

HLA NEWS

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Certification & REVALIDATION

– the way forward for Australian health librarians

Our series on workforce requirements for Australian health librarians started with a call for the development of a Scope of Practice. The second article argued the need for a competency framework in this country. In this, the third and final article in the series, Ann Ritchie and Gillian Hallam contend that, in order to be accepted as key members of the health professional team, health librarians must commit to establishing mechanism for 'certification' and make it compulsory to maintain, through continuing professional development, ongoing certified status through a three year cycle of revalidation.

Introduction – THE VISION

Imagine a world in which health librarians are recognised as health professionals and have the same levels of remuneration and employment conditions that other health professionals enjoy; a future where health librarians offer a highly valued set of qualifications, knowledge, skills and experience, enabling them to contribute to the outcomes of their organisations in unique and essential ways; health librarians working as integral parts of multi-disciplinary teams in the many and varied health workforce contexts – in hospitals, universities, research organisations, government departments, pharmaceutical and biotech companies, consumer health organisations, non-government welfare, self-help and social care organisations, health professional associations, private

education providers, publishing houses – the list goes on.

THE ISSUES

Some health librarians, it is true, already have engaging and proactive work as clinical librarians, informationists, and other types of 'embedded' librarians, contributing their traditional librarian and their specialist health information professional skills to their teams. Some health librarians are already classified in professional streams, and may receive professional development allowances. For many, however, support for professional development is not built into the award structure and there is no provision for higher levels of pay based on postgraduate qualifications or specialist status. The case of librarians working in Queensland's health system, for example,

demonstrates how industrial arrangements introduced in that State directly exclude librarians from the health professional stream^[1]. As a result they are not automatically eligible for the resources and support (such as financial incentives for further

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CONVENOR

Recent natural disasters • HLA Executive for 2011 • Opportunities to collaborate with the AHIEC • Health librarians finalists for the IOG Excellence Award • HLA/HCN Health Informatics Innovation Award • Research into expert searching • EBP Librarians' residential



Welcome to the first issue of HLA News for 2011.

I hope you all had a very happy

and relaxing Christmas and New Year and managed to return to work refreshed.

For some of our colleagues in Queensland, Victoria and New Zealand, 2011 has already brought tremendous challenges as a result of floods here in Australia and the terrible earthquake in Christchurch. Our thoughts are with them as they cope with restoring facilities, collections and services at work and in many cases also deal with personal disruption and loss. The ALIA website has information about libraries affected by floods in Queensland (<http://www.alia.org.au/disasterrecovery/QLDFloods.html>) and the University of Otago, Christchurch campus also has regular updates on its web page (<http://www.otago.ac.nz/emergency/>). In this issue of HLA News our Queensland colleagues, Daniel McDonald, Lisa Kruesi and Bronia Renison, give us some insights into how these natural disasters touched their libraries and organisations. [N.B. In the Asia Pacific region there has since been the terrible earthquake and tsunami in Japan. Our thoughts go to those ravaged by the devastation. Ed.]

The HLA executive from 2010 will be continuing in their roles in 2011, including myself as Convenor, Cheryl Hamill as Secretary, Laura Foley as Treasurer, Melanie Kammermann

as HLA News editor, and Ann Ritchie, Veronica Delafosse, Bronia Renison and Sharon Karasmanis as committee members. I would like to welcome two new members to the executive – Jane Orbell-Smith, librarian from Primary & Community Health Services in Queensland, and Dr Kathleen Gray, senior researcher in health informatics in the Medical School and the Department of Information Systems at the University of Melbourne. You can find a short biography and photo of each member of the executive in this issue. Please feel free to contact any of the executive to give us your feedback on HLA. Our aim is always to make the HLA group member-focused, and your suggestions for the strategic direction of HLA, events, resources, advocacy, or any other issues, are always welcome.

Our newest executive member, Kathleen Gray, is also on the working committee of the Australian Health Informatics Education Council (AHIEC). Kathleen and HLA Secretary Cheryl Hamill will be working to form closer links between HLA and AHIEC. AHIEC has developed a draft Health Informatics Scope, Careers and Competency document and, as many of you know, the ALIA HLA Workforce and Education Research Project has been working towards developing a competency-based structure for postgraduate qualifications and continuing professional development for health librarians. There are opportunities for close collaboration between HLA and AHIEC around these issues, as Kathleen and Cheryl explain in a report included in this issue.

The ALIA Information Online conference was held in Sydney in early February. Ingrid Tonnison, Larnich Harije and Mary Grimmond (Central Coast Local Health Network, NSW) and Susan Monaghan (Melbourne Health) have written their impressions of Online and the 'take home' messages they came away with. It seems that e-books, mobile and smartphone access and social networking attracted a lot of attention from both speakers and delegates. Some health librarians in higher education are involved in enabling e-book access and investigating models of access via portable readers. I encourage anyone participating in a project involving e-books, smartphones or social networking in a health context to write a report for HLA News. I am sure there are many of us wondering how we can approach technologies such as these in our IT-constrained hospital environments.

