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Health Libraries Section Australian Library & Information Association

March 1996

National Newsletter

Values, charges, and the costs of document supply

Stephen Due,
Geelong Hospital Library

Most Health Libraries charge for documents supplied to their users. The charges vary from the usual self-serve photocopy charges to more elaborate systems.

At Geelong Hospital, we began charging internally for Inter-Library Loans because we had an anomalous situation where articles copied in the library cost 10 cents per page (use of the photocopier), but articles supplied from Inter-Library Loan were free. We started charging externally in an effort to capitalise on the existing use of the library for private purposes. We now charge a minimum of \$3 for Inter-Library Loans, and 50 cents per page up to a maximum of \$3 per article for articles copied by library staff. Self-service copying is still 10 cents per page.

Since the implementation of this system, we have had more requests than ever, the service is more highly valued by its users, and the library can show a healthy income. It has, however, been claimed that we are undervaluing our services by charging too little. While I am broadly in agreement that we do undervalue our services and do undercharge, there are many issues to be addressed before we can expect to be able to implement full commercial rates for

these services - not the least of which is the fact that many libraries still offer a *free service* in competition with ours! In order to make a logical start on assessing the situation, we must begin with the question of costs.

There is very little concrete information available on the costs of document supply in libraries. I notice that Leigh Oldmeadow (1995), while he is sure our charges are below cost, does not say what he thinks his costs or our costs are - or even how we might work them out.

I would be interested to know if any Health Librarians have any ideas on this subject. My belief is that Gratis transactions cost about \$9.00 per article. This conclusion is derived from a detailed study of costs in this library, and a study of costs implied in figures returned in the Annual Victorian Health Libraries statistical survey. These studies are based on a method devised by me - not necessarily an authoritative source! Librarians wishing to follow this up with me are welcome to do so.

Incidentally, if the Geelong Hospital Library is considered *purely as a supplier of photocopied journal articles*, so that copies made by our patrons on

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our own copiers are included, and *all costs* associated with running the library are included, the average cost of an article in library dollars is about \$4.50. In addition, therefore, to the articles we supply at a cost of \$4.50 each, all the other services we offer, and the resources we hold, are provided at no extra cost! This would have to be considered remarkably good value for money, when you consider the cost of articles from commercial document suppliers, who do nothing else at all.

1. Oldmeadow L. Leigh Oldmeadow, Manager of Moninfo, responds to Staying Alive 4. *Health Libraries Section National Newsletter* 1995 Aug:5.

Hot off the press...

User education in health sciences libraries Edited by M. Sandra Wood

A handy guide for library school students and librarians involved in user education programs such as bibliographic instruction, educating end users, and information management education. Focuses on user education, emphasizing the teaching of electronic resources, and ranges from educational theory to practical applications, including examples already used in health sciences libraries.

Sandra Wood has carefully chosen the best of the user education articles from *Medical Reference Services Quarterly*. Articles in the book are divided into five sections:

- *Program Planning and Implementation*
- *Teaching End-User Searching*
- *Research in User Education*
- *Information Management Education and Computer Literacy Programs*
- *Computer-Assisted Instruction and Audio-visual Aids.*

For further details about this book and ordering information, contact the editor on (09) 340 1100, fax (09) 388 1780.

Rochester Study

Responsibility for conduct of an Australian replication of the "Rochester Study" was delegated to the incoming WA national executive at the 1995 AGM of the Health Libraries Section. The Rochester Study which researched "the impact of the hospital library on clinical decision making" was done by Professor Joanne G. Marshall (University of Toronto Faculty of Library & Information Science) in 1991 and written up in the Bulletin of the Medical Library Association Vol. 80 no. 2 April 1992, pp 169-178.

Preparations have begun and an advisory group will meet on 20th February to consider various methodological and practical issues. Professor Marshall has been most helpful and encouraging. An email message to her in December elicited a rapid response offering advice and she then forwarded the full final report of the study. This describes in detail the methodology and reproduces the study documentation and survey instrument used. We have her permission to use her survey instrument and design.

