Daily library challenges: WHAT WOULD YOU DO?

Queenslanders Lyn Grevsmuhl, Bronia Renison and Mayah Cvetic present us with a selection of the challenging scenarios they have encountered at Townsville Health Library in their contact with patrons and the general public. Such challenges require responses that draw on professional and personal ethics as well as the policies and procedures of one's organisation. Here they invite you to consider and share how you might tackle these (or other) tricky situations experienced in health libraries.

Whether you are a librarian, a library technician or a library staff member, working in libraries can be a challenge especially when faced with a diversity of incidents from patrons or the public. Such challenges can be testing, amusing or frustrating.

The Townsville Health Library is located on the first floor of the Townsville Hospital and as a result, members of the public often wander in and often test our patience and knowledge with their variety of queries. Advising the public on how to find the department they urgently need or diplomatically advising a patient that we cannot provide the answer to their medical query, are just two of many daily encounters.

We would like to share with you a series of recent incidents. However rather than letting you know how we handled each one, we ask, "What would you do?" if you were faced with the scenarios. Perhaps you have had similar experiences, or maybe they are just waiting around the corner for you to face.

Scenario One

It was busy at the desk. A doctor requested a sign chart showing basic health concepts and instructions, labelled in a Chinese dialect so that he could communicate with a non-English speaking patient.

What would you do? Apologise for the lack of foreign language resources in the library? Set aside some money to fill the gap in the collection? Refer to the interpreter service? Send an email to the health service, seeking assistance from a staff member familiar with the dialect? Google to the rescue? Or...

Scenario Two

A library staff member was shelving journals in a quiet part of the library. The quiet hum of apparent conversation was heard. Moving to where the "conversation" was emanating from, the library member saw two medical students kneeling on the floor and praying, using an unbound journal as a mat.

What would you do? Interrupt the prayers and evict them from the library? Direct them to the hospital chapel, not knowing if Muslims were welcome there? Say nothing? *Or...*

Join the discussion about this article or other issues relating to health librarianship by emailing the Editor at HLA_News@hotmail.com

FROM YOUR
CONVENORS

Susanne Lewis has penned a final letter to members as she hands over to incoming Convenor, Ann Ritchie. Ann outlines her focus on page 3 of this issue.

Dear colleagues,

I am delighted to tell you that Ann Ritchie has taken on the role of Convenor of the Health Libraries Australia group for 2013.

Many of you know Ann. She has been a health librarian and member of HLA and its previous incarnations for many years (since about 1988 she thinks) when she took on her first role on the ALIA WA Branch Council, and soon became the CPD Officer for the Branch. Ann is currently the Editor of the *Australian Library Journal* and has undertaken a number of contracts in various roles, including as a trainer/facilitator for the Alannah and Madeline Foundation's eSmart Libraries program, and delivering marketing workshops in Australia and New Zealand.

Ann led the HLA/ALIA Workforce and Education Research Project which reported on the skills, professional responsibilities and competencies for the current and future health librarian workforce in Australia, and which has underpinned the upcoming pilot of the health librarian specialist certification in the ALIA PD scheme. She is passionate about health librarians being proactive in reshaping their profession to keep pace with changes in the health environment, particularly regarding workforce and professional development requirements, new technologies, and service delivery to align with the business of their organisations.

I am delighted to hand over the convenor's role to Ann who brings a huge amount of knowledge, experience and wisdom to the position.

Regards,
Suzanne

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LEFT to RIGHT
Ann Ritchie and
Suzanne Lewis

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INTRODUCING HLA'S NEW CONVENOR

Sharpening the focus

Incoming convenor of Health Libraries Australia, Ann Ritchie, talks about principal areas of interest and activity for HLA in 2013.

... our professional development offering and our commitment to you:

HLA will provide strategic direction and leadership through its research-based programme offering of relevant, high quality, and affordable professional development events, underpinned by a health-specific competency framework and facilitated by ALIA's PD scheme and administrative system.

In February this year we announced a new health specialisation to be implemented in conjunction with a revamped ALIA PD Scheme. By registering for the health specialisation in their PD Scheme profile, health librarians and technicians can put themselves on track to become ALIA certified professionals in health, on a par with other health information professionals. If you want to become part of the first intake of 'health specialists', now is the time to take this step.

Of course, being part of a PD Scheme is not the end game! Neither is attending a training program, conference, workshop or course an end in itself. There are reasons that we undertake professional development and these relate to the ultimate goals of improving the health of our communities, contributing to the outcomes of our organisations, and achieving our own career aspirations.

Updating our knowledge and skills, and increasing our capacity to improve the quality of the information services we deliver have everything to do with achieving these ultimate goals.

But how do we ensure that learning is put into practice, that there is an impact on service delivery in health, and what are the critical success factors for a making sure that CPD offerings 'hit their mark'?

Recent UK research[1] from the General Medical Council (GMC) about the impact of CPD on patient care and service delivery says that learning is more likely to be put into practice if there are strategic drivers and local/organisational support. The research identified nine factors facilitating implementation (p19):

- CPD was part of a bigger process i.e. tied into PDPs and appraisals
- Strategically driven
- The importance of reflection
- Leadership and the Role of Royal Colleges
- Able to test or practise new knowledge or skills without fear of exposure
- Role of Deaneries
- Case based /audit
- Benchmarking
- Financial incentives to implement learning

The research also listed examples demonstrating the impact of CPD and noted that impact was more readily identified if it was part of a larger service improvement project (p35).

(The GMC is currently driving a revalidation initiative for general practitioners in the UK, and their activities and research provide analogous examples and evidence to guide HLA's revalidation and certification efforts.)

Our own HLA Workforce and Education research[2] into the requirements for knowledge and skills for the health library workforce now and into the future found that health librarians and managers wanted CPD opportunities that are relevant, high quality and affordable. The highest priority development areas related to competencies to fulfill professional responsibilities in the areas of health informatics and resources management, followed by reference, curricular design, and research methods. And the majority of respondents supported the introduction of compulsory CPD!

So with the introduction of the health specialism in the PD Scheme, the first step in a

systematic approach to achieving tertiary qualifications with ongoing CPD requirements for certified health library professionals, this is our professional development offering and our commitment to you:

HLA will provide strategic direction and leadership through its research-based programme offering of relevant, high quality, and affordable professional development events, underpinned by a health-specific competency framework and facilitated by ALIA's PD scheme and administrative system.

What do you need to do?

- Map out your PD objectives and plan in conjunction with your manager and aligned with your organisation's business drivers and service improvement projects;
- Identify, undertake and reflect on PD events relevant to your needs;
- Register for HLA's health specialisation certification in the ALIA PD Scheme.

A couple more things to add:

- Some professional reading that will bolster your PD efforts – see the recently published article on using eportfolios to support health librarians' CPD by Narelle Hampe and Suzanne Lewis[3] (which I am very pleased to report is on open access for the next six months through *The Australian Library Journal*)
- We have a PD Day organised to be held in Adelaide, Friday 19th July – the theme will be 'The Value Proposition'. We promise that this will be relevant to your needs for knowledge and skills development, of an extremely high quality, and affordable for anyone's budget (the registration will be minimal, you will need to commit to being there).
- Our new committee is brimming with enthusiasm – please contact any of us for information about what's going on, or to give us feedback about what you'd like to see.