Also at Online, two health librarians were shortlisted for the Information Online Group (IOG) Excellence Award. The purpose of this biennial award is to acknowledge excellence and innovation in performance by an information professional. Congratulations to both Veronica Delafosse from Caulfield Hospital, Victoria, and Daniel McDonald, from Toowoomba Clinical Library Service in Queensland for reaching the final of this prestigious award.

While on the subject of awards, I'd like to remind you all that the HLA/HCN Health Informatics Innovation Award is offered again in 2011. You may have seen the announcement of last year's winner, Terry Harrison, in the September 2010 issue of HLA News. The closing date for this award has been extended and nominations must be received by Friday 29 April 2011. The purpose of this award is to acknowledge excellence/innovation in performance by an individual information professional or team. I encourage you to think about innovative projects you

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Queensland's NATURAL DISASTERS

Beginning in late December 2010, heavy tropical rains caused massive flooding in Queensland. Thousands of people were evacuated, homes destroyed, industries damaged and, most tragically, lives lost. Just weeks later Queensland braced itself again as two cyclones, Anthony and Yasi, slammed into its northern coastline one after the other, leaving destruction in their wake. Three Queensland health librarians describe how their libraries and organisations were affected and give us some insights into the personal consequences of these tragic disasters.

Queensland's "inland tsunami"

Daniel McDonald, librarian at Toowoomba Clinical Library, leaves us with an indelible impression of the devastating results of the flash floods that hit South-east Queensland in early January 2011.

In the Art Gallery of New South Wales hangs a painting by W.C. Piguet titled "The Flood in the Darling 1890". It is an image of bucolic beauty, eerily peaceful as it surveys the vast volume of water the swollen Darling has spilled onto the plains. What it does not show is the devastation to the built environment such flooding brings, particularly when the water rises rapidly and flows quickly. Such were the problems that confronted much of the southern half of Queensland in December 2010 and January 2011. For the past fifteen years this region, and Toowoomba and the Darling Downs especially, have had problems with water but the distinct lack of it has been the most pressing need. Local elections and referenda have been bitterly fought over issues surrounding how best to supply Toowoomba's population of 100,000 with water, and only recently a major pipe from South-east Queensland's major dam, Wivenhoe, came online.

These matters became largely moot though as heavy rains fell in February and March of 2010, and again in September 2010. Further heavy falls in December resulted in a green but sodden landscape, while western Downs' towns such as Dalby, Chinchilla



ABOVE – Cars formerly parked on the southern bank of East Creek in Toowoomba

and Condamine experienced major inundation. Leading in to Monday January 10 Toowoomba residents knew further heavy falls and flash flooding were predicted, but what transpired was beyond all expectations. Intense rain throughout the morning turned into a deluge around lunch time, with between 100 and 200mm falling in less than an hour. With the ground already saturated and the retention basins and gutters and creeks already full, virtually all of the rain that fell turned into runoff. All water west of the escarpment Toowoomba sits on poured through streets and properties, swelling creeks impossibly and gouging enormous damage throughout the centre of the city. All rain east of the escarpment poured down "The Range", flooding the Lockyer Valley, cutting a swathe of destruction through hamlets such as Murphy's

Creek and Grantham, and some days later bursting the banks of the Brisbane and the Bremer to levels not seen in a generation. The newly-coined term "inland tsunami" is an unusual phrase but entirely apt. Most talk of the torrent being eight metres high and appearing from nowhere in mere minutes. The images of ruined dwellings are sobering, the YouTube clips of cars tossed down rivers are breathtaking, the stories of improbable survival are unnerving, and the loss of life is heartbreaking.

Many Queensland Health staff and facilities have been deeply involved in the initial and ongoing response to the flood crisis. During December and January a number of hospitals and clinics were isolated for a period of time and had supply chains disrupted for longer. A nurse at Dalby even managed to catch a fish with his hands as it swam by the hospital car park. During the acute phase of the crisis many staff were involved in activities such as coordinating the evacuation of patients, assisting at evacuation centres, providing emergency medical mental and preventative health services, or simply covering for other staff who were themselves flood bound or diverted to other duties. All staff have been regularly praised by senior staff in executive and government for their professionalism and dedication in challenging circumstances. Queensland Health continues to contribute many resources to the recovery phase of the flood

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Independent information business

A GREAT EXPERIENCE

In 2007 Eke Woldring, an experienced health librarian, recognised an opportunity to start up and operate her own health information service. In this article Eke describes how she got her business off the ground.

In 2007 I had an opportunity to set up an independent information service to provide literature searches to the pharmaceutical industry preparing submissions for the Pharmaceutical Benefits Advisory Committee (PBAC) for corporate clients previously served by a hospital library in Sydney. The PBAC assesses applications for listing of medicines on the Pharmaceutical Benefits Scheme (PBS) to ensure that all products listed as benefits meet the criteria specified in the National Health Act. The clients sought expert searches to provide evidence to support applications for new drugs, or existing drugs for new conditions, to be made available to Australians on the PBS list. The PBS provides access to necessary and lifesaving medicines at an affordable price.