I welcome any input members would like to have into the study preparation. You will need to respond quickly to have any input into the study design as this will be planned over the next few months. Contact me on Ph (09) 431 2780, fax (09) 431 2522, or email Cheryl.Hamill@p085.aone.net.au.

Cheryl Hamill,
National Research Project Coordinator
Fremantle Hospital Library

Annual General Meeting

The Annual General Meeting of the Health Libraries Section of ALIA will be held on Tuesday 8th October at 1.00 pm. The meeting will be held in the Trade Centre at the ALIA Biennial Conference to be held in Melbourne, October 6-11, 1996.

ANNE HARRISON AWARD 1996

Health Libraries Sections are invited to apply for up to \$1200 to support a continuing education project to enrich the skills of Australian health librarians.

Award criteria and application forms are available from:

Brigitte Glockner

Medical Library

King Edward Memorial Hospital

374 Bagot Road, SUBIACO WA 6008

phone: (09) 340 1498 email: brig@ozemail.com.au

Applications close on 31 May 1996

Anne Harrison Award

Returning from the conference in Sydney after enjoying a months holiday I was full of energy and enthusiasm and sent out questionnaires to Gratis member libraries and Western Australian health libraries. Gratis member libraries were selected as I had current addresses readily available. The aim of the questionnaire was to glean a picture of where health libraries were at throughout Australia in relation to privatisation of health services and contracting of services.

The response to the questionnaire was excellent - thanks to everyone - especially to people who included extra bits and pieces of information. Christmas arrived and a hectic New Year - I have slowed down! I do plan to collate the responses and look forward to contacting staff in some libraries re a visit, with the view to writing up some case studies over the next few months.

Kathy Saurine, Tasmania

FOR SALE

JOINT SERIALS CATALOGUE
OF
HEALTH LIBRARIES IN W.A.
1996

Cost: \$40.00

available from Brigitte Glockner, Medical Library, King Edward Memorial Hospital
374 Bagot Road, Subiaco 6008

Cheques to be made out to: Medical Librarians of W.A. Fund

Library Profiles.....

A Tasmanian Library with a new name

**Dr Richard Buttfield Library
Dept of Community & Health Services
North West Region, Burnie, Tasmania**

Dr Buttfield was the North West Regional Director up until his death in May 1995. As Dr Buttfield was one of the instigators in creating a professional library service in the North West Region the dedication of the library to him was welcomed and appropriate. The Minister for Community Services & Health performed the dedication ceremony on 4 February and an informal celebration was also held on 9 February with senior executive, library committee members and medical staff attending. A permanent display of historical medical equipment has also been set up at the entrance to the library. Excellent PR for the library.

The library is located within the new 160 bed Burnie public hospital that was completed in January 1995. The public hospital adjoins a 60 bed private hospital run by Healthscope and is located on a prime site overlooking Bass Strait.

Services are provided to all government health workers within the North West Region of Tasmania and to the private sector on a commercial basis. The region spans from Strahan on the west coast, Smithton to the north west, Latrobe on the eastern end and over the Strait to King Island.

The collection includes approximately 200 serials and 2000 monographs, and CDROM resources. Allocation of space in the new hospital was tight so the library only holds backruns of journals for 10 years. Users highly praise the computer services on offer within the library. Services include computer-based learning, full text CDROM resources, networked Medline, Microsoft Office, Access and Publisher for staff use and Internet.

Physically only a small library, we have adopted the motto "accessing information to assist you" - an appropriate slogan with network links available to libraries today. Visitors to the State are most welcome to pop in.

Mary, Kathy & Jo

Health Information Resource Service for Women King Edward Memorial Hospital, Subiaco, Perth

The Health Information Resource Service (HIRS) was established under a grant from the National Women's Health Program and officially opened in June 1993. Based on the site of the State's major teaching and clinical service delivery agencies for obstetrics, gynaecology, neonatology, genetics, and sexual assault, HIRS provides a statewide information and referral service to the women of WA, their partners and families.

The hospital saw the need for a service such as ours, since the kind of information found in the hospital medical library was not generally suited to the layperson.