And a final word:

A very big thank you to our outgoing convenor, Suzanne Lewis, who has done a brilliant job of maintaining a strategic focus on the things that matter to you most – delivering relevant, high quality and affordable professional development events – the PD Day in Sydney and the Australian Evidence Based Practice Librarians' Institute – and in keeping the endorsed recommendations of the Workforce and Education Research on the agenda for the benefit of health librarianship in Australia. Our thanks also go to our two retiring office bearers who thankfully will remain on our committee (Cheryl Hamill, ex-secretary, and Laura Foley, ex-treasurer). We have the foundation for a high-achieving 2013 and onwards.

Ann Ritchie
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2 Health Libraries Australia. Final Report Health Librarianship Workforce and Education: Research to Plan the Future (May 2011).

3 Hampe, N. and Lewis, S. 2013. Eportfolios support continuing professional development for librarians. The Australian Library Journal 62 (1), 3-14. http://dx.doi.org/10.1080/00049670.2013.771766

ALIA HLA

see page 12 for further information

DIARY ALERT
The Value Proposition – HLA PD Day

Mark the date in your diary and book your travel and accommodation – HLA are hosting another Professional Development Day. This time it is Adelaide's turn and the day will follow on from the Health Information Conference (HIC 2013).

Theme: **The Value Proposition**
Date: Friday 19 July 2013
Venue: Robson Lecture Theatre, Frome Road
          Royal Adelaide Hospital

AN ANNE HARRISON AWARD PROJECT

Census update:
HELP US TO HELP OURSELVES!

Melanie Kammermann gives us an update on the forthcoming Australian Health Libraries Census. Now is the time to show who we are what we do.

As most of you are, hopefully, aware by now, the 2012 Anne Harrison Award is being used to develop and conduct a census of Australian health library and/or information services along with self-described health librarians working outside the traditional library setting.

The main purpose of this census is to collect fundamental demographic data about:

1. health libraries and/or information services – type, location, setting, etc., and
2. the health library workforce – FTEs, headcount, vacancies, gender, workforce inflows (graduates in) and outflows (retirements), etc.

In addition, we seek to capture some basic information about service provision.

While specific details of the project have been outlined previously[1,2] it is worth reiterating how much the census, especially if repeated periodically, could potentially benefit the reader, as a health librarian.

In the current, financially difficult environment, with health libraries under more pressure than ever before to justify their existence to funding authorities, it is imperative that our professional lead body, Health Libraries Australia (HLA), has the most recent, comprehensive and accurate data on the range, operations, services, staffing and locations of health libraries and librarians Australia-wide. This hard data will underpin our lobbying and promotional efforts with the appropriate agencies and individuals of influence crucial to securing our long term future. Health librarians must develop strategies on how health libraries can increasingly deliver enhanced and carefully calibrated information services that demonstrably produce better patient care outcomes and more cost-effective, safer health care for Australia.

To achieve this we need the widest possible responses to the census survey when it is launched. Help us to help ourselves!

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QUEENSLAND HEALTH UPDATE

Our correspondent reports on recent happenings with colleagues in Queensland Health.

Major changes have been implemented within the Queensland Health environment. Last year, Central Library ceased with a loss of positions. Some of the staff moved to the Clinical Knowledge Resources, providing management for the online service Clinicians Knowledge Network (CKN) portal.

Budget reductions across the State Government sector have seen Hospital and Health Services reduce staffing and costs. To date, six professional, one para-professional and 1.5 administrative positions have been abolished. Changes have also occurred in other areas. In the North Brisbane area, the Primary and Community Health Service Library has closed and moved to an online library service and become the Subacute and Ambulatory Service Library Service. The Library Technician position has been abolished and the Library Service is now an OPL. On the good news front, two new hospital libraries have been opened in this area, The Prince Charles Hospital Library and the Caboolture Hospital Library.

All the Queensland Health libraries are operating on reduced budgets. There have been major cuts made to the journal budget and a return to Health Services directly funding titles required by their clients. Moves are underway to re-establish the Libraries as a cooperative, something that broke down last year. The new movement is based on respect and appreciation for the professional knowledge of all library staff involved. This should enable the group to once again become a productive force focused on providing the best client – and ultimately patient – support.

Do you want to share what is happening in your area? Email hla_news@hotmail.com

Editor's NOTE

I don't know if I am getting older or if I really don't have enough hours in the day. (Goodness, I sound like my grandmother!) Isn't it funny how when you are younger, a year seems to take for ever. Here we are now in June and to me it only seems like I just sent out the March edition of HLA News!

I take this opportunity to say thank you to Suzanne Lewis for your inspiring leadership as Convenor and to welcome Ann Ritchie as our new Convenor. There is a lot happening within our health libraries and this issue gives you, our reader, an opportunity to plan for your professional development, participate in replying to the Townsville Health Library team's scenarios and find out what is happening in my home state of Queensland.

As always, I welcome contributions from our readers – without you, we do not have a newsletter. Enjoy this issue and remember to provide feedback on any of the articles of interest to you.

Jane Orbell-Smith
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TIPS & TRICKS
DOIs

DOIs "Digital Object Identifiers", are a means to identify content and provide a persistent link to its location on the Internet. DOIs are publisher assigned and made available electronically. DOIs begin with a 10 and contain an organisational identifying prefix and a publisher assigned suffix separated by a slash.

CrossRef provide a useful DOI converter – if you have a DOI that you can not locate, enter it into their DOI Resolver, see: http://www.crossref.org/
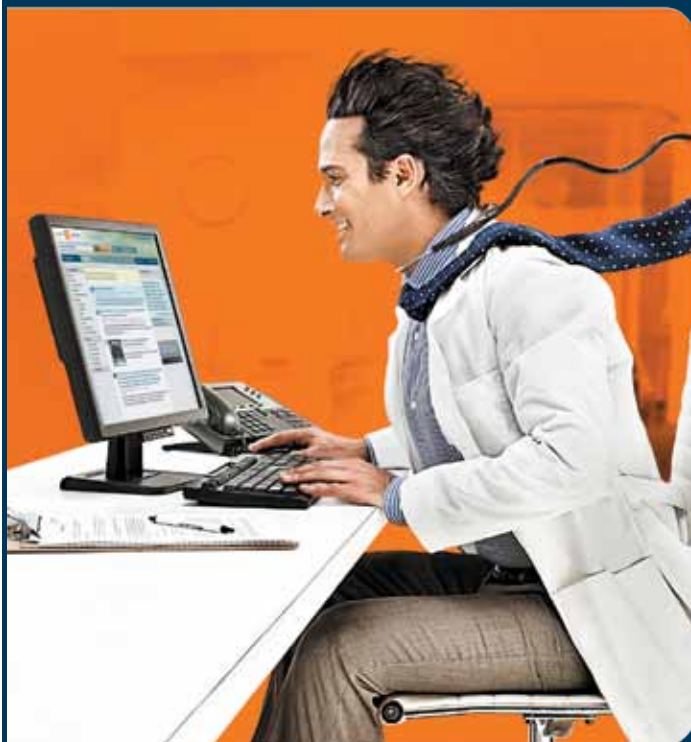
They also provide a free DOI Lookup http://www.crossref.org/guestquery/

Be sure to check out CrossRef's interesting Labs page. This is the spot for "techies" as it provides access to projects that are in development. Please take note of the warning at the top of the page! http://labs.crossref.org/

Lastly, did you know that you can turn a DOI string into a URL by appending the DOI string to http://dx.doi.org/?