The first steps in setting up a home based business were obtaining an Australian Business Number (ABN), registering for Goods and Services Tax (GST), and setting up a business bank account, email address and a post office box address. I also read the excellent book by Mary Ellen Bates, *Building and Running a Successful Research Business* [1]; there is now a second edition available [2]. I joined the Association of Independent Information Professionals (AIIP) [3] and the elist was active, helpful and interesting.

The two main challenges at the beginning were finding the right business name and selecting the best way to subscribe to Embase, the main database required. As a sole trader it was difficult to get support or advice from database providers and, in the end, I went with an individual subscription to Embase.com, which gave the

greatest flexibility and an annual subscription rate which allowed unlimited time and downloading of citations.

Once I had a business name, I engaged a graphic designer to create a logo, business cards and stationary. The other set up costs included joining the AIIP, subscribing to Embase, purchasing reference manager software RefMan and EndNote, and getting a post office box for mail.

Operating the business meant checking emails daily and, although the workload fluctuated, I had an average of 3-5 billable hours per week. Each month I would send invoices using free Australian Tax Office software and I visited a tax agent annually for tax return assistance.

Typical requests were for clinical trials, economic, quality of life and utility studies for a variety of drugs in the disease areas of diabetes, breast cancer, renal failure, eye diseases, depression and schizophrenia. This required developing complex search strategies and seeking a balance between sensitivity and specificity to meet the client's requirements. The client received the search strategy and citations in word format and in a reference manager output.

The marketing strategy was low key but included the AIIP membership and a LinkedIn profile but no website. New clients mainly came through recommendations from existing clients.

My business ceased operation in December 2010 as a result of the escalating cost of the Embase subscription (doubled over the three years of operation) and the personal need to earn a more consistent income. I referred my clients to existing independent information providers.

For those of you thinking of starting your own business, I would join the AIIP elist, read Bates' book and allow time to set up the structure before offering services to clients. The service provider also needs to be competent and confident in developing search strategies. One negative aspect of working alone was the inability to discuss search strategies with other librarians; however clients were experts in their field and often gave useful leads to key articles or authors.

It was a fantastic experience running a small business and although I did not make a full time wage it certainly allowed me the great pleasure of working part-time at home.

Eke Woldring
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CONFERENCE REPORT

LONDON ONLINE 2010

Online Information is an annual conference occurring late November/December at the Olympia Conference Centre in Kensington, London. The conference and its parallel Online Information Trade Exhibition provide a forum for information and business professionals to meet for educational, networking and enterprise opportunities. Due to its location many delegates at this international conference live and work in the northern hemisphere. But not all, as Glennys Powell reports.

Why travel to London Online 2010?

I have spent many years working in the public health sector both as a clinician and hospital librarian. I have also attended some excellent conferences at ALIA Information Online and VALA. Over the years I had become aware of the reputation of the London Online conference and the quality and variety of speakers it attracted. After checking the conference program, there was more than enough to whet my appetite to go.

The conference was organised into four tracks:

- Experiencing open and linked data
- Social web and the “Cloud”
- Information professionals demonstrating value and impact
- New platforms and user behaviour for delivering content

As with many conferences it was difficult to choose between presentations and, as is often the case, at least two items of interest were scheduled at the same time. The trade exhibition was located in another part of the vast Olympia complex, so delegates found themselves doing a lot of brisk walking to fit in talking to vendors and making it on time to presentations.

I'll briefly comment on some themes of interest to me.

Various speakers, including keynote Dion Hinchcliffe, Business Strategist and Information Architect, spoke about the explosion of the social web and how it is changing behaviour in society including how people do business. We have seen a massive migration to social computing in recent years where, for example, Facebook and

Twitter are dominant channels for interaction. This is especially so with the younger generation but also increasingly in the workplace (e.g. academia, libraries and business).

Interestingly, Herve Basset, an independent consultant from France, commented that the take up of social networking was not extensive in the scientific world where the scientists still preferred the more traditional methods of peer reviewed journals. The organisation I work for does not allow us to use the likes of Facebook or Twitter for work-related purposes but the library does have its own blog outside the firewall which library staff maintain. It is in the academic and public libraries that the social networking tools are being trialled and developed for their clients.

Cloud computing and its potential was another major conference theme. With the Global Financial Crisis still biting deeply into most organisations, there is huge pressure to cut costs any way possible. One option, with information, is for the organisation or business to rent space on servers outside the organisation. Naturally, there are benefits and drawbacks.

Elyssa Krosski, from Barnard College, USA, was enthusiastic about the potential of using the “Cloud” with libraries. Cash strapped libraries and overstretched IT departments can save time and money for their organisations by outsourcing to the Cloud because the servers are already built and maintained by others. It was likened to not having to produce your own energy but being able to plug into an electricity grid. Potentially, a

library could store its digital assets in the Cloud, back up, collaborate with others, all off-site. There is no capital expenditure outlay because you are renting space – you only pay for what you need as the services are scalable.

Via a portable device, a worker can access the information from anywhere at anytime.

Speakers raised the issue that, according to your industry or business, the downside of the Cloud may be of major concern. Points to consider are:

- Privacy – there may be legal/compliance issues which would need to be checked with your corporate counsel.
- Control – with client/patron data you are giving up control to a third party.
- Reliability – even with major vendors such as Amazon and Google there have been problems.
- Is there a get out clause if the contract is not working out?
- What right (if any) does the supplier have to access your data?
- Service Level Agreement – another one for your corporate counsel or business manager to thoroughly check to see if the Cloud is suitable for your organisation.

