

# HLA NEWS

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## HOT SPOTS & health libraries

In a bid to provide unrestricted wireless internet access to their users staff at The Queen Elizabeth Hospital came up with an innovative solution. Sue Rockliff explains.



No, we are not radioactive and the Geiger counters are not ticking over in The Queen Elizabeth Hospital

Library. But we do have a wireless internet connection, which seems to be the new meaning for the term “hotspot”.

In the academic environment wireless internet access has come to be expected. Recent graduates coming from university systems are used to having wireless connectivity and full access to all their services via the internet and intranet from anywhere inside their university campuses. The Queen Elizabeth Hospital is physically located 15 kilometres from the nearest affiliated teaching hospital, and it is quite independent of university infrastructures. The internet clients of our hospital include medical staff and students, university research staff, and nursing staff

and students. Staff and students affiliated with universities can access their university’s website via intranet/internet access in the hospital. Hospital staff use the hospital intranet to access internet based products licensed by the library. All access is provided via a secure network controlled by the hospital’s Information Technology Department (ITD) and is only available for fixed machines and hospital dedicated laptops. Private equipment can neither be used to access the intranet or internet.

Enabling wireless connectivity to existing intranet and internet systems inside the hospital is difficult to achieve; the security issues surrounding patient data are deemed problematic and could possibly put private information at risk from hackers. The security of usernames and passwords would need to be addressed further. So would the issue of people perhaps copying patient related data to their own private and portable equipment and leaving the hospital with that information, thus putting at risk patient confidentiality.

The physical costs of enabling full wireless connectivity, the cost of buying and fitting repeaters, and having to run a parallel security and help system for a wireless network, have been the prohibitive factors cited by our ITD during the last five years as reasons for not planning the development of a wireless network in our hospital. In a nutshell our cash strapped hospital and understaffed ITD decided that, in 2006, enabling wireless capability was not going to appear on their horizon any time soon in the next decade!

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# CONVENOR

ERA • Peak Bodies Forum • Dreaming 08

Fantastic news – Electronic Resources Australia (ERA) was launched at the National Licensing Forum on 9 May. It was very pleasing to hear thanks given to Lindsay Harris, Cheryl Hamill and Ann Alderslade for their work in bringing the project to fruition. ERA will facilitate free end-user access to key online general reference, Australian news and business, and health information resources and stands to significantly enhance the professional and political status of Australian libraries. It enables libraries to be placed at the forefront of lifelong learning, inspiring creativity and creating possibilities for a vibrant and creative Australia.



In the health area the first products to be made available include:

- Consumer Health Complete from EBSCO Publishing
- Health and Wellness Resource Centre from Thomson Gale
- Health Reference Center Academic from Thomson Gale

Libraries are able to request a free trial to evaluate the products and will then have up to the end of July to indicate if they want to participate in the scheme. There are no membership fees and existing consortiums may convert their subscriptions to the ERA scheme. Pricing is readily available but you have to apply for a password to access the relevant files. For more information about ERA visit their website: <http://era.nla.gov.au>

While in Canberra I also attended the Peak Bodies Forum. The agenda was wide-ranging covering topics from the National Licensing proposal to workforce planning. One of the issues that came out of the day is the

different reporting lines of libraries and therefore differing priorities – thus creating a silo approach to policy development for libraries. A typical example would be the business case being developed by Valantus for national licensing for key electronic clinical resources that will report to the Australian Health Ministers Advisory Council (AHMAC) while the Department of Communications, Information Technology and the Arts (DCITA) is responsible for implementing the Protecting Australian Families Online (PAFO) initiative. The Minister for Arts and Sports (the NLA is part of this portfolio), George Brandis, paid the group a short visit and advised that if a united voice was needed concerns could be documented with him and he would raise issues with relevant ministers. During the meeting the NLA demonstrated its federated search project which aims to enable web users to search the collections of Australian archives, galleries, libraries and museums through a single search. This project uses the OpenSearch protocol which is relatively easy to implement and provides a “lowest common denominator” simple keyword search that can be applied to discovery services in any sector. The demonstration was a search of Libraries Australia and Wikipedia with the results showing in two columns. It was very impressive. More details are available from <http://www.nla.gov.au/initiatives/federatedsearch.html>.

Dagmar Schmidmaier, ALIA President 2006/07, spoke about ALIA's plans to work with research data currently available nationally and internationally on workforce planning which will identify the key issues and drivers for change. These will be discussed at the ALIA Education Summit planned for early 2008.

I reported on the HLA submission to the business case

for key electronic clinical resources. There was general agreement in the group that it was important for all sectors to know and understand current issues that will affect a range of libraries. A good example of this is that the Attorney-General proposes to amend classification laws to require that material that advocates terrorist acts be refused classification and therefore its distribution in Australia be prohibited. The Peak Bodies Forum decided that the library sector would respond in a joint submission from ALIA, CAUL, ALLG and NLA.

The Executive Committee has held two teleconferences this year and is presently finalising HLA's strategic plan for the next few years. We have also been discussing the type of HLA event that could be incorporated into the Dreaming '08 conference (<http://www.alia.org.au/conferences/2008-2009.html>). One of our members has a 'promise' of some funding that will allow us to bring an international speaker to Australia. At this stage we are thinking of having a 'health day' as part of the conference which will be held in Alice Springs from 2 – 5 September 2008. If you would like to work with the Executive on planning this event please contact me.



HLA was very pleased to receive several very good applications for the Anne Harrison Award – more details in this bulletin.

Thanks to Melanie Kammermann for her work on HLA News (<http://www.alia.org.au/groups/healthnat/hla/>) and for managing the HLA blog (<http://hlablogs.blogspot.com/>). The last issue of HLA News was a bumper issue and feedback from members has been very positive. Thanks again Melanie.

Heather Todd  
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# The role of RESEARCH

## in Australian Library and Information Studies

What is the position of research among Australia's library profession, in particular health and medical librarianship and its take-up of evidence based librarianship? What role does our professional association play in fostering a research culture? Kerry Smith, a senior LIS lecturer and current Chair of the ALIA Research Committee, is well placed to explore these questions and concludes that "librarians need to locate for themselves the research issues that must be resolved now and in the future" in order to "move their service provision, their research profile and their context into the future."



Kerry Smith  
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### Introduction

Having spent some time pondering the role of research in Library and Information Studies/ Science (LIS) as an academic and more recently as Chair of the Australian Library & Information Association (ALIA) Research Committee\* I wondered about the number of applications the health librarians' award panel would receive for the recently advertised Anne Harrison Award in health library research: <http://alia.org.au/awards/merit/anne.harrison>. My interest is in the Award's research component and I was pleased to see yet another award that encourages research within the profession. Funding of \$3000 is available for:

- a research project;
- exploring the potential for the further development of health librarianship in Australia; and
- assistance towards enrichment of knowledge.

When I visited the ALIA website I could find no explanation as to whether these three criteria were to be taken together or singly to be eligible for the Award. It seemed to me that the Award ought to require all three as taken together to demonstrate a desire for richness and usefulness in a health library research project. This led me to ponder the position of research in the library profession in Australia and more particularly as it seems to relate to the practice of medical and health librarianship. What might be the role of research in current professional activity and thinking and how might a

professional association like ALIA play a role in this essential phase of our intellectual development?

