HINT

HEALTH INFORMATION NEWS AND THINKING

Looking for Health Information? The All-Ireland Electronic Library for Health can help!

We all need comprehensive and accurate information to help us in our efforts to improve the population's health and reduce health inequities. But health-related information and knowledge tend to be distributed across different organisations and locations, and many different types of knowledge resources may be relevant. These include policy and strategy documents, data (quantitative and qualitative), research and evaluation reports, clincal guidelines, details of programmes and interventions, etc.

How to effectively and efficiently manage such knowledge resources is the subject of much ongoing debate in both international and national arenas. It was a major theme in the Review of the Public Health Function in Northern Ireland (1) and the National Health Information Strategy in the Republic of Ireland (2).

A first step is to make it easier for people to bring together the information they require. Ireland and Northern Ireland's Population Health Observatory (INIsPHO) – housed in the Institute of Public Health in Ireland (IPH) – aims to do this by developing the All-Ireland electronic Health Library (AIeHL).

What is the AIeHL?

The AIeHL aims to

i) make it easier for people to bring together the health-related knowledge resources they require and;

ii) to provide a platform for the rational management of such resources wherever they may be stored.

The AIeHL is a network of inter-operable websites from across the island of Ireland (see Figure 1). Each member website contains a range of health-related knowledge resources, and the AIeHL allows a visitor to any one of these websites to simultaneously search all or some of the other websites using a single search.
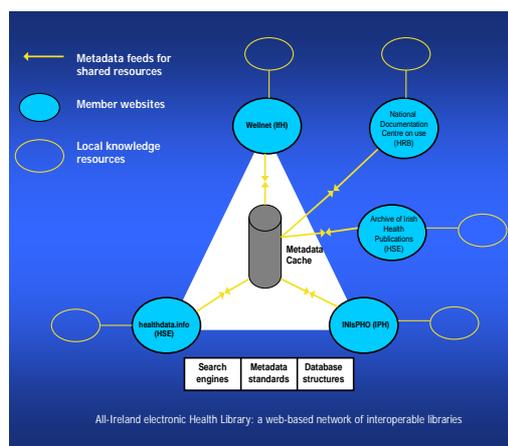
The current members of the AIeHL are:

Archive of Irish Health Publications (HSE); Healthdata (HSE); INIsPHO

Institute of Public Health in Ireland Online Library; National Documentation Centre on Drug Use (Health Research Board) and; Wellnet (Investing for Health, Eastern Health and Social Services Board).

Figure 1. Main elements of the All-Ireland electronic Health Library

Special points of interest:

- Michael Doheny and Kathryn Smith were the lucky recipients of the HSLG/EBSCO bursary to attend MLA 2007. You can read Michael's account of his experience on pages 4-5

Chairperson's Corner

At the beginning of this year, an editorial in the Journal of Medical Librarianship quoted the American writer and poet Oliver Wendell Holmes who wrote that "Man's (I'm sure he meant women as well!) mind, once stretched by a new idea, never regains it's original dimensions".

Having just returned from the EAHIL Workshop in Krakow, it seems a fitting time to reflect on how apt this quotation is to our profession here in Ireland.

It was an interesting, enjoyable, and exhausting experience. It was as well, an important part of our preparation for the hosting of the next EAHIL Workshop in 2009. However, it raises the question as to what we (and others internationally) want or expect from such work-shops and conferences. It is both important and necessary to meet with others socially, and interesting to hear what others have done. But to what extent do these events stretch us, and cause us to grow, bearing in mind that growth in knowledge, should also lead to growth in person-hood as well.

I think the answer to the above question, is yes, they do, if we are prepared to open our minds to the learning. As Librarians, working in libraries, it may not always be as easy as we would like it to be for this to happen. A lot of the work we do is based around a defined skill set and groups of processes relating to the way that the physical library works – and we tend nearly always to put the Library before the Librarian – look at the name of our group – Health Sciences **Libraries** Group.

