is the simple fact that:

"People still like to have something physical and portable to read and write on, and until portable devices are improved, books and print journals will still have a place [in the library]."

Once more, the need for the hospital library to offer a mixture of electronic and print-based resources is reinforced.

Conclusion

The future may well belong to e-resources, and hospital libraries should provide users with access to them. However, there is still room, and significant demand, for print-based resources in the modern hospital library. Coordinating electronic and print resources will enable libraries to develop an effective 'just-in-time' strategy for providing information.

In other words, libraries should seek a compromise, rather than choosing between extremes. Ultimately, as long as they are kept up-to-date, traditional information resources will continue to have a positive impact on patient care for years to come.

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Spotlight: Personal AGM

Introduction

The email circulated, "How to have a happy and healthy career", how could I resist? I was there, a SHINe AGM virgin, on Thursday the 10th May 2007. There was hustle; there was bustle, the atmosphere electric. I was sitting on the edge of my seat – waiting. And then in hushed anticipation it began.

By the way if you heard the pod cast you will hear my tickly cough and also the rustling of papers, this is me trying to open a little three pack of jammie dodgers.

The morning sessions offered some interesting and diverse talks for the "study" part of the day. The afternoon session saw the "AGM proper" start. There were reports from various committee members detailing past and future activities, the financial situation and then the elections. It was an opportunity to question and reflect on the development of SHINe as an entity, a living-growing organisation.

It started me thinking about the AGM process and how it is used as a barometer to report on growth and sustainability within an organisation. More importantly, I considered the idea that the "AGM methodology" could be used for my own personal development – after all I want growth and sustainability too.

Lets propose the idea of the "Personal AGM" and the hypothesis that it can used to encourage and manage professional development of the librarian.

Generic AGM Methodology

Firstly, is the generic AGM methodology compatible? Let's review the process and consider the main features of the AGM.

1. Run on a yearly basis.
2. Details of previous activities.
3. Ideas for future activities.
4. Forum for election i.e. putting yourself forward to do a task or job.
5. Details of fiscal year.
6. Questions and reflection on business development and growth.

It strikes me that the above points are similar to a structured personal development or review at work. We may even informally go through this process ourselves.

So hypothetically the generic model does provide a reasonable structure from which to base our "personal AGM" on.

"Personal AGM" Methodology

Lets reconsider the generic model of AGM's and alter for the librarian and information professional,

Yearly basis

- If you are an employee you will probably have an annual review with your line manager.
- Some of us will have a yearly reflection; perhaps in January when it's all talk about "out with old and in with the new".

Previous activities.

- What does your job entail at the moment?
- What do you actually do?
- What are your core competencies?
- Are there gaps in your knowledge?

- Does your work fit in with your “personal constitution” ie: what do you believe in and what is important to your life?

Future activities.

- Do you want to stay in your job or in the organisation?
- Do you want to move upwards?
- Do you want to downsize your work commitments?
- Where can you get the skills and competencies that you are missing – in-house or elsewhere?
- What about becoming a mentor or getting one?

Elections: putting yourself forward.

- Do you want experience in other areas?
- Do you necessarily need to change jobs?

Financial

- What are the financial risk scenarios for changing your work either job upsizing or down sizing?
- What preparations do you need to make to allow these changes to happen?
- If you hold a budget at work: analyse how the budget was spent, did the spending tie in with the overall service strategy.

Questions and reflection

- What is in your own personal constitution: Moving forward is not always about up scaling work; it may be a case of getting more out of where you are and taking opportunities for further development.

Findings

This short (very short) investigation considers that the proposal of “personal AGM’s” could work. The generic model of AGM’s could be altered and used as a career development tool for the librarian and information professional.

Okay, so this is not exactly a systematic review process or a critical appraisal of all the evidence but you can see where I am heading with all this.