NEW SERVICE PREVIEW

Primary Health Care
SEARCH FILTER

Developed by the Primary Health Care Research and Information Service at Flinders University in South Australia, the recently launched Primary Health Care Search Filter allows for quick and easy information retrieval. Mary-Ann Came provides this introduction to the project.

The Primary Health Care Research and Information Service (PHC RIS) is a national primary health care organisation based at Flinders University in Adelaide. PHC RIS works in partnership with stakeholders in the primary health care community to generate, manage and share quality information and knowledge that informs and influences policy and performance in primary health care.

PHC RIS recently launched the Primary Health Care (PHC) Search Filter which aims to assist researchers, policy makers, practitioners and anyone interested in primary health care to find the primary health care information they need.

The PHC Search Filter was developed as a joint project with Flinders Filters. Easily accessible from the PHC RIS website home page, the PHC Search Filter provides quick and easy access to primary health care literature using real-time searches of PubMed, a free database accessing references and abstracts on life sciences and biomedical topics.

"We know that the available literature is growing exponentially. The PubMed database has over 21 million citations in total and is growing at over 500,000 per year. This makes it increasingly difficult and time-consuming for researchers to access the information they need themselves," said PHC RIS Director, Professor Ellen McIntyre.

"The PHC Search Filter allows researchers to access information using topic searches around a particular health care topic or concept. Currently the search filter has 12 topic searches and allows users to use either a One-click Search option around a topic or a Build-your-own topic search option using their own keywords," she added.

The PHC Search Filter was developed in the Ovid Medline platform with an extensive methodology comprising five phases including: constructing a 'gold standard' set of PHC-specific articles; identifying relevant index terms and textwords; testing combinations of search terms; assessing the search strategy which performed most effectively and translating the filter for use in PubMed to enable 'one click searching'.

The PHC Search Filter was evaluated four months after its launch. The evaluation included an online survey with individuals invited to participate. The survey provided details of the overarching benefits and positive response to the tool as well as directions for further refinement of the Search Filter. The key findings from the evaluation noted that the PHC Search Filter reduces the burden associated with literature searching, increases the value of the results that are received and provides a useful resource to improve the likelihood of incorporating evidence into policy and practice.

Building a successful search relies on some knowledge of the searching processes for best results. While there is no such thing as the perfect search, the PHC Search Filter is an effective real-time search of a large freely available bibliographic database.

The PHC Search Filter can be accessed at www.phcris.org.au/phcsearchfilter

Watch the PHC Search Filter demonstration video at http://www.phcris.org.au/phcsearchfilter/video.php

Mary-Ann Came
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MORE NEWS FROM THE CENSUS PROJECT TEAM
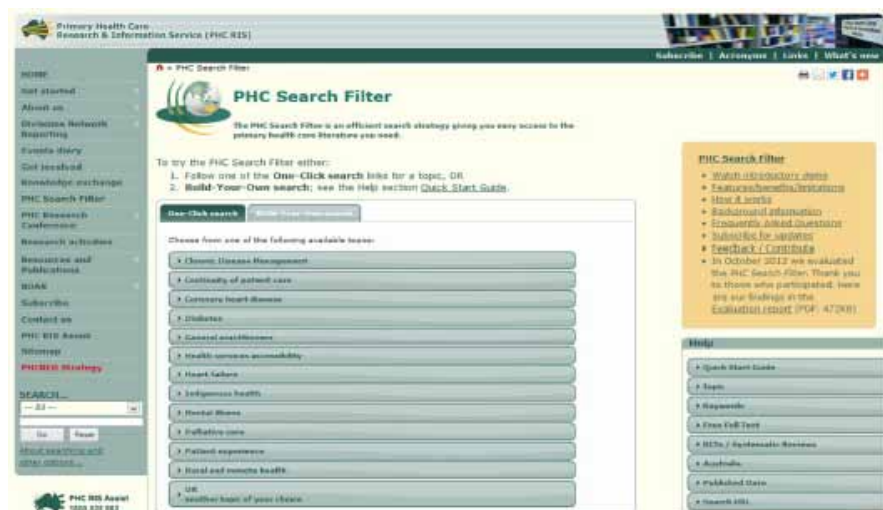
RECIPE FOR DAHL
Directory of Australian Health Libraries

Melanie Kammermann reports on another exciting development stemming from the Australian Health Libraries Census project – the potential for a Directory of Australian Health Libraries (DAHL).

A secondary outcome of the census project is the development of a Directory of Australian Health Libraries (DAHL). Since the last reported update[1], work has been progressing to assemble a comprehensive list of Australian health libraries. The primary source of this list is the Australian Libraries Gateway [ALG][2], specifically entries listed under the Health/Medical category. These entries are also being cross-checked against other listings, such as the database produced as part of the 2002 Australian Health Libraries census[3] and the 9th edition of the Australian Libraries Essential Directory (ALED9)[4]. [The GRATIS membership listing was not available for the purposes of this project.] At this stage, the level of detail noted for each library's entry is relatively basic and only as current as the data available. All library entries will be fed into the census database and respondents, responsible for completing the census, will also be requested to update and expand their library's directory entry. Pre-feeding library details into the database will also allow us to track response rates more accurately.

I invite you to look at one impressive example of a directory of health libraries and ask if this is something the Australian health library sector might like to aim for. The Health Library and Information Services Directory (HLISD) (http://www.hlisd.org/index.aspx) is run by SHaLL, the Strategic Health Library Leads, and the CILIP Health Libraries Group, in the UK[5]. The HLISD has over 850 library entries and over 1,000 names in its Contacts field.

As we all know, one of the great difficulties with directories is maintaining their currency. The HLISD is managed by a part-time (recently increased to 14 hours per month), remunerated coordinating editor who oversees a network of between 40 and 50, voluntary, group and local editors. Group editors take responsibility for updating a group of entries while local editors maintain single entries. While not perfect, the coordinating editor of the HLISD believes this model works reasonably well[6].

In this technological age I don't believe directories will necessarily be used the way they once were. However, for the purposes of bona-fide research and general communication, I see enormous benefits from having a well-maintained directory. From my own experience it would have saved me an inordinate amount of time and expense had a comprehensive and current list of Australian health library and information services been available to me. That's time and money that could have been better spent on developing other areas of enquiry. From the perspective of our peak industry body, Health Libraries Australia, the ability to reach the sector as a whole, or even specific sub-sectors, for the purposes of education, promotion and lobbying, are significant.

So, again, when the time comes, please help us to help ourselves by updating your service's entry in the census database.

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Read HLA News online!

Members have access to the latest and back issues of HLA News at
www.alia.org.au/enewsletters/alia-health-libraries-australia-news

MOVING TO A BUSINESS MODEL
Royal Children's Hospital Library

Over the past year, the Royal Children's Hospital in Melbourne has seen major changes including the introduction of fee for service. Their Library Manager, Cathy Gatt, reports.

September 2012 saw staffing at the RCH Library reduced from 4.8 equivalent full time (EFT) to 2.8EFT. A threatened further reduction to 1.8EFT was prevented with a development and implementation of a new business model.

The Library's aim is to maintain core services to internal clients, being the staff and students of the Royal Children's Hospital and those of our campus partners, the Murdoch Children's Research Institute and the Department of Paediatrics of the University of Melbourne. To this end, there have been changes to services for internal clients and the introduction of services for external clients.