### LIS research and library associations

In one paper written with Professor Ross Harvey of Charles Sturt University and presented at the Asia-Pacific Conference on Library & Information Education & Practice 2006 (A-LIEP 2006) conference in Singapore, Ross and I contemplated the role of professional associations in fostering a research culture amongst members, emphasising the Australian context. We reported that there is evidence that some associations are realising that research and the research process need to be better recognised, particularly as library professionals are increasingly undertaking higher level qualifications which include a research component. Yet a research qualification is not always necessary for recognition as a professional librarian, so the question needs to be asked: why should librarians bother to undertake the research rigours and intellectual endeavour to achieve it?

Our paper considered statements by then ALIA President Gillian Hallam, herself a LIS educator, who noted in a 'Frontline' column in *inCite* (Dec 2005, p.4) that:

it can be strongly argued that research is critical for the creation of professional knowledge and therefore

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Quick fix solutions do not make a research project. Nor does a write-up of their results contribute to the growing body of research literature and practice so badly needed in Australian librarianship.



\* Kerry notes the views expressed in this paper are her own.

# International speakers visit Qld

The HLA Regional Committee QLD invited Tony McSéan and Carol Lefebvre to head north following the 2007 Information Online Conference to present to Queensland librarians. Jenny Hall and Jill McTaggart, from the University of Queensland Library Service, report on two speakers who presented on very different but equally important topics.

## TONY MCSÉAN

Early in February Tony McSéan spoke to a large group of Queensland librarians on the topic *Are our professional associations falling to bits or am I just a grumpy old man?* He is currently Director of Library Relations, Elsevier, as well as the elected chair of the Chartered Institute of Library Information Professionals (CILIP) UK. Tony opened his talk by examining how our typical library audience has changed; availability of the Internet and remote and online use of resources means the new generation of library users often see the library as a place to only find books. He highlighted that the structure of what librarians have typically done has fractured and requires a different set of skills and redefining what we do, including marketing this to our users.

Having set the scene by identifying these societal changes he asked the question, "Where does this leave our associations?" Demographics show that the general population of librarians is getting older with 50 per cent of librarians retiring in 10 years. The structure of membership of organisations is hard to manage and the structural factors in maintaining them are difficult and expensive. He gave an overview of three case studies of associations in which he is involved; including:

- Medical Library Association (MLA), <http://www.mlanet.org/>
- CILIP, <http://www.cilip.org.uk/default.cilip>, and
- European Association for Health Information and Libraries (EAHIL), <http://www.eahil.net/>

MLA is an example of a well managed association with an effective structure. It has a committed membership base with a strong sense of identify

Carol Lefebvre (centre) with UQ library staff

and community. The Director is experienced and senior officers have strong management skills. The library directors are active and committed.

CILIP's situation was grim but with treatment its prognosis is improving. It was troubled financially with leaking membership and lacking confidence and direction. To improve the situation it has overhauled financial processes, implemented subscription reform, invested in advocacy and placed emphasis on special interest groups and membership services.

EAHIL has reorganised its association with a radical solution: it has abolished subscriptions and has an open membership with a peer review process for membership applications. It has converted to a virtual organisation with 100 per cent web based administration and processes. Its journal is paid for by advertising and sponsorship and more income is derived from a conference fee levy. As a result membership trebled in the first year. Advertising has increased significantly as has membership participation.

In conclusion Tony outlined what he thought made an association sustainable in the current climate.

- discipline in finance and strategy
- dedicated elected officers and talented senior staff

- a community of membership
- a visible media and lobbying presence
- imagination, innovation and anticipation of professional changes to keep ahead of the profession
- opportunities for participation early on in careers, encouraging new graduates to join the association
- a membership 'offer' which promises networking, resources, a career and social value

## CAROL LEFEBVRE

Carol Lefebvre, Information Specialist, UK Cochrane Centre, whose main responsibility is to coordinate the identification of reports of controlled trials for the Cochrane CENTRAL Library and to facilitate the inclusion of the trials in Cochrane reviews, gave two presentations which were well attended by librarians and clinicians.

On the first evening Carol spoke to librarians about the role of the Cochrane Trials Search Co-ordinator (TSC) employed within Cochrane. Her talk was entitled 'Supporting Systematic Reviews and the role filled by the Cochrane Trials Search Co-ordinators'. She outlined the job description of a TSC and emphasised how important support from medical libraries is to the process of developing a Cochrane review. The first of two take home messages was to ensure medical librarians advertise that they can help with systematic reviews by, for example, placing posters around the library and hospital asking the question,

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“Are you doing a systematic review – did you know that we can help you?” The other valuable message was to gain access to the grant application process: to highlight to researchers the need to budget to cover the costs of the study identification process (and perhaps employing a librarian for the search component) and for document supply for their project. This talk was our first professional meeting held at the most impressively refurbished University of Queensland Biological Sciences Library (<http://www.library.uq.edu.au/bio/>)

At her second session Carol presented at the Princess Alexandra Hospital on the topic ‘Identifying trials for inclusion in systematic reviews’. This talk was well attended by both librarians and hospital staff. She outlined framing the search question using PICO, identifying and selecting sources to search, specifically highlighting CENTRAL as the first place to search and calling it “trials on a plate”. Currently there are 490,000 trial reports in CENTRAL. The “must” search sources

were CENTRAL, Medline and EMBASE, with other sources to be considered depending on topic area, time scale and database access. Others might include:

- LILACS (Latin American and Caribbean Health Sciences) database – which is freely available on the Web.  
<http://bases.bireme.br/>
- AMI
- AMED
- Biosis Preview
- PsycInfo
- Web of Science

Other places to search include ongoing trial registers and the grey literature. She gave these examples of websites to look for trials:

- [www.controlled-trials.com](http://www.controlled-trials.com)
- [clinicaltrials.gov](http://clinicaltrials.gov)
- [www.nrr.nhs.uk](http://www.nrr.nhs.uk)
- [www.clinicalstudyresults.org](http://www.clinicalstudyresults.org)

Some time was spent discussing the development of the search strategy and this included sensitivity versus precision, use of synonyms, truncation, and the explosion of thesaurus terms. Carol highlighted the importance of maximising sensitivity.

Carol concluded by outlining

the all important documentation process. She recommended the use of bibliographic software, such as EndNote, to record the information associated with the search, for example, the date the article was requested through document delivery and tagging the record with inclusion or exclusion information. She also highlighted the importance of writing up the search process to provide transparency and reproducibility, and as a record of the comprehensiveness of the search for peer criticism, improvement or audit. Finally, she suggested that the librarian assist with writing up this section and that good notes should be kept from the beginning of the project on all search strategies to enhance this process.

Both Tony and Carol provided useful information and much food for thought for the participants.



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Okay, I thought, what else can we offer our users who come armed with their own WiFi enabled laptops and PDAs wanting to access the internet? We do have a bank of 15 personal computers (PCs) in the library that are internet enabled via the hospital intranet, but access to Yahoo Hotmail and other free email services, as well as many private internet service providers' (ISPs) websites, is restricted owing to the risk of downloading viruses. Private PCs can not be plugged into the hospital network outlets unless they are configured to work on the hospital intranet via a sign on and password or have a Virtual Private Network (VPN) connection.

