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Editorial

Hello and a warm welcome to the June 2010 issue of the Newsletter. As I'm writing this, we are experiencing some unusually fine Summer weather and whilst also reflecting on our recent historic change in government I hope I'm not alone in feeling cautiously optimistic (even with the inevitable continuing financial pressures). On top of this, the HLG Conference is almost upon us and I hope many of you are able to attend as it should be an excellent event.

You will remember in my last editorial, that I asked for more contributions to the Newsletter and we have had some wonderful responses to that plea – including our two meeting reports in this issue and some work in the pipeline for future issues. But we still need more! In particular, original articles. Recently on the lis-medical discussion list there was a discussion concerning the increased pressure to raise more revenue, how that can be achieved and the conflict of income generation against the traditional ethos of the 'free' library. I found it really interesting and was struck by how, with very little effort, someone could write an article for the Newsletter showing ways that their library service deals with this issue and any personal reflections/research on this topic. The word limit for original articles is 800-1000 words so it's not an overwhelming feat and we are very flexible in terms of style and general content. So why not get yourself an iced tea and give yourself some time to reflect on an issue of current interest to you and get those thoughts down on paper. I look forward to receiving your contributions!

The Health Libraries Group are always trying to find ways of engaging members and ensuring that members' needs are being met. Most recently, HLG commissioned a short piece of research to identify member's professional development needs and to ensure that HLG provide and support for those needs. Read the Spotlight feature to find out more. Do you have a query for the Health Libraries Group? You can now contact us on hlg@cilip.org.uk

I hope you find this issue of the newsletter useful, informative and enjoyable. See you next issue!

Elise Collins, Editor, HLG Newsletter

Please make sure you have registered your email address with Cilip via the website otherwise you could be missing out on important HLG announcements.

It is not enough to have given your email address when renewing your Cilip subscription. You need to register via the Cilip website: <http://www.cilip.org.uk/aboutcilip/welcome>

Group news

Health Information and Libraries Journal

'Writing for Publication' Workshop, 20th July 2010

Maria J Grant, Editor of the Health Information and Libraries Journal and Andrew Booth, University of Sheffield will be leading a workshop on 'Writing for Publication' at the HLG conference this summer. Whether you are a new to writing or are looking for advice on how to take your writing activity forward this workshop is for you. For further details visit the conference web site at <http://www.cilip.org.uk/hlg2010/>

Peer Reviewers - Please Update Your Expertise Profile

The HILJ editorial team has been busy updating and expanding the keyword list authors can use to represent their article during the submission process. Equally important, this list allows referees to signal their areas of interest so we can more accurately match referee to manuscript. If you have registered as a HILJ reviewer please log into your account on ScholarOne Manuscripts (formally known as Manuscript Central - <http://mc.manuscriptcentral.com/hilj>) to check that the keywords you have chosen are up-to-date and accurately reflect your area of interest and expertise. If you are having trouble logging into your account, please contact Lydia Webb (lywebb@wiley.com) at the HILJ Editorial Office.

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Editorial

Keeping information centre stage amid changing scenery. M Grant

Review

An overview of 45 published database resources for complementary and alternative medicine. K Boehm, C Raak, H C Vollmart & T Ostermann

Original articles

OTseeker helps library and allied health professionals to find quality evidence efficiently. A McCluskey, S Bennett, T Hoffmann & L Tooth

Literature searching for social science systematic reviews: consideration of a range of search techniques. D E Papaioannou, A Sutton, C Carroll, A Booth & R Wong

Clinical librarians, a new tribe in the UK: roles and responsibilities. J Harrison & V Beraquett

The development of telehealth as a strategy to improve health care services in Zambia. K Chanda & J Shaw

Romanian psychiatric literature: analysis of accessibility and nature of Romanian psychiatric articles. M Bucur & C Adams

Characteristics and publication patterns of theses from a Peruvian medical school. I Arriola-Quiroz, W Curioso, M Cruz-Encarnacion & O Gayoso

Regular features

International Perspectives and Initiatives

Published research on attention deficit hyperactivity disorder: a comparative analysis of Medline and an Iranian bibliographic database. A Ghanizadeh & S Akhondzadeh

Learning and Teaching in action.

Health professionals of the future: teaching information skills to the Google generation. H Spring

Using evidence in practice

Double jeopardy: on duplicates and wants lists. A Booth

Obituary

Sally Hernando 1957-2010

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

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

Sub-Group News

IFM Healthcare

Get involved

We are currently looking for a joint Study Day Co-ordinator and a joint editor of INFORM, our newsletter. Two people cover each of these roles, so you'll be supported while you learn how to organise a study day or publish a newsletter; it also means the workload is also shared.

For more information on these excellent CPD opportunities, please contact Richard Brigden – richard.brigden@ulh.nhs.uk

Commissioning Study Day

IFMH held a study day on commissioning on February 4th at York Hospital. Speakers included Martin McShane, a commissioner from NHS Lincolnshire, Richard Crookes, from NHS Nottingham City, Linda Ward from East Midlands Specialist Commissioning Group and Carly Cox from the King's Fund. Speakers' presentations are now available at <http://www.ifmh.org.uk/studyday0210.html>

HLG 2010

IFMH will be at the HLG Conference in Manchester, 19-20 July 2010. This year we have the plenary session on 20th July with Mark Salmon from NHS Evidence as speaker.

