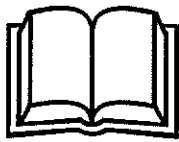


CH MF



Health Libraries Section Australian Library & Information Association

June 1996

National Newsletter

Reply to Stephen Due's article, National Newsletter March 96, "Values, charges & cost of document supply"

The conclusion at VDTS is that a photocopied article does indeed cost about nine or 10 dollars. It might be more, but is unlikely to be less. The calculation is difficult and easy to forget. You may not know the costs of sharing machinery, of stationery, postage, etc. Do you or don't you count in the cost of journal subscriptions, if the hospital staff gets them anyway? The size of the operation is significant - putting on staff to cope with volume could alter costs drastically.

\$4.50 per article is amazing - even if customers do most of the copying themselves. Ours cannot because they move from school to school all over Victoria. Would it really make that much difference? If the volume were big enough, perhaps?

It's not so much a question of undervaluing our services, but one of not going broke in the process, by running at an unacceptable level of loss. Establishment politics comes into it too, they may be willing to lose a certain amount in pursuit of their mission statement.

As part of an establishment, it's rather hard to cost a document supply service, but sharing resources makes for efficiency. Privatise the same service and you could be floundering. Abandon document supply, force everybody to

buy their own subscriptions, and costs would become astronomical, ridiculous, impossible.

Melody Parker, Library, VDTS
Dental Health Services, Melbourne

~Rochester Study~

Thank you to those who have responded with interest as a result of the last item on this subject in the newsletter. Not much to report yet due to an excess of hats but only one head to devote to many competing projects on the go. Or, to mix metaphors, in juggling competing priorities, this is one ball and it fell and rolled into the corner for a while.

We have made some decisions though. We will stick to an "achievable sized project and survey only the teaching hospitals in this state. Other states, groups, or consortia which wish to take up the methodology and replicate it may then call on us as a resource to give advice. We will vary Professor Marshall's survey instrument to attempt to also measure a dollar value impact of having a hospital library service. Progress will continue to be reported through this newsletter.

Cheryl Hamill, National Research Project
Coordinator, Frematle Hospital Library

inside...

Copyright in Victoria
How well do health libraries promote themselves?
A new Listserv HELO-L
"ON THE EDGE" conference update

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Calling all One Person Australian Libraries

Being the only one of your kind in an organisation can often lead to a feeling of isolation. Professional networking is essential to the manager of a one-person library in order to keep up-to-date on changes in the profession and also to gain the sort of support only possible from those who are in the same situation.

A new special interest group, OPAL (One Person Australian Libraries) has recently been formed in order to help in this respect. The purpose of this special interest group will be as a national forum to discuss topical issues, provide support, share problems and solutions and exchange ideas unique to library professionals working in one-person libraries. It is intended that it will be for library professionals working in a wide range of libraries, from hospital and special libraries, to school libraries, and small public or TAFE libraries, to name a few. It will provide forums for discussion via a newsletter, meetings, library visits and hopefully via the Internet.

Those interested in joining this special interest group should contact Georgina Dale, ph (02) 779 2364 or Claire Pillar, ph (02) 334 1716, email: claire.pillar@nbcc.org.au
ALIA members can join now by sending a cheque for \$8.00 to ALIA)

Information supplied by Claire Pillar, National Breast Cancer Centre, Woolloomooloo, NSW



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WWW: <http://www.swets.nl>

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Copyright in Victoria

Although the Copyright Act is a Commonwealth act, and might reasonably be expected to apply equally in all States, librarians in other states will have noticed a flurry of activity in Victoria in relation to copyright declarations on ILL requests. The present writer finds legal matters about as comprehensible as Double Dutch. What follows must therefore be taken with a grain of salt; I am only reporting on the action being taken by Victorian libraries, and nothing hereunder should be construed as legal advice!

Most Victorian Health Libraries now require that requesting libraries include a statement on each ILL request along the following lines:

'This request complies with sections 49 and 50 of the Copyright Act', OR

'This copy is for a client who has requested it under s.49 of the Copyright Act'.

I was recently assured by a lawyer at the Copyright Council that a declaration by the requesting library is required by law. **Not necessarily either of these ones, though.** This was born out in a conversation I had later with Jamie Wodetski, the very pleasant, patient and understanding ACLIS Copyright Officer. The message is that you are required to make a declaration, but the experts are apparently not agreed on exactly what it should say, or what should be done with it after it is made. But if you get it wrong - watch out!