Seeing people using their laptops, furiously typing away emails and searching the internet, in the State Library foyer, Cibo cafés, Adelaide Airport and other places led me to Internode. Internode supply free internet access to the City of Adelaide via a number of partners who provide hotspots for their equipment. Obviously, as time goes on, Internode would like more users to sign up for their internet service provision. However, at the moment wherever there is an Internode hotspot, internet access is freely available to any member of the public on a publicly open internet platform. In fact, where there are Internode hotspots in some city buildings, people are seen sitting around the outside walls on the weekend playing live internet games via the free hotspot internet access.

I contacted Internode and suggested that perhaps The Queen Elizabeth Hospital Library and the

hospital's public café, Lizzy's, might be suitable places for Internode hotspots. After checking with our ITD and Electrical Services Department, we negotiated a contract to put two wireless broadband modems into the hospital. We decided to monitor access and use over a six month period to determine the popularity of the wireless service.

What did we need to supply? One standard power point and one telephone line. The telephone line had to be stand-alone and not directed through the switchboard in anyway. The line had to be Asymmetric Digital Subscriber Line (ADSL) compatible but could also support other functions if required. This should have been an easy task, however, government bureaucracy and outsourcing errors ensured this was the slowest part of all. Once the lines were in place, Internode came and installed the two modems, which utilise the 802.11b&g 'WiFi' system, to provide broadband Internet connectivity to any wireless-equipped laptop or PDA. The service was up and running very quickly. Internode also supplied door stickers and table notices to let people know that a wireless hotspot was available. The signs provide a telephone help number so, should anyone have connectivity issues, they can contact Internode directly.

The hotspots were put into action at the end of November 2006. I sent out a promotional email to all hospital staff and within one hour we had people connected to the internet via the hotspots.

The hotspot in the café is also available to the general public, although access by the public is more likely to come via mobile

phones and, in the future, use of Voice over IP as most visitors do not carry laptops around with them.

Since the service has been up and running we have had quite a bit of positive feedback, particularly from university staff who have to log onto their university network via the internet anyway. Now they can work in small groups in the café over a coffee if they choose to. The hotspot extends to just outside the café so many of our users sit at tables outside in the fresh air and use the internet to share work, check e-mails and conduct research via their laptops. For those wanting to access the library's resources, provided normally via our intranet site, but wishing to do so on their own equipment they can logon to SALUS. SALUS is the South Australian Health Libraries Consortium's internet site for external access to electronic resources licensed by consortium members. SALUS is the site they use at home via dialup or broadband to access our resources. Now they can also use it in one of our hotspots in The Queen Elizabeth Hospital or at one of the many other hotspots around Adelaide.

I still have hopes that one day we will have full wireless capability in our hospital but, until that day comes, hotspots do seem to provide some alternative for those internet users accustomed to having the internet available to hand. At the end of May 2007 we will evaluate the usage statistics to see exactly how popular The Queen Elizabeth Hospital hotspots are in comparison to some of the other Adelaide Hotspot locations.

Sue Rockliff

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## Australian Health Librarian wins Thomson Scientific-sponsored Info Pro Award



Congratulations to Stephen Due, Chief Librarian at Geelong Hospital/Barwon Health Service, who was named the 2007 Information Professional of the Year by the SLA Australia/New Zealand Chapter.

The annual award is sponsored by Thomson Scientific and is given to an information professional who has displayed great achievement in the information industry.

From the press release, available at [http://www.dialog.com/pressroom/2007/0620207\\_infopro.shtml](http://www.dialog.com/pressroom/2007/0620207_infopro.shtml), Stephen "has gone above and beyond to share his expertise and knowledge with his colleagues and peers...He has been extremely proactive in advancing the professional status of health librarianship within his organization and through his involvement with industry associations."

# INNOVATION at the fore

The National Library of Australia's Innovative Ideas Forum, held on 19 April 2007, offered up a host of new ideas, developments and trends to inform, consider and inspire. Suzanne Lewis, recounts what she and her colleagues, Lisa Cotter and Ingrid Tonnison, all from Northern Sydney Central Coast Area Health Service (NSW), learned.



Suzanne Lewis

Over 300 librarians from all sectors attended the Innovative Ideas Forum hosted by the National Library of Australia (NLA) on 19 April 2007. Australian and international speakers presented the latest trends in information access and innovative projects which aim to connect people and information.

The Forum was opened by Dr Warwick Cathro, Assistant Director-General (Innovation) of the NLA, who welcomed the audience and introduced the first speaker, Susan Chun of the Metropolitan Museum of Art (MMA), New York. Ms Chun's presentation, *By the People: Social Tagging and the Museum Collection*, highlighted the work of the *steve* project ([www.steve.museum](http://www.steve.museum)) which is exploring the value of social tagging to collect patron-created descriptions of museum collections. The MMA website features over 5000 works of art searchable via a very good, very expensive search engine. The starting point for the *steve* project was that the MMA had spent a huge amount on digitisation but users were still finding it very hard to locate images.

Ms Chun used an example of a query from a museum patron to illustrate the semantic gap between the language of patrons and the language of curators (or cataloguers) which made it very difficult for this patron to identify a particular painting, despite knowing quite a lot about the piece. Patrons use words related to iconography, colours, emotions, styles and concepts but curators do not catalogue in visual terms despite the objects themselves being visual.

Other great museums such as the Tate Gallery and the Louvre employ keyword cataloguers but the MMA decided against this due to expense. Instead, the *steve* project began with the vision of "Cataloguing by the Crowd", that is, developing an open source tool to facilitate online cataloguing of art collections by patrons. The *steve* tagging tool is now available, for anyone to download and use, on the *steve* website. In its present state it is a very simple tool but it will be developed to allow tagging in languages other than English and to develop the social side of tagging by allowing taggers to see each others' tags. Ms Chun also mentioned another example of "cataloguing by the crowd", "The ESP Game" ([www.espgame.edu](http://www.espgame.edu)) developed by Carnegie Mellon University. Through the interface of an online game, users contribute index terms to catalogue Web images.

The *steve* project has now received grants to conduct research into social tagging. Over 2006-2008 the group is examining the nature and quality of descriptions that are supplied by volunteer "cataloguers" who tag images of art works using the *steve* tagging tool. The project will also look at the potential benefits of tagging artworks for museum users, curators, educators and researchers.

The grant is the first quantitative research grant for museums in the United States. The group has collected about 20,000 tags so far and has built a tool for internal review of tags including rating them. There will be different interfaces for different communities

of taggers, so some groups will see the existing cataloguing for an object while others will just see the image. It will be possible to combine patron-generated tagging and comments in the future.

The *steve* tool could be used in any project identifying and cataloguing images and objects including, for example, old surgical instruments or photographs comprising a visual history of a hospital. The ability to combine tags and comments is potentially very valuable in capturing corporate knowledge. Can tags and comments be incorporated into an existing catalogue? No doubt this will be possible in the near future. And finally, where did the name for the project come from? The team just decided they were sick of acronyms and chose the name *steve*!