INFORM 20(2) – Spring 2010

Featured articles in the latest edition of IFMH INFORM include:

- **Commissioning in the NHS.** *Dr Martin McShane gives us an overview of commissioning in the NHS.*

- **Individual Funding Requests & Joint Strategic Needs Assessments: The Involvement of Primary Care Librarians.** Richard Crookes describes his role in providing information to Individual Funding Request Panels and for Joint Strategic Needs Assessments.
- **Information Support for Specialised Commissioning.** Linda Ward outlines her work in supporting the information needs of specialised commissioners in the East Midlands.
- **The Commissioning Handbook: Dynamic Collaboration.** Alison Price describes a collaborative project which has resulted in a dynamic, shared online resource – the Commissioning Handbook - and offers a personal reflection on involvement in the process.

plus your usual regulars: IFMH News and Committee Meeting Digest; Surf's Up; Sidelines; NLH Update; NLH Health Management Specialist Library News and Hot Topic; e-Library Scotland Update. New this issue: Different Views – Tim Judkins looks at future developments within health management.

Why not write for INFORM?

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

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

Email Alan Lovell alan.lovell@bazian.com or Catherine Ebenezer catherine.ebenezer@tevv.nhs.uk if you're interested in contributing a one-off or regular article for INFORM.

IFMH Members Discussion List

Our discussion list has moved to JISCmail. To post to the list members just need to email ifmh_members@jiscmail.ac.uk

The purpose of the list is to provide a safe and supportive environment in which you, our members, can share information, questions and thoughts with your fellow members and us, the IFMH committee. So, if you have a burning question you've always wanted to know the answer to, have a resource you wish to share, or if you'd just like us to know what you're thinking, now's the time!

Visit <http://www.ifmh.org.uk/discussion.html> for details.

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

Libraries for Nursing (LfN)

Bulletin

Issue 30 (1) 2010 covered articles on the Knowledge Network, Web 2.0 study day report and information skills training. Articles, current awareness items and reviews are welcomed for future bulletins and issue 2 is due out shortly. Please contact our bulletin editor if you would like to contribute – Sarah Kevill s.j.kevill@stir.ac.uk

Committee

We have recently welcomed the following new committee members – Gillian Siddall, Bethan Carter and Andrew Dove.

Core Collection for Nursing

The Nursing and Midwifery Core Collection is now finished and awaiting publication. Contact us if you would like more information on this project.

Mailing list

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

Study days

We will have a presence at the HLG conference in July – we will have stand and our speakers Christine Urquhart and Faten Hamad, from Aberystwyth University, will be speaking on 'Searching beyond the RCT - looking for sibling studies on qualitative, economic and process research'.

We are organising a study day for the 5th October 2010 in York. It will be on the theme of information literacy. Full details, programme and booking form will be available soon.

Membership

If you wish to subscribe or renew your subscription to the LfN bulletin for 2010 (you receive copies of our bulletin and get reduced rates at study days) please contact us. Contact myself or a committee member – details on our website:

<http://www.cilip.org.uk/lfn>

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

HLG Wales

Committee

Most recently the HLG Wales committee has had some changes and we would like to thank Angela Perrett for her work as Secretary and welcome Rachel Phillips into this role. Angela has now taken on the role of Events Co-ordinator for HLG Wales.

Study days

HLG Wales has been busy over the last few months organising our most recent training event, a 'Train the trainer' course at the National Botanical Gardens of Wales. The training is taking place on the 11th June in a beautiful setting where delegates will be able to explore the wonderful gardens, glass houses and library. This course, aimed at both beginners and those wishing to consolidate their skills,

will familiarize you with the basic principles of training, including how to identify different learning styles and adapt training to take these into account. It will look at how to handle difficult participants, and address some of the typical 'what if' scenarios that occur in training. Delegates will also get the opportunity to gain practical skills in planning and preparing a training session and be given useful tips and aids to assist you in designing a successful training package. For more information on this training day please contact Angela Perrett on angela.perrett@rcn.org.uk or 029 2075 1373.

Membership

For membership enquiries please contact:

Katrina Dalziel, Deputy Subject Librarian for Medical School, Swansea University,
Library and Information Services, Singleton Park, Swansea, SA2 8PP

Tel: 01792 513305; Email: k.dalziel@swansea.ac.uk

HLG Wales Blog

<http://hlgwales.wordpress.com>

HLG Wales' blog is open to all members who may want to announce any new and exciting programmes happening within their library. If you would like to become a writer in the blog, please contact Lori at l.d.harvard@swansea.ac.uk

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

Spotlight

Your Professional Development Needs Project

The HLG Business Plan has as one of its strategic aims to *'gain a better understanding of the professional development needs of HLG members and potential members'*.

We are therefore commissioning a short piece of research to enable us to meet this strategic aim.

Our starting assumption is that as a membership based organisation it is essential that we are aware of the professional development needs of ALL our members (and potential members) to ensure that the services and support that we provide are appropriate.

Professional development is defined as any intervention HLG can make to support members and potential members in carrying out and developing in their professional LIS role, which includes:

- Learning and skills development
- Networking and support
- Mentoring
- Managing change
- Developing new roles
- Harnessing new opportunities
- Advocacy
- Leadership development
- Confidence building

Further consideration needs to be given to the following points.

- What we provide is available to all irrespective of job status, where they live or what sector they work in, and we need to ensure there are no barriers to accessing our services and support.
- What we provide is reviewed and amended to take into account changing circumstances in the workplace and in the professional development of health LIS professionals.
- We are open to new ideas and new ways of delivering services, including the use of new technology. This includes both the development of new activities and the changing/ending of others.
- That HLG has a role as enabler and facilitator as well as a provider of services and support, which means that we will encourage and support members to become actively engaged in the work of HLG.
- We also need to make sure that we can manage the expectations the research will raise, particularly as HLG is the committee consists of volunteers, that is how prepared we are to stop/start doing something on the basis of the project recommendations.