There is no short cut to personal growth and development. Like organisations it takes time, hard questioning and periods of reflection to ensure on-going sustainability and ultimately happiness. Finding time for development is always hard, but as Sue Hill said in her talk at the study day “you must be responsible for your own personal development and must make it a priority”. Who are we to argue with Sue? As SHINe moves forward from its AGM all “fired up” for another years structured growth and development, why not do the same setting out your own “Personal AGM”.

Conclusion

I have been a personal member of SHINe for a few years now. I like that connection to like-minded people for development and growth of my business and consequently myself. I generally work in the health sector because I truly believe I can make a difference (perhaps indirectly) to the man on the street; that’s part of my personal constitution. Last year I became a sub-editor for the SHINe journal. This year I have become a committee member. To coin a phrase from mathematical game theory it’s a “win-win situation” for both us “entities”. SHINe and myself can develop and grow simultaneously helping each other along the way. Imagine your “personal AGM” this time next year. What would you like to hear about yourself?

Joanna Ptolomey
SHINe Journal Spotlight Editor

Book Reviews

Title of Book	Librarianship and human rights: a twenty-first century guide
Author	Toni Samek
ISBN	1843341468
Publisher	Chandos Publishing
Publisher Website	http://www.chandospublishing.com
Reviewer Name	Michele Hilton Boon
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Review

The Universal Declaration of Human Rights (1948) is one of the great human documents of the twentieth century. In the aftermath of two world wars and the Holocaust, the General Assembly of the United Nations adopted this declaration and its 30 articles in the belief that, as stated in the Preamble, "recognition of the inherent dignity and of the equal and inalienable rights of all members of the human family is the foundation of freedom, justice and peace in the world" (1). Several of the articles have direct connections with library and information work. Article 19, on freedom of opinion and expression, is cited in IFLA's definition of its core values. The learning and training roles performed by librarians support Article 26, concerning the right to education. Health librarians and information specialists also contribute to the achievement of Article 25, which states, "Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including ... medical care and necessary social services..." (1). Thinking about the connection between our professional work and human rights is fundamental to understanding the importance of what we do and the importance of doing it well; it should inspire us and help us to see the value of our work in society.

Thus, Toni Samek's book, the first monograph on the subject of librarianship and human rights, is an important contribution to the profession. Samek is passionate and sincere in her argument that librarians and information workers "play an important role in preserving and supporting the ideals of tolerance, democracy, human rights and collective memory" (2). To fulfil this role, Samek argues, librarianship cannot be a culturally or politically neutral profession; rather, she posits the library as "a point of resistance" and portrays library and information workers as "participants and interventionists in social conflicts" (2).

Accordingly, the book reflects a political philosophy, described in part as "critical librarianship", that criticises globalisation, capitalism, and the "techno-managerial" approach to librarianship as threats to cultural diversity, information ethics, and intellectual freedom. Whether you fully agree with this philosophy or not, I am certain that engaging with this book will make you think about what your philosophy of librarianship is, how it has been shaped and re-shaped throughout your professional experiences, and what the relationship between your professional life and the larger world is and could be.

Only about 30 pages of text comprise the 'essay' section of the book, which articulates the relationship between librarianship and human rights and explains in detail the related concepts of information ethics and global information justice. The majority of the 200-page book reflects Samek's efforts to catalogue, and provide examples of, "specific forms of social action for social change" (2) that have been used in the library context. Each form of action – ranging from bookmobiles to law reform, from merchandising to manifestos – is followed by a definition, usually taken from Wikipedia or the OED, and text describing one or two examples, which are mainly copied and pasted from web documents describing the action. The definitions can be pedantic at times – for example, when citing 'music' as a form of social action, the text offers the OED definition of music, as if anyone with the vocabulary to read this book wouldn't know the meaning of the word, or indeed of the word 'book'. Although I would have preferred the omission of unhelpful definitions, and a narrative rather than a catalogue, this section is successful in presenting an array of ideas and actions, taken from a diversity of countries, cultures and organisations, that provide bounteous inspiration for social action within the context of library and information work.