However, the decision does not always have to be an all or nothing. Cloud services are modular and, for a small investment, an organisation could run a trial with non business critical material.

From the track ‘Information Professionals Demonstrating Value and Impact’, Jackie Wickham, Open Access Advisor to the University of

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Nottingham in the UK, spoke about repository management as an emerging profession in the information sector. This could be an opportunity for librarians to develop and one we have been considering in our organisation.

One message coming through from speakers in this track was, unsurprisingly, that traditional library work was shrinking and that library staff needed to explore other related information areas to create or assume a role for themselves. We need to be able to demonstrate that we can value add to our organisation and to support our clients/patrons/customers to do their work or study. We need to be not only familiar but competent with the social and information technologies they are using and have the capacity to teach and trouble shoot.

From the track 'New Platforms and User Behaviours', Dennie Heye from Shell in The Netherlands, Lee Ralph, Head of Technology at KorteQ in the UK, and James Lappin from Thinking Records, also in the UK, spoke about the impact that Share Point is having on the world of information management. They considered how to introduce Share Point to organisational users and train them to get the best out of the product. They also compared differences between the 2007 and 2010 versions.

I was keen to learn more about Share Point (a Microsoft product) as my organisation has been trialling version 2007 with the Library being one of the trial groups. We have been using it as an internal communication tool for library staff. Share Point has proven to be useful as bulletin board and repository. We use it for discussions, rosters, and for diarising training and literature searching appointments, among other uses. It is also a useful log of the Library's output. The conference sessions on Share Point provided me with information, and an evaluation, of Share Point from much broader and different

perspectives, both positive and negative. This will assist me in my feedback as a trial participant.

Speakers, such as Matt Wood, Technology Evangelist at Amazon Web Services, enthusiastically supported service providers such as Amazon and Google. They spoke of security provisions and of the teams at Amazon and Google who constantly work to keep systems secure. These companies believe that security is a shared responsibility with the client who needs to ensure their own systems are adequately patched and up to date. By using a supplier like Amazon or Google, with their elastic capacity for storage, organisations can hugely reduce their costs and survive in challenging financial times.

On a different note, Steve Arnold of Arnold Technologies in the USA considered aspects of identity and privacy. Arnold suggested that we needed to ask ourselves some questions regarding identity and value. For example: What is the value of my online identity? How many people know about data logs and how to analyse data? When we go online, we leave a digital trail which is mapped back to an individual and his/her persona. This trail is difficult to erase. Deletions can even become a mine of information to a background searcher. We give information away to networks, businesses, etc., and we don't comprehend the value of it. What is the value of "personality" data? Your children are mined for data – what they are interested in – they are a document to be interpreted. The data gleaned can be valuable for marketing purposes. Can it be stopped? Do we even care? What security measures do you and your family use online?

Arnold was not saying don't go online but to be careful and be aware of the data you are supplying to others about yourself. Think job applications and, on a bigger scale, Wikileaks.

Would I go again?

Yes, given the opportunity. It was an interesting time in London

– snow, public transport strikes and riots – but it was a chance to look at "bigger picture" trends and interests in the information industry. It was impossible to fit in all the presentations and exhibitors I had planned but I managed to experience a very worthwhile cross section and to meet many interesting information professionals working within and outside libraries. It was a diverse group with a solid representation from the business and information technology world as well as library professionals. The gender split was approximately fifty-fifty.

Registration fees were in line with other conferences of its type. Costs were kept down by not including food and beverages in the registration. Instead, there were refreshment points both in the conference area and in the exhibition halls where you could purchase your own. There was no conference dinner either but the vendors and professional associations ran their own functions such as breakfasts or dinners. There were some international meetings, such as the German Hour and the Spanish Meeting Point. There was also a European Librarians Theatre which ran sessions on topical issues.

For those who do not want to or are unable to make the long trek to Europe, the inaugural Online Information Asia-Pacific will be held over two days, 23-24 March 2011 in Hong Kong. It is a conference and trade exhibition with seminars "dedicated to the Pan-Asian Information Profession". I might consider this conference next year.

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NOTE: The program for the Online Information Conference 2010, with links to speaker biographies, presentations and papers, can be accessed at http://www.online-information.co.uk/online2010/conference/conference-programme_live.html.

NSW Health Librarians meet for **PROFESSIONAL DEVELOPMENT**

In describing the high-value content of a professional development day for NSW's health librarians, Suzanne Lewis makes a case for the importance of these localised, cost-conscious events for the contribution they make to the professional development of health librarians.

On Friday 20 August 2010, approximately 70 health librarians from across NSW gathered at Royal North Shore Hospital for a professional development day hosted by the Northern Sydney Central Coast Libraries. The convenors were myself and Mary Grimmond from Gosford Hospital Library. Delegates were welcomed by Dianne Ayres, Clinical Engagement Manager in Information Management & Technology (IM&T) at Northern Sydney Central Coast Health. Dianne has worked closely with health libraries for many years, most notably in her role as one of the founders of the Clinical Information Access Program (CIAP) at NSW Health in the late 1990s.