Service changes for internal clients:

- Increased printing, copying and document delivery charges.
- Weekly newsletter now fortnightly, with high effort / low reward areas omitted.
- Introduction of charges for training and for non-work-related literature searches.
- New charged document services, including faxing, laminating, binding, document formatting and editing, and Endnote formatting.
- Reduced purchases and subscriptions. This has resulted in the loss of some core material due to the cuts being made after the majority of 2013 renewals had been processed.
- Reduced desk service hours to 9am-4pm Monday-Friday. All staff and students have 24x7 access to the Library.

While the changes were necessary they have also presented a business opportunity enabling us to offer services beyond our core client groups. The RCH Library has introduced the following fee-based services for external clients:

- **Library membership** is now open to anyone. Members will have borrowing rights and enjoy discounted rates for literature searches, training, document delivery and other benefits depending on the level of membership.
- **Literature searching**: we will search the literature and provide relevant citations for your project.
- **Training courses**: join our hands-on tutorials in Ovid and EbscoHost databases, PubMed, EndNote and the Cochrane Library.
- **Office services**: we can print, photocopy, scan and bind documents for you. We also offer Word editing and EndNote formatting services.

The Library extends an invitation for you to refer clients whose needs can't be met – we would value their business.

The impact of the changes on internal clients is yet to be seen, and we don't know how successful our new business model will be. Feedback will be sourced directly from our clients via a survey over the coming year.

Please see our website for further information of our new services at www.rch.org.au/library

Cathy Gatt
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Scenario Three

A staff member left her daughter who was under 12 years of age unattended in the library. The young girl was quietly occupied with a laptop computer and when questioned why she was in the library, she said that her mother was working. On checking with the mother later that morning, she said that even though her husband was at home the child preferred to wait in the library.

What would you do? Interrupt the mother's clinic and request that the child be taken off the premises? Call Security to remove the child? Suggest child care fees are payable? Invoke the Code of Conduct? Threaten to report the mother to the police, for not leaving a minor in the care of a responsible adult or Blue Card holder? Demand the mother apologise for not discussing the child's request with the library manager? *Or...*

Scenario Four

While in the hospital café which is situated close to the library, a patient noticed on his iPad that there was library WiFi access. On entering library, he asked if he could use the WiFi. On being told that the WiFi access was only for the use of staff and students, he left. Several minutes later, a library staff member observed him standing outside the library door using the WiFi on his iPad. The library has signs displaying the login

details, so the patient must have remembered the details when he was previously in the library.

What would you do? Explain the contractual reasons why patients and members of the public are not permitted to access WiFi in the hospital? Confiscate the iPad? Ask IT staff to adjust the WiFi signal so it is not visible in the café? Do nothing, for fear the patient may become aggressive? Call Security? *Or...*

Scenario Five

A member of the public entered the Library and requested WiFi access. She was politely informed that the library was only for the use of Queensland Health staff and students. As the person exited, she was heard to loudly swear at the staff member.

What would you do? Run after the person and demand an apology for the abusive language? Demand the person's name and threaten to see your lawyer? Feel too stressed to come to work the next day? Request exemption from service desk duties? *Or...*

Scenario Six

A hospital staff member brought to the Library two international medical students who were on placement at the hospital. They had arrived to find that the accommodation arranged by the host organisation was unavailable. It was hoped the students could find accommodation using the internet.

What would you do? Provide computer access, leave the students to access the internet and then return to your waiting patrons? Suggest the students find empty beds in a ward? Offer beds in your own house? Would you charge? Offer sleeping bags in the corner of the library? Google to the rescue, with the added value of local knowledge of bus routes? *Or...*

How did we handle these scenarios? Well, we are not going to tell you yet! First, please tell us how you would have responded to these challenges, and we will conclude the story in the next issue of the HLA News.

The authors and the Editor invite you to JOIN THIS DISCUSSION by emailing the Editor at HLA_News@hotmail.com – collated answers and suggestions from our readers will be included in the next issue of HLA News in which the authors will share their responses to these real life scenarios.


ABOUT THE AUTHORS

The authors are part of the Townsville Health Library staff. Principal author, **Lynette Grevsmuhl**, is a Library Technician, **Bronia Renison** is the Library's Director and and **Mayah Cvetic** is a Library Assistant.

PHOTO (left to right) –
Bronia Renison, Mayah Cvetic and Lynette Grevsmuhl

LIBRARY AND INFORMATION WEEK 2013

Ballarat Health Services Library
POSTER SUCCESS

Gemma Siemensma descibes how Ballarat Health Services Library worked with 2013's Library and Information Week theme, "Share your story", and the great reception their simple but effective poster designs produced.

This year the theme for Library and Information Week was "Share Your Story". To capture this we decided to ask our library users to fill in a short form asking for any positive or negative comments, questions or feedback they may have. This was completed during Library and Information Week and users then went into the draw to win a copy of a popular ECG book. The "Share Your Story" theme worked well for us as it allowed us to garner some positive comments to use for later marketing and also highlighted areas where the library could improve. Comments included numerous mentions of "friendly", "helpful", "awesome staff", "invaluable service" and "great collection". Areas for improvement were WiFi (something we've tried to get for years). There were even a few poems thrown in too!
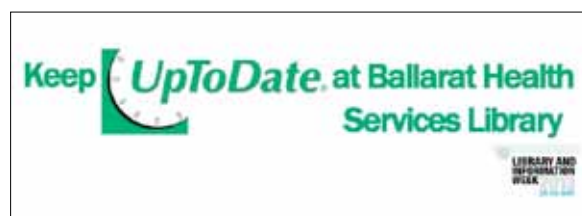
In the lead up to Library and Information Week we also did some marketing. This included making and distributing posters throughout the organisation (posters designs are reproduced on this page).

Individual designs were also released one at a time in our internal staff newsletter and during Library and Information Week the library was the feature article. The posters were a hit! Initially we had about a dozen to choose from and we narrowed it down to these three. Though I wish I could take all the credit the idea was sparked from a Milwaukee Public Library advertisement and we tweaked it accordingly. In reality these were very small tasks that we carried out but they had high impact.

The thinking cap is on for next year so I'm hoping other libraries have great ideas we can beg, borrow and steal from to keep this momentum going!

Gemma Siemensma
Library Manager
Ballarat Health Servicesgemmas@
bhs.org.au

Write for HLA News

If you are thinking about writing as a professional development exercise or to report on research you have undertaken, consider writing an article for HLA News.

Review our Guidelines at

http://www.alia.org.au/sites/default/files/documents/our-communities/HLA.News_.Author.Guidelines_1.pdf

HLA News is indexed by RMIT Publishing and appears in CINAHL and The Online Librarian.

REGISTRATIONS NOW OPEN

HLA PD DAY – Friday 19 July
THE VALUE PROPOSITION

The Value Proposition – a three-pronged approach to demonstrating the value of health libraries and health librarians – research, marketing, advocacy.

ABOUT THE PROGRAMME

The opening keynote address, will be delivered by **Andrew McDougall**, Principal and Partner, SGS Economics & Planning, who have been commissioned by ALIA to analyse the data from the recent survey of health and special libraries. If ongoing funding is to be secured, health librarians must be financially literate and able to demonstrate the economic value of their services.