Within the descriptions of 97 types of social action, I counted three examples taken from health

librarianship, two of which involved AIDS information. However, I don't believe the lack of specificity for the health field should make this book any less interesting or useful to health librarians. On the contrary, the field is open for us to think of ways to contribute to the essential and ongoing work described in this necessary, important, and long-overdue book.

References

1. Universal Declaration of Human Rights. 1948. [cited 5 June 2007]. Available from: URL: <http://www.un.org/Overview/rights.html>
2. Samek T. Librarianship and human rights: a twenty-first century guide. Oxford: Chandos Publishing; 2007.

Title of Book	Research methods in information
Author	Alison Jane Pickard
ISBN	9781856045452
Publisher	Facet
Publisher Website	www.facetpublishing.co.uk
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Review

"A handbook providing a reference guide to the research process for students and practitioners in the fields of information studies, communications, records management, knowledge management and related disciplines" ⁽¹⁾ is the purpose described in the introduction of "Research methods in information" by Alison Jane Pickard. A second purpose is "to share...the sheer joy of exploring the world around us by whatever means is appropriate to the subject under investigation" ⁽¹⁾. The author's enthusiasm for the subject certainly shines through the text, with her years of experience of both research and teaching research methods feeding in to the content throughout. Her wish not to allude to her preferred methods of research is achieved, with a good range of methods and techniques described in detail.

The book is divided up into logical sections corresponding to the steps involved in the research process: starting out, methods, data collection, and analysis and presentation. Within these sections, each chapter follows a similar clear format of introduction, main discussion, a summary, some practical exercises, and then further reading, including Internet resources on occasions. Whilst the start is at times filled with terminology and quite heavy going, this gives way to an easier read in subsequent chapters.

"Starting the research process" (Part 1) begins with a very in depth overview of research perhaps at a level more suited to practitioners than students. An excellent chapter follows this, on reviewing literature. Further useful descriptions of research basics come here, including ethics and another essential for the student and practitioner, the research proposal.

Part 2 provides detailed chapters on several commonly used and some not so well known research methods. The detail in each chapter here would give a good grounding to a student in a particular method, although more reading of the entire section would be required to use the book to decide which method to use. Care is taken here to attempt to clarify the meanings of the different methods, correcting often blurred and generalised definitions which have been assumed over the years, such as with case studies. These discussions are all referenced, allowing one to further investigate key areas of interest.

Data collection methods are the subject of the third section of the book. Again the old familiar appear

alongside some less often used techniques. The detail included in the chapters, e.g. for questionnaires, should allow a good tool to be put together for use in real research. A visual summary of optimal method tabled against research requirements could have been a good summing up of the section.

Data analysis chapters look at qualitative and quantitative analysis. Overviews of the well known SPSS and MINITAB software packages are included under quantitative analysis. Under qualitative analysis the debate around the usefulness or otherwise of computer software is discussed, with an overview of NUD.IST and its relatives. A short chapter on presentation ends this section. This is geared to students, focussing on presenting a dissertation.

The book closes with a useful glossary, the collated references from the individual chapters, then a detailed index.

Overall the book is thorough, varying in the level of its content, sometimes speaking at a deep level suited to teachers or established practitioners, whilst at other times speaking explicitly for students. It is however a useful reference book for an individual to have, both to dip in and out of, or for more complete reading to gain an understanding of research in a social setting. It would also be useful for any library service which intended to look at its own practice.

1. Pickard, Alison Jane. Research methods in information. Facet Publishing: London; 2007. pp xiii, xiv

Meetings/Training Events

ELISA [Edinburgh Library & Information Service Agency] Open Day “Skills to Change” 15th May 2007: National Library of Scotland, Edinburgh

This enjoyable, highly informative and very stimulating event was ably and efficiently organised by the indefatigable **Wendy Ball, ELISA’s Development Officer**, and her trusty team. It aimed to give those who attended the opportunity to hear how fellow professionals are meeting the challenge of adapting to new technologies and modes of communication across a diverse range of library and information services.