Since returning from Krakow, a number of people have been in touch with me to say that they regard our hosting of the EAHIL Workshop as a tremendous once off opportunity, but that all of a sudden, seeing what is involved, they don't feel ready for it. Knowing how to speak in front of a large international audience (with the panoply of skills that is involved), preparing poster presentations and more is new to many of us – and like teaching groups, is something that we have never been formally prepared for. Our next conference in 2008 will hope-fully go some way towards addressing these deficits, as it will be inviting submissions from within the group for posters, will contain a number of parallel CPD courses, and contain a substantive element on acquiring effective presentation skills. Additionally, the HSLG committee will probably be arranging additional events over the course of the next eighteen months, to help us grow our capacity either in speaking, presenting, or publishing.

In a nutshell, we have to believe in and have confidence in our-selves. One only has to look around to see we have the capability and knowledge. It's the responsibility of each and every one of us to nurture and encourage each other, formally and informally, and to acknowledge that we do so together – every one has something valuable to contribute.

Throughout many of the presentations in Krakow, the point was made repeatedly that a clearly focussed question was always a precursor to effective evidence based practice. It's the question which stretches the mind – we must start asking the question what will the dimensions of our profession be here post EAHIL 2009?

Bernard Barrett
HSLG Chair

Intute: Hot Topic for November

Intute: Hospital Super-bugs and Infection Control

Each month the Intute website team (www.intute.ac.uk) choose a subject area of Interest ("hot topic") and provide links to websites of interest related to that topic. The Intute hot topic for the month of November is "Hospital Super-bugs and Infection Control" and should be of interest to many users of health science libraries.

About Intute
Intute is a consortium of 7 UK universities working with a host of partners to bring together the expertise of people and processes through which web resources can be evaluated to help peo-ple find and use them. The Intute aim is to advance education and research by promoting the best of the web in one, easily-accessible place. A key feature of Intute is that all featured web-sites have been selected and evaluated by subject specialists.

AIeHL continued

To date, these members have contributed over 5,300 health-related knowledge resources to the AieHL. A significant number of other organisations across the island are currently working to join the Library.

Benefits of AIeHL

Users can visit any member website and use a single search engine to simultaneously search the whole Library. Structured coding schemes – such as the National Public Health Language (NPHL) and the Public Health Resource Type Encoding Scheme (PHRTES) - have been used to tag the knowledge resources. A search can thus be quite specific so that it returns only those resources that are required.

There is no cumbersome central repository of all the knowledge resources - the central cache stores metadata and not data. Each member of the Library, therefore, retains control of their resources. They decide which resources are to be "shared" and which ones are to remain "local". And if a visitor to any other member website wishes to view a resource, the resource provider decides how it can be accessed. Furthermore, there is no "AIeHL" website – the Library is only accessible from its members' sites. All members contribute metadata and all member websites are able to offer access to the AIeHL to people who visit their wesbite.

How does the AIeHL work?

All member websites routinely send the agreed metadata for their "shared" knowlege resources to the AIeHL's central metadata cache (See Figure 1). Each member website also incorporates an agreed iFrame into their website. Visitors to one of these websites use this iFrame to enter the search parameters and these are sent to the web service which searches the AIeHL's central metadata cache. The search results and associated metadata are returned to the iFrame, with different types of resources grouped together for the user to peruse. If, after looking at the metadata, a user wants to results and associated metadata are returned to the iFrame, with different types of resources grouped together, for the user to peruse. If, after looking at the metadata, a user wants to look at a particular resource they are redirected to it on the resource provider's website.

A number of important pieces of information infrastructure support the Library's interoperability and underpin its continuing development::

1) The AIeHL uses agreed metadata standards that have been adapted from those used by INIsPHO http://www.inispho.org/index.asp?locID=499). The metadata elements that are stored on the AIeHL central metadata cache for each "shared" resource are its Title, Creator, Subject, Description, Date, Type, and Rights.