Andrew will demystify some of the key concepts such as cost benefit analysis and impact assessment, and explain some of the tools we can use to present economic data convincingly. The advocacy thread will be picked up by **Sue McKerracher**, ALIA Executive Director, in her closing address about how the health library survey results can be used to advocate for health libraries.

Cheryl Hamill (Fremantle Hospital) will show how the HLA Census research data will add to our evidence base and knowledge of the health professional workforce.

Research services are built on the expertise of health librarians – learn from the leaders in our field about how to support research and construct expert search filters (**Ruth Sladek**, Flinders University, **Sarah Hayman**, CareSearch, **Megan Neumann**, The Prince Charles Hospital, with a speaker (tbc) from the university sector on managing eresearch data). This work contributes to our organisations' intellectual property, adds value to our collections, and enables our clients to get on with their work.

And yet librarians whose information expertise underpins the evidence base which supports the work of clinicians and researchers, are invisible – the way we market ourselves is critical. Updating our specialised skills and maintaining our CPD as health information professionals is a marketing strategy and constitutes the second prong in the approach to demonstrating value. The paper by **Narelle Hampe** and **Suzanne Lewis** (Central Coast Local Health District) shows how eportfolios can support our PD efforts. The Health Specialist PD Scheme will be launched in a Q&A Session when questions can be posed to ALIA's PD Assistant Director, **Judy Brooker.**

Ann Ritchie, HLA Convenor
Cheryl Hamill, Programme Organiser

**For more information and
to register for this event visit**

http://www.alia.org.au/events/1425/health-libraries-australia-pd-day-value-proposition

Collaborative Return on Investment (ROI) Project

ALIA, Health Libraries Inc., Health Libraries Australia (an ALIA group), AGLIN and the Australian Law Librarians' Association are collaborating on an initiative in conjunction with SGS Economics and Planning to assess the return on investment of health, government, law and corporate libraries.

The project follows from the Questions of Life and Death report that ALIA and Health Libraries Inc. collaborated on last year that investigated the value of health library and information services in Australia. The project is especially important in the current tight financial environment, with special libraries facing strong competition for funding. We ask that library managers complete a short survey which will be hitting their inbox soon so that we can build a strong business case which supports the vital work that health libraries perform.

Gemma Siemensma
Library Manager
Ballarat Health Services
gemmas@bhs.org.au

The Prince Charles Hospital Library
READY FOR THE FUTURE

In this issue we hear from closer to home and a good news story to boot. Chris Parker takes us on a tour of The Prince Charles Hospital Library's new home, a fantastic facility within the Hospital's Education Centre based at Chermside on Brisbane's Northside. It is a reminder that the journey is as important as the destination and an opportunity to join in celebrating the library service's 50th birthday.

In May 2000 the theme for Library Week was 'Libraries... here for the long run'. At that time I wrote a piece for the hospital newsletter. The library was moving to a new location, so I wrote of the history of this library which was first mentioned in the hospital annual report of 1962/63. Fifty years after its creation, the library has been relocated again to a position that I hope will see it continue for many years.

The recent move was conceived about three years ago when hospital management needed to create a Medical Officers Common Room to meet Industrial Award requirements. At the same time, the newly created University of Queensland Northside Clinical School was looking for a permanent head office. I proposed that these two facilities and the Library should be co-located to take advantage of common synergy. Doctors could "drop-in" as they passed by the library on their way to the common room, and the students of the Clinical School could have a space immediately available for them to use after their lectures. My proposal was accepted.

During the design phase, the Northside Clinical School agreed to provide 50 square metres of its allocated space, supplementing 50 square metres of library space to create an open lounge area that would be available 24/7 to all hospital staff and students of the Clinical School. The space has been fitted out with a 40-inch touch screen monitor that connects to the Internet, acts as a TV and can wirelessly connect to mobile devices. The furniture was made to order in a variety of bright colours that I hoped would attract clients like bees to beautiful flowers. The "Oh, Wow!" comments from clients as they step out of the lift and enter the library confirms my expectations.

The collection, computers and media booths are separated from the main lounge area by a glass wall and doors. This allows the collection and computers to be secured when the library is closed, but also allowed the two spaces to seem that they were one. Noise levels are low. The media booths are designed to sit six people in each, and I already have educators and small project teams wanting to book them. Each booth comes with a 40-inch monitor and Blue Ray player. Clients can choose to watch TV, watch a DVD, and can wirelessly connect to the monitor to display the screen of their mobile device (laptop, phone or tablet devices). Sound from the TV is kept to a minimum by use of a short range FM transmitter, allowing the client to use their own headset with their own radio or Smart phone. The collection now consists of approximately 5,000 items (we discarded 10 tonne of print journals before the move) and separates the media booths from the study carrels.

At the time of designing the library I had noted that a maximum of five people utilised the study carrels in the old library. There is always a lag time between designing and building, and during this lag I introduced free wireless internet access to all staff and students. Over the last 12 months, the use of the wifi has increased to the extent that 20 study carrels were concurrently used each day. This is a vast increase, and we will need to monitor client reaction to the new spaces.

Technology is a major feature of the new library. The library has purchased a fleet of five iPads and five mini iPads that we plan to lend to staff. These will be loaded with a variety of apps relevant to health care (eg. anatomy); ePubs created by the hospital's Medication Education staff; electronic books; RSS feeds from popular journals; newspapers; and our clinically focussed Libguides (http://tpch.qld.libguides.com/) .

In May 2000 I ended my newsletter article to hospital staff with the following statement that I believe is still relevant: "As the library moves into the new location, and the future, I'm confident that you will find us utilising all our knowledge and skills to keep this library service relevant to your needs. We intend to have a library that is "here for the long run." I hope that you make good use of the new modern library that is now available to you."

On the occasion of the 50th Birthday of TPCH Library, I would like to acknowledge the role of past and present permanent staff of the library. They have been instrumental in keeping the library services of TPCH relevant to the clinicians and an asset to the health service. They are: H, Absolon (first Librarian), Joanne Bottcher (second Librarian), Alice Fraser (third Librarian), Mary Ann Ross (fourth Librarian), Lyn Waller (Library Assistant), Faye Bray (Library Technician), Virginia Jones (Client Services Librarian), Fiona Winston-Brown (Client Services Librarian) and Megan Neumann (Client Services Librarian). It has been a long run, but we're not tiring yet!

Chris Parker
chris_parker@health.qld.gov.au

ABOUT THE AUTHOR
Chris Parker has been Manager, Library Services at the Prince Charles Hospital in Chermside, Queensland, since 1996.

The Australian EBP Librarians' Institute will take place again this year in Sydney from 19 to 22 November.

This residential seminar is an introductory, three day course covering the steps required for evidence based practice (EBP). The course is designed and taught by health librarians and is directed towards health librarians who need to support EBP in their institutions. The program allows librarians to work together in a relaxed and supportive environment. It combines general content and large group engaging lectures and small group interactive sessions to practise basic concepts of EBP. During the three days you will have the opportunity to acquire the knowledge and skills needed to support evidence-based practice.

The residential component is an essential part of the institute. Staying onsite helps to achieve a relaxed, informal learning environment and has proven to be successful based on previous experience of running the Institute in Australia and the USA.

Places are limited to 24 participants. Those first to register and pay will secure a place.