The relevant section of Act is section 50 (sub-section 7), which apparently defines the declaration which must be made by the requesting library to the supplying library. **The precise form of declaration recommended by the Australian Copyright Council can be found in their Bulletin 52, Libraries and copyright. The form recommended by Jamie Wodetski of ACLIS can be obtained by contacting him.**

Some librarians have expressed alarm that libraries have been making unilateral decisions on the wording required on ILL requests. A coordinated, uniform approach would perhaps have been better, but libraries are certainly within their rights to ask

that those requesting articles from them comply with the law. I wonder why has it taken years and years for librarians suddenly to discover that the apparently innocent ILL transaction as we know it, occurring by the thousands daily, should be accompanied by a declaration? The lawyer at the Australian Copyright Council was unwilling to discuss this question.

Stephen Due, Geelong Hospital Library

For your attention.....

**Copyright Law Review Committee
PO Box 2727, Sydney 2001**

email:

clrc.secretariat@ag.usgov.telememo.au

WWW page <http://www.agps.gov.au>

On their page is a document released in February 1996 called Copyright Reform: a consideration of rationales, interests and objectives

Graham Spooner, NSW College of Nursing

"Sick Library Syndrome"

(R.J. Hay, Lancet 346: 157-63, Dec 16 1995)

Most librarians have probably been faintly amused by finding librarians at the extremely low end of those tables listing stressful professions. However they would probably agree that while the job may be more stressful than it is commonly believed, it carries few occupational health and safety risks. Well just when you felt that at least the library was a safe if somewhat musty, haven in this increasingly dangerous world, this article in the respected journal the *Lancet* could shatter your confidence forever.

.....continued page 5

Library Profiles.....

PRINCESS MARGARET AND KING EDWARD MEMORIAL HOSPITAL LIBRARIES

The amalgamation of King Edward Memorial Hospital for Women and Princess Margaret Hospital for Children began in December 1993 with the appointment of the Joint Chief Executive Officer. The Head of Department Library was appointed in February 1995 and it was then that the amalgamation process for the libraries began in earnest.

the participating libraries and reduces workload. The (Western Australian) Interlibrary Loan Courier Service is a cooperative venture between eleven libraries including those of the four Universities and the four teaching hospitals. This service provides a cost effective and efficient method of document delivery between the participating libraries.

The Library at Princess Margaret Hospital provides a library and information service to staff and postgraduate students of organizations within the Children's Medical Centre, including the TVW Telethon Institute for Child Health Research (formerly WARICH), the University of Western Australia Department of Paediatrics, the Kidsafe WA (formerly Child Accident Prevention Foundation of Australia (WA)), the Kalparrin Centre and the Children's Hospital Child Care Centre.

The amalgamation of the libraries has been facilitated by the membership of the two local co-operatives. The use of the common library management system means that staff are able to move easily between both libraries and can settle down to work in the other library within minutes (I'm not sure whether the staff see this as a plus or a minus but it does allow for very efficient rotation of staff). Communication between the libraries via the co-operative has built up excellent relations between local libraries

The Library at King Edward Memorial Hospital for Women provides an information service to staff of support groups and agencies of the Centre for Women's Health, to the Foundation for Women's and Children's Health and the University of Western Australia Department of Obstetrics and Gynaecology.

Inevitably there is a down side to every benefit. Naturally the hospital looked for savings from the amalgamation process but these were very hard to find. Overlap between the two collections was minimal because of the rationalisation of the collections that the membership of the two co-operatives had facilitated and shrinking budgets had necessitated. The libraries cancelled a total of 25 overlapping journal titles. This coming hard on journal cuts in the previous year meant that in a two year period the libraries each lost approximately 15% of their journal collection.

The Library at Princess Margaret Hospital is a specialised collection of material in Paediatrics, and the Library at King Edward Memorial Hospital is a specialised collection in Obstetrics and Gynaecology. The Health Information Resource Service (HIRS) which was profiled in the February 1996 issue of the National Newsletter came under library management in the second half of 1995.