The outcome of the research is that HLG Members are encouraged and supported to fulfil their potential as health library and information professionals in contributing to high quality patient care.

The project will incorporate the following research activities:

- Results of a survey of the professional development needs of HLG members, using an online tool such as Survey Monkey.
- Feedback from a series of focus group meetings in England, Wales, Scotland, Northern Ireland and London with small groups of members (3 – 6 people) to further explore some of the issues addressed in the survey – only criteria for engagement in the focus groups is willingness to take part. Consideration needs to be given to ensuring attendance at the focus groups is as wide as possible (i.e. job status, specialism)
- Analysis of telephone interviews with potential HLG members (introduced via HLG Committee and other colleagues).
- A profile of what services and support are provided by other similar membership based organisations, within the LIS field (CILIP, Medical Library Association) and outside (professional associations in the health field and elsewhere)

We appointed a Researcher, Chris Macdonald, who started in early April. He will deliver the final report to the HLG Committee on the 2nd September.

First Step - Survey of Your Professional Development Needs

If you are a member of the Health Libraries Group, or even a past member or potential future member, we would like hear your views on your professional development needs.

Look out for the online survey which you will be able to access on the HLG website (<http://www.cilip.org.uk/hlg>) at the end of May or beginning of June.

The results of the survey will enable us to plan the introduction of new, or the enhancement of existing, services and activities that better meet your needs as well as building a picture of our members professional development needs more generally.

If you would like to find out more about this area of our work please contact Gary Birkenhead at gary.birkenhead@googlemail.com

Articles

Results of a survey of non-users of the Patient Information Centre at Tameside General Hospital

Background

The Patient Information Centre at Tameside General Hospital is a joint local authority and NHS Hospital Trust run service covering a population of 250,000 people across the Tameside and Glossop area.

The survey, commissioned by Tameside MBC, was a paper based questionnaire and involved volunteers from the Patient Information Centre interviewing, face to face, 100 non-users of the service in the Adult Outpatients Department (Blue Suite) at Tameside General Hospital between the 7th and 25th September and the 6th and 8th October 2009.

7 questions were asked:

- What is your reason for not using the Patient Information Centre?
- Where do you normally get your health and social care information?
- What is your preferred method (format) for receiving information on health matters?
- Are you more likely to use the Patient Information Centre now that you have heard of it and know what we offer?
- Do you think the name "Patient Information Centre" describes the services we offer?
- Can you suggest ways in which we could promote the Patient Information Centre?
- Do you have any other comments or suggestions about this service

Results

The reason for not using the Patient Information Centre

I don't know what it does **60 (60%)**
I don't know how to use the service **14 (14%)**
I get health information somewhere else **12 (12%)**
I've had no need to use it **21 (21%)**
6 people ticked two or more boxes

Where people normally get their health and social care information from

Hospital **47 (47%)**
GP **79 (79%)**
Internet **9 (9%)**
Library **4 (4%)**
Friends/Relatives **14 (14%)**
Support Group **2 (2%)**
No need for information **1 (1%)**
Other **5 (5%)** (Council, colleagues, partner, magazine, TV)
33 people ticked two or more boxes

Preferred method (format) for receiving information on health matters

Verbally **82 (82%)**

Leaflet **50 (50%)**

Internet **15 (15%)**

Book **4 (4%)**

Other **3 (3%)** (Family, letter, Doctors Surgery)

Don't know **0 (0%)**

40 people ticked two or more boxes (the only question that asked people to tick all that apply)

More likely to use the Patient Information Centre

Yes **82 (82%)**

No **7 (7%)**

Don't know **11 (11%)**

Of the 7 people who said no, four did not give an answer and one said they would go to their GP, one said they thought we were just reception and the other said they are not a regular patient.

Whether the name Patient Information Centre describes the services we offer

Yes **80 (80%)**

No **9 (9%)**

Don't know **11 (11%)**

Suggestions for a better name included:

- Health Information Centre
- Patient Health Information Centre
- Information and Advice Centre
- Patient and Carer Information Centre

Ways to promote the service

- Make it more noticeable
- Adverts and posters
- Tell more patients through the appointments letter
- Promote it more – advertisements
- Promote within the hospital – notices in wards and clinics
- Promotion in the local press - local advertiser
- Public Relations
- Oldham Radio
- Tameside Radio
- Word of mouth
- Flyer in Doctors Surgeries/waiting rooms
- Create own website
- Give out leaflets as standard
- Internet
- Carers Centre

Other comments

- Nice people; customer centred people
- Patients and families would appreciate the information
- Promote the service more
- Go into clinics
- Surprised, didn't know the service existed
- Normally get information from my GP
- Information put in with the appointment letter

Gary Birkenhead, Patient Information Centre Manager, Tameside General Hospital



WANTED: Regional/Country Co-ordinators for the Patient Information Forum

Patient Information Forum

The Patient Information Forum (PiF) is the UK organisation for people who work in consumer health information. It is a membership organisation with more than 650 members working in all parts of the UK in a wide range of roles that involve communicating with patients and the public about their health.

