

“Changing the world: skills and strategies for survival and growth”

HSLG Conference 2010 Report - Donna Ó'Doibhlin, University of Limerick

The Sheraton Hotel Athlone played host to the 2010 HSLG annual conference under the theme; “Changing the world: skills and strategies for survival and growth” and I’m delighted to say that my first strategy for survival, to get to this conference, paid off, as I was awarded a bursary from the HSLG to cover my attendance.

With everyone in Athlone aware of how lucky they were to be able to attend such a promising conference and in such luxurious surroundings, there was a full house for the early-ish start on the first day. Great credit should go to the organising committee who in spite of the disappointing news that one of the speakers had taken ill, were able to rearrange the talks and organise an additional presentation which complimented the conference program perfectly.

Addressing the need to survive and grow, Jane Farrelly set the scene with a review of some of the mission statements from a range of educational and health organisations, noting how often they state clearly the need to address knowledge access issues to empower their staff, but don’t often recognise the library as one of their key resources. Our focus she suggests should be in making the stakeholders in our varying organisations aware of how we can add value. Jane identified clearly how EBP can make life easier for medical staff but like Brid McGrath stressed the importance of library staff being out with our stakeholders and demonstrating how we can help and the value we add to their organisations. This could be in the form of the EBP workshops similar to what took place in Waterford in November 2009, in the setting up of Journals Clubs or in just marketing what we already do for them.

Brid however, didn’t stop at that, as she wanted to advise us that in addition to providing the information and giving support using all available resources, we must make sure our hard work is recognised and credit given where it’s due, through branding and advertising. Brian Galvin showed us how the HRB and National Document-

ation Centre on Drug Use are ‘marking their territory’ through the use of Moodle to deliver online information literacy/CPD courses and stressed the importance of developing IL modules with solid pedagogical foundations.

Peter MacKenna reported back to the HSLG on a survey he conducted to ascertain the most popular commercially available and free sources used in health science libraries, where upon people could be vaguely heard scribbling rapidly, but discretely as some of us noted popular resources we were not familiar with – but were not going to own up to. This was to be followed by even more clandestine note taking during Niamh’s talk on surviving, even thriving as a “Recessionista Librarian” when she identified several ways to make ourselves indispensable and popular in our organisations through the provision of current, scholarly information, on time and in a manner suitable for our customer base.

Similarly Aoife Lawton demonstrated how the HSE have developed a repository to showcase Irish health research, at which point the pens were quietly put to work again, scribbling details of another brilliant source of freely available quality health research information. David Kane’s description of how Waterford IT utilised and continued to adopt and manipulate freeware to deliver an impressive Institutional Repository made us all sit up and take notice, especially given Brid’s discussion on the importance of marketing ourselves and our organisations.

Louise Farragher’s review of Web 2.0 tools used to promote our libraries cheered me up no end . . . when I realised that about one third of my outstanding ‘to do’/‘to investigate’ list of technologies, have already become defunct, so I don’t need to panic about them any more. The key ones, I think we are all quite familiar with.

Joanne Callinan’s workshop, caused alarm in the first instance when she mentioned us having work to do during it, but this panic proved unfounded as it wasn’t too difficult and introduced us to the benefits of creating a bibliography collection. The last speaker of the conference; John Cox encouraged us to think of the current climate

IN THIS ISSUE

	A day in the life of...	6-7	
Report on 2010 HSLG Conference	1-2	Upcoming conferences	8
Never mind the cutbacks	3	LAI/CILIP Joint Conference Report	9
Book review & CPD update	4-5	Electronic Resources of Interest	10

HSLG CONFERENCE 2010 Report

as an obstacle to great service delivery, and to think of it more as an opportunity to 'do more with less', citing the recent changes in Galway as an example of how this can actually be achieved without punishing the customer or employee.

The HSLG was a great conference; I enjoyed all the talks, the chance to meet my counterparts in other organisations, a chance to hear about all the wonderful innovations taking place in other institutes, the chance to hear about the new technologies and services suppliers are developing, and most of all . . . the opportunity to get breakfast in bed!

Donna Ó Doibhlin, University of Limerick.



Some photos from the HSLG 2010 Conference of sponsors including Elsevier, Ebsco, Proquest and OVID and attendees.

SAVE THE DATE!