A small glimmer of sunshine in this was that King Edward Memorial Hospital Library was able to purchase a long awaited fax machine to allow rapid transfer of material between the libraries. To reduce the impact of cancellations on the staff, journals no longer held on one site are circulated to the library on the other site.

Both Libraries use the Health Libraries Information System online library management system and are members of the (Western Australian) Interlibrary Loan Courier Service. The Health Libraries Information System is a cooperative system between nine participating libraries which allows the sharing of responsibility for entry of the bibliographic details of materials purchased by each library. This system facilitates the rationalisation of resources between

Joint ventures include the production of a joint serials list and a monthly joint new books list. The Library Advisory Committee has been amalgamated

.....continued on page 5

Princess Margaret and King Edward Memorial Hospital Libraries continued from page 4....

and the newly constituted committee held its first meeting on May 15 1996. The networking of MEDLINE, CINAHL, and Health and STAT!-Ref is expected to commence in May 1996. This will allow computers connected to the hospital network across both sites to access these databases and information sources. This development is eagerly awaited by library and hospital staff alike.

The effect on the staff has been variable. Joint staff meetings are held monthly and the larger pool of staff leads to improved decision making. A broader base of skills means that staff are able to learn from each other and so multiskilling has been enhanced. Staff enjoy the occasional opportunity to relieve on the other site or at HIRS. In all departments that were amalgamated there is now only one Head of Department across both sites. Life for these staff is hectic as they move between sites and struggle with the amalgamation of two different institutions and their differing cultures. Staff who no longer hold the position of Head of Department must deal with this changing role. The need for institutions to find ways to reward, retain, and motivate highly skilled and high performing staff in these times of flatter structures and reduced opportunities for promotion is imperative.

The library staff have coped with the changes with a great deal of goodwill, patience and co-operation. For their future and professional development, the future of the hospitals, and for the health of the patients we care for, we must ensure the amalgamation is a success.

Tricia Scolaro
Head of Department Library PMH/KEMH



WANTED

**Feature articles on health libraries
in all States**

**How well do health libraries
promote themselves?**

I have been working on a project this year initiated because members of an Australia-wide committee expressed their concern at "not being able to quickly access the range of information resources that exist". My job was to identify the resources in their particular subject area but it did raise the more general issue of whether health libraries promote themselves well enough to all their potential client groups.

I wonder if it might be possible for the Health Libraries Section to prepare a promotional leaflet which: describes what sort of information health libraries can provide, gives some indication of the level of service (timing, priority client groups, etc), indicates where there might be charges and describes our networking arrangements.

If you would like to participate, could you please contact me. Also, if you have promotional leaflets for your own library, I would be very pleased to receive copies.

Prue Deacon, Info. Resources Section, MDP56
Dept of Health & Family Services
GPO Box 9848
Canberra ACT 2601
Ph (06) 289 7062 Fax (06) 289 8140

"Sick Library Syndrome" continued from page 3....

R.J. Hay alerts us to the fact that around those dusty shelves there drifts a veritable fog of airborne fungi spores which can cause various health problems ranging from liver and bone toxicity to mental impairment. Library patrons may be willing to take the risk in order to experience another side effect of this fungal fog, namely hallucinations. Hay hypothesises that "the source of inspiration for many great literary figures may have been no more than a quick sniff of the bouquet of mouldy books".

John Keast, Bankston-Lidcombe Hospital

From the literature

Anderson, Craig

Contracting out in public libraries: the DNH study [UK Dept National Heritage]
APLIS. Australasian Public Libraries and Information Services, vol.9 (1), March 1996, pp. 57-62.

Batstone, Gifford, and Edwards, Mary

Professional roles in promoting evidence-based practice.
British Journal of Health Care Management, 1996, vol. 2 (3), pp. 144-147.
Evidence-based practice has been described as the future of clinical practice, but it will stand or fall on the successful co-ordination of the professional groups involved in the process. In this paper Gifford Batstone and Mary Edwards suggest some possible roles for clinical staff to promote the concept.

Carbone, Pierre

The Committee Draft of International Standard ISO CD 11620 on library performance indicators.
IFLA Journal, vol.21 (4), 1995, pp. 274-7.

Fleck, Isabel & Bawden, David

The information professional: attitudes and images. Examples from information services in law and medicine.
Journal of Librarianship and Information Science, vol. 27 (4), Dec. 1995, pp. 215-226.