We have a small but comprehensive reference library of about 600 books, videos, health consumer journals, a vertical file of current journal articles, and numerous brochures for people to take away. We also have a couple of databases: BABY and HEAPS (Health Education and Promotion System). The information at HIRS is written in non-medical language, is accurate and up-to-date. If our clients request more medical information, we have access to Medline and the COCHRANE Pregnancy and Childbirth Databases at the medical library in the hospital.

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SEMINAR ANNOUNCEMENT

The ACHS Care Evaluation Program
together with
The International Society for Quality in Health Care
and
Victorian Hospitals' Association
presents

PERSPECTIVES ON PERFORMANCE

HEALTH CARE

Development of performance measures

Accuracy and validity of systems

Thresholds and information sharing

Actions to improve care

ISSUES

July 31-August 2, 1996 • Hilton on the Park, Melbourne

Consistent with the increasing global interest in 'outcome' assessment the Seminar will address, at both national and international levels, the use in health care of performance data, best practice and other benchmark initiatives. It will also focus on consumer involvement and release of information.

For further information:

Joanne Booth.
ACHS Care Evaluation Program
Ph 03 9417 5488
Fax. 03 9417 1923

Lee Tregloan
International Society for Quality in Health Care
Ph: 03 9285 5368
Fax: 03 9347 4851
E-mail ISQUA@latrobe.edu.au

Main announcement and registration forms available March 1996

WITH MAJOR SPONSORSHIP FROM DEPARTMENT OF HEALTH AND COMMUNITY SERVICES, VICTORIA

From the literature

The Journal of Nuclear Medicine Technology is publishing an interesting series of four articles by Jerry Glowniack on the Internet in its continuing education section. It is a well written series of introductory articles and each article is followed by a continuing education test. The answers appear in the next issue.

Glowniack, Jerry V.

An Introduction to the Internet, Part 1: History, Organization and Function
Journal of Nuclear Medicine Technology 23(2):56-61,1995.

Glowniack, Jerry V.

An Introduction to the Internet, Part 2: Obtaining access.
Journal of Nuclear Medicine Technology 23(3):150-154,1995.

Glowniack, Jerry V.

An Introduction to the Internet, Part 3: Internet Services.
Journal of Nuclear Medicine Technology 23(4):231-250,1995.

This issue contains a selected list of Internet sites which provide consumer health information. Some of the issues this raises for the medical profession are discussed in a short article in the BMJ.

Coiera, Enrico.

The Internet's challenge to health care provision. *BMJ* 312:3-4 1996.

Tricia Scolaro, Princess Margaret Hospital Library

Edith Cowan University

Faculty of Health and Human Sciences

An international conference "Health and Wellbeing in a Diverse Society" was held in Perth from 11-13 December 1995. Conference proceedings are available in two volumes covering all the papers presented at the conference.

Themes which have emerged are: Issues in Nursing, Rural Health and the Role of Nurses, Setting Health Priorities, Service Delivery to the Young, the Migrant and Cultural Experience, Wellness, Quality of Life, Women's Health, Attention Deficit Hypertension Disorder, Health Consumer Issues, Health Delivery and Disability, and many other issues.

The proceedings can be purchased for \$45.00 from Promaco Pty Ltd, Unit A, Canning Bridge Commercial Centre, 890-892 Canning Highway, Applecross, WA 6153. Ph: (09) 364 8311.

INTERNET

Some useful World Wide Web sites for Consumer Health Information

Australian Consumers' Association

<http://www.sofcom.com.au/ACA/index.html>
The Australian Consumers' Association is a non-profit company which provides Australian consumers with information along with representing and advancing consumers' interests.

Consumer Health Information Inc

<http://www.netins.net/showcase/chi>
The goal of CHI is not to replace the doctor, but rather to empower people with health care information so that they are in control of their health care decisions

HealthGate

<http://www.healthgate.com/>
Designed to work as a medical research tool for both consumers and physicians. Provides access to Medline and Consumer Health Reports amongst other information sources. There are charges for subscription and retrieval of data

Medical Web

http://www.medical-web.com/med_web/medical_web.html
The Medical Web is one place on the WWW where medical information important to physicians, practitioners, patients and other consumers and providers of medical services is located