The second speaker was the very entertaining Courtney Gibson, Head of Arts, Entertainment and Comedy, ABCTV, who examined what it means to be a public broadcaster in the digital age, with the attendant issues of advertising and user pays. Ms Gibson drew parallels between broadcasters and libraries, both of which have faced similar issues over the past two decades when so much has changed in the way content is accessed, stored, retrieved, delivered and navigated. There are many challenges to doing business in the new environment (content control, copyright, ownership), but we must consider if it is a case of

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critical to the survival and growth of the library and information profession. Without a commitment to research, we will not be a profession as such, but merely an occupation that focuses on routine processes.

Hallam continued:

LIS educators have a responsibility to ensure graduates are equipped not only with the conceptual structures and thinking processes of their discipline, but also with an understanding of and experience in the range of research methodologies that can be applied in practice.

Perhaps significantly, nowhere in her column does Hallam suggest that the professional association, ALIA, has a role in ensuring that research is firmly placed in the curriculum of first professional qualifications; rather, the responsibility lies with librarianship educators. There is some variety in the ways in which research methods are taught, if indeed they are, at the first professional qualification level in librarianship in Australia. Realistically it is easier for library schools to accommodate a research unit at the undergraduate degree level than at the graduate diploma/coursework masters levels. Is there enough interest in the profession to seek recognition of research not only as a course work subject but also as a demonstrated practice through research project work? Such demands for action need to be made clear to the ALIA Board. The time might be right to seek such action since an ALIA Education Summit is planned for some time in 2008. Notwithstanding this, how much of what we learn when we undertake that first professional qualification is remembered in the ensuing workplace years?

Until recently, the history of ALIA has demonstrated that, apart from the acceptance of refereed

articles into its two more formal journals, *AARL* and *The Australian Library Journal*, the Association has, apart from research awards, demonstrated little interest in supporting the research field. And not all articles submitted to the Association's journals are research-based.

The recent establishment of a research fund capability within ALIA has meant that, in order to secure taxation concessions, ALIA needed to set up a committee of researchers to administer requests seeking to access this money. So the ALIA Research Committee was born. Interestingly, fund management is only a small part of the Research Committee's business. Its discussions range far and wide on research matters in LIS. The Committee is currently spending a considerable amount of time in efforts to secure a place for LIS in the Research Quality Framework (RQF) discussions. This has entailed attendance at an RQF panel meeting where matters of quality and impact of research were discussed, deliberation on the top journal titles for Australian LIS researchers and encouraging our very experienced researchers from home and abroad to consider nominating for RQF assessment panels. On top of this the Research Committee continues to monitor and engage in the Australian LIS research landscape and encourage participation in research activity through information on its website: <http://www.alia.org.au/research/>. It is to be hoped that ventures like the ALIA Research Committee and the initiatives arising from its deliberations will move the profession, even ever so slowly, towards the recognition that a research culture is an important component of our professional presence and continuation. A recent move in that direction is the clear expectation by our universities that any library professional hoping to enter an academic career should either possess, or be well on the way to completing, a PhD.

### LIS research and librarians

Haddow and Klobas (2004)

report "(c)oncern about flaws in communication between research and practice [as] a recurring theme in the LIS literature" (p. 30). Earlier work by Haddow (2001) revealed that in the Australian context "there is little communication of research to practice through periodical publications" (Haddow & Klobas, 2004, p. 37). This might be seen as an embarrassing state of affairs but it also begs the question: how much research is the Australian LIS profession undertaking? These thoughts are further developed in another paper by Haddow, this time with Genoni and Ritchie (2004): "Why don't librarians use research?" in which they support "the majority view that [LIS] research findings are underutilized" (p. 57) and that this could be more from a culture than a communication gap between the library practitioner and the library researcher.

Ways forward include collaborative projects between researchers and practitioners, that researchers "find venues and a language to communicate effectively with practitioners" and that "practitioners increase their contribution to the research literature" (p. 57). The Haddow and Klobas (2004) paper concludes with the comment that the evidence-based practice seen by many Australian library practitioners as the 'research answer' is a start, but it is not enough. This leaves us to wonder what might be enough and suggestions are not forthcoming from this paper. But they are from others including the rising star in health libraries and librarianship: evidence based librarianship (EBL).

### And EBL

The health libraries literature is replete with papers on evidence-based practice and lately and more specifically evidence-based librarianship. Just what is it/are they? Definitions include the following:

- In 1997 Eldredge and others grappled with the term:
  - Librarians [need] to develop

their own version of “evidence-based practice” (Anderson in Eldredge, 1997, p.4).

- Evidence-Based Librarianship (EBL) therefore cannot simply consist of grafting the word “librarianship” onto the core definition of EBM [evidence based medicine] (Eldredge, 1997, p.5).
- We can begin by establishing research friendly values in our profession (Eldredge, 1997, p.6).
- “Evidence-Based Librarianship (EBL) seeks to ensure that we utilize the best and most relevant evidence when answering our most important questions” (Eldredge, 2002a, p.10).
- “EBL constitutes an applied rather than theoretical science. EBL merges scientific research with the pressing need to solve practical problems. EBL provides a framework for self-correction as new information becomes available that suggests new directions or methods” (Eldredge, 2000 as quoted by Crumley & Koufogiannakis, 2002, p. 62).
- “ ‘Evidence-based librarianship (EBL) is an approach to information science that promotes the collection, interpretation, and integration of valid, important and applicable user-reported, librarian-observed, and research-derived evidence. The best available evidence, moderated by user needs and preferences, is applied to improve the quality of professional judgements.’” (Booth, 2000 as quoted by Crumley & Koufogiannakis, 2002, p. 62).

The comprehensive approach to EBL as described by those above belies the simplified definition given by Haddow and Klobas (2004): “(r)esearch studies on a specific topic are gathered and their results synthesized to arrive at findings that reflect the

Research principles (from Bouma, 2000)	EBP principle (from Sackett et. al., 1997 as quoted in Booth & Brice, 2004, p.6)
Develop research question(s) in line with workplace and/or professional situations and issues.	Identification of problem or question
Reading and evaluating the relevant background literature, published and unpublished, from whatever discipline(s) on the topic.	Finding as efficiently as possible, best evidence to answer the question; Appraising the evidence for validity and usefulness
Setting off on our research journey: <ul style="list-style-type: none"> <li>• selecting a research design;</li> <li>• selecting a sample (if needed)</li> <li>• data collection</li> <li>• analysis and interpretation</li> </ul>	Applying the results to a specific population Evaluating the outcome of the intervention

Table 1. First research principles aligned with the five stages of evidence based practice

body of research” (p.34). It seems that Eldredge (1997) developed the concept of EBL as a mechanism to encourage the medical library profession to take a serious interest in researching its issues and reading the research relevant to its issues.

It therefore concerns me to see that EBL now seems to be developing a life of its own.

Crumley and Koufogiannakis (2002) propose “practical steps” for the implementation of evidence-based librarianship. It is useful to note the “Types of studies” summaries provided by these authors in choosing a research methodology. Why? Because what is proposed is demonstrated in basic research principles.

It is therefore interesting to align first research principles, with the five stages of evidence based practice (EBP) – see Table 1 above.

The history of the Research Section of the Medical Librarians Association (MLA), which had its beginnings in 1978, promotes “verified scientific evidence, with LIS professionals as creators, managers, and active users of such evidence” (Using scientific evidence (2000), p.1) and that research is the foundation for excellence in the profession of medical librarianship, just as it is the foundation for excellence in the wider profession of librarianship. Therefore, why is there an ongoing need to define the role of research in our professional practice when it has long been so well defined?