2) A refinement of the metadata element "Subject" includes terms from the National Public Health Language. NPHL (www.nphl.nhs.uk/) is a public health thesaurus that is currently being mapped to SNOMED - the Systematised Nomenclature of Medicine - which will greatly increase its applicability in clinical settings http://www.snomed.org

3) The AIeHL includes knowledge resources whose "Type" is tagged using the Public Health Resource Type Encoding System (PHRTES) http://www.erpho.org.uk

Management of the AIeHL

The AIeHL Advisory Group, with membership drawn from across the island of Ireland, is chaired by Professor Jane Grimson, Trinity College Dublin. The Advisory Group's remit is:

i) to develop governance arrangements, editorial policy, procedures and quality assurance processes for the Library; ii) oversee its future development. An AIeHL Members' Working Group, consisting of representatives from the member websites, has also been established.

If you would like to know more about the AIeHL, please contact us at info@inispho.org.

References

1.Department of Health and Children. (2004). *National Health Information Strategy*. Dublin, Stationary Office. Available from: http://www.dohc.ie/publications/pdf/nhis.pdf?direct=1.

2.Department of Health, Social Services and Public Safety. (2006). *Review of the Public Health Function in Northern Ireland, Interim report*. Belfast, Health Improvement and Knowledge Management Subgroup. Available from: http://www.dhsspsni.gov.uk/ph_hikminterim_report_-_final_sg.pdf.

Kevin Balanda is Associate Director of the Institute of Public Health in Ireland

MLA 2007: Diary of a 1st-time Participant

Michael Doheny and Kathryn Smith were the 2007 recipients of the HSLG/EBSCO MLA Bursary. Michael's diary below outlines some of the highlights of this year's MLA Conference.

Thursday May 17th
Kathryn Smith from the Dental Hospital in Dublin and myself arrived in a cloudy Philadelphia on Thursday 17th May at approx 2.30pm local time. Tickets were printed out for me for the appropriate events and I was provided with a conference attendees bag with a full list of the events and programs. To a beginner the program is confusing with poster events, sections courses and presentations, CE courses, general lectures, exhibits and displays. For those who were 1st time attendees a mentoring support is provided which is very helpful.

Friday May 18
Started the conference with the CE course 'Creating effective learning activities': This was an all day course from 10am – 5pm. The CE courses are 'paid' courses which must be paid beforehand by attendee. CE courses cost in the region of $300 unless the applicant is a member of the MLA, it is cheaper to register as a MLA member and use the discount to pay for one or two CE courses.

Sunday May 20th
Sunday was the first day of the conference proper (Friday and Saturday being given over primarily to CE courses). Sunday kicked off with a 'new members and first timer breakfast' from 7am – 9am. There then followed the Presidential address and official conference welcome speeches. Jean P. Shipman MLA President spoke of achievements of the MLA during the last year. There was an enthusiastic atmosphere and delegates who helped in the conference organization and in other committee throughout the year were often asked to stand for recognition and applause.

The Hall of Exhibits opened at noon. There was on display a very impressive range of Publishers and Database and electronic providers on site answering questions and providing demonstrations and presentations. I also attended a technology showcase lecture by EBSCO on new enhancements to their online products and search interfaces.

After lunch I attended a presentation on database updates. Posters sessions ran from 2-3pm. Section programs followed at 4.30pm with a wide variety of discussion and debates by expert panels to choose from. I looked into the topic 'Turning Clinical students into evidence based Librarians' before settling on an interesting debate by the 2007 National Program Committee 'Be it resolved: As libraries evolve to electronic access their need for physical space decreases.' On this topic it was reassuring to

note that our American cousins suffer from the same problems as us with funding cutbacks and parent institutions reducing space in response to falling physical numbers in the library. It was voted by participants that libraries still need their space in the new electronic age.

Monday May 21st :
At 9am the Janet Doe Lecture by Henry Lemkau Jr, provided an overview of the development of libraries and librarians from an American context. An interesting point raised was that with the evolution of medicine from an art to a science that the patient has become more and more passive while the Doctor and the documentation are the authority sources. We were also reminded that small contributions over time can make a big difference and of the importance of each librarian doing their job and contributing in their own way to help develop librarianship into the future.

I later attended the very popular panel entitled "*Top technology trends: where is the revolution leading us next?*" This was held by the Medical Informatics Section. Extra chairs were squeezed into the room as a large number of delegates seemed to desire to peer into the crystal ball of the future! One interesting feature of this panel presentation was the distribution of 'clickers' to delegates attending to allow them to vote on selected questions during the discussion.