In his opening address, **Chris Pinder, Director of Napier University Learning & Information Services**, identified responsiveness to change, recognition that our users are now the ‘Net generation’ and the importance of the librarian’s role as a communicator as key issues for the profession. The varied presentations, discussion and debate which made up the remainder of the day drew on these themes and gave those present much food for thought.

The first presentation of the day, on the subject of marketing information services, came from **Alana MacMillan, Customer Relations Manager at IDOX**, a Glasgow-based specialist information management company, previously The Planning Exchange. Although much of Alana’s presentation was very familiar to those of us who had been through library school, a reminder of the key concepts – the four ‘Ps’ in particular – was nevertheless very welcome. She also posited a couple of interesting ideas: the concept of the Librarian as ‘information broker’ and the value of ‘branding’ information services, even in the not-for-profit information sector.

Nat Edwards of the National Library of Scotland followed this with an excellent and highly informative presentation of the NLS’s recently acquired John Murray Archive, for which he is Project Manager. It was particularly interesting to hear about his team’s commitment to ensuring that this absolutely magnificent and highly prestigious new national treasure, which comprises a substantial amount of material from the world of art, science and letters from the late eighteenth to the early twentieth centuries, is made available to as wide an audience as possible. Acquired at no small cost to the nation, it has brought with it generous funding to facilitate full access by a diverse public to its many treasures. As is now a necessity with much of our publicly owned national heritage, best practice will be employed in presenting the JMA to the nation at large; ‘audience mapping’ will enable the team to identify the demographic range of potential users of the Archive and ‘audience development’ techniques will be used to maximise their experience of and engagement with it. From our brief look at the range of material this wonderful new resource contains, it must surely be the acquisition of the century for the NLS.

‘What is a Librarian?’ was the theme of the third presentation of the morning, by **Sheila Cannell, Edinburgh University’s Director of Library Services**. This enthusiastic and highly motivational session left us in no doubt why Sheila became a librarian and continues to carry the torch for the profession. As to the future, she sees new roles and opportunities for library professionals developing within organisations, with an accompanying requirement for us to reinterpret our core competences.

Before the final presentation of the morning, participants were given the opportunity to visit a ‘**Librarian wildlife park!**’ This rather novel session gave us an opportunity to meet with and hear about the career development paths of a number of the ‘species’ currently to be found in the information environment – a web communication offer, a metadata librarian, an information manager and a number of specialist librarians. Although we each only got around a couple of ‘habitats’, it was nevertheless interesting to hear about the very different working environments which fellow professionals occupy.

The morning concluded with the eagerly awaited **Debate** of the motion “This house believes that the things that librarians do can be better done by someone else”.

Bette Johnson, Learning & Development Officer Information Services at Edinburgh University Library, spoke bravely for this motion, generally agreed by those present to have been something of a poisoned chalice. She argued that ‘generalist’ skills and sound business principles [I do believe MacDonald’s was mentioned here!] are what is needed in libraries, with a strong focus on customer care. Arguing very passionately against the motion, **Cleo Jones, Principal Officer Libraries &**

Resources at Edinburgh City Council, articulated her firm belief in the continuing need for the specialist skills and knowledge of the dedicated information professional. She highlighted, in particular, their understanding of information architecture, enquiry skills and ability to interpret information needs and connect them with the material which answers them. Furthermore, in a link to a point which Sheila Cannell had made earlier about the perceived neutral role of the library and its staff in the academic sector, Cleo also argued that the librarian had a key function as a guide and mentor to users. My own experience at Edinburgh certainly backs up this observation. Cleo also envisaged a clear role for librarians in the development of information toolkits to enable people to get the information they need for themselves. It was evident from the ensuing debate that there are many challenges to the role of the traditional librarian and that new roles are emerging within the changing structures of libraries and the world of information which might, indeed, be better performed by others. However, there was broad agreement that there is still a place for the specialist skills of the librarian. With a vote of 2 for the motion and over 50 against, it was defeated!