The professional development day commenced with a session on the Cochrane Library, focusing on searching the Central Register of Controlled Trials and reporting of searching in systematic reviews. The guest presenter was Ruth Mitchell, Trials Search Coordinator for the Cochrane Renal Group based at The Children's Hospital at Westmead. Ruth also ran the last session of the day – an overview of new developments in the Cochrane Library – in which she spoke about her role in supporting authors of Cochrane diagnostic test accuracy reviews and managing the embryonic Cochrane register of diagnostic test accuracy studies. Both sessions provided participants with a useful update on the range of resources available in the Cochrane Library and strategies for effective searching of these valuable resources.

The second session of the day was a Knowledge Café on the topic of knowledge retention, run by Nicky Hayward-Wright.



LEFT to RIGHT Mary Grimmond, Co-Convenor, Gosford Hospital Library; Dianne Ayres, Clinical Engagement Manager, Northern Sydney Central Coast Health; Nicky Hayward-Wright, Knowledge Facilitator; Ruth Mitchell, Cochrane Renal Group; Suzanne Lewis, Co-Convenor, Gosford Hospital Library

Nicky was, until recently, Knowledge Facilitator at TAFE NSW. She is most familiar to NSW Health librarians as the Manager, Knowledge Services and Systems, for Alzheimer's Australia NSW and, prior to that, manager of that organisation's library service. Nicky introduced the topic of knowledge retention and explained the way the Café would run. Participants were divided into six groups and each group was allocated a question for discussion. One group member volunteered to scribe. After 10 minutes participants changed groups, with the scribe remaining to ensure continuity for the next group. Discussion focused on practical strategies for knowledge retention and transfer, with an emphasis on overcoming organisational barriers. The Knowledge Café format was very effective in generating discussion and participation from all members of the group. Comments from the evaluation included: "Cafes – interesting and a new way to

do things"; and "an interesting concept which could be very applicable to [the] workplace".

Delegates had the opportunity to network at morning tea and lunch, and to tour the new Douglas Piper Library at Royal North Shore Hospital. Networking was rated as one of the most valuable aspects of the day, and several evaluations suggested that more time should be set aside in the program for this. The catering for the event, which delegates rated very highly in their evaluations, was generously sponsored by Ovid Technologies/Wolters Kluwer Health. After lunch, Jon Ward and Allan Finn from Ovid Technologies presented the new Nursing@Ovid database on CIAP, and some of the new Ovid interface changes. Ovid representatives were also available at morning tea and lunch, and this was particularly valuable for the regional and rural health librarians attending.

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I presented the main afternoon session, which was an interactive critical appraisal of a library and information science research paper. After a brief introduction to critical appraisal, delegates were again divided into six groups, with three groups answering a series of multiple choice questions on the methodology section of the paper, and the other three groups answering questions on the results section. Delegates had been provided with the paper before the day, but one advantage of this format was that pre-reading, while desirable, was not essential. The groups came together for discussion of the answers and critical evaluation of the paper. Once again, comments on the evaluation forms indicated that this session was valuable for many attendees: "The critical appraisal session made us consider the quality of all research – good relevant article for analysis"; and "I ... feel a lot more

confident and armed with a few skills to now attend our monthly journal club meeting".

Overall, the day was very successful, with 91 percent of participants rating the day as very good or excellent. Food, venue, organisation, program relevance and content were all rated very highly. Comments on the evaluation sheets indicated that health librarians place a high value on professional development opportunities such as these, particularly as this event was made available free of charge. We were only able to do that due to the contributions of the following people: our guest speakers Ruth Mitchell and Nicky Hayward-Wright, who generously gave their time and expertise; my co-convenor Mary Grimmond, who spent many hours dealing with registrations, catering, and many other tasks; the Northern Sydney Central Coast library staff who set up rooms, ran the registration desk, hosted library tours and much more; Jon Ward

from Ovid Technologies/Wolters Kluwer Health, who generously sponsored the catering; the University Cooperative Bookshop who provided the speakers' gifts; and Mario Ferrari from M&L Medical Books who donated book vouchers as lucky door prizes.

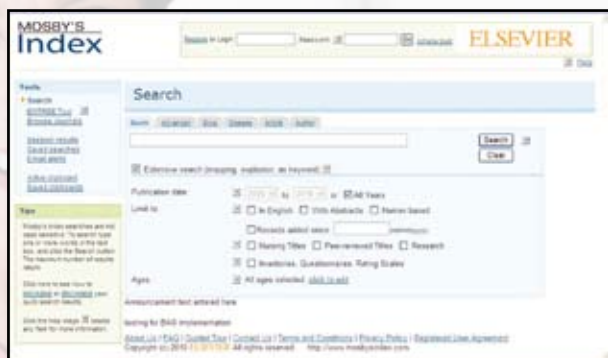
State-based, regional or local professional development initiatives such as these sustain continuing professional development for our profession. Many health librarians find it difficult to obtain permission and/or funding to attend national or international conferences, so the availability of focused, local opportunities is vital to maintenance of professional competencies, as well as providing valuable networking opportunities.