Regional/Country Co-ordinators

To support our members we have a network of Regional and Country Co-ordinators throughout the UK. This is a voluntary role and is usually filled by individuals working in a health information environment. The time commitment is approximately one hour per week, plus an additional one day per year. We currently have vacancies within the following regions:

- North East
- South Central
- South West
- Wales

If you would like to find out more about the role, please visit our

<http://www.pifonline.org.uk/in-your-area/in-your-area/> or contact Nicole Naylor at secretary@pifonline.org.uk or by telephone 07813 143 384 for further information.

Internet sites of interest

Chronic disease prevention

The column for June has been kindly compiled by Jennifer Ford, Information Services Officer at the National Heart Forum, www.heartforum.org.uk. My thanks to her. It includes general sites, including statistical information, and also risk factors including diabetes, cholesterol, diet and physical activity. All links were checked on 17th May 2010.

General information

Global Alliance for the Prevention of Obesity and Related Chronic Disease

<http://www.preventionalliance.net/index.htm>

An alliance formed between the World Heart Federation, International Diabetes Federation, International Pediatric Association, International Union of Nutritional Sciences and the International Association for the Study of Obesity. The site has a useful country resource base section, which lists details of institutions, reports and prevention interventions country by country.

National Heart Forum

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

Membership organisation bringing together organisations dealing with all areas and risk factors in the field of chronic disease prevention. Information on NHF position statements and policy work areas is available from the site, along with publications such as the Healthy weight, Healthy lives toolkit, and the NHF modelling team's reports on obesity trends.

NHS Evidence National Library for Public Health

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

Includes research information such as systematic reviews, meta-analyses and guidelines, covering health determinants such as environment, education, food and nutrition and biological composition (obesity and blood pressure).

Oxford Health Alliance

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

A UK based not-for-profit organisation. The Oxford Health Alliance website contains a library of publications grouped by topics, including smoking, physical activity, diet, economics, workplace and others.

World Health Organization: Chronic Diseases

http://www.who.int/topics/chronic_diseases/en/

The subsection of the WHO site devoted to chronic disease. Includes fact sheets on cancer, cardiovascular disease, diabetes, obesity and prevention in healthcare.

Statistics

Heartstats

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

The British Heart Foundation's regularly updated statistics website. Includes a wide range of statistics on risk factors for chronic disease such as blood cholesterol, smoking, physical activity and diet.

NHS Information Centre: Health and lifestyles statistics collections
<http://www.ic.nhs.uk/statistics-and-data-collections/health-and-lifestyles>

Available collections include statistics on diet, diabetes, alcohol consumption, smoking, obesity and physical activity levels.

Chronic diseases and their risk factors

Built environment

Commission for Architecture and the Built Environment (CABE)

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

CABE is an independent UK advisory body advising on design and building in England. One area of work is health, where CABE aims to create buildings and spaces that will positively impact on health by encouraging physical activity. The CABE website includes information on how design impacts on health, and on their work with the NHS.

Diabetes

Diabetes Atlas

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

Provided by the International Diabetes Federation, the Diabetes Atlas provides at a glance and more detailed information on diabetes prevalence. Figures are broken down into regions.

Diabetes UK

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

A wealth of information on diabetes, including diabetes type 2 and how this condition can be managed to further impacts on long-term health. The site also has information on Diabetes UK research projects.

International Diabetes Federation

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

The IDF website includes Information on current activities relevant to diabetes that are happening across the world. Position statements and policy information can also be found here, as well as the IDF Consensus on Type 2 Diabetes Prevention.

NHS Evidence - Diabetes

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

A searchable database containing guidelines, systematic reviews and other information on all forms of diabetes.

Physical activity

BHF National Centre for Physical Activity and Health

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

The BHF National Centre produces tools and resources aimed at increasing the physical activity levels of the population. One of their most recent publications, their Exercise Referral Toolkit, is available from their website.

Physical Activity Alliance

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

A new site, established with the support of the Department for Health.

Physical Activity and Health Alliance

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

A Scottish Alliance that aims to engage people from all sectors and professions in the promotion of physical activity and health in Scotland. Resources include policy information, professional support materials and research.

Diet and nutrition

NHS Choices Good Food

<http://www.nhs.uk/livewell/goodfood/Pages/Goodfoodhome.aspx>

A wealth of information on healthy eating for the general public. The pages include information on cutting back on salt and dietary fats, a tool to health check your shopping, and tips for healthy food swaps.

School Food Trust

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

The School Food Trust was established in 2005 with a remit to improve school food and promote the education and health of young people. Resources available from the site include nutrition training manuals, posters and recipes.

Hypertension

Blood Pressure Association

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

A charity supporting patients as well as healthcare professionals managing hypertension. The site includes guides to the effects of high blood pressure, available medication for its treatment and monitoring.

British Hypertension Society

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

The British Hypertension Society acts as a medical and research forum for hypertension. The Society produces guidelines on management of hypertension, which are available from their site, and also links to NICE guidance.

Blood Cholesterol

Heart UK

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

Website includes resources such as a cardiovascular disease prediction chart, JBS risk assessor, and links to NICE guidelines and various publications.

If you have an idea for a future column, or would like to contribute an actual list of resources for a future column, please contact me.

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Contributions should be sent to khn5@le.ac.uk*

Meeting reports

UHMLG (University Health and Medical Librarians Group) Spring Forum – Facing the Future. Woburn House, London, 1st March 2010.

UHMLG organise an annual Spring Forum which is an open event for librarians, health professionals and anyone who has an interest in health and medicine. The forum is a great way to catch up with current issues in the profession, meet up with colleagues and enjoy a day sharing expertise. This year the theme was 'Facing the Future' (like so many events at the moment) and this particular one focussed on services, how libraries are going to cope with uncertainty and really just looking at what we do and how well we do it.