Work has started on preparation for next year's HSLG conference. The 2011 HSLG Conference will take place in the Athlone Sheraton Hotel on Thursday February 3rd and Friday February 4th 2011. Please save the date in your diary and try to put some funding aside to attend if possible!



Never mind the cutbacks

In many ways libraries should be well placed to survive the recession; after all, recession is the default mode for most health libraries. Badly funded, understaffed, weighed down with ancient equipment - often the computers are older than the staff. The problem is that when things go bad in the outside world, libraries are the first in line for further asset-stripping – sorry, rationalisation. Cometh the downturn, cometh the administrator eyeing up the light fittings with a hungry expression. Already the one-person library is as much a part of post-Tiger Ireland as the ghost estate, with harassed information professionals trying to juggle five flaming torches and a nervous kitten, while riding a unicycle and playing 'Moon River' on the banjo. In future though (or 'going forward' to use management-speak), we'll be striving for completely new levels of cheapness. There are a thousand ways to cut back (there used to be two thousand but...well, you get the picture) – here are a few of the most obvious.

Re-use those Jiffy bags for ILLs. You probably are already, of course. Here in St Ita's the bags are a mass of packaging tape held together with bits of Jiffy, but the books still get there.

Book covering: it may seem a bit like going back to school, but covering books adds years to their effective lifespan. (Generally you should use adhesive film; the more traditional may want to stick with brown paper and/or off-cuts of wallpaper. They should resist that urge.

Embrace technology. This is aimed more at myself; most librarians already have the IT savvy of a South Korean hacker, but I'm the sort of Rupert Giles throwback who waits for the print version of Google. Scan/ email journal articles and literature searches where possible. Consortium purchasing seems to be the new purchasing model, and has already begun in many areas. Start e-scrounging for free resources – Google Scholar/Reader, PubMed etc. And check out Niamh O'Sullivan's excellent presentation at www.slideshare.net/asllibraryassociation/niamh-osullivans-presentation-asl-seminar-2010.

Lastly, the house band will have to go. Nothing improves the work environment like a little Cuban jazz, but the cost of flying the boys in from Cuba every day is starting to draw attention. And the potted palms were a bit OTT anyway.

So yes, we're living in tough times for libraries. 'Do More With Less' is the new motto (I can't be the only one with the worrying thought that if you can do more with less, you can do even more with even less...). But libraries are used to tough times. Anyone who's seen 'The Day after Tomorrow' will remember that when New York is submerged by rising sea levels, panic-stricken survivors immediately head for the library. Not, you notice, the banks.

Glossary of terms:

Recession: cutbacks

Downsizing: cutbacks

Consolidation: more cutbacks

Restructuring: massive cutbacks

Library: where cutbacks happen

Hell: a place that freezes over when cutbacks are reversed.

Padraig Manning Librarian, St. Ita's Hospital Portrane.

Book Review by Michael Doheny

Dr NICK READ

Sick and Tired



HEALING THE
ILLNESSES
DOCTORS
CANNOT
CURE

Sick and Tired by Dr. Nick Read is a very interesting read, (pun intended!). Dr. Read began his medical career in a conventional manner and spent time as an internist in a busy gastrointestinal practice. As a young doctor he became struck by the number of illnesses that seemed to be non-specific, illnesses with a large variety of symptoms that did not fit directly into any diagnostic category and for which modern medicine has no magical solutions. These conditions are often known as 'functional illnesses'. By contrast, illnesses with a definite pathology and cause are known as 'organic diseases'.

Dr. Read states "In an attempt to contain the epidemic of functional illness, the opinion leaders of orthodox western medicine have created artificial diagnoses out of groups of unexplained symptoms as if awaiting the discovery of a definite cause." Dr. Read later changed his practice to one in which patients with functional illness are investigated primarily as to the psychological and personal history of the individual and also the history and personal story of the individual at the time of the onset of the symptoms.

Throughout this book, it is Dr. Read's message, that the widely varying symptoms of functional illnesses, (Chronic Fatigue Syndrome, Irritable Bowel Syndrome, Essential hypertension, various pains, aches, tiredness, glandular / regulatory problems etc), are primarily caused by factors in the patient's upbringing and childhood environment. These factors then result in personal neurotic patterns of coping in the world. Such personal survival patterns can be challenged at a later date by a life event such as death, redundancy, divorce, personal loss of any kind, stress of modern life etc. and result in an '*illness which doctors cannot cure*', often with intense physical symptoms but seemingly unrelated to any specific diagnosis.