MedWeb: Consumer Health

<http://www.cc.emory.edu/WHSCSCL/medweb.consumer.html>
Provided by Emory University Library and described as one of the most comprehensive guides to consumer health information

Mental Health Info Link

<http://www.onlinepsych.com/treat/mh.htm>
This list contains over 350 links to information about various aspects of mental health ranging from ageing to suicidology. Provided by Online Psychological Services, it is an information

service for psychological professionals and consumers

National Breast Cancer Centre

<http://www.nbcc.org.au>
Offers Health care professionals and patients a one-stop shop for information about breast cancer. The Centre has developed a touch screen computer programme which gives women advice on the detection and treatment of breast cancer. Information is tailored to meet the needs of women from different cultures and different geographic locations in Australia.

OncoLink

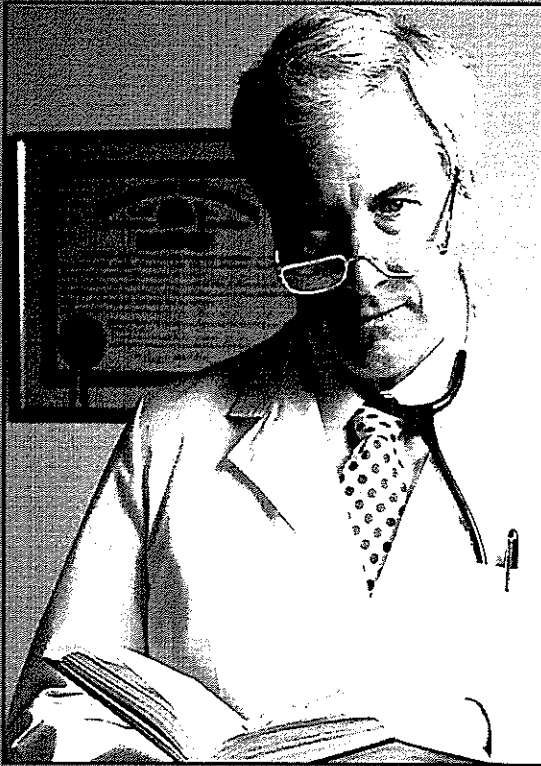
<http://www.cancer.med.upenn.edu>
Information provided by the National Cancer Institute for people with cancer and their families. To learn more users are advised to write to the National Cancer Institute or to call the 008 number (USA).

Patient/Consumer Health Information

<http://www.kumc.edu/service/dykes/RRPAGES/patient/phmpage.html>
Lists selected patient resources on a variety of topics that are available on the Internet. Resources are checked regularly to ensure their viability.

Information supplied by Jane Long, Curtin University Library, Perth; and Tricia Scolaro, Princess Margaret Hospital Library, Perth.

***If you know of any useful Internet Sites, on any aspect of Health Information, you may like to share them with the other members of the Health Libraries Section**



When law
and medicine
collide, do
you know
where you
stand?

JOURNAL OF LAW AND MEDICINE

EDITOR: IAN FRECKELTON

As a librarian are you asked for (and can you provide) up-to-date information on the medico-legal minefield? If you can't, you may be leaving your hospital and its staff open to legal action or worse.

With a subscription to the *Journal of Law and Medicine*, your library will always be able to provide information on the following topics:

- Liability for doctors' and nurses' malpractice
- HIV/AIDS issues • the impact of mainstreaming hospitals • expert evidence • developments in forensic medicine and forensic pathology • bioethical issues
- product liability litigation • handling of health complaints • medical fraud prosecutions • crime in the medical workplace • psychosurgery issues • occupational health and safety issues
- medical legal ethics.

The *Journal of Law and Medicine* is the only journal you can rely on to analyse the overlap between law and medicine for you. You'll get up-to-date information on the total medico-legal area in an interesting and informative way. This is one journal that neither health-care professionals nor lawyers can not afford to be without.

For \$235.00 per year you will receive 4 issues full with up-to-the-minute relevant articles. Past issues from 1993 onwards are also available.

Call 1800 252 314
(9936 6444 in Sydney)
today to receive your
first issue.