Sue McKnight, from Nottingham Trent University gave an excellent keynote speech. She gave a very honest and down to earth presentation on 'The future is what we make it'. Sue made the point that change happens, but transformation is planned and went on to talk about how we can transform our own libraries. She talked about finding out what customers really want, as although we often think we know, we don't always get it right. She highlighted how the library staff are a vital asset and how we need to work with them as they are the backbone the institutional library. She finished by saying we need to be communicators extraordinaire which I thought summed up her talk really well. Although none of this is really new thinking, it was certainly well presented and argued and made me think how we need to work hard to make our libraries places that will be really used and appreciated by all.

I also enjoyed the presentation from Martin Fenner, who is a Clinical Fellow in Oncology at Hannover Medical School. He talked about 'Reconnecting scientists and librarians'. He focussed on how he uses the library, the tools he now uses and how we can make the library more visible to researchers. It was good to get a real researchers point of view, and was quite enlightening. I think we need to do a lot more to really connect with the people who use our libraries, otherwise they will just go elsewhere for the information and services they need.

Other themes of the morning included the Public Library of Science (PLoS), how they make their journals different and why they stand out from other publishers as well as changes in publishing methods. Lastly we heard about a project which involves making a wide range of learning resources freely available and easily discoverable so that they may be re-used by both academics and students.

After an intensive morning of presentations we had a much needed lunch and a chance to network, and pop outside for a breath of fresh spring air.

The afternoon sessions ranged from Dr Ian Rowlands from UCL, reporting on the work being carried out on information seeking behaviour of people when using the internet. He talked about 'strategic reading', peoples impatience with websites and as every journey online is unique we sometimes forget where we are! Although this presentation wasn't really following the theme of the day it was very interesting and made me think about how I approach my own information skills training. Reflecting on this presentation I need to think more about the psychology of the people who I will be teaching!

Other themes included library quality and impact, from an NHS perspective. LQAF (Library Quality Assurance Framework) and QIPP (Quality, Innovation, Productivity

and Prevention) were both talked about, how to use information and knowledge to reduce risk with the ultimate aim to improve patient care.

And finally Andrew Booth from the University of Sheffield provided a lively summary of the day. He asked us - What makes us unique and what are our strengths? His overview of the day was well pitched and left us all asking some questions which we hope to address back in our own workplaces.

The forum was focussed slightly more on University than NHS libraries which I personally found more relevant to my own workplace. I came away thinking that I really do need to get to know my library users inside out and really focus on what they 'want' and 'need' out of a library service, really go back to basics and get them right. As Sue McKnight said 'keep asking for feedback and do something with it!' The different perceptions of library services was a bit of an eye opener as well, sometimes you just need to think out of the box, or in this case the library!

*Lisa Flint, Assistant Librarian, UCL.
(UHMLG committee member and bookings facilitator for this event)*

Web 2.0 - the truth behind the hype – seminar, Hammonds, Rutland House, Birmingham, 1st March 2010

The seminar, *Web 2.0 – the truth behind the hype*, attracted information professionals from a variety of sectors who wanted to learn more about the advantages social networking sites offer in a professional context whilst simultaneously taking the potential drawbacks of them into account.

The speakers, Karen Blakeman, who works as an Independent Information Trainer and Consultant at RBA Information Services, and Phil Duffy, who is an Information Services Manager at LLP, took it in turn to address the audience and present them with their very different views on the potential of Web 2.0.

Duffy, who took to the podium first, mainly voiced his objections to much of what Web 2.0 has become and incorporates. He emphasised issues of safety, data protection, security and risk in this context, explaining that people tend to give away too many personal details. Moreover, he believes that the ways of creating something are actually dumbing down and that Web 2.0 could easily go that way. With regards to literacy, he expressed the rather pessimistic opinion that Web 2.0 poses the danger of dumbing down professionalism insofar as library schools in the future might be more likely to produce content-creators and bloggers than content managers. Economically, the future of some Web 2.0 applications also seems to be rather shaky according to Duffy, who illustrated this claim by giving Twitter as an example of an application that has no way of making a revenue or income. Duffy also illustrated the unreliable, trivial and sometimes rather ludicrous nature of some of the content to be found on Web 2.0 applications by presenting the audience with examples on some PowerPoint slides.

Blakeman, on the other hand, next addressed the audience by rejecting Duffy's criticism of the general unreliability of Web 2.0 applications when she stressed that social media can also be used to correct errors. She elucidated how established, trusted information sources are often unreliable as well. The examples she gave to underline this argument were very entertaining and probably the highlights of the

event ranging from the mistaken identity of Linda McCartney to a print error in one of the ten commandments in an early edition of the bible, which amounted to an encouragement to commit adultery rather than conveying the opposite message.

To Blakeman, Web 2.0 is powerful in its potential to reach out to others, which can involve discussions about services, which can thus be effectively monitored. She made it clear how it has become indispensable in marketing and advertising. In addition, the usage of Web 2.0 is crucial in Blakeman's view for anyone who wants their names and details to be found quickly by search engines. Blakeman emphasised the advantage of being able to find up-to-date information in one's field of work, which is then linked to conversations about the information. She went on to say that the usage of Web 2.0 applications can for this reason not be seen as optional but as part of a serious search strategy. Being aware of the many different applications on Web 2.0, she encouraged the audience to try out different applications in order to find out what works best for them, thus suggesting that the usage of Web 2.0 is in many ways a very individual experience.