Later in the evening a tour of the exhibitions display on floor 3 completed my MLA day. I held a brief discussion with Ovid who stressed the need to wait till September when they would reveal their new options in the post-Cinahl era.

Tuesday May 22nd :
Today I attended a Marketing seminar entitled "*Coping with change: reaching your library users*". It was good to be able to attend this topic as the theme of 'Marketing your library' was one that had seemed to reoccur throughout the week in discussions varying from the future of libraries to more technical discussions on user education. The lecture set out a good framework for library marketing. Theoretical concepts included the 6 P's Product, Place, price, Promotion, positioning and Politics, the four D's – to be Desirable, distinctive, deliverable and durable. Other ideas included regular awards ceremony by libraries – to most valuable

MLA 2007 continued...

users etc, the need to know your user needs, various promotional activities and the necessity of a detailed vision and mission statement.

From 3-4pm I attended the Section Programs: Collection Development Section entitled: *Evaluative measures for resource quality: beyond the impact factor.* This was a very popular session due to the presence of Eugene Garfield www.garfield.library.upenn.edu/ who invented the "Impact factor" method of rating journals. In his talk he covered the theory of journal Impact rating, its relevance and usability. Other websites relevant to the topics covered included:
http://www.eigenfactor.org/
http://www.journalprices.com/
http://www.niso.org/
With the presence of Eugene Garfield there was the feeling of history-making during this discussion and it was much enjoyed by all attendees.

On Tuesday night the MLA ticketed event 'Rockin rEvolution' was held, with a buffet and dance instruction for attendees from former US dance champions Clive and Suzanne Phillips. After that we were left to our own devices to dance as we saw fit!
Wednesday May 23rd

Wednesday opened with the NLM/MLA Lecture by Kent Smith, Ashton, MD USA. This was followed at 10.30am by

Plenary Session V: "Health Literacy: reEvolution in roles" This was well attended even though it was the final event (apart from some CE courses) of MLA '07. The speakers outlined various experiences of librarians involved in Health literacy. These included an account of the creation of

Statue of Rocky Balboa, Philadelphia

www.healthynj.org/ an impressive health literacy program. The need to target people with poor literacy skills was a reoccurring theme in the talks given on various health literacy programs.

Kathryn and I flew home that evening to arrive in a cloudy Dublin jet lagged and weary on a Thursday morning. However we agreed it was a fantastic experience. The MLA participants we met were friendly, efficient and well informed and the experience was one that enhanced our currency and also enabled networking and contact-building and the experience of a large and diverse medical library knowledge base. It was certainly worth doing and hopefully other HSLG members will benefit from this opportunity in the future.

Michael Doheny, AIT.

Electronic Resources

A bit of a mixed bag this issue! The following are some websites of note:

Blogs
The Krafty Librarian
"Every librarian needs a bag of tricks" is the punchline for this website. Check out www.kraftylibrarian.com

Intute
Intute recently launched their health and life sciences blog at http://www.intute.ac.uk/healthandlifesciences/blog

Other sites of Interest

Google Guide
Although neither created nor endorsed by Google, this website provides an online, interactive tutorial for searchers of all levels.
http://www.googleguide.com

Science Direct Top 25
Science Direct's Top 25 feature is a free service which allows you to view lists of the "hottest" 25 articles, according to Science Direct downloads. Lists can be viewed by journal or subject e.g. "Nursing & Health Professionals". An overall "Top 25" list is also featured. To find out more, go to http://top25.sciencedirect.com

Netting the Evidence
Netting the Evidence have created their own Google search engine available from:
http://tinyurl.com/2poh3a
This search engine is dedicated to the methodology of evidence-based practice and searches across 107 evaluated sites.

Stock Xchng
A source of free downloadable photos from the web, available from http://www.sxc.hu.

EAHIL 2007

The 2007 EAHIL Workshop took place from the 12th to the 15th September in Krakow, hosted by the Medical Library and College of Jagiellonian University. In total, six delegates from Ireland attended a most enjoyable and informative event.