The afternoon session, presented and chaired respectively by **Emily Simpson of the Royal College of Physicians**, and **Simon Ward of Napier University**, started with an excellent presentation by **Angus Ferguson of East Lothian Museum Service's Digital Development Team**. He gave a very informative 'tour' of the range of communication technologies now available, with a demonstration of how they are being used in his particular area of work. This was a particularly useful session, offering much encouragement to those who may have been considering how the new technologies might be employed to support and promote their service, but perhaps did not know how to get started. Angus very convincingly demonstrated just how easy it all is!

The **Information Exchange** which followed gave participants the opportunity to discuss and draw up a list of resources on topics of particular interest to the profession in a number of areas of professional practice: new technologies, marketing, funding, databases, information skills, legal matters and preservation. Possibly this session was too short and took place just too late in the day to be productive ... so not much to report here!

This stimulating day concluded with a 'personal view' from our keynote speaker, **Karen Cunningham, Head of Libraries & Community Facilities, Glasgow City Council**, introduced by **National Librarian, Martyn Wade**. Karen shared her personal views about librarians and librarianship in general and her experiences of managing Glasgow's public library service in particular. She made clear that the key to her success in achieving its current comprehensive range of information resources was ensuring that she acquired influence in all corners of the city, thereby maintaining the profile of the service and, most important, constantly 'pushing' it to existing and potential funders. We were left in no doubt that Karen's strong personality and persistence of approach were instrumental in achieving a very successful outcome for Glasgow's impressive network of community libraries.

In **summary**, a highly stimulating day, offering much to enthuse and motivate us for the challenges which lie ahead. The various speakers, drawing on their practical experience, demonstrated the range of strategies, skills and approaches that can be deployed to ensure that a library or information service is communicating with its users. The varied presentations and debates also confirmed the continuing importance of the specialist information professional.

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**Copyright for NHS Libraries
NHS Eductions Scotland, Knowledge Services Group
2 Central Quay, Hydepark Street, Glasgow
14th June 2007**

On Thursday 14th June I attended a half day copyright course aimed at NHS Libraries. The course involved a presentation from Jim MacNeilage, who works for the CLA dealing with copyright issues in Scotland and Northern Ireland, and then a question and answer session.

I was not initially excited about attending the course (I didn't think that Copyright was the most interesting topic in the world). However after a challenging copyright query at work the week before, I realised I had gaps in my knowledge, and that I would greatly benefit from attending the course. Obviously I was not the only person who realised this, as the course was very well attended, and it turned out that training on copyright by Jim MacNeilage occurred infrequently, so it was a very good opportunity.

Jim's presentation was informative and interesting, he explained what the CLA actually do (which is not, as I believed, waiting to pounce on misguided Library staff who may have accidentally breached copyright law), what the license allows and does not allow you to do, and who is covered by the license. He also looked at the issues and rules surrounding photocopying and scanning items (who is allowed to photocopy, who is allowed to scan, how much of a book or journal are allowed to be copied, and what you are allowed and not allowed to do with photocopied and scanned material etc). He also covered issues to do with creating material for visually impaired Library users, and the implications the Internet and digital technology has on copyright such as deep linking and the possible creation of a core digital blanket license across digital subscriptions.

Jim's presentation gave us time to reflect on our own practices (including staring awkwardly at the floor when asked who frequently checked the list of excluded works or categories, available online) So by the time the question and answer session came round we had lots of questions to asks. Queries to do with CAB abstracts (yes, they are copyright protected but are covered by the license as long as the CAB only goes to NHS Scotland staff), Microsoft Clipart (no, you can't use Clipart images in promotional materials, under the NHS Copyright License), were just some of the questions cleared up for us.