It was obvious that the audience had followed the event with interest and were keen on asking the speakers some questions after they had finished their individual presentations. Blakeman and Duffy were also available for further comments and questions and some informal networking after the event had been officially concluded. Most members of the audience also used this opportunity to talk to each other about the arguments that had just been put forward. The event had clearly given the information professionals who attended it food for thought.

One of the things I took away from this seminar is that the Web 2.0 label might – as both speakers pointed out - not be particularly useful, as boundaries between applications are increasingly disappearing whilst multiple platforms and delivery mechanisms are emerging. Web 2.0 now stands for so many applications that it becomes questionable whether the term can or should be used at all. The seminar also introduced some Web 2.0 applications to me with which I had so far been unfamiliar. I have consecutively looked at applications such as LinkedIn and how they are used to establish a professional profile online and to keep in touch with colleagues and friends as well as to find experts in the field and exchange ideas. The event has encouraged me to explore more Web 2.0 resources whilst bearing in mind that I might not get on equally well with all of them or find them useful in the same way. Whilst being aware of some of the possible drawbacks of Web 2.0, I found the rather positive message of the potential of Web 2.0 when the latter is used with care and consideration the more convincing one.

Karen Blakeman's Powerpoint slides for her presentation can be found on the RBA Information Services Website at <http://www.rba.co.uk/presentations>.

Ute Manecke, Clinical Support Librarian, Milton Keynes Hospital NHS Foundation Trust

Book review



Pantry, S. Griffiths, P. *How to give your users the LIS services they want.* London: Facet, 2009. ISBN 9781856046725. 192 pages. £39.95

There are lots of relationship manuals out there. They advise how to improve our relationships with our partners, friends or parents. However for those of us that work in the Library and Information sector, there is one major relationship in our lives that we all need to spend a bit of time on; the relationship we have with our users. How many of us have taken our users for granted? Do we really know what they need, or are we acting on past assumptions? Perhaps we just don't make the effort anymore?

Sheila Pantry and Peter Griffiths have written a book that will help you rejuvenate your relationship with your users, which tells you: 'how to give your users the LIS services they want'. They are a well established team, who have written various other titles such as: '*Setting Up a Library and Information Service from Scratch*' and '*Managing Outsourcing in Library and Information Services*'

In this new book, they describe how to identify, understand, reach out and communicate with users to ensure that your library and information services are what your users are looking for. The book is aimed at 'any library or information professional anywhere' at any level. Therefore the book has a broad appeal, if you work in a Library and Information Service and you deal with users, this book is relevant to you. Pantry and Griffiths argue that we are all responsible for ensuring users are happy with the services they receive.

However they are sympathetic to the LIS worker and the contexts we operate within. They recognise the barriers of time, money and staffing that make giving users what they want a challenge. They offer practical, realistic suggestions about how to go about doing this within constraints out with our control.

The book places itself within the wealth of other research regarding people's use of Library and Information services, such as user audits, user profiling and information seeking skills. It is well referenced to ensure you can continue reading up on these topics if you wish. It also follows a clear structure, with objectives set out in bullet points at the beginning of each chapter, along with a summary at the end.

We are guided through the different steps involved in developing a better relationship with our users, such as understanding basic facts about them (who are they, where are they?), thinking about what you currently know about them, learning more about what they expect and want from you, and also keeping track of changes in demands from users and thinking about future demands that may arise. However I found that a lot of the points are repeated (perhaps this is for reinforcement). There is also a lot of looking forward to what will be discussed in later chapters, which made me confused about the topic I was presently reading.

Overall though, I feel the book does achieve what it has set out to accomplish, it does indeed discuss many important issues in relation to the library service/user relationship. All joking aside though, this is not a 'touchy feely' book about developing warm and fuzzy relationships, and it's not light bed time reading. This is a serious book that requires thought and focus. The tone is set in the opening sentence of the book 'in these turbulent times....staff need constantly to keep one step or more ahead of the users'. We are therefore reminded that these are hard times, and the one relationship we need to work on in order to survive, is the one with our users.

Edith Rae, Assistant Librarian, NHSGGC Library Network



Engard, NC. *Library Mashups: exploring new ways to deliver library data*. London: Facet, 2009. ISBN 9781856047036. 334 pages. £29.95

Any library professional with a more than passing interest in Web 2.0 technologies would probably be excited by the title of this monograph, with its reference to 'mashups' and its link to delivering library data. So, as one who might be described as a Web 2.0 enthusiast (although by no means an expert) I was intrigued by this textbook on the development of mashups, or as the editor, Nicole C. Engard, describes them: "web applications that use content from more than one source to create a single new service, displayed in a single graphical interface".

Essentially, this edited work is a guide to what mashups are and how they have been used by librarians and libraries worldwide, with the process of developing them described in some detail. Engard, with her experience in web development, metadata and library training is suitably qualified to compile such a work. Not surprisingly then the book is aimed at librarians and libraries who are desirous of revamping their static websites, and enhancing their library catalogues to make them more interactive using a range of Web 2.0 tools which are freely available and may be applied with a 'little' technical expertise.

The contributors, from as diverse places as Norway, USA and New Zealand, describe their own experience in utilising mashups to create particular web-based services. So, while Engard extols the virtues of Yahoo! Pipes in merging RSS feeds for news items, event items and blog posts (Chapter 7), Dahl and McWilliams focus on harnessing the photo-sharing site Flickr for digital image collections (Chapter 14), Wolfram Schnieder relates his expertise in developing Zack Bookmaps, a federated search engine, mashing up data from GoogleMaps, Geodatabases and Amazon to find the location of library books (Chapter 19).