The central tenet of this book, which is supported by numerous case studies, is that patients with functional illness often have long running emotional upsets stemming back to the initial appearance of these symptoms. The initial cause of the symptoms may be organic such as viral or an infection however the symptoms of the illness do not go with time. It might be said that the illness is trying to relive an emotional trauma that is ignored in consciousness! Dr. Read also draws a connection between many people's symptoms and a chronic over or under activation of the body's fight or flight response, with consequent hormonal imbalances, leading to physical symptoms.

Dr. Read states that in the face of the proliferation of such functional illness in the present day world, medical doctors often attempt to adopt a strict scientific model of treatment and typically will carry out an exhaustive battery of tests to seek to arrive at a specific diagnosis. This approach is usually unsuccessful and the doctor will then resort to treatment of the patient's symptoms by medication. This approach can often result in patients taking more medications to counteract side effects of existing medications and set in train a cycle in which the patient becomes over medicated without the underlying causes of the symptoms even being treated.

Dr. Read suggests some solutions to this; Doctors must choose, he contends, between been good medical technicians or expanding their viewpoints to include the patients whole life story and personality as necessary. Patients must become empowered to take charge of their own treatment and also informed as to treatment modalities including alternative, developmental and psychosocial based as well as the traditional medical model.

Throughout this book as mentioned above, Dr. Read gives numerous fascinating case studies of patients presenting with previously intractable symptoms and the connection between these and the patient's life story and history and individual needs and aspirations. In very many cases by simply facilitating the patient to explore the onset of the physical symptoms of disease and the relation of this to their life story and personal patterns, the disease symptoms drop away to a greater and a lesser extent.

One typical case study example concerns a woman presenting with severe abdominal pain. On enquiry, her personal history included an absent father and an emotionally absent mother. When the patient had stomach pains as a child she experienced some relief and attention. In later life the patient married an emotionally distant man. The author explored these issues with the patient and how she tended to perceive the world through the filter of childhood grudge – greater self knowledge in these areas empowered her to make key changes in her life and the abdominal pain diminished substantially.

Dr. Read also made a very interesting point regarding the placebo response in medicine. In current medical culture the healing effect of 'belief and expectation', is downgraded by the use of placebos as 'blanks' in randomized controlled trials of drug treatment. However the placebo response is Dr. Read states, simply an indication of the activation of the self healing potential of the individual and points to the value of 'belief and expectation' in healing. This healing potential is what doctors and other healers need to encourage and activate. However, it must be remembered that this is an individual response connected to an individual's story and as such, is often by its nature, not subject to scientific reproducibility.

Overall a very interesting book which provides a much needed addition to the literature and stresses the need to balance scientific categorization and inquiry with a individualized approach that takes into account the 'whole story' of the individual.

I was left with the feeling that this book should be on every doctors and nurses (and patients) reading list.

The HSLG CPD Group is pleased to announce the following course:

What: Workshop: How to give an Effective Presentation

Who: Ronald van Dieen

When: Thursday September 16, 2010

Time: 10am - 4.30pm (TBC)

Where: Science Gallery, TCD, Dublin 2

Course Fee: 125 Euro, this includes refreshments and lunch.

The HSLG committee have kindly agreed to cover **5 full bursaries to attend the workshop**. Priority will be given to those whose workplace does not currently have a training budget to attend and to those who have not yet received a HSLG bursary. Please note that Niamh O'Sullivan has started taking bookings.

We are also hoping to run a course on Cochrane reviews sometime in December, so watch out for future announcements. In 2011 we will be providing members the opportunity to take part in various online courses.

David MacNaughton, CPD Working Group Leader

CPD activities

Thanks to Anne Madden a member of the HSLG CPD working group who attended one of the Focus Group sessions organised by our CILIP counterparts—the HLG (Health Libraries Group) in Belfast this summer. The HLG compiled an online survey on the professional development needs of HLG members and held a series of focus groups in the UK and Ireland. The results will help the HLG decide where they should be focussing their attention based on direct user feedback. Maintaining close ties with the HLG helps inform future direction for our own CPDWG.

A day in the life of... Jean Harrison

Who are you?