Overall the course was very useful and Jim MacNeilage gave a lively presentation that showed that copyright is not boring, although to be fair he did talk for a while about his motorbike, chasing younger women, and gave out a pack of cards as a reward for a correctly answered question. On a serious note, I feel better equipped to deal with copyright queries and appreciate the support that Jim is able to offer NHS Scotland Library staff over Copyright issues

If you would like a copy of my notes, or a copy of the presentation slides please contact me, my details are below.

You can contact Jim MacNeilage with copyright queries on 0131 272 2711 or email jim.macneilage@cla.co.uk

The following website was recommended to help keep up to date with copyright law <http://www.ipa.gov.uk/home.htm>

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**Consultation on revised National Occupational Standards
Libraries, Archives, Records Management
Holiday Inn Theatreland, Glasgow
24th May 2007**

The consultation in Glasgow led by Peter Ramsden, was the last of a series of six across the country offered by Lifelong Learning UK, the organisation responsible for developing service and procedural standards for different occupational groups. Peter began the day by explaining why new combined standards are required for those working in libraries, archives and records management and how we could help his team to advance.

The first challenge issued to the attendees, who represented all sectors concerned, was to consider the name for the suite of standards under discussion - **National Occupational Standards for Information Management** with the footer **For those working in libraries, archives and records and information management**. This generated no comment beyond the acknowledgement that the individual terms mean different things to different groups.

A brief discussion followed on how the standards could be applied by organisations before we tackled the "meat" of the day. The proposals presented to the consultation events comprised seven generic skills (project management, CPD, communication etc) supporting six groups of standards. A leader was selected to represent each group while attendees circulated at 20 minute intervals.

A: Information strategy and planning

Responsibilities and activities associated with the development of information and knowledge strategies and policies that determine the direction and implementation of library, information, records and archive management services.

Proposed Standards:

- A1 Understanding the organisation, its operational context and external environment
- A2 Developing information, records and archive strategy
- A3 Implementing information, records and archive strategy
- A4 Assessing delivery performance, value and impact

B: Governance and ethics

The development and delivery of information, records, library and archive policies, programmes and services which meet and respect relevant legislative, regulatory and professional standards and which are provided within the employer's framework of values, policies and procedures.

- B1 Understanding information legislation
- B2 Providing advice on information governance and records management issues
- B3 Understanding and applying professional codes of conduct, governance principles, and ethics
- B4 Understanding and applying your employer's values, policies and procedures
- B5 Ensuring compliance with information legislation
- B6 Protecting information resources

C: Creating and acquiring resources

Responsibilities and activities that enable the identification, selection and acquisition of published information; support the creation of information; or acquire internally produced information resources for corporate use.

- C1 Creating and publishing information resources (eg guides, web authoring)
- C2 Digitisation of information materials
- C3 Information supply management
- C4 Identifying and selecting internal information resources

C5 Purchasing and procuring published information resources

D: Organising and managing resources

Responsibilities and activities concerned with identifying, developing and maintaining the infrastructure and tools that enable resources to be managed and exploited effectively.

- D1 Information and records lifecycle management
- D2 Preservation and conservation
- D3 Information architecture
- D4 Describing information content and structure
- D5 Website and portal development
- D6 Information quality management

E: Facilitating independent access to resources

Encouraging users and potential users to want to use information resources and ensuring that they are equipped with the skills and knowledge to do so easily and in an informed way.

- E1 User engagement and reader development
- E2 Maintaining a supportive environment for users
- E3 User Advocacy
- E4 Information Literacy
- E5 User education and skills transfer
- E6 Supporting learning
- E7 Providing authorised access to records

F: Providing mediated services

Responsibilities and activities associated with the provision of services that deliver information, documents and material to users to meet specific requirements and requests.

- F1 Providing loans of information materials
- F2 Providing enquiry and research services
- F3 Retrieving, analysing, evaluating and interpreting information
- F4 Providing current awareness services
- F5 Providing support for identified communities
- F6 Data mining
- F7 Knowledge capture

On the day, we had the chance to contribute to 4 of the groups so you can imagine that the buffet lunch was then very welcome. The group leaders then presented the main conclusions from the discussions, which I've summarised.