Additionally, lists of websites referred to in each chapter are detailed in the appendices, as is a useful glossary on the numerous technical terms used throughout. Of course, listing websites in any book is a risky business given the fluid nature of the Web but fortunately Engard cites the companion website www.mashups.web2learning.net which is far easier to maintain than the 330 plus page textbook.

So far so good, but there are a couple of issues that may impact the relevance of this book. Firstly, this is an American publication and so the majority of examples and references reflect this. It has to be remembered, therefore, that “Manchester City” and “Chelmsford libraries” are not, respectively Lancashire or Essex (UK) based institutions! Furthermore, the bias is towards academic and public library organisations. Little or no mention is made of health-related library services (although the US National Institute of Health and the UK’s Wellcome Trust do get a brief mention!)

Nevertheless, the ability to pull data from a variety of web-based services (such as LibraryThing, Delicious, GoogleMaps and Flickr) and re-use them to create something new (such as digital image collections, interactive OPACs, and federated search engines) is not limited to geography or a particular sector of the library profession.

That said, a nagging thought I had throughout reading this publication was: “What would NHS IT departments say?” Although much of what is said can be done it begs the question how one can create mashups within the restrictions NHS organisations are under, as exemplified by the blocking of Web 2.0 content such as Facebook and related media. Unfortunately, the US-bias of this book cannot provide the answer.

Furthermore, although screenshots of revamped pages and the code to develop them are detailed throughout, one wonders whether a more “step-by-step” approach to the subject would be more appropriate. At times it feels like this book attempts to be a happy medium between describing the successful implementation of mashups along with the technical details as to how they were done. For one previously familiar with web page design the frequent references to APIs, RDF, JSON etc. (see the glossary for more details!) was a little intimidating.

Nevertheless, Engard stresses the need to not get bogged down in remembering the terminology associated with mashups and describes the most important thing to take from this guide as “the knowledge that librarians can, and are using mashups to improve their services” (p.292). In that regard the book succeeds and the companion website has encouraged me to look further into the world of mashups to consider how such things can be applied closer to home.

Richard Crookes, NHS Nottingham City

Current literature

New technologies

McDonald, D. (2009) I Listen. I Learn. iPods. **Health Libraries Australia News**. [internet] December, pp 3-4.

<http://www.alia.org.au/groups/healthnat/hla/HLA.News-Dec09.pdf> (OA)

The author presents here an innovative way of using iPods in health libraries.

Health librarianship

Jovicic, N. (2009) Relevance of health libraries in the digital age. **Health Libraries Australia News**. [internet] December, pp 5-6.

<http://www.alia.org.au/groups/healthnat/hla/HLA.News-Dec09.pdf> (OA)

Jovicic suggests here that we should listen more to the changing needs and expectations of our users if we want our libraries to stay relevant as physical and digital environments.

Siess, J. (2010) Embedded librarianship, the next big thing? **Info Today** [Internet] January / February, pp 39-45.

<http://www.infotoday.com/searcher/jan10/index.shtml> (Link to abstract - free with CILIP membership)

A timely reflection on our profession when so many of us are facing pressure on space and cuts in funding.

Homan, J.M. (2010) Eyes on the prize: reflections on the impact of the evolving digital ecology on the librarian as expert intermediary and knowledge coach, 1969-2009. **Journal of the Medical Library Association** [Internet] 98(1), pp 49-56.

<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2801971/pdf/mlab-98-01-49.pdf> (OA)

This text was first presented by the author at the 109th Annual Meeting of the American Medical Library Association in 2009. It is worth the read just to see how the profession and our resource tools have evolved. The Medline anecdotes are particularly amusing.

Knowledge management

Hayward-Wright, N. (2009) Knowledge retention and the departing employee. **Health Libraries Australia News**. [internet] December, pp 1, 11-12.

<http://www.alia.org.au/groups/healthnat/hla/HLA.News-Dec09.pdf> (OA)

How to retain explicit, implicit and tacit knowledge when a key member of staff leaves? Hayward-Wright tries to provide some answers in this no non-sense article.

Literature searching

Morris, N. (2010) How to...carry out a literature search. **Education for Primary Care**. 21, pp124-125.

This short piece will be useful to professionals new to the health sector and / or looking for new ideas to deliver information literacy.

Younger, P. (2010) Internet-based information-seeking behaviour amongst doctors and nurses: a short review of the literature. **Health Information and Libraries Journal**. 27, pp 2-10.

<http://www3.interscience.wiley.com/journal/123290239/abstract> (Link to abstract)

This looks at the literature of the last fourteen years to find out the reasons why doctors and nurses search online resources and the methods they use.

Historical collections

Ferrara, R. (2010) New opportunities for rare book collections: an experience of digitization at the National Institute of Health in Italy. **Journal of the European Association for Health Information and Libraries**. [Internet] 6(2), pp 10-18.

http://www.eahil.net/journal/journal_2010_vol6_n2.pdf (OA)

Ferrara reports on the progress of a major digitization initiative at the Istituto Superiore di Sanità and the value and implications of preserving this heritage.

IFLA guidelines for digitization projects: <http://archive.ifla.org/VII/s19/pubs/digit-guide.pdf>

Evidence-based practice

Dalrymple, P.W. (2010) Applying evidence in practice: what we can learn from healthcare. **Evidence Based Library and Information Practice** [Internet] 5(1) pp 43-47.