LIS research can be made easier through teamwork with

colleagues to lighten the research load, and/or by choosing to undertake a research degree at a university. The latter choice takes time and my experience of library practice is that librarians want their results in a hurry. A sound research project does take time and needs careful, academic discipline to gain credibility. Quick fix solutions do not make a research project. Nor does a write-up of their results contribute to the growing the body of research literature and practice so badly needed in Australian librarianship. While EBL promotes that professionals use (or carry out) research studies that are the most scientifically sound, it also acknowledges that it is often difficult for practitioners to engage in Research (with a capital “R”). In my view, there is no quick fix to the research process. Either the research is good and valid or it is not.

### Research and LIS

It is useful to transcribe these thoughts into the more general body of knowledge known as information science or information studies and which includes librarianship. We find that information science/studies is involved with “conducting research and developing theory around the documentary products of other disciplines and activities” (Bates, 1999, p. 1043). As Bates describes, library professionals are interested in the structure of information, in the representations of forms of information into finding tools and this is done through the

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perspective of “the lens through which information scientists see their world – both at the theoretical and practical levels” (Bates, 1999, p. 1046). In 1999 Bates asked “Three Big Questions, which are still valid today:

- What are the features and laws of the recorded-information universe?
- How do people relate to, seek and use information?
- How can access to recorded information be made most rapid and effective” (p.1048).

There is an added dimension for the research librarian to address in that not all of our working contexts are value neutral, that is “without political or explicitly value-laden objectives” (Bates, 1999, p. 1049), a characteristic found to be necessary when following the scientific research paradigm in the purist sense. This situation is not unusual in librarianship. Examples can be found in many types of “special” libraries each operating under their own set of organisational values, and in public libraries that espouse the values of free and open access to information and user empowerment in the public library’s recreational and learning environments. Medical library service provision provides a good example. It must be client focused to such a degree that the value laden environment of the medical professions that medical librarians serve underlies all of the work that they do. While this might imply that medical librarianship could have its own body of research, it is also vital that library researchers read each other’s research literature and see where commonalities like the value-laden cultures in which they operate, exist, and how they are accommodated in the research process.

So where does all of this lead to with regard to EBL and even the Anne Harrison Award? The EBL literature offers many ways in which research projects can be undertaken, some quite defined,

others which echo some of the more tried and true general practice of the research process. My own view and one seemingly shared by the EBL guru Eldredge, is that there is tremendous variety in the types of research projects medical librarians can undertake. However, these projects must follow proper research practice, be scientifically constructed, well planned, clearly and methodologically carried out, reported at conferences and in the literature and preferably in the peer-reviewed journal literature. There are many texts available which outline research processes and methodologies in librarianship and in the wider and associated areas of, dare I say it, the social sciences and humanities, and other disciplines.

Some of the databases to locate this information are mentioned by Crumley & Koufogiannakis (2002) and if you are working in a large university system like me, then access to these will be easy. But what of those potential library researchers who are not? Some might enter university libraries and browse the shelves for current literature for research purposes but unless they are registered users of the library it is highly unlikely that they can access the electronic databases and full text e-journal services. What to do? There is a role for ALIA in facilitating strategies like those of like professional bodies (e.g. CILIP) to assist access to such material.

### Conclusion

Why should we have to rely on Booth (2003) who states:

the long-term future of evidence based information practice probably lies not in a single-minded focus on research-derived evidence but in a more encompassing approach that embodies reflective practice... the ability to critically analyse, make informed judgements and direct actions can be triggered by any number of catalysts, of which research evidence may be just one...”(np)

when the answer has been evident from the beginning? Lewis & Cotter (2007) report little take up of research issues in medical librarianship between 2001 and their study in 2006. This indicates to me that medical librarians need not just a summary of the research that has gone before so that they can learn from it. All librarians need to locate for themselves the research issues that must be resolved now and in the future. Medical librarians can meld the unique characteristics of their discipline with the wider disciplines within information science/studies, and move their service provision, their research profile and their context into the future.

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## Letters to the editor

**Send your letters to the editor by emailing melanie.kammermann@alianet.alia.org.au. Letters should be no longer than 150 words and must include the writer's name, position and contact details.**



## A new era dawns for electronic resources in Australia

Australians everywhere will benefit from a new library consortium called Electronic Resources Australia (ERA).

The recently formed consortium offers libraries an opportunity to provide free public access to quality online information in the areas of health, general reference, news and business. The true value of the consortium will be realised with widespread Australian library participation.

The consortium is a response to recommendation 9 of the 2003 Senate report on Libraries in the Online Environment that highlighted the public need to have greater and coordinated access to full text electronic resources.

Following the Senate report Australian libraries identified the areas of greatest information need. This led to the panel of products offered today through ERA.

Jan Fullerton AO, Director-General National Library said in this information-driven world ERA will help position Australian libraries to better support communities, education and business.

“The collaborative purchasing power of ERA will enable a greater number of Australian libraries to afford subscriptions to quality information for the direct benefit of their clients. This means more opportunities for more people as more libraries take up the ERA offer,” said Ms Fullerton.

Roxanne Missingham, President of Australian Library and Information Association (ALIA) and Chair, ERA Executive Committee said the consortium will enable libraries to subscribe to an excellent panel of products and provide free access to their clients.

“Anyone who is a member of an Australian library that subscribes to one or more of the nine products on the panel will be able to access the content for free at their chosen location,” she said.

It is anticipated that the first library subscriptions with EBSCO Publishing, Forward Learning Pty Ltd (World Book), Oxford University Press, ProQuest-CSA and Thomson Gale will commence in October 2007.

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28 May, 2007

“only fools rush in”, or “he who hesitates is lost”.

The ABC already has multiple platforms (TV – ABC and ABC2, online, radio), a loyal audience and guaranteed revenue (although not enough). In this sense it has followed the path that many media have traveled over the 20th and into the 21st century from public to private to domestic to mobile and has catered to the consumer phenomenon of “continual partial attention span”. Today young people in particular use multiple platforms simultaneously, not linearly; they may be on MySpace while texting friends and listening to their iPod all at the same time.

Ms Gibson stressed that the ABC must manage its content better to leverage value, not just metadata but also a platform of knowledge which will become more important with the addition of user-generated content. It must also manage copyright better, possibly following the example of the UK’s creative archive licensing group. It must create shorter content to fit in between other things and longer content for a richer, more intense patron experience. As a guiding principle, Ms Gibson referred to the BBC’s 15 web principles arising from the BBC2.0 project ([http://www.tomski.com/archive/new\\_archive/000063.html](http://www.tomski.com/archive/new_archive/000063.html)). For Ms Gibson, the standout principle was “Fall forward, fast: make many small bets, iterate wildly, back successes, kill failures, fast”.

In the next presentation, Kent Fitch and Alison Dellitt from the NLA challenged us by Rethinking the Catalogue, arguing that the library catalogue is no longer relevant in its present form. Patrons do not think like Dewey or the National Library of Medicine. It takes two years minimum to train a cataloguer, but cataloguers cannot keep up with the flood of information material, so what is the role of cataloguers and the library catalogue in the digital age?