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CONFERENCE REPORT

Impressions of INFORMATION ONLINE 2011

Social networking tools, mobile connectivity, user-driven intranets and internet sites, e-books, user-centred library spaces...these were some of the themes to emerge at the 15th ALIA Information Online Conference & Exhibition held in Sydney from 1-3 February 2011. Four librarians, who attended the conference, share their impressions and 'take home messages'.

Susan Monaghan, Royal Melbourne Hospital

As always, the Information Online program offered themed sessions, among which were:

- resource discovery tools and impacts on library use
- metadata
- library spaces and redesign
- information literacy
- redefining business and engaging clients through use of technologies

To my mind, the keynote addresses are one of the most worthwhile parts of the program, and keynotes delivered at Online are usually an indication of the emerging trends that will percolate through the industry and affect all of us sooner or later. Speakers are often business leaders, may have ITC backgrounds, or may be in the library and information sector overseas.

This year, keynotes were delivered by Jim McKerlie, Chairman of Bullseye, a company offering digital design solutions; Iarla Flynn, Head of Public Policy & Government Affairs, Google ANZ; Chris Winter, Manager New Services, ABC Innovation, ABC; Michael Mace, Product Planning & Marketing Executive, Rubicon Consulting; Sebastian Chan, Manager Web Services Unit, Powerhouse Museum; and Sarah Houghton-Jan, Assistant Director, San Rafael Public Library.

Of these keynotes, the addresses delivered by Sebastian Chan of the Powerhouse Museum, and Sarah Houghton-Jan, from San Jose Public Library, were the ones that stood out for me. Sarah and

Sebastian delivered quite different addresses, but both had the underlying theme of use of technology and social media in using collections and resources.

Sebastian's address centred around Powerhouse digital collections, and unexpected benefits of client interaction with Powerhouse digital images through web 2.0 social networking sites such as Flickr. Powerhouse found that users of images were adding background information, location data, and creating links to other related information available on the Internet that greatly enhanced the original Powerhouse image descriptions.

Sarah's keynote was about how technological change affects libraries, and what technologies our communities are using to engage with our collections.

Statistics show that few clients use only the physical library anymore. Most clients combine use of the physical library alongside online access to resources or facilities, and around 80% of Australians are regular internet users, with most Australians now using mobile and wireless connectivity to access the Internet. This is not new to us, but Sarah had some startling statistics about how Australians are using digital technology that she suggests we need to pay attention to in order to remain relevant to our communities, in particular the <35 age group.

Sarah posits that of the 80% of regular internet users, 90% of that group are social networkers, with over 60% using Facebook as their predominant social networking

site. Facebook is the second most visited website after Google, and is first choice for 18-24 year olds. It has more page views than Google, and a higher number of link outs to other websites occur from within Facebook than from Google.

Her message is, get your library or your resources onto Facebook if you haven't done so already.

She also has things to say about mobile technology. According to statistics, 43% of online Australians own a smart phone, and, of this 43%, 73% use them to run web searches. Her message here is make your website and your resources mobile accessible or risk losing clients elsewhere.

These are messages we need to think about at my organisation as currently we do not use any social networking tools and we have not configured our site for mobile usability. But then that is the purpose of conferences such as Online – to get us to think about what is happening outside our own walls and how it will affect us.

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Ingrid Tonnison, Central Coast Local Health Network

The three keynote speakers on the first day of Online, the day I attended, were from the non library sector – Jim McKerlie, an online new media and content strategist; Google's Head of Public Policy and Government Affairs for Australia and New Zealand, Iarla

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Flynn; and Chris Winter from the ABC's Innovation Division. They reaffirmed the direction libraries are heading digitally with lively examples of what is happening in their worlds.

Jim McKerlie pointed out that the knowledge model that has worked for decades has changed, knowledge has been commoditised and librarians are in the knowledge business now. High speed broadband is a game-changing shift in how we all operate and we will see a huge impact on how libraries enable access to information via e-books and other digital means. He emphasised the impact of new media and new technologies.

Iarla Flynn discussed three main trends that Google see now: mobile and smartphone access to the internet has taken over access from computers (access NOW); widespread use of social networking; and cloud computing (access from ANYWHERE). Flynn also alerted us to the impact of internet censorship and how easily the internet can be blocked. We are accustomed to the free and open nature which defines the internet – what would happen if this were no longer the case?

Chris Winter's theme was Find and Get. It is so important that users can first find what they want and then be able get it. The ABC are freeing up their content and opening up their archives. When the ABC's Digital Innovation department was created in 2007 they realised that their website was built around how the ABC was structured. It made sense to (some) ABC employees but not to the general public. So they reinvented their internet site for the user. At the same time they continued to embrace digital and interactive media which has enabled audiences to interact with television programs in real time with great success.