<http://ejournals.library.ualberta.ca/index.php/EBLIP/article/view/7179/6432> (OA)

According to a report written in 2001 by the Institute of Medicine, it takes around 17 years before scientific evidence becomes an official guideline. The author compares health professions and librarianship and how quickly evidence is adopted by decision makers.

Crossing the quality chasm: <http://www.iom.edu/Reports/2001/Crossing-the-Quality-Chasm-A-New-Health-System-for-the-21st-Century.aspx>

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

Diary of events

6-9 June 2010

HTAi 2010: Maximizing the Value of Health Technology Assessment
RDS, Dublin, Ireland

<http://www.htai2010.org>

Range of package options

7-11 June 2010

34th CHLA/ABSC Conference – Honouring Heritage / Inspiring Innovation
Four Points by Sheraton Kingston, Kingston, Ontario

<http://www.chla-absc.ca/2010/index.html>

Range of package options

13-16 June 2010

SLA 2010 Annual Conference & INFO-EXPO
Ernest N. Morial Convention Center, New Orleans

<http://s36.a2zinc.net/clients/sla/sla2010/public/enter.aspx>

Range of package options

14-18 June 2010

EAHIL 2010 - Discovering New Seas of Knowledge: Technologies, environments and
users in the future of health libraries

Estoril Conference Centre, Lisboa, Portugal

<http://www.eahil2010.org/en/>

430 EUR

18 June 2010 (& 26 November 2010)

Online searching course (advanced)

BMA House, London

http://www.bma.org.uk/whats_on/library_courses/LIBSeekEvidenceMedline.jsp

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

9 July 2010 (& 24 September 2010)

Online searching (MEDLINE Plus) - basic

BMA House, London

http://www.bma.org.uk/whats_on/library_courses/LIBOnlineSearchingCourses.jsp

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

14 July 2010

Evaluating the impact of HE/FE and health libraries

CILIP, London

<http://www.cilip.org.uk/jobs-careers/training/Pages/evaluating-impact-he-fe-health-libraries.aspx>

CILIP Personal Members £220+VAT; CILIP Organisation Members £265+VAT; Non-members £310+VAT

19-20 July 2010

HLG Conference 2010: Keeping information centre stage amid changing scenery

The Lowry, Pier 8, Salford Quays, Manchester

<http://www.cilip.org.uk/hlg2010> and <http://hlg2010.blogspot.com/>

Range of package options

10-15 August 2010

World Library and information Congress: 76th IFLA General Conference & Assembly
Swedish Exhibition and Conference Centre, Gothenburg, Sweden

<http://www.ifla.org/en/ifla76>

Range of package options

6-10 September 2010

16th Oxford Workshop in Teaching Evidence-based Practice
St. Hugh's College, Oxford University

<http://www.cebm.net/index.aspx?o=4912>

£1200

6-10 September 2010

14th European Conference on Digital Libraries (ECDL 2010)
University of Glasgow, Glasgow

<http://www.ecdl2010.org/>

Prices and details to be confirmed

24 September 2010

Online searching (MEDLINE Plus) - basic
BMA House, London

http://www.bma.org.uk/whats_on/library_courses/LIBOnlineSearchingCourses.jsp

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

14-15 October 2010 (Workshops 13 October 2010)

Internet Librarian International 10
Novotel London West, London

<http://www.internet-librarian.com/2010/>

Prices and details to be confirmed

15 October 2010

Basic critical appraisal skills workshop (in association with SchARR)
BMA House, London

http://www.bma.org.uk/whats_on/library_courses/LIBCASWorkshops.jsp

£140

19 November 2010

Extended Critical Appraisal Skills Workshop
BMA House, London

http://www.bma.org.uk/whats_on/library_courses/LIBExtendedCritAppSkillsWorkshop.jsp

£140+VAT

26 November 2010

Online searching course (advanced)
BMA House, London

http://www.bma.org.uk/whats_on/library_courses/LIBSeekEvidenceMedline.jsp

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

*Julia Garthwaite, Deputy Site Librarian, Cruciform Library, UCL
Contributions should be sent to jgarthwaite@sky.com*

Newsletter editorial notes

CILIP is the UK's professional body for library and information professionals and includes the Health Libraries Group (HLG) as one of its subgroups. HLG has two regular publications: the Health Information and Libraries Journal (HILJ) and the HLG Newsletter. In a collaborative approach, they provide their joint readership with a comprehensive coverage of the health and social care information sectors. The HLG Newsletter is freely available to all across the globe and is posted quarterly on the HLG web site. Published by Blackwell Publishing Ltd., HILJ is the official journal of the HLG. Reduced subscription rates are available to members of HLG, the European Association for Health Information and Libraries (EAHIL), the Medical Library Association (MLA) and the Australian Library and Information Association (ALIA). Members wishing to subscribe to the journal should order direct from Blackwell Publishing Ltd., 9600 Garsington Road, Oxford OX4 2DQ, quoting their CILIP membership number.

Contributions to the *Newsletter* should be sent to:

Editor	Elise Collins elise.collins@nccc.wales.nhs.uk / eacollins@hotmail.com
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Current literature	Fabienne Michaud Fabienne.Michaud@rsm.ac.uk
Diary of events	Julia Garthwaite jgarthwaite@sky.com

Next Copy dates:

Issue date	Deadline for content
March	12 February 2010
June	14 May 2010
September	30 th July 2010
December	12 November 2010

HLG Members email discussion list

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