Details about the Institute are available from the Institute's website at http://guides.is.uwa.edu.au/content.php?pid=438274&sid=3588136

SPECIAL ANNOUNCEMENT

HLA/HCN Innovation Award
2013 WINNER ANNOUNCED

Applications for the 2013 HLA/HCN Health Informatics Award closed at the end of April. With another worthwhile winner this year, HLA look forward to a continued partnership with HCN in promoting the innovations undertaken by Australian health libraries.

We are pleased to announce that the winner of the Award for 2013 is Narelle Hempe and Suzanne Lewis, for 'The e-Portfolio Project', based at the Central Coast Local Health District Library.

The CCLHDL team members have won $3000 with support from Health Communication Network (HCN) and Health Libraries Australia (HLA) and will be presented with the award at the HLA Professional Development Day in Adelaide on July 19th by Allison Hart, Manager, Knowledge Solutions at HCN.

The winning abstract is reproduced below and an article has recently been published on the project: Narelle Hampe & Suzanne Lewis (2013): E-portfolios support continuing professional development for librarians, The Australian Library Journal, 62(1), 3-14.

The purpose of the HLA/HCN Health Informatics Award – generously sponsored by HCN – is to acknowledge excellence and innovation in performance by an individual information professional or team. It provides an opportunity for those working in the Australian health and biomedical library and information sector to showcase innovative projects which, through the use of health informatics or web technologies contribute to or support improved health outcomes.

The Award's selection panel would like to encourage all members to consider their own innovations for the Award for 2014, as a way to share ideas and receive recognition from peers, as well as elevate the achievements of the library service within the award winner's organisation.

The E-Portfolio Project

BACKGROUND

Staff of a small health library were undertaking continuing professional development (CPD) activities, but with minimal recording of CPD and no structured approach to reflection on learning derived from these activities. In the wider context, most health professions in Australia are now required to undergo regular revalidation of professional qualifications, including producing evidence of on-going CPD.

OBJECTIVE

A workplace project to implement and support an e-portfolio tool for library staff was undertaken with the following objectives: to provide an online tool to record CPD and store documentary evidence; to encourage active reflection on CPD activities; to assist staff to prepare for their annual performance development and review; and to encourage staff to undertake CPD.

METHODS

A literature search was conducted, followed by a needs analysis which included a pre-implementation survey of library staff. Once an e-portfolio platform was selected, accounts were purchased for all staff and training sessions were provided in the use of the product and reflective practices. Finally, a post-implementation survey and semi-structured interviews were carried out to evaluate the implementation stage of the project and scope the future development of the project.

RESULTS

The pre-implementation survey identified a range of behaviours and attitudes towards CPD among the library staff. The post-implementation survey indicated that awareness of the importance of CPD had risen for some staff and continued to remain high for others. The majority of staff are engaging with the e-portfolio as a tool for supporting CPD, with various elements and functions within the software being explored and used by different staff for a range of purposes. The reflective component of CPD seemed to be the most challenging part of the process for some staff, and the most interesting for others.

CONCLUSION

This on-going project has achieved two of the four objectives to date, namely to provide library staff with an online tool to record CPD and store documentary evidence, and to encourage active reflection on CPD activities. The project will be further evaluated after 12 months when renewal of the e-portfolio accounts will be due, to assess whether having the e-portfolio has assisted staff to prepare for their annual performance development and review and has encouraged staff to undertake CPD. An e-portfolio is one tool that can be implemented relatively cheaply and easily to facilitate library staff to not only record CPD participation but also to reflect on learning, identify gaps in professional knowledge and skills, and plan for career development.

HEALTH SERVICES
MANAGEMENT DEVELOPMENT

RMIT Publishing encourages readers to check out a recent article by David Ritchie and Margaret Yen about the balance of skills, knowledge and experience necessary for effective management.

Concern with the performance of health systems is not a new phenomenon. Governments are concerned with containing expenditure, while health systems are dealing with rising consumer demands in regard to wait lists, wait times and the quality of care provided. The Australian media have highlighted consumer complaints linked to adverse outcomes. This scrutiny has resulted in several formal inquiries into the performance of individual health professionals, healthcare services and systems. The recommendations following these inquiries include strengthening clinical leadership and governance, improving the provision of care to particular clinical groups, and developing the healthcare workforce.

With organisational structures of health organisations changing, managerial positions and roles will also change. The educational preparation for these positions and roles will need to be redeveloped while the core foundational knowledge should remain similar between the various academic institutions. In Health services management development: what formal knowledge should support the skills and experience required?, David Ritchie and Margaret Yen define greater differences in what are deemed to be core foundational areas of knowledge required in specialist management development between academic programs. As management development requires a balance between knowledge, skills and experience, and information from a variety of sources, health librarians can actively contribute to finding suitable solutions to the changing development needs of its clients.

Read the full article now http://search.informit.com.au/fullText;dn=256969862636712;res=IELHEA

Not subscribing to the Informit Health Collection yet? Request a trial now http://informit.com.au/trialquote/default.asp and use the promotion code HLA June 2013

For information about the Informit Health Collection please visit http://www.informit.com.au/health.html or contact their Sales Team via email: sales@rmitpublishing.com.au or phone +61 3 9925 8210.

Anne Harrison Award

The Anne Harrison Award is a biennial Award for Australian health library and information professionals. The next Award will be offered in 2014. Funding supports:

1. Research projects that will:
   • increase the understanding of health librarianship in Australia, or
   • explore the potential for the further development of health librarianship in Australia

or

2. Projects to enrich the knowledge and skills of Australian health librarians, to help support:
   • an approved course of study or study tour, or
   • a publication in the field of Australian health librarianship, or
   • continuing education courses, including meeting the expenses of overseas speakers.

For further information on the Award and application guidelines please visit
http://www.alia.org.au/about-alia/awards-and-grants/352/anne-harrison-award

MEMBER SPOTLIGHT

JANE ORBELL-SMITH
FAST FACTS

HLA member since:
1990

First professional position:
Library Technician, Arid Zone Research Institute, Alice Springs (NT)

Current Position:
Librarian, Subacute and Ambulatory Services, Metro North Hospital and Health Service (Qld)

Education:
Associate Diploma Library Technology (Edith Cowan University) Bachelor of Arts Library Science (Charles Sturt University) Diploma of Management, Diploma of Business. Currently studying E-health (University of Tasmania)

Favourite Website or Blog:
Krafty Librarian, Librarian in Black, Crikey.com

Current Position
Librarian, Subacute and Ambulatory Services, Metro North Hospital and Health Service (Qld)

What do you find most interesting about your current position?
Constantly changing environment and the value my organisation places on the skills I bring to table.

What has been your biggest professional challenge?
Losing library space and moving to online presence – how to continue to engage with clients and where to provide training.

How did you join Health Librarianship?
Always a dream – to me health librarianship is the pinnacle of librarianship.

What was your previous employment background?
I was a library technician prior to becoming a librarian – the practical component of that training in conjunction with having a tremendous mentor in my first supervisor, Lyn Johnson, gave me the skills to move on to supervise staff and run a library. I have worked in Special, Joint-Use Public/High School and Tertiary Libraries. The agricultural science and natural resource component stood me in good stead for the shift to health.

What would you do if you weren't a health librarian?
Work in the horse racing industry or be a milliner.

What do you consider the main issues affecting health librarianship today?
The ever shrinking health budget and the ongoing battle to ensure administrators understand the role health librarians have to play in making a difference to patient or client health outcomes.