That's a good question and one I often ask myself, - Jean Harrison, Regional Librarian, HSE Librarian, North East

Where are you from?

Originally from north inner city Dublin.

Why did you become a librarian?

I fell into the job like most people I'd imagine. I applied for a job as library assistant after my leaving cert. A friend told me vacancies were advertised in the newspapers. I was working for a well known Sports Goods manufacturer in Capel St. in Dublin at the time for the handsome wage of £12 per week and Dublin Corporation was offering £19. No competition I decided, even though my then employer tried to persuade me to stay on by offering me a turkey for Christmas!! Not being a turkey myself, I decided to decline his offer. Nowadays I think people would be offered bonuses or cars, I hope. After two years working in Dublin City Libraries I was offered a place in the library school in UCD through the kind auspices of Dublin Corporation and the late Mairin O'Byrne, then Dublin City and County Librarian. I attended First Arts (History, Politics, Philosophy) followed by a year in Library School. I was paid for it too, imagine!! During the summer we returned to work in the libraries. It was a wonderful opportunity for which I have always been most grateful. I would at all times have a great regard for public libraries. As a child the Library in Charleville Mall opened up a world to me which I would never otherwise have had access to. Before I went to UCD I got married, (on my 21st birthday) which worried my employers at the time as the marriage bar had just been lifted a few years earlier. I later went on to finish my degree at night. Different, different times!!!

Where do you work?

I am based in Our Lady of Lourdes Hospital, Drogheda. But have responsibility for health libraries in Cavan General, Monaghan General, St. Davnet's Monaghan, Ardee, Louth County and Our Lady's Hospital Navan. Despite some bad publicity it's a great place to work, with many dedicated and hard working staff. A very friendly place and the town of Drogheda is a lovely historic town.

Who do you cater for?

All healthcare staff in the North East, ie the counties of Louth, Meath, Cavan and Monaghan. This includes both acute hospital, psychiatric and staff in the community, in addition to nursing, midwifery and RCSI students.

How do you cater for them?

In whatever way we can, providing information and library resources both through the physical libraries and the website. In addition we provide training in a fairly broad spectrum of courses.



What is the first thing you usually do in the day?

I'm usually in first as I start at nine so I pick up the post and newspapers on the way in then switch on all the pcs and photocopiers before treating myself and staff to a cuppa. Linda and Frank needless to say are utterly spoilt!! Sometimes we would have a staff meeting at this time or just a very quick trouble shooting session. They are usually the trouble and I have to shoot!! Then they have to put up with my bad jokes.

What type of task occupies most of your working day?

Answering/sending emails. At the moment we have just upgraded our Library Management system which can provide additional problems for a multi-site library so we have had issues with this for the past three weeks. We are also moving the library here in OLOL to a portacabin while a new education centre is being built so I am focusing on that. Our new HSE library website is also being updated and each region is looking after its own content so there is a lot of work to do with that. I also look after the consortium purchase of online resources for all HSE libraries with two other colleagues so that also keeps me busy. When the opportunity arises I like to work on the desk as I find I learn much about what our clients needs are and this I can translate this directly back into purchasing and selection of materials. In addition I am also Chair of Colico for the next two years and Chair of the IHSLG journals co-operative so there is some work involved with these roles too.

What is the most unusual request you have had?

Well recently on our Ask a Librarian feature on www.hselibrary.ie I was asked by a gentleman to provide a record of his health insurance payments for the past three years!!

What do you feel you are good at?

Linda and Frank and my children would all shout "delegating" without a doubt.

What do you enjoy?

Still being alive.

What do you dislike?

The thought of not being alive.

What are your ambitions/career goals?

To survive the present recession in every respect.

Do you have any unfulfilled personal ambitions or goals?

Definitely there are at least two. To have a novel published and to have my first grandchild while I am still not dependent on a zimmer frame!!

Is there anything unique you do in your library?

Not sure if it's unique, hopefully not, but we all enjoy a good laugh at various times during the day. Having staff like Linda and Frank certainly helps and you may interpret that what ever way you like! Something which might interest others is the learning session called Learn@Lunch. We normally provide this a couple of times a year i.e. when the doctors change in January and July. We organise a three quarter hour session at lunch time on how to access ejournals and/ or a Google session also we provide tea and coffee and sandwiches while they are here and it can be a successful way of getting them into the library plus advertising for us as we send out the notifications on the local Lourdes notes to all.