The speakers argued that libraries have a responsibility to make our collections easier to find,

our systems fun to use, and our digital spaces as much a centre of community as our physical spaces are. In this context the NLA is exploring how librarians can take advantage of innovative search and social networking technologies to reinvent the catalogue. Kent and Alison described the kinds of changes they envisage for the traditional catalogue: becoming a conversation space; presenting an intuitive interface, with clustering, relevance ranking and grouping features that make exploring easy and fun; and enhanced access via a whole new approach to resource description using patron-generated reviews, comments and tags.

Moving forward into the 2.0 world means not only building upon what we already have, but also some seriously creative destruction! We need to look at what we’ve always done and ask whether we really need to keep on doing it that way, or doing it at all. For example, should we continue sending clients to information literacy instruction? Or, should we build better systems that don’t require clients to learn how to think like Melville Dewey?

Dellitt and Fitch were not calling for an end to traditional structured indexing for resource description ... just advocating the value new techniques such as collaborative indexing/social tagging may introduce. There is scope to use both methods. As Susan Chun observed in relation to the MMA, libraries and museums spend very large amounts of money on online catalogues, but are these products really working for patrons?

Collaborative content production such as that generated by the Steve project is another activity that could be explored in relation to library catalogues and publications. For example, subject guides need not only be produced by librarians. The online environment can facilitate collaboration between the expert in the subject domain (academic), the expert in information organisation/delivery (librarian), and the end-user/consumer of the product.

Before the Forum broke for lunch, Jane Cruikshank from the

Australian Film Commission (AFC) presented two initiatives of the Industry and Cultural Development Division of the AFC – Regional Digital Screen Network and Australian Screen Online. The AFC’s digital strategy is to develop new programs using emerging technologies and to continue to cultivate Australian culture on new platforms. The AFC’s new regional digital screen network (RDNS) has equipped eight venues in regional Australia with a digital cinema system, enabling them to screen a wide variety of Australian films that have not been shown outside major capital cities before. The RDSN was launched in February 2007 at Tropfest and, apart from distributing Australian films, will also look at making available live broadcasts such as Opera Australia performances.

Australian Screen Online (<http://australianscreen.com.au/holding/>) is a web-based resource that will offer free access to a range of Australian moving image and audio material drawn from the Australian film, television and radio industries over the past 100 years. The Australian Screen Online website will contain clips, notes and information on Australia’s audiovisual heritage (including 707 films and TV titles). All the clips were selected by specialist curators and are PG rated (although the original films may not be). We were shown clips from films such as Priscilla, Queen of the Desert featured on the site and it was obvious what a wonderful resource this will be, particularly in the education sector.

After the lunch break, delegates heard from Amanda Spinks, Professor of Information Technology and co-leader, Information Research Group, Queensland University of Technology. In the first half of her presentation, Professor Spinks outlined recent advances in the understanding of evolutionary, social and cultural aspects of peoples’ information behaviours. In the second half of her presentation

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she focused on peoples' Web interaction behaviour, including the emergence of more complex behaviours such as multitasking.

The Information Research Group, which Professor Spinks co-leads, has been able to examine the log transaction records of over 20 million Web searches conducted through Excite, Ask, AsktheWeb, Alta Vista, Vivisimo and DogPile. Preliminary results are fascinating and highly relevant to librarians in their role of connecting searchers to online information:

- In general people are usually satisfied with their Web searching but actually know very little about the Web and search engines;
- The overlap between search engines for the same search is usually only approximately 5 per cent;
- 56.6 per cent of people spend less than 1 minute on a Web search; 15.5 per cent spend between 1 minute and less than 5 minutes; 6.8 per cent spend between 5 and 10 minutes; and 20 per cent spend over 10 minutes;
- Searching is getting more simplistic, for example, the use of advanced search features has decreased;
- Spelling is often poor ("restaurant" and "bestiality" are the two most commonly misspelled search terms!);
- Most people don't go beyond the first or second page of results;
- 14 per cent of searchers view Web pages for less than 30 seconds;
- A very small number of terms are high-frequency, for example, "Lohan pics", "sex";
- Generally most Web searches are short but some are more complex successive and multi-task searches;
- Currently there is a trend away from entertainment to e-commerce and people queries, and recently computer gaming;

- The number of non-English queries is increasing;
- We will see more niche or vertical Web search engines;
- The Chinese, Indian and Spanish webs are growing rapidly.

This is the kind of research that will underpin the innovations in library catalogues and website redesign called for by the previous speakers Dellitt and Fitch.

The next speaker was Abby Blachly from LibraryThing. LibraryThing (<http://www.librarything.com>) is a website which not only provides people with a means of cataloguing their personal libraries but also facilitates social cataloguing via tagging and exchange of ideas, recommendations and book reviews. With LibraryThing, book cataloguing moves from an individual to a social activity through the use of innovative, interactive technology. This is exactly the kind of cataloguing Dellitt and Fitch outlined earlier in the day, and mirrors the "cataloguing by the crowd" principle underlying the Steve project.

LibraryThing currently has over 12 million books in the system, over 185,000 users and over 16 million tags (with 20,000 added per week). It can function as a catalogue and as a reader's advisory tool via other people's libraries and reviews and recommendations. In LibraryThing users are not prompted for tags, but can see the tags other people have used for an item by clicking on the "social info" link. There are no tagging rules, and tagging is personal, social and meaningful. For example, the Library of Congress catalogues Bridget Jones's Diary as

- Diary fiction
- England > fiction
- Humorous stories
- Jones, Bridget (Fictitious character) > Fiction
- Single women > fiction

whereas LibraryThing users tag it as, not only British, fiction and humour, but also romance,

relationships and, most meaningful of all, chick lit.

There is huge potential to integrate LibraryThing with library catalogues so that patrons can add information to catalogue records including tags and reviews. One immediate potential application for health libraries is for their patron groups (hospital departments, clinical streams, etc.) to use LibraryThing to catalogue the books in their department, or share their reading, or recommend books to their colleagues working in the same field.

The final presentation of the day, User-Driven Media – the Wisdom and Foolishness of Crowds, was delivered by Graham Young, Editor of On Line Opinion, (<http://www.onlineopinion.com.au>) described as Australia's e-journal of social and political debate. Graham declared that the era of "producers" has well and truly arrived, using the example of Wikipedia, the self-organising, consumer-produced encyclopaedia that beat *Encyclopaedia Britannica* for accuracy in a test run by *Nature* magazine<sup>1</sup>. Graham discussed examples of user-generated content (UGC) on the Web including MySpace, YouTube, Flickr, Wikipedia, Daily Kos, IndyMedia and his own publication On Line Opinion. He pointed out that historically, most content was UGC, for example, myths, stories, the *Oxford English Dictionary*<sup>2</sup>, talk-back radio, music (before it was written down).

Most Web content is self-published and the best types are transparently collaborative. However there are disadvantages with UGC. For example, Wikipedia doesn't handle contentious UGC well. UGC is chaotic and can lose human scale, is time consuming to create, can be trivial and of low quality and represents a small pay-off for large effort. On Line Opinion's approach to UGC is to aim for quality, community, scalability, research and income. However the real impact of UGC has yet to be measured.

Continues on p16..