The theme of this year's workshop was the evolving role of the health librarian. A day of continuing education courses preceded the official opening on the night of September 12th, where we enjoyed a typical Polish feast of vodka, pork and dumplings! Joanne Callinan and Bernard Barrett presented on the research they and Fiona McCarthy conducted into the involvement of Irish health librarians in the Cochrane process. All presentations and posters are available on the workshop website: http://www.bm.cm-uj.krakow.pl/eahil/index.php. The social programme included walking tours of the city and a medieval-themed gala night which literally ended with a bang in the form of a most impressive fireworks display. Most of us also went on a harrowing visit to Auschwitz which was,

however, conducted with great dignity and respect for the 1.5 million people who died there.

Following the closing ceremony, Louise Farragher invited delegates to the next EAHIL workshop which takes place in Dublin in 2009 and presented a most enticing promotional video from the Dublin Tourist Board. The LOC, which is chaired by Louise, has now mapped out a critical pathway which takes us up to the opening of the event in June 2009. We are currently finalising the booking of the workshop venue and look forward to announcing further details at the HSLG Conference in Athlone in February. Judging by the success of both the scientific and social programmes in Krakow, we have a lot to live up to!
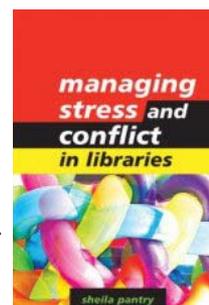
Niamh Lucey, Head of Library & Information Services, St Vincent's University Hospital

Book Review: Managing Stress & Conflict in Libraries

Stress and conflict have become increasingly common in the modern workplace and libraries are not exempt from this phenomenon. Libraries are often perceived as low stress working environments but the reality is that many people working in libraries are subjected to aggression, bullying, harassment and violence on a regular basis. The resultant stress and conflict can undermine performance and make people mentally and physically ill. Stress and conflict in the workplace also leads to decreased staff productivity and ultimately impacts on the quality of library service. In *Managing Stress & Conflict in Libraries,* Sheila Pantry addresses the important issue of stress and conflict in the library environment. While the book is written in the context of UK legislation, similar principles apply under Irish health & safety legislation.

Terms such as aggression, bullying, conflict and harassment are defined early in the book. Defining associated terms is an integral part of helping people identify inappropriate behaviour. Chapters also deal with *Worldwide Concerns, Risk Assessments, Advice Guidance* and *Legislation, Managing Change* all of which lead to the concluding chapters on: *Now is the Time to Act, Dealing with Aggression and Violence* and *Support after an Incident.* The bullet point summary included at the beginning of each chapter provides readers with useful information on content. "Points to reflect on" are provided at the end of each chapter and enable the reader to reflect how the issues raised might apply to their individual situation.

The closing chapter entitled **"You are not alone"** is one of the most interesting and useful chapters in the book. It provides real life examples of intolerable situations endured by library staff. accounts show how library staff were subjected to aggression in their work environment and how it adversely affected their mental and physical health. In many cases, the source of the aggression came from work colleagues. These case studies demonstrate how people can suffer in the workplace and how it can result in devastating long term consequences. The appendices at the end of the book are also an invaluable source of further information and include a bibliography, a listing of support organisations, websites, databases and relevant legislation.

Pantry believes that management commitment to an aggression free workplace is central to addressing the problem of stress and conflict. Her final message captures the essence of the whole book **"No one should have to suffer at work!"** Hopefully, the knowledge, guidance and information provided by books like this can improve situations for library staff everywhere.

Reviewer: Fiona Morrissey,
Librarian, Nursing Library, Athlone Institute of Technology.

A Day in the Life of....

Who are you?
Carla Rawson, library assistant

Where are you from?
The Netherlands

Why did you become a librarian?
It was the irresistible cocktail of tweed and twin-sets that was the deciding factor. Did you know Roy Cropper (of Corrie fame) has an unfulfilled ambition of being a librarian?

Where do you work?
In the Library and Information Services, St John of God Services, Provincial Administration, Stillorgan, Co. Dublin.