What is the most unusual request that you've had?

A senior manager in a bank who shall remain nameless, asked me to run a press search on a particular fund manager in another bank. Nothing particularly interesting there, until I was told that the fund manager in question was his fiancée. It turned out that she had been involved in some questionable financial dealings in the past. Ultimately the marriage never happened and I often wonder if it was as a result of the information/dirt that I dug up. There you go, information is all powerful and librarians are the keyholders!

What do you feel you are good at?

Talking! Way too much on occasions.

What do you feel you are bad at?

See the previous answer!

What do you enjoy?

It's great when you have located good quality information for a doctor that hopefully will ultimately lead to better care for the patient.

What do you dislike?

Management jargon. "You can fool some people sometimes but you can't fool all the people all the time" (Bob Marley)

What are your ambitions/career goals?

To keep my job! On a more positive note I once worked on a project supporting the information needs of mentally handicapped children which was really interesting. It was a genuinely multidisciplinary health collaboration and I would love to do more of the same in the future if the opportunity arises.

How would you like to see health librarianship evolve?

Sorry to sound like a stuck record, but health librarianship has to be more part of the multidisciplinary team work that goes on within hospitals. We have to work hard to make sure that we are genuinely as close to the point of patient care as is practically possible.

What is the last thing you usually do each day?

Try and pull all the paper that I have accumulated on my desk into a manageable bundle that I will be able to make sense of the following morning.

What books are you reading at the moment?

"*Here I stand*" by Paul Robeson. What a man and what an inspiration. I'm not a particularly avid book reader, but this is one of the best books I've read and would heartily recommend it to anybody.

Upcoming Conferences

Institutional Repositories and Metadata.

1st Sept, 2010. Venue: The Mentoring Suite, The Library, DCU

ANLTC. Academic and National Training Cooperative.
www.anltc.ie.

Internet Librarian International 10 (the innovation and technology conference for information professionals).

13th- 15th October 2010. Venue: Novotel, London West, London, UK.

Becoming Upwardly Mobile – can libraries rise to the challenge?

15th September 2010. Venue: CILIP, London

Check CILIP, for details of all CILIP events, training, conferences and master classes go to the CILIP website:
<http://www.cilip.org.uk/Pages/default.aspx>

Online conferences

The Joy of Text Messaging and Reference Services

9th September 2010

In this two-hour session will discuss vendor services, best practices and experiences with texting reference services. See <http://www.lyrasis.org/> for more details.

Volunteer Management: Selecting, Screening and Training

9th September 2010

Discuss ways to identify potential volunteers in their communities and recruit using several methods. Students will also look at issues with “hiring” volunteers and learn some techniques for training them. This is a two-hour live online class. See <http://www.lyrasis.org/> for more details.

Broader themes – conferences other than library/librarian conferences:

Perspectives on a moving target – Is Change the New Constant in Higher Education?

27th November, 2010. Venue: GMIT Galway.

Healthcare Ireland.

5th – 6th April 2011. Venue: RDS, Dublin.

Digital Information Conference 2010: The Challenge of choice

Kings Place, London 28 October 2010

This year's theme relates to the changes being experienced by librarians and publishers in relation to managing digital content, including ebooks, social media issues and the use of web 2.0 technologies.

<http://www.cilip.org.uk/digitalinfo2010/Pages/default.aspx>

MEDINFO 2010: 13th World Congress on Medical and Health Informatics

12-15th September 2010 Cape Town, South Africa

This will be the first time MEDINFO is held in Africa. It promises to boost exposure to grassroots healthcare delivery and the underpinning health information systems. This will open the door to new academic partnerships into the future and help to nurture a new breed of health informaticians.

For more information see: <http://>

www.medinfo2010.org/

Conference Report: Library Association of Ireland, CILIP Ireland Joint Conference 2010

Library conferences are always a great way to keep up-to-date with colleagues and trends. This year's joint conference was no exception as delegates from all sectors came together to discuss the theme of *Smart Libraries*.

The HSLG was ably represented by Louise Farragher, Health Research Board and Aoife Lawton, HSE who discussed their experiences of developing health repositories in Ireland. The National Documentation Centre on Drug Use and LENUS are continually adapting to user needs by integrating new technologies to full advantage.