# EBSCO product UPDATES

## Athens authentication now available in Australia

eduserv athens



Athens is an authentication tool that allows an organisation to manage on-site and off-site

access to electronic resources. Athens assigns one password to each member of the organisation rather than one password to each resource, thus making access more secure and giving more control to the organisation's library. Athens resolves e-journal access issues and facilitates negotiation for more reasonable publisher quotes for online content, as the number of potential users can be limited. Usage statistics can be provided at the group, site or individual level.

EBSCO is the exclusive distributor in Australia for this flexible tool that takes away a lot of the access and license headaches previously suffered by medical libraries and consortia.



## WebFeat Express now available with results clustering and enhanced customisation options

Designed for budget-conscious libraries, WebFeat Express combines the power of WebFeat searching with quick and easy administration.

With WebFeat Express the power of the world's most popular

federated search solution is no longer out of reach for budget-conscious libraries. WebFeat Express delivers the most feature-rich federated search solution, combined with a next-generation administration console that dramatically reduces the resources required to build and maintain your federated search system. Priced at just US\$7950 for an annual subscription, WebFeat Express can be configured in a fraction of the time of traditional federated search engines (as little as one hour) and is compatible with virtually all databases, catalogues and authentication protocols. It can even seamlessly import configuration from EBSCO's A-to-Z<sup>®</sup> service.

Visit <http://www.ebsco.com/home/ejournals/default.asp> and click on the "no-hassle" button for a free trial.



## Enhancements to DynaMed™

DynaMed™ users understand the value of accessing information at the point-of-care and EBSCO Publishing is expanding access to medical content by linking to full-text articles in EBSCOhost<sup>®</sup> databases. EBSCO's proprietary SmartLinks™ technology enables users to link from references in DynaMed to the corresponding full-text articles located in other databases under subscription from EBSCO, such as MEDLINE<sup>®</sup> with Full Text, CINAHL<sup>®</sup> with Full Text, Cochrane databases, Biomedical

Reference Collection™, Academic Search™ Complete and Business Source<sup>®</sup> Complete.

This enhancement allows seamless linking to tens of thousands of full text articles from renowned publications. The SmartLinks capability maximises the investment hospitals and libraries have made in DynaMed and EBSCOhost databases, providing a more seamless and convenient point-of-care tool for clinicians and healthcare professionals.

In an effort to better inform clinicians and improve transparency, the creators of DynaMed™ have introduced new types of content as well as more detailed guidelines to map levels of evidence. By introducing differential diagnosis topics, clinicians and students can more rapidly find their way through conditions with many potential causes. DynaMed has also created intuitive overdose curves for evaluating acetaminophen and paracetamol poisoning. In addition, DynaMed Editors have posted the detailed criteria for reaching level 1 evidence status for different types of articles. This increases transparency and provides everyone with the results of considerable effort put together by EBM experts and practicing clinicians.

## Want more information?

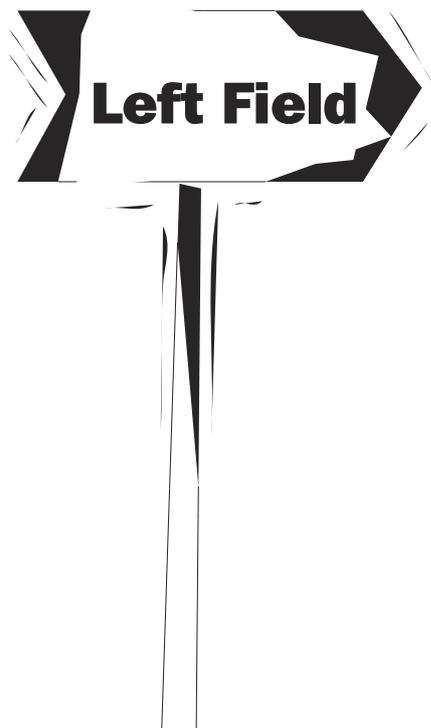
For information on anything mentioned in this column, or on any of our other products or services, contact your local EBSCO Representative.

## HLA Blogs!

HLA Blogs! is the blog for the ALIA Health Libraries Australia group. Subscribe today and keep up-to date with HLA activities, relevant ALIA news, member achievements and professional development opportunities, including conferences, courses and professional readings. You'll find HLA Blogs! at <http://hlablogs.blogspot.com/>. Subscribe to receive posts via your preferred reader or by email.

What are you waiting for? Visit <http://hlablogs.blogspot.com/> now!

# Where's the evidence?



Aimed at providing food for thought, Left Field invites authors from outside the field of library and information science to deliver their views and information on a range of topics of interest to HLA members.

Health librarians are ideally placed to help today's health professionals overcome one of their biggest challenges: keeping up-to-date with the latest in clinical evidence.

The job of searching for specific and reliable health information can be a real headache for time-poor health practitioners. Very few practicing clinicians have the time necessary to wade through the plethora of resources freely available through general search engines.

While there's no question that the internet is a valuable tool for health professionals, the sheer volume of information available can make searching for specific, reliable information a daunting task.

Health librarians have a very important role to play as the information portal between health professionals and the sometimes well-hidden sources of quality clinical evidence available online.

The National Institute of Clinical Studies (NICS) has recognised this growing problem faced by clinicians in the information age, and is keen to work with health librarians to make reliable evidence more readily accessible.

Now an institute of the NHMRC, NICS works to improve health care by getting health and medical research into practice. Providing ready access to sources of high-quality clinical evidence is one way in which NICS is closing gaps between what is known from the best available research and what is actually done in day-to-day practice.

Recognising that finding evidence is a major issue for health professionals, but a critical first step in improving patient care, NICS has developed a variety of resources to make the task more manageable.

The Institute's resources, which are accurate and relevant to

the Australian health care setting, include:

## WHERE'S THE EVIDENCE?

([www.wherestheevidence.nicsl.com.au](http://www.wherestheevidence.nicsl.com.au))

The *Where's The Evidence?* set of resources comprises two components: an at-a-glance, two-page guide listing reliable sources of free online information, and a website providing helpful tips on how to effectively search online resources ([www.wherestheevidence.nicsl.com.au](http://www.wherestheevidence.nicsl.com.au)). Both of these tools are dedicated to supporting clinicians in finding evidence that is relevant and current, regardless of their level of IT skill.

The *Where's The Evidence?* resources were developed to demystify the process of searching for quality clinical evidence, while simultaneously building the user's online searching skills. They serve as quick reference guides to searching for credible health information.

While many clinicians have some basic experience in using search engines, *Where's The Evidence?* provides self-paced tutorials and handy shortcuts to searching to improve skills and searching results.

The two-page guide directs clinicians to proven sources of high-quality information, and the website provides a step-by-step 'how-to' guide providing assistance on how to make the most of the resources available online.

## THE COCHRANE LIBRARY AND NICS USER GUIDE

NICS negotiated the national license to the Cochrane Library, on behalf of the Australian Government, and it has ensured this internationally recognised resource is available to all Australians free of charge. NICS has

## ABOUT NICS

The National Institute of Clinical Studies (NICS) is Australia's national agency for improving health care by helping close important gaps between best available evidence and current clinical practice. It was established by the Australian Government in 2000. During the past five years it has achieved both national and international recognition for its contribution to health care delivery.

Continues on p16...