Gorman, P.N. and Helfand, M.

Information seeking in primary care: how physicians choose which clinical questions to pursue and which to leave unanswered.
Medical Decision Making, vol. 15, 1995, pp. 113-119.

Hicks, Alison & Tedd, Lucy A.

Networked information resources for medical librarians: an overview and some case studies in the U.K.
Journal of Librarianship and Information Science, vol. 27 (4), Dec. 1995, pp. 199-208.

King, Jane

Specifying a library for CCT.
APLIS. Australasian Public Libraries and Information Services, vol. 9 (1), March 1996, pp. 39-51.

Mendes, H.M. de C. & Meadows, A.T.

Information acquisition by users of hospital libraries: a comparison of Brazil and the UK.
Journal of Librarianship and Information Science, vol. 28 (1), March 1996, pp. 7-13.

Pryor, Caroline & Lee, Tim

Compulsory competitive tendering: the issues.
APLIS. Australasian Public Libraries and Information Services, vol. 9 (1), March 1996, pp. 52-56.

Scovill, Richard

Find it on the Net.
Australian PC World March 1996, pp.84-93

Solomon, Hayley

Seeking consumer health information in New Zealand: a closer look.
New Zealand Libraries, vol. 48 (5), March 1996, pp. 82-88.

How to search for and find evidence about therapy.
Evidence-Based Medicine, vol. 1 (3), March/April 1996, pp. 70-72.

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INTERNET

PAEDIATRIC NURSING RESOURCES ON THE INTERNET

For anybody with an interest in keeping up to date in the field of paediatric nursing, the Jan/Feb 1996 issue of *Pediatric Nursing* features a useful article entitled: "*The Internet and Pediatric Nursing: guide to the Information Superhighway*" by Anne Marie Yerks. (Vol.22,(1); 1996; pp.11-15). The author provides a general introduction to the Internet for those not familiar with it, and then goes on to list a selection of World Wide Web sites and Listserves of particular interest to paediatric nurses. Some of these sites are outlined below:

Global Child (<http://www.gcnet.org/gcnet>)

Created by the Global Child Health Society, which is based in Vancouver, Canada, the site aims to provide access to "easily accessible, child health related, on-line services". Users of the site are able to access an on-line version of the *Global Child Health News and Review* as well as information about the Child Health 2000 World Congress and Exposition. There is also the provision for on-line conferences between pediatric professionals around the world.

International Child Health Nursing Alliance (ICHNA) (<http://www.ido.gmu.edu/ichna>)

Formed at the Child Health 2000 Congress and Exposition in Vancouver in 1995 as an associated organisation of pediatric nurses and child health professionals allied to the Global Child Health Society. The site provides links to selected papers on child health nursing, the International Pediatric Nursing Conference Program, as well as the Task Force Document for the ICHNA.

Pediatric Nursing Practice Management Problems

(<http://www.ido.gmu.edu/pednurs>)

Provides a series of interactive articles based on the "Practice Management Problems" published in *Pediatric Nursing*. Visitors to the site are able to test their skills by working through assessment,

diagnosis and management of various case studies.

Help Cure Kids Web (<http://www.nccf.org>)

Sponsored by the National Childhood Cancer Foundation, which is a non-profit organisation supporting pediatric cancer treatment and research projects worldwide. This site provides information for health professionals, parents and patients, as well as gateways to other cancer related resources.

Other sites include:

Resources for Nurses, Children and Families (<http://pegasus.cc.ucf.edu/~wink/home.html>), and *Nightingale* (a clearing-house of nursing related information- <http://nightingale.con.utk.edu:70/>)

There are some more sites of interest included, as well as a selection of Mailing Lists for both professionals and parents and families of children with special needs.

Kerry Ponton
Princess Margaret Hospital Library, Perth

Infotrieve Online Home Page

<http://www.infotrieve.com>

Infotrieve is a library services company. It provides access to bibliographic databases such as MEDLINE and other medical, scientific and business databases, with a state of the art search engine, user-friendly interface and seamless document delivery access.

Through their network of library sources, online databases, vendors and publishers Infotrieve can provide a copy of almost any published document. Registered users can log on at the prompt. Visitors can take a quick look at the free test-drive access to a sample 11,000 records. (Note: this site is best when viewed with Netscape Navigator version 1.22 or higher).