Who do you cater for?
We cater for staff employed by St John of God Hospitaller Services. They provide services in the fields of intellectual disabilities, child and adolescent mental health, adult mental health and care of the elderly and are based in different parts of Ireland (Kerry, Kildare, Louth, Wicklow, Northern Ireland and Dublin). There are three libraries, each specialising in the respective fields. The main focus of our library is intellectual disabilities and allied areas. Non-members are also welcome to visit our library but have no access to loan facilities and online subscriptions.

How do you cater for them?
We provide guidance and source materials on request. We are however trying to develop a more independent culture among staff especially as most people are not in a position to call in regularly. We have an online catalogue available on our website which is searchable and password protected. Many full-text links are available within the catalogue and requests for stock can be submitted through InfoCart. Full text journals can also be accessed on the website. We are members of the IDAAL consortium which provides access to a number of databases including full-text collections. We have lending and copying facilities and arrange inter-library loans, either from the HSLG group or other external sources.

In order to keep our members abreast with new additions to our stock and other relevant information, we distribute a newsletter twice yearly. And we welcome visitors, nearly always with a smile!

Who works with you?
The librarian, Brigid Kennedy.

What is the first thing you usually do in the day?
I have developed a habit of heading straight in to the dining room just before 9am to pour myself a coffee for consumption at my desk. As a lot of staff travel to work early to "beat the traffic" they usually gather in the dining room. My habit has become a prompt for them to start work at once. The trouble is: if I am late, they're all late… as if!

What type of task occupies most of your working day?
It varies, but most of my time is taken up by cataloguing new stock, mainly journal articles and books, and the handling of requests from library users.

What is the most unusual request you have had?
Someone asked me once to search for a flight and book it with my credit card. The only request I ever refused!

What do you feel you are good at?
I have gained some expertise in the science of clearing misfeeds from photocopiers.

What do you feel you are bad at?
Huh? Sorry, excuse me??

What do you enjoy?
Successfully sourcing material for members. It's a great "buzz" when you find just what they are looking for, and to get it to them promptly. It is satisfying to know that through the development of professional skills we are helping to improve the quality of life of our service users.

What do you hate?
Having to repeatedly ask some members to return overdue books!

What are your ambitions /career goals?
I am not a particularly ambitious, career-minded person. It is more important to me that I enjoy what I work at and that the work atmosphere is good.

Do you have any unfulfilled personal ambitions/ goals?
I would like to be able to explore my creative side further.

If you had to choose a career other than librarianship what would you choose?
Anything in the field of creative arts.

A Day in the Life continued

What are your plans for your library?
It is not up to me, but my plan is to work as well as I can as part of a team, whatever direction the library may take in the future; to keep learning and to be happy while doing this.

How would you like to see health librarianship develop?
I think it is important to keep promoting accessibility to full-text electronic journals for health care professionals thus ultimately improving the quality of health care services. However, I think it is also important to provide information and/or training to all of those who haven't got sufficient access or computer skills.

What is the last thing you usually do each day?
I put on comfortable shoes and wrap up for my walk home while I reflect on another day in the life of a library-assistant….

Carla Rawson, SJOG Library Assistant.

The SJOG catalogue is available from www.library.sjog.ie

News from the Group

- Congratulations to Kate Kelly, former nursing librarian in UCHG who recently started in her new post as Librarian in the Royal College of Surgeons.

- Congratulations to Midland Regional Librarian Nicola Fay, who gave birth to her third child, a boy named Louis John on October 4th. Best Wishes to all.

- Congratulations to Dympna McGettigan from Cavan General Hospital Library, who gave birth to her third baby boy, Tadgh on August 4th.

- Next year's Library Ireland Week has been scheduled for March 3rd-9th and the website for the event will go live in early 2008.

About HSLG

The Health Sciences Libraries Group (HSLG) is a section of the Library Association of Ireland, the organization which represents information Professionals and para-professionals in Ireland. We are committed to "empowering all our members to excellence in the field of information management, and by doing so, advancing health for all".

The next election of HSLG committee members will take place in February 2008 and we are seeking enthusiastic, motivated individuals to join the committee. If you are interested in becoming a committee member, or joining one of our working groups, please send an e-mail to info@hslg.ie We look forward to working with you!