Numerous other speakers took part, each with their own ideas about the application of novel initiatives that will enable library services to meet increasing demands. Taking one example, Paul Smith, marketing consultant and author, presented two sessions: a keynote speech entitled, *Using Web 2.0: social media to create smart libraries* and a workshop entitled *creative thinking techniques to find smart solutions to library challenges*.

The first session examined the potential of social media to influence library development. In the competitive borderless world in which we now work these tools provide methods to monitor needs and engage with clients. The finding and sharing culture of social media can be leveraged to target specific groups, advertise services and collaborate. In summary, 'libraries, more than most, have a glorious opportunity to engage, stimulate, entertain, educate, share and rein-vigorate communities through social media'.

Paul Smith's workshop followed on the theme of utilising new approaches to advance services. This practical, interactive session emphasised the need to be creative. A demonstration of simple techniques, such as word association, revealed their potential power to reveal innovative solutions. 'Thinking outside the box' can be more than just a cliché!

A key lesson from this conference is that librarians must embrace emerging virtual technologies. Once incorporated into services they facilitate collection and collaboration, and open our resources to an ever-changing smart world.

Thanks to the HSLG for providing a bursary to attend this illuminating event.

More information about the conference can be found on the LAI website at <http://www.libraryassociation.ie/>

Mary Dunne, Health Research Board

Get involved in HINT

Have you ever thought of writing or editing for HINT? Why not add your expertise and knowledge and join the HINT team. The HINT newsletter is an important source of information for all health librarians, keeping us up-to-date on important issues, events and new developments in the profession.

As the saying goes 'many hands make light work'. We are actively seeking people to get involved in order to keep the high standard of HINT. If you would like to contribute or would like further information, please contact the HSLG Communications Officer, Susan Boyle at susan.boyle@ucd.ie

Electronic Resources of Interest

<http://www.msf.org>

Médecins Sans Frontières is an international, independent, medical humanitarian organisation that delivers emergency aid to people affected by armed conflict, epidemics, healthcare exclusion and natural or man-made disasters. Use it to stay informed, join medical emergency response teams, or to be aware of how such disasters can sometimes bring out the best in humanity in our ability to help others in times of great need.

<http://www.nlm.nih.gov/hmd/ihm/>

This image collection includes portraits, photographs, caricatures, genre scenes, posters, and graphic art illustrating the social and historical aspects of medicine dated from the 15th to 21st century. Scary and funny at the same time, and hugely interesting to see how the field of medicine has progressed.

<http://caphis.mlanet.org/index.html>

Consumer and Patient Health Information Section of the Medical Library Association website that has a useful list of the Top 100 Health Websites You Can Trust. Excellent list of websites that healthcare professionals can pass onto patients.



12th EAHIL 2010 Conference Lisbon Portugal

Irish presenters at this years EAHIL conference included Kathryn Smith and Peter Hickey with a paper on

“Reflections on space: UCD Health Sciences Library” The UCD Health Sciences Library sits at the heart of the UCD Health Sciences Centre.

Completed in 2006, the centre enabled the relocation of constituent disciplines from multiple locations across Dublin city to the main university campus in South Dublin. The amalgamation of the disciplines of Diagnostic Imaging, Medicine, Midwifery, Nursing and Physiotherapy marked a substantial achievement in UCD’s objectives of consolidating and reinforcing the teaching and research agendas. The fulltext of this paper and all presentations are available at:

<http://www.eahil2010.org/en/scientific-program/scientific-programme>

Pictured left to right: Anne O’Byrne, Paul Murphy & Muriel Haire.

HINT Competition. Enter the HINT draw for a 50 euro book token!

Just answer the following question and send your answer and contact details by e-mail to Susan.Boyle@ucd.ie

Eric Bana played the role of a librarian in what film?

All correct answers will enter the draw and the winner will be named in the next issue of HINT. Good Luck!

HINT is the newsletter of the Irish Health Sciences Libraries Group of the Library Association of Ireland.

It is compiled & produced by the HINT Editorial Team.

Contact details: Send submissions to Susan.Boyle@ucd.ie

All material in this newsletter is copyright © 2010. This newsletter may be quoted or forwarded if the quoted or forwarded passage is attributed to the newsletter. www.hslg.ie