Statistical survey of document delivery time in a hospital library: VGH ILL Transactions 1995

Stephen Due, Geelong

Delivery time is assumed to be a key factor in user satisfaction with library document delivery services. This study aimed to establish existing delivery times for documents obtained by us from other libraries to be supplied to our users.

The results of the study are given in the tables. Table 1 applies only to articles received by mail. Table 2 covers articles received by mail and fax. Computerisation of the ILL request system enabled the collection and analysis of data in the 1995 calendar year. The delivery time is computed as the date received minus the date of the request, in days. About 70% of these requests were to Victorian libraries, with 30% going interstate (mainly NSW, Qld and SA in equal proportions) or overseas (see NOTE).

Discussion:

Table 1 shows the number and percentage of items delivered within a given number of days from the Gratis network, and from non-Gratis libraries, by mail.

Of requests sent to Gratis libraries, nearly 80% were fulfilled in seven days or less, but there were 12% which took over 10 days (weekends are included).

Of requests sent to non-Gratis libraries, only 50% were received in seven days or less, and only 75% within ten days. These were mainly academic libraries, and the NLA.

Table 2 shows the average, maximum, and minimum delivery times for articles delivered by mail and fax, for the same group of articles. Maximum delivery times were generally 3-4 weeks. Minimum delivery times, as expected, were generally 0 (same day) and 1 day for articles received by fax and mail respectively.

Conclusions:

The components of delivery time are the time taken for the request to reach the supplying library, the time taken there in processing the request, and the

time taken for the item, once sent, to arrive. Most of the requests were sent by fax to the supplying library, so that the time taken for the request to reach the supplier is negligible. The last factor, assuming next day delivery by post, is not a significant problem. We conclude, therefore, that the time taken to process the request at the supplying library is the only significant, controllable variable.

There will inevitably be a proportion of articles which cause problems, and it is unlikely the *maximum* delivery times can be reduced. The ideal, in our view, would be to reduce the *average* delivery time to 2 or 3 days, but this would require a concerted co-operative effort on the part of all the libraries as a group.

NOTE:

Articles received by geographic source:

VIC	1151	69%
NSW	163	10%
QLD	42	2%
ACT	146	9%
WA	10	1%
SA	138	8%
O'seas	9	1%
TOTAL	1659	100%

Table 1.
Proportion of ILLs delivered within a given number of days

Delivery time in days	Gratis		Non-Gratis	
	Total ILLs received	%	Total ILLs received	%
1	74	6%	4	0%
2	198	16%	19	5%
3	117	9%	24	6%
4	102	8%	26	6%
5	170	14%	33	8%
6	183	15%	32	8%
7	135	11%	69	17%
8	67	5%	28	7%
9	36	3%	22	5%
10	15	1%	13	3%
Over 10	154	12%	138	34%
Totals	1251	100%	408	100%

continued page 9

.....VGH ILL continued from page 8

Table 2.
Average/Maximum/Minimum delivery times for articles received

Category of article		Jan	Feb	Mar	April	May	Jun	July	Aug	Sept	Oct	Nov	Dec	All
1. By Post														
Gratis	Average	5	6	6	5	6	5	6	6	7	6	6	7	6
	Min	1	1	1	1	1	1	1	1	1	1	1	1	1
	Max	20	22	45	15	19	14	23	25	44	25	19	25	25
Non-Gratis	Average	10	11	9	9	10	9	8	8	8	11	11	10	10
	Min	3	2	2	4	2	2	1	1	2	2	2	4	2
	Max	20	29	29	13	21	25	18	33	19	72	56	28	30
All	Average	6	7	6	6	7	6	7	6	8	7	7	8	7
	Min	1	1	1	1	1	1	1	1	1	1	1	1	1
	Max	20	29	45	15	21	25	23	33	44	25	56	28	30
2. By Fax														
Gratis	Average	1	0	0	0	0	0	0	0	1	0	0	0	0
	Min	0	0	0	0	0	0	0	0	0	0	0	0	0
	Max	6	2	4	1	1	3	1	4	1	2	6	0	3
Non-Gratis	Average	Too few to be significant												
	Min	Too few to be significant												
	Max	Too few to be significant												

A New List: HELO-L

Welcome to HELO-L, the Health Libraries of Australia List. At the moment this list is an embryo awaiting members. If you would like to join this discussion list please subscribe, and any feedback you would like to provide will be gratefully accepted. The list is intended for those people working in Health or Medical related libraries in Australia.