A: "Strategies" would be more appropriate, "evaluate" should replace "assessing" and the focus should include leadership and the research, evaluate and review process. One question left open was - should this section be considered "generic"?

B: An individual's responsibility to keep abreast of legislation, the valuing of good practice and the influential role "information" staff play in their organisation should be acknowledged along with awareness of potential conflict between employers' procedures and professional codes of conduct.

C: The title should encompass "selecting and evaluating", "corporate" and "internal" are restrictive and a collection policy should be encouraged. Archive staff requested the removal of C2 to maintain topicality.

D: Repackaging should be included, D4 and D5 merged and web-related wording amended to maintain topicality. The needs of stakeholders should be acknowledged.

E: "Reader" should be removed from E1 and "user" from E3 to encourage inclusiveness, E4 should be merged with E5 and E6 and the use of various communication methods should be encouraged according to user preference.

F: There was consensus of opinion that "mediated" should be replaced by "value-added" or a similar more meaningful term and that acknowledgement should be given to recreational reading and research and development activities.

This feedback also mentioned suggestions for the glossary to accompany the standards (record, information resource, stakeholder etc) and reactions to the generic skills - all agreed that "IT user" should be dropped from the list as it is dated and increasingly meaningless.

The last task of the day was to consider, albeit briefly, the roles to be incorporated into the revised standards, which are provisionally strategic, manager, practitioner, operational. Three were accepted but the group preferred "specialist" to "practitioner". The team were reminded that more than one role applies to most staff some of the time and all apply to those who work alone.

I found the day worthwhile and look forward to seeing the end results which will be published on the UK standards website <http://www.ukstandards.org> probably next year.

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Report on the 3RD UK Clinical Librarians Conference St Williams College, York 11th and 12th of June 2007

This was the first time I had attended a Clinical Librarian Conference and the fact it was being held in the lovely city of York made it all the more appealing!

The conference ran for two days and was held at St Williams College in the shadow of the breathtaking York Minster. The daily programme was chaired in turn over the two days by Pip Divall (Clinical Librarian UHL), Andrew Booth (ScHARR) Sarah Sutton (Clinical Librarian UHL) and Claire Honeybourne (National Core Content Manager for the East Midlands Strategic Health Authority). A wide range of topics were covered by speakers from across the UK, Holland and Australia. It would be impossible to summarise everything so I've chosen the talks which I felt made the strongest impression on me.

Day One Highlights:

Day one opened with a talk on information needs in Emergency Care from Ffion Davies who is Head of Emergency Medicine at Leicester Royal Infirmary. Ffion highlighted the importance of the Clinical Librarian to her team and in particular the amount of time saved carrying out literature searches as well as the provision of tailored training in searching for junior staff. Her point was emphasised by government targets which often left her team with only around twenty to forty minutes to spend on each patient. Ffion did stress the need for the CL to be able to rapidly provide the correct information and put the ability to understand both the language and issues of Emergency Medicine at the centre of meeting this challenge. Her vision of the future posed another challenge to the CL: the provision of bedside orientated or patient specific information. I found this talk interesting as the Clinical Librarian accompanies her staff on their ward rounds and is able to witness the information needs first hand.

The second speaker was Stephen Sharp who is an Information Specialist at the NLH Specialist Library for ENT and Audiology. His talk was on Current Awareness with emphasis on quality and currency. As someone who produces several bulletins each month I was very interested in what he had to say. He pointed out services such as ZETOC alerts and questioned the need for any more Current Awareness in addition to this. The danger of information overload was a key message in this presentation and the aim to avoid needless research. Solutions proposed included attaching a critical appraisal checklist to enable the reader to assess the merit of the articles more easily. The need to be more selective and avoid duplication was also highlighted. His closing remarks did point to the continuing importance of Current Awareness as clinicians now come face to face with patients who are more informed than ever before. The need to keep up to date with current research remains crucial.