I was particularly inspired by Claudia Davies' presentation, 'Applying the 'Airbus A380 Principle' to client-focused library portal development'. The Legal Aid Library in Queensland realised that their intranet was built for the librarians to access information

rather than around their clients' needs so they set about creating an entirely new user friendly site. The Legal Aid libraries work very closely with their clients and were able to consult with their main user groups to create one-stop specialised portals. They broke cataloguing rules and entered metadata and queries so that the intranet links are now fed with live data rather than relying on manual updating. They tailored portals to client groups, thus ensuring the library remains relevant in the work place. Claudia emphasised that significant investment in design and development resulted in a web presence that has met their users' needs.

Through all the sessions I attended the themes and take home messages of the day were:

- user focus - intranet and internet sites really should be based on the user and not on the organisational structure or what works for library staff;
- mobile use and mobile access to information is exploding; and
- cataloguing as we know it is over – the rules are being broken and catalogues are expanding to include more tags, metadata and queries.

Ingrid Tonnison

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Larnich Harije, Central Coast Local Health Network, NSW

I attended Online on Wednesday 2 February and was particularly looking forward to the keynote speaker Michael Mace, Product Planning and Marketing Executive, Rubicon Consulting, USA, speaking on 'Ebooks and the Future of Publishing'. Michael did not disappoint; I found his talk both engaging and relevant. He started with a story about his first exposure to publishing – working the Linotype machine in high school 'shop' classes. Michael still seems to be carrying a torch for this rather diabolical machine which, if the type was not correctly set, shot out hot lead at whoever was operating it. Describing how he had to quickly jump out of the way to avoid injury, Michael said

'you can imagine how cool that was for a teenage boy!'. But he was impressed by the complexity and efficiency of this pre-computer machine.

Kathryn Greenhill interviewed Michael after his presentation and you can find the link to the video on YouTube on her blog 'Librarians Matter' (<http://librariansmatter.com/blog/2011/02/02/michael-mace-talks-about-librarians-and-the-future-of-ebooks/>). The take home message for me from Michael's keynote address was 'beware', publishing is changing and changing fast now that ebooks are being priced more like a paperback than when they first emerged with the pricing of a hardback. Michael predicts there will be a 'tipping point' where authors will find it more lucrative to bypass the publishing houses and go direct to ebook format. This has big implications for libraries in terms of both book budgets and online access to ebooks, as this always has to be negotiated with the IT department. [Footnote: Since writing this report, Borders and Angus & Robertson have been placed in receivership, highlighting the profound changes taking place in publishing today.]

The other highlight of my day at Online was "What's in the box? How the science library is challenging tradition at UWA", presented by Carmel O'Sullivan and Jill Benn from the University of Western Australia Science Library. This presentation was full of surprises. They began with a song created by the students and posted to one of the two Facebook groups the students have created about the library. While still contained in a traditional 'box', this new building (it opened in 2009) is far from traditional, with wall to ceiling glass on the exterior walls and user friendly spaces inside including an exhibition area which currently houses two bright yellow sports cars! Carmel and Jill emphasised the need for consultation with all stakeholders and creating an open dialogue with the architects when designing a new library. Their approach has certainly paid off with a fantastic space which has been

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overwhelmingly endorsed by both students and staff. I really liked the inclusion of the song and some interviews in the presentation. I had not attended a large conference like Online for a couple of years, and the style and presentation of the traditional PowerPoint has really improved.

Overall I found my day at Online both inspiring and uplifting. It is always great to catch up with colleagues, and to step out of the workplace and see what others are doing. I came back to work with a new perspective and with the help of a supportive manager and a great staff team we have embarked on a project to re-vamp our library space to make it more people friendly.

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Mary Grimmond, University of Newcastle/ Gosford Hospital Library

The first keynote speaker at Information Online on Thursday 3 February was Sarah Houghton-Jan or, as she is better known to followers of her blog, the 'Librarian in Black' (<http://librarianinblack.net/librarianinblack/>). As an avid reader of Sarah's blog I was keen to hear her speak and she did not disappoint. Sarah urged librarians to look further than the world of libraries to see what trends are emerging in technology. Business tends to be an earlier adopter of technology so reading blogs or attending conferences in the business arena is a good way to gauge future technological directions. Sarah suggested that it is important to reaffirm the core library values. These are the things that libraries do really well and that give us the edge in the information domain:

- Complete and balanced information
- Education, entertainment and self improvement
- Research assistance
- Freedom of information access
- Information privacy and security



LEFT to RIGHT – ALIA Letter of Recognition recipient Rosemary McLaughlin , IOG Excellence Award finalist Veronica Delafosse (Caulfield Hospital), and Marion Steele (Frankston Hospital Library) at Information Online 2011.

Through proficient marketing you can build user awareness of the digital collections you already have. Libraries have the competitive advantage of good reference services but this is only as good as we market it. Sarah advised that library websites should be streamlined to two to three pages maximum and always with a link to Facebook from the front page. Sarah talked about many future trends in technology and recommended that if you have money to spend, have an app designed for your library – oh, wouldn't that be nice!!!

A paper by Amanda Magnussen from the IP Australia Library – 'Delivering Library Services in a Technology and Security Constrained Environment' – struck a chord with me. The IP library works within a constrained security environment and has great difficulty getting new technologies introduced. The library has set in place a series of workarounds to deliver Web 2.0-like services through the use of some basic technologies such as the OPAC, electronic mail and scanner, to deliver a streamlined service. Services include a journal contents page service as well as a weekly current awareness service. Although putting these services together can be quite a manual task for the library staff the end user receives a tailored format with links to articles of interest.