The list has three primary purposes:

1. To allow dissemination of information about events of interest to members of the profession.
2. To discuss issues that are of interest to Australian Health Information Professionals.
3. To advertise positions that have become available.

1. How to JOIN the list:

Send a mail message to listproc@info.curtin.edu.au with the following message in the body of the mail
SUBSCRIBE HELO-L yourfirstnameyourlastname

2. How to LEAVE the list:

Send a mail message to listproc@info.curtin.edu.au with the following message in the body of the mail
UNSUBSCRIBE HELO-L

3. How to send a message to the members of the network:

Send the message to helo-l@info.curtin.edu.au

You MUST include a description in the subject line.

4. Problems of any sort can be dealt with most effectively by sending a message to the list "owner". Do not send to the list!

Owner: Alison Sutherland

email: alison@boris.curtin.edu.au

I look forward to speaking to some of you via this list. It should make communications across Australia much easier.

Alison Sutherland

Reference Librarian, Health Services

Curtin University of Technology

Ph: (09) 351 7160 Fax: (09) 351 3947

email: alison@boris.curtin.edu.au

'ON THE EDGE'**7th Asian Pacific Specials Health and Law Librarians' Conference and Exhibition
12-16 OCTOBER 1997, PERTH**

Planning for this conference is now well on the way. The dates are now set at **12th -16th October 1997**. We are very excited that the conference is to be held in a new hotel, The Duxton. The Program committee have set aside an afternoon for a health session. Our representative on this committee is Ann Ritchie (Tel. 09 346 6287).

The AGMs will be Breakfast meetings, to save that rush to evening functions. The Social committee has asked for some input on whether you would like a formal dinner for the Health Section or maybe something more casual. There will be a large Conference Dinner and it has been envisaged that one evening transport will be arranged to Fremantle where you can sample the local Sardines or the many cuisines that are available. We could arrange a Health dinner on this night at a quite reasonable cost or something more formal on this or another night. There has been some questioning as to the need for another expensive formal night. As your representative on this committee I would appreciate any input on your preferences.

Ann Yorke, Librarian, Commonwealth Dept. of Health and Family Services, W.A. State Office.
Ph 09 346 5490 or email
ann.yorke@wa.hhlgs.ausgovhcs.telememo.au

UK Conference

NEW TRICKS? Staff Development for the Electronic Library, Bournemouth University Library & Information Services Conference (BULISC '96), 27-29 August 1996.

Until now attention has been rightly concentrated on the technical underpinning of the electronic library. Vital to the next stage of exploitation, dissemination and propagation, however, is the development of staff. We are therefore staging the first major UK conference to provide an overall view of the staff development issues and challenges facing a profession committed to embracing the digital library.

Closing date for registrations: 2nd August 1996.
Contact HLS National Newsletter for further details.

The alert amongst you will have noticed that the dates for the conference have changed. It is these feats of planning that keep your representatives on the edge but that is one certainty now nailed down. We have enthusiastic health representatives on the central organising committee and all subcommittees. The call for papers brochure should arrive with your July issue of inCite.

Start thinking of topics to stun, delight, inform and perplex your colleagues. A home page is under construction with only the bare bones up at the moment, but note the address, add it to your bookmarks, and visit it over the months to come.

<http://wwwlib.murdoch.edu.au:80edge/edge.html>

Cheryl Hamill
Convenor, Publicity/PR Subcommittee On the Edge
Fremantle Hospital Library

A note from the editor.....

Thank you to everyone who has responded so enthusiastically to the call for articles for our newsletter. We do need to keep printing costs down, so if possible, the preferred maximum size for articles is one A4 side.

Thanks!

Gillian McCardle

☆☆Newsletter Deadlines☆☆

The Health Libraries Section National Newsletter is produced quarterly in the first week of March, June, September and December.

Copy deadline for the September issue is 12 August

Copy can be sent on IBM formatted discs, or faxed to the editor on (09) 340 1124 - please note the new fax number.

Postal address:
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King Edward Memorial Hospital
374 Bagot Road
SUBIACO 6008