I chose to attend an afternoon workshop on outreach and how it can be embedded into a library service. We were put into pairs and discussed the efforts we had made to provide outreach in our own organisations. Several common themes emerged from this session one of which was the importance of identifying influential staff who were receptive to the library and meeting them face to face to establish good contact. Targeting new staff and attending clinical meetings or ward rounds also featured prominently in the discussion. Overall the importance of remaining visible, regularly visiting departments and maintaining the profile of the library was key to the success of an outreach strategy.

Day Two Highlights:

I bravely returned to the conference on day two having been scared half to death the previous night while on the York Ghost Trail, one of York's historic ghost walks!

Day two featured a talk by Pip Divall, a Clinical Librarian at University Hospitals Leicester, on a trial of the use of PDAs (Personal Digital Assistants) to assist the decision making of Pharmacists. Pip secured the PDAs on a trial basis and her project measures their use on the wards and if they make the job easier. The outline of the study involves answering the question: does using a PDA with drug information increase the number of interventions by a Pharmacist on the ward? Although there have been problems getting busy Pharmacists to participate, this ongoing project is a great example of opportunism as Pip spotted the PDAs at a conference stall and enquired about them.

Peer support was the focus of the next talk by Sarah Lewis and Nia Wyn Roberts who are based at Royal South Hants Hospital and the University of Oxford respectively. They described a Search Skills Group which has been formed by a small group of librarians who individually tackle search questions and share their approaches to the search. The group meets four times a year and is open to all library staff with peer support as members are encouraged to take turns in leading the sessions. It was pointed out that the group needed a core membership to make it work well and benefits included making staff more aware of search terminology and different information sources. Last but not least was the social aspect with a friendly environment allowing participants to take part in discussions.

Finally Debra Thornton (CL at Lancashire Teaching Hospitals) and James Allen (Assistant Librarian at Stockport NHS Foundation Trust) gave talk on a journal club they had formed. I was especially keen to hear this due to my involvement in setting up such a club for NHS Greater Glasgow and Clyde. Their opening statement was thought provoking: we expect clinicians to read evidence based material so why don't we? The club was formed out of a realisation that keeping up to date with professional literature had fallen by the wayside and it became a vehicle to generate discussion and develop critical appraisal skills. Good tips included getting one person to lead a discussion on a topic relevant to their library or service. The club works well and has been a good discussion forum and a place to share ideas and experience.

I had a good two days in York and found the conference informative and interesting. The next one is in Brisbane in 2009 and with family living there I may just decide to attend.....anyone care to join me?

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News

Updated Multilingual Health Resources Published

The Public Health Resource Unit, NHS Greater Glasgow & Clyde, launched on the 22nd June 2007, an e-Directory, comprising of a report and a series of health directories for non-English language health resources. This research is an update to the 2004 report, "Search for Black and Ethnic Minority Health Information Resources".

The scope of the worldwide search was to identify and report on the availability of a broad range of non-English language health resources. Fifteen languages were included in the search; Albanian, Arabic, Cantonese, Farsi, French, Kurdish (Kirmanji and Sorani), Lithuanian, Punjabi, Polish, Slovak, Somali, Russian, Turkish, and Urdu. Seventeen health topics were included in the search; accident prevention, alcohol, cancer, child health, diabetes, drugs, heart disease, lifestyle, men's health, mental health, nutrition, oral health, parenting, sexual health, smoking, stroke and women's health.

All the directories and the main report are free to view and download, and will be available at www.nhsggc.org.uk/phru following the official launch.

Further information and questions about this project should be directed to Donna Athanasopoulos, Library Services Manager, Public Education Resource Library, NHS Greater Glasgow & Clyde, Dalian House, 350 St Vincent Street, Glasgow, G3 8YY. Tel: 0141 201 4911 Fax: 0141 201 4936 Email: perl@ggc.scot.nhs.uk

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The next issue will be available in September 2007