Warwick Cathro closed the Forum, drawing together the common threads within these wide-ranging, thought-provoking presentations. Cataloguing by the crowd, social tagging, interactivity and innovation were recurring themes. For example, sites such as Amazon and LibraryThing now function as catalogues for many people, with added features such as reviews, comments and tags. As Dellitt and Fitch pointed out, traditional library catalogues have a small gravitational pull compared to such sites. However libraries can increase the gravitational pull of their catalogues by unifying disparate library collections and partnering with aggregators. Collaboration with a wide range of information providers (for example, Google, Amazon, LibraryThing, Wikipedia, Flickr, Digg, YouTube, Project Gutenberg, Internet Archive), exchanging, reusing and enriching each others' resources, appears to be the way of the future. Innovative uses of Web 2.0 technology and opportunities, tempered by awareness of both "the wisdom and foolishness of crowds", is the way forward for libraries and other information organizations.

Finally, forum delegates were treated to delicious meal breaks supplied by the NLA's in-house restaurant, The BookPlate, and certainly appreciated the generosity of the NLA in providing the Innovative Ideas Forum and the catering free of charge to librarians from across Australia.

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#### FOOTNOTES

- 1 Giles, Jim. 2005. Internet encyclopaedias to head to head. Nature 438, 900-901.
- 2 Winchester, Simon. The Surgeon of Crowthorne. A Tale of Murder, Madness and the Oxford English Dictionary. Penguin: London, 1999.

also developed an online user guide which helps people navigate over 3,000 systematic reviews and other databases in the Library.

A special edition of the NICS Update, the Institute's free online newsletter, is published quarterly to coincide with each release of the Cochrane Library and provides a complete list of all new review titles. If you're wondering whether Cochrane has any new reviews relating to a specific area of health care, this quarterly update is the easiest way to find out.

NICS' resources are a very valuable set of tools for clinicians and health librarians alike, and would make an ideal set of resources to accompany educational workshops run within library settings.

The NICS website ([www.nhmrc.gov.au/nics](http://www.nhmrc.gov.au/nics)) also hosts links to other online resources developed to support clinicians.

If you would like to learn more about NICS' resources, access the Cochrane Library or the NICS Cochrane User Guide, or subscribe to receive NICS Update each month, visit the website at [www.nhmrc.gov.au/nics](http://www.nhmrc.gov.au/nics). Alternatively, email [publications@nicl.com.au](mailto:publications@nicl.com.au) for more information.

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## Your 2007 HLA Executive



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# New leader for Q'HEALTH libraries

A new Director has been appointed to the Library Services Unit, Health Information Centre, Queensland Health (QH).



Garry Hall commenced in the role on 19 March, 2007, having returned to Australia in October 2006 after more than seven

years in Dubai (in the United Arab Emirates – UAE). He was employed for the majority of this time as the Supervisor, Library and Learning Services, Dubai Women's College. During the final six months in the UAE, Garry undertook a consultancy to establish a library service for the multi-campus Institute of Applied Technology.

Immediately upon commencement, Garry made contact with a number of the QH library staff from the north and west of the state, by attending a three day workshop in Townsville on the library management system, Voyager. This proved an excellent opportunity to meet a significant number of staff in one place and visit a QH library outside Brisbane, whilst gaining a valuable orientation to the library management system.

Prior to his move to the UAE, Garry held senior library management positions as Director, Bathurst Campus, Charles Sturt University, and Associate Librarian (Electronic Services), University of Southern Queensland. In spite of this move into management positions, he retained an interest in health librarianship, building upon previous liaison librarian experience. This included:

- Chairing a Health Science Graduate Outcomes Team in 2004 for the Higher Colleges of Technology (in the UAE). The Team reviewed the extent to which Colleges offering

Health Science majors had achieved nominated graduate outcomes, and made recommendations to Policy Council on future developments and quality assurance.

- Conducting an AusAID funded consultancy in Cambodia to develop an information service to support a National Institute of Public Health during the mid-1990s.

His initial impression of the library environment within QH is that it is both dynamic and rapidly changing. For example, a new online information source, UpToDate, was introduced in April 2007 to further support the information needs of clinicians throughout the state. UpToDate directly complements the Clinical Knowledge Network (CKN) project that has supported clinicians' information within QH since March 2001. As of April 2007, both these services will be managed by the Library Services Unit, with an additional half-time position having been approved to support the expansion of electronic services.

Garry is looking forward to renewing acquaintances, as well as meeting and working with new colleagues to service the information needs of the organisation and, more broadly, the health sector in Australia. One of the first projects to be undertaken by the QH Libraries will be a two day strategic planning workshop, scheduled for May 31 and June 1, to define future directions.

Garry can be contacted directly on (07) 3234 0930 or via email [garry\\_hall@health.qld.gov.au](mailto:garry_hall@health.qld.gov.au)



## Vale Veronica Speirs

On 23 April 2007 Veronica Speirs, Librarian, Frankston Hospital (VFRH) passed away. Veronica had held several positions in health libraries at the School of Nursing, Royal Melbourne Hospital; Medical Library, Royal Southern Memorial Hospital; Diabetes Information Centre at the International Diabetes Institute; and lastly with Janet Seitz (VFRH) and Marion Steele (VMEG) at Peninsula Health. Veronica had intended to go to her first Health Libraries Inc Conference last October but was too ill. Long time friend Veronica Delafosse (VCGMC) was looking forward to introducing her as "Hi, we're the Veronicas but we won't sing for you". Throughout her cancer treatment Veronica had worked as much as possible. She would sit through chemo and then walk over to the library and work for many hours. She especially liked processing document delivery requests because she knew the health professionals valued this service and would use the information to assist their clinical decisions.

Veronica was a much loved colleague and friend whose courage and bright spirit remain always with us. Our sympathies go to her family, colleagues (especially Janet and Marion) and friends.

(from a post on GratisGeneral discussion list 1 May 2007, modified and reprinted with permission)

# Congratulations JANE SHELLING

The Secretary, Trustees and Administrators of the Anne Harrison Award (AHA) take great pleasure in announcing Jane Shelling, Manager of the National Resource Centre, Alcohol and Other Drugs Council of Australia (Deakin, ACT) as the winning applicant. Her project is entitled 'Bringing the Evidence-Base to the Alcohol and Other Drug Sector'.



Jane Shelling

Jane's project aims to offer assistance, training material and training in evidence-based practice to librarians belonging to the Alcohol and Drug Librarians and Information Specialist (ADLIS) group. The evidence-based training in turn is offered to clients to broaden the research expertise of non-tertiary educated alcohol and other drug (AOD) workers whilst promoting the expertise of ALDIS librarians.

The outcomes of this project are:

- to extended evidence-based practice knowledge for ADLIS librarians and an opportunity to discuss the needs of the common group;

- a strengthening and increased cohesion of the ADLIS group as a result of a shared project; and
- a journal article/report describing the process and exploring the concept of evidence-based practice in a non-academic setting.

The Award is to be presented at the next ACT Health Librarians Meeting by the ALIA Executive.

The AHA team thanks all applicants for their outstanding efforts, and congratulates Jane on her winning idea.

Veronica Delafosse

Secretary, Anne Harrison Award

Majella Pugh & Bronia Renison

Administrators, Anne Harrison Award



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