ALIA and professional development in Health Libraries

Incite in January and February featured summaries from the ALIA State branches of their proposed programmes for 1996. There were no real surprises: lobbying was a popular topic for seminars, and retention and recruitment was high on most agendas. Also with the February issue of *Incite* came a brochure featuring ALIA Professional Development courses being offered at Edith Cowan University (WA). What a great idea! These covered management skills (2 courses) and computer resources (3 courses).

What about Health Libraries programmes and courses? One of the perennial problems, it seems to me, is that issues which suggest themselves as suitable for seminars organised by the Health Libraries Sections in the States are often side issues from a professional point of view: for example copyright, QA, library promotion, censorship, outsourcing, marketing, benchmarking, and so on - although there have been some notable exceptions, particularly in the areas of IT and document supply. Perhaps what we need are courses in core subjects offered by Universities, such as those at Edith Cowan University, but designed specifically for Health Librarians, and available, if appropriate, by correspondence.

The only substantial Health Libraries oriented course I have attended since becoming a hospital librarian ten years ago was the one week Medline course run by the National Library of Australia, which was then a compulsory prerequisite for getting a password and being allowed to use the system. I must admit I do not know whether there is now any formal Medline training at a professional level for Health Librarians in any of the States. Generally speaking, as an Association, we seem to fail to address the important problem of how to turn a Library Professional into a Health Library Professional.

In our rapidly changing working environment, we need to be able to demonstrate a commitment to Continuing Education.

I would like to see an ongoing programme of Continuing Education for Health Librarians - not necessarily Master's Degrees or PhDs, but short courses and activities. The programme could include journal reading, and completion of self-paced learning modules (eg in medical terminology, MeSH headings), as well as ALIA accredited courses (eg Medline training, structure of health sciences knowledge, health sciences reference works) in each State.

Stephen Due, Geelong Hospital Library

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Health Information Resource Service (HIRS)

HIRS is open to the public and to the staff and patients at King Edward Memorial Hospital. Most of our work (85%) is "reference" work over the phone, but we are starting to get more visitors. We provide a free mailing service and send a lot of information out to people who are unable to visit us.

Gillian McCardle, Health Information Resource Service for Women (HIRS)



WANTED

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

Conference Calendar

1996

April 23-24 On-Line Services Regulation Forum (registration \$1,495) Hilton Hotel, Sydney
Contact: IBC Conferences, Locked Bag 8, Strawberry Hills 2012. Ph (02) 319 3755, fax (02) 699 3901, email IBCC@geko.com.au

June 1-5 96th Annual Medical Library Association Meeting - Life on the Frontier - Kansas City MO
Contact: MLA, 6 North Michigan Ave, Suite 300, Chicago, IL 60602-4805. Fax 0015 1 312 419 8950, <http://www.kumc.edu/MLA/>

Sept 8-11 Records Management Association of Australia 1996 National Convention - Re-engineering - The Electronic Records Future. National Convention Centre, Canberra.
Contact: RMAA Convention, c/- ACTS GPO Box 2200, Canberra 2601. Ph (06) 257 3299, fax (06) 257 3256

Sept 16-18 Eighth Casemix Conference - Casemix & Change. International Perspectives. Sydney Convention & Exhibition Centre, Darling Harbour.
Contact: Convention Network, 224 Rouse Street, Port Melbourne 3207. Ph (03) 9646 4122, fax (03) 9646 7737, email mscarlett@peg.apc.org

Oct 6-11 ALIA Biennial Conference - Reading the Future. World Congress Centre, Melbourne.
Contact: Convention Network, 224 Rouse Street, Port Melbourne 3207. Ph (03) 9646 4122, fax (03) 9646 7737, email mscarlett@peg.apc.org

1997

Oct 19-23 Specials, Health, Law Librarians Biennial Conference - On the Edge. Perth. A joint ALIA/Australian Law Librarian Group Conference.
Contact: Motive Conventions, Griffen Centre, 28 The Esplanade, Perth 6000. Ph (09) 322 2666, fax (09) 322 1417

*Information provided by Cheryl Hamill,
 Fremantle Hospital Library*

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 June issue is 17 May.

Copy can be sent on IBM formatted discs, or faxed to the editor on (09) 388 1780.

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National Executive Health Libraries Section, 1996

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