Emma Taylor from the WA Water Corporation spoke on the challenges the Water Corporation library had in delivering services to 45 offices spread across Western Australia. By diving into e-services (nice pun, Emma)

they looked at ways of delivering training, current awareness and management essentials to their users. The library created a blog to deliver a current awareness service and developed podcasts matched to screen shots to deliver online training. Emma, a first time presenter, was inspiring in the way she shared the library's challenges and experiences along the way.

So, back at our library, what can we do to improve services to our users in our security constrained environment? We have decided to take our 'Roaming Librarian' back on the road again this year. This has developed into a marketing and promotional tool for us. This year we intend to roam a little further afield by targeting our community centres and smaller hospitals as well as our main campus. Also we want to investigate a current awareness service that adds value beyond just online journal contents pages. At the moment we are not sure which format this will take but we are keen to delve into the various delivery options to find the best for us and our users.

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NOTE: Papers from the 2011 ALIA Information Online conference can be downloaded from conference website at <http://www.information-online.com.au/>.

HEALTH LIBRARIES INC 7TH ANNUAL CONFERENCE

DISCOVERY!

Future trends, tools and options

Need to deliver remote training to your users? Want to make your own online tutorials? Participants at the 2010 Health Libraries Inc Conference learnt about remote library instruction and reusable learning objects, and given the plethora of software available, anyone can do it, as Laura Foley reports.



A clever abstract by Jann Small, of Southern Cross University, on the Health Libraries Inc website,

set the tone for the 2010 Health Libraries Inc Conference. She illustrated one of the increasing library trends, the use of screencasting for library training, by creating a screencast to promote her presentation: http://www.hlinc.org.au/images/stories/conference_abstract_5.swf.

Remote library instruction and reusable learning objects were the central theme of the conference. Jane Ryan spoke about the Royal Australasian College of General Practitioners Library's innovative use of Cisco WebEx to deliver live remote training to their members. As a fellow librarian with remote users, this paper provided me with great inspiration to initiate a similar program. By simply sending an email invitation to a user, or group of users, the library staff can share their computer screen live while guiding the process over the phone. WebEx allows trainers to demonstrate resources and websites, bring up documents, and chat to participants. Jane gave some great advice to others considering a similar service:

- WebEx may already be in use at your organization or could be picked up by other departments to share the cost;
- Training on the software is required;
- And be sure to shut down email pop-up notifications during a training session!

The features of WebEx are wide-ranging and flexible, however, they do come at a financial expense.

On the other hand, many free remote training options were detailed at the conference including:

- Elluminate - meeting, web conferencing (<http://www.elluminate.com/>)
- DimDim – meeting (<http://www.dimdim.com/>)
- Yugma - web conferencing (<https://www.yugma.com/>)
- Jing - screencasting (<http://www.techsmith.com/jing/>)
- Screenio - screencasting; and
- iScreen – screencasting (<http://www.drahtwerk.biz/EN/Products/iPhone/iScreen.aspx>).

Jing was the program used by Jann Small to create screencasts and can save bandwidth by storing the videos on the Jing website, while Captivate (<http://www.adobe.com/products/captivate/>) and Camtasia (<http://www.techsmith.com/camtasia/>) were the tools used by Sharee Crocker to create reusable learning objects (RLOs).

RLOs are essentially bite-sized tutorials or presentations that, once created, can be re-used in a variety of settings and easily edited and updated. We have all probably used an RLO at some stage, perhaps to learn about a vendor's product, and as library professionals, we can create them to instruct our remote users. While the technology, structure, content and editing may initially take some time, reusable learning objects, by nature, should save time in the long run by being available to users just-in-time and by being unlimited. Sharee also provided a wealth of tips to creating effective RLOs:

- Maintain the product matrix and update as new technology comes along;
- Prioritise RLOs by creating instructions for the top services or those that have the greatest training needs;
- Set learning outcomes and objectives, and consider learning outcomes assessment;
- Consider vendor copyright when training with library products;
- RLOs, like screencasts, can be integrated into Learning Management Systems, LibGuides, or promoted on YouTube or the Library/Organisation website.

Other open source products were discussed at the conference – Koha as a Library Management system in a health library, and open source for integrating document delivery and library systems.

Other than remote training and open source, the one day conference started with a highly informative session on the handy features of Trove. Then after lunch Arthur Shelley introduced the participants to behaviour diversity in an organisational 'zoo'. The day ended with an entertaining look at images of librarians in the movies.

The Conference Program and Health Libraries Inc details can be found at the following URL: http://www.hlinc.org.au/index.php?option=com_content&view=article&id=73:hli-conference-2010&catid=36:past-events&Itemid=59

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HEALTH NEWS HIGHLIGHTS

a stormy start to 2011

The recent flood, cyclone, earthquake and bushfire disasters throughout Australia and New Zealand have touched a nerve with people the world over. Extensive media coverage of the events has not only drawn attention to the anticipation (or lack of), the