What is your greatest achievement?
I believe it is yet to come.

What is your favourite non-work activity?
Attending horse racing – there is nothing like having a horse you own win a race!

What advice would you give to a new member of Health Libraries Australia or a new graduate information professional?
Maintain your professional development. Take any opportunity that comes your way, they often lead to even better things. Actively participate in your professional body. Remember there is a learning opportunity in most things you do.

Anything else you would like to share about yourself?
I have a market stall – "Roan Filly: Pins & Things" – selling hats, fans and other lovely things. (It's on Facebook.)

LEFT – Jane's new two year old standard bred pacer, Barney Rebel harnessed up for the first time.

LIBRARIES INTERACT
Blog Central for Australasian Libraries

Affectionately known as 'lint', Libraries Interact is a collaborative blog for Australasian libraries.

The blog welcomes library related:
- reflections
- job postings
- notifications of events
- pointers to interesting sites
- discussion of the biblioblogosphere

Participation rules are simple: be succinct, interesting and credit your sources, do not violate Copyright, laws or decency and do not use for commercial postings.

This is another way you can share what is happening in your library service.

Sign up and join the conversation online at:
http://librariesinteract.info/

HLA e-list

Keep up to date with happenings in the Health Information world by subscribing to the aliaHealth elist.
To register, complete the online form at: http://lists.alia.org.au/mailman/listinfo/aliahealth_lists.alia.org.au

Call for presentation proposals for the Library 2.013 Worldwide Virtual Conference, to be held totally online from 18 to 19 October this year.

This fully online, participatory conference represents a unique opportunity to showcase the excellent research and work that is done every day, with a focus on peer-to-peer presentations. How does your library manage digital collections? Is your library mobile friendly? Do you have a story to tell about maker spaces? Your participation as a presenter can help to steer the global conversation about the future of libraries.

This is a free event with the entire conference held online via web conferencing. The presentations will cover eight subject strands, including MOOCs, e-books, maker spaces, mobile services, embedded librarians, green libraries and more! Doctoral students will also have their own strand for presenting their research. There will also be a strand dedicated to virtual library tours.

**Proposal acceptances will start from 15 June (until 30 September).**

For more information about the conference and how you can get involved as a partner, sponsor, volunteer, and advisory board member, please visit: http://library2013.com

Join the Library 2.0 network
Keep up to date on the latest conference news and updates, by joining the Library 2.0 network (http://www.library20.com/main/authorization/signUp). You do not need to join the network to attend, but doing so will allow you to correspond with the presenters and other members, and to comment on sessions and discussions.

Library 2.013 is proudly sponsored by founding partner San Jose University School of Library and Information Science.

LINKING YOU WITH QUALITY HEALTH INFORMATION SOURCES
TOPICAL BYTES
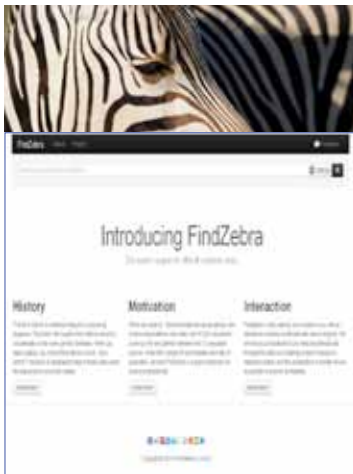
FindZebra – the search engine for difficult medical cases

"The term "zebra" is a medical slang for a surprising diagnosis. Physicians are taught from medical school to concentrate on the more common diseases: "when you hear a gallop, you should think about a horse, not a zebra". FindZebra is designed to help in those cases when the equine turns out to be a zebra.

There are close to 7,000 rare diseases recognized by rare disease organizations. We index over 31,000 documents covering rare and genetic diseases from ten reputable sources. Given the number of rare diseases and rate of publication, we think FindZebra is a good companion for medical professionals."

Further information about the development of the search engine is online at: http://arxiv.org/pdf/1303.3229v1.pdf and the website is accessible at: http://www.findzebra.com/

Source: FindZebra: A search engine for rare diseases /Radu Dragusin et al International Journal of Medical Informatics - 23 February 2013. http://dx.doi.org/10.1016/j.ijmedinf.2013.01.005

Doctor Know: A knowledge commons in health

John Loder, Laura Bunt and Jeremy C Wyatt, March 2013
In partnership with The Young Foundation and the Institute for Digital Healthcare at Warwick University, this paper argues that society's growing ability to mobilise knowledge from different fields and sources is beginning to show the potential of a 'knowledge commons' in healthcare: an open system of knowledge with researchers, practicing clinicians, patients, their families and communities all involved in capturing, refining and utilising a common body of knowledge in real time. The document sets set out what this might mean in practice and steps required to achieve this.

Access at: http://www.nesta.org.uk/home1/assets/documents/doctor_know
Source: CHAIN email (2013).

NLM Classification 2013

The National Library of Medicine have recently released the 2013 revision of the NLM Classification. Changes include 108 new index entries, 40 are from MeSH with the remainder being MeSH terms from previous years.

Access at: http://www.nlm.nih.gov/class/nlmclasspost.html

Health Workforce Insights

Health Workforce Australia (HWA) is a Commonwealth statutory authority that delivers a national, coordinated approach to health workforce reform. They deliver change, collaboration and innovation to build a sustainable health workforce that meets the healthcare needs of all Australians. HWA runs programs and provides advice to Australian Health Ministers and the health, training and education sectors.

Health Workforce Insights is a subscription email allowing readers to keep up to date with happenings in the health workforce both within Australia and Internationally.

Access at: http://www.hwa.gov.au

In the LITERATURE

The following are some recent articles published by our international colleagues on topics of current interest and discussion in Australia.

Betsy Kelly, Clair Hamasu & Barbara Jones (2012). "Applying return on investment (ROI) in Libraries." *Journal of Library Administration* **52:8, 656-671. DOI http://dx.doi.org/10.1080/01 930826.2012.747383**
"State, public, academic, and special libraries are conducting and publishing the results of studies aimed at showing the value of their services and resources. Librarians must be prepared and proactive so when asked to justify budget allocations they have the tools to show their library's value and understand the importance of expressing value in terms familiar to the administrators. By identifying stakeholders and obtaining their buy in, librarians can turn data into evidence of the organization's return on investment (ROI) in the library. ROI is a powerful tool to use when establishing credibility, accountability, and evidence demonstrating the library's value."

Lorenzettin, D., Rutherford, G. (2012). Information professionals' participation in interdisciplinary research: a preliminary study of factors affecting successful collaborations. *Health Information and Libraries Journal* **29 (4) 274–284. DOI: 10.1111/hir.12003**
"Participants identified the conditions that support or hinder research participation as belonging to four distinct overlapping domains: client-level factors including preconceptions and researcher resistance; individual-level factors such as research readiness; opportunities that are most often made not found; and organisational supports. CONCLUSIONS: Creating willingness, building preparedness and capitalising on opportunity appear crucial to successful participation in interdisciplinary research. Further exploration of the importance of educational, collegial and organisational supports may reveal additional data to support the development of a grounded theory regarding the facilitation of information professionals' engagement in interdisciplinary research."

Marshall, J et al. (2013). Value of library and information services in patient care: results of a multisite study. *Journal of the Medical Library Association.* **101 (1): 38-46. DOI http://dx.doi. org/10.3163/1536-5050.101.1.007**
Research involved a large-scale, multisite study on the value and impact of library and information services on patient care. It included the survey of clinicians at 56 library sites serving 118 hospitals. In total 16122 participants responded of whom, 3/4 said that they had definitely or probably handled aspects of the patient care situation differently as a result of the information. Importantly, the researchers reported that Library and information resources were perceived as valuable, and the information obtained was seen as having an impact on patient care.


New Clinical Practice Guidelines App

Guideline Central hosts over 2,600 clinical practice guidelines quick-reference resources. The app enables the user to choose from thousands of free medical guidelines summaries representing all of the main specialties from the most well-known International medical associations. The contents are official society guidelines, condensed into a current, quick reference format. Features include:

- Official recommendations from respected medical associations
- Key points, treatment, management, prevention, and more
- Easy navigation to critical information
- Well illustrated algorithms, charts, medical tables
- Comprehensive drug information
- Notes, annotation and bookmark functionality
- Full text search within each guideline and throughout the library
- Instant updates to all premium guidelines

As with other apps, the user has the following options: Online and offline functionality, adjustable text size, font, and colour, ability to save your favourite guidelines. A premium subscription version is also available allowing greater customisation.
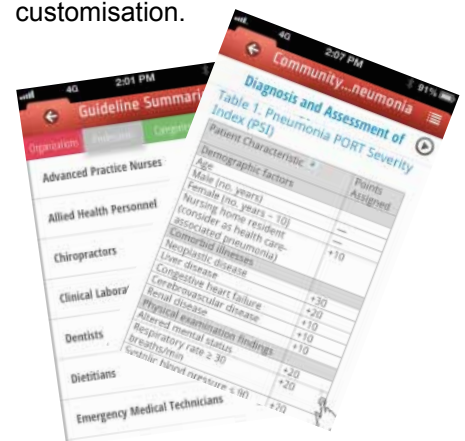
BRAINTEASER

This issue's health-centric brain teaser is a CROSSWORD PUZZLE. Answers will be published in the next issue of HLA News. Good luck!
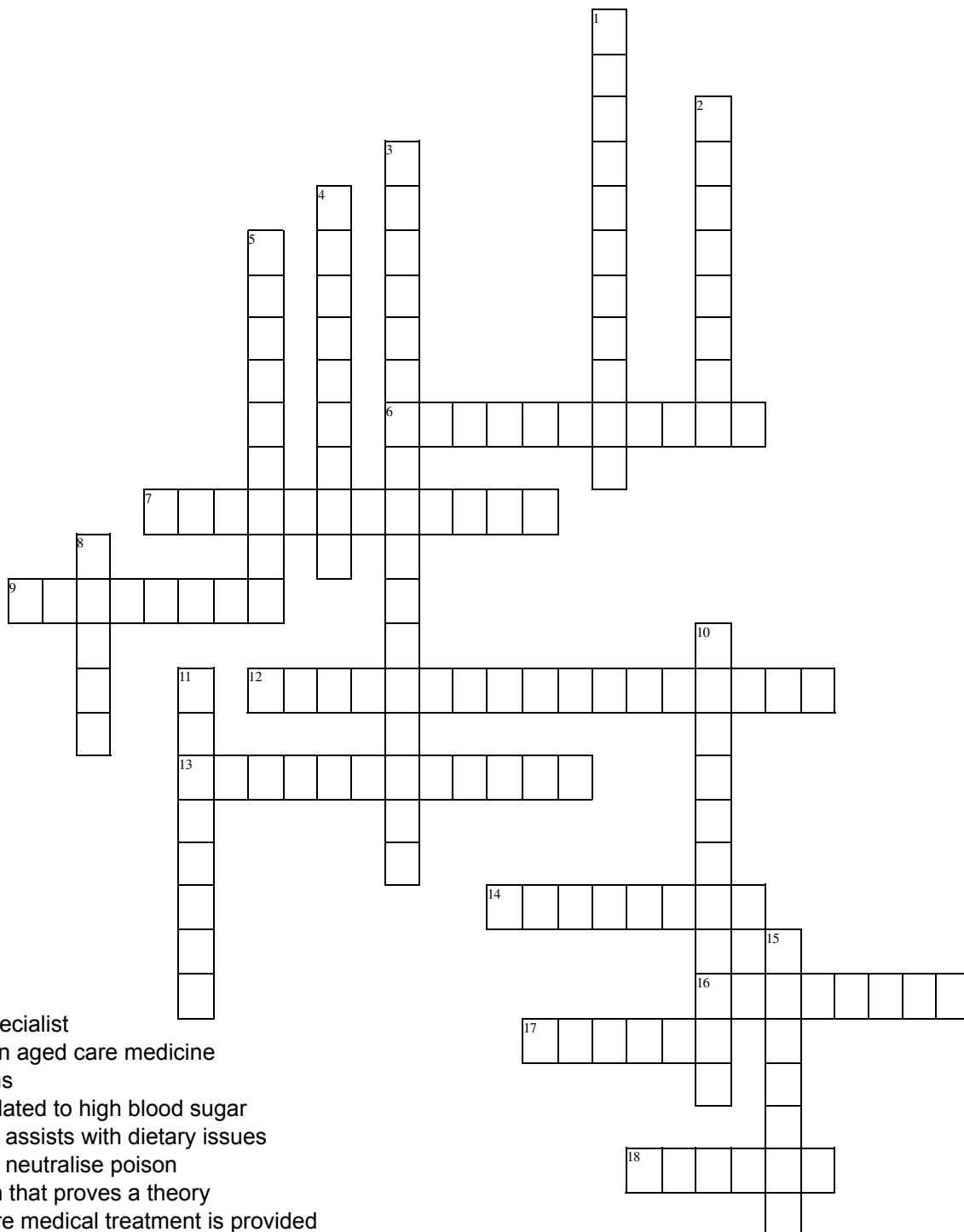
ACROSS

6. Hearing specialist
7. Specialist in aged care medicine
9. List of terms
12. Disease related to high blood sugar
13. One whom assists with dietary issues
14. Remedy to neutralise poison
16. Information that proves a theory
17. Place where medical treatment is provided
18. Sick

DOWN

1. Review of patient to establish problem
2. Illness
3. Methodical and critical review of research
4. Finish
5. Death
8. Childbirth coach
10. Library
11. Salve
15. National _____ of Medicine

EVENTS TO SUPPORT YOUR
PROFESSIONAL DEVELOPMENT

Full events listing is available on our website at http://alia.org.au/groups/HLA

2013		
European Association for Health Information and Libraries (EAHIL) 25th Conference	Stockholm	12-14 June
Evidence Based Library and Information Practice Conference (EBLIP7)	Saskatoon, Canada	15-18 July
HISA: Health Informatics Conference – Digital Health Service Delivery	Adelaide	15 to 18 July
HLA Professional Development Day – The value proposition	Adelaide	19 July
IFLA Health and Biosciences Libraries Section	Singapore	17-23 August
Health Libraries Inc. Conference	Melbourne	October

HELPGOODWORK

Health Libraries Australia welcomes bequests for our two Awards, the HLA/HCN Innovation Award and the Anne Harrison Award. For further information contact the Anne Harrison Award's secretary, Bronia Renison at awards@alia.org.au

HLANEWS
DETAILS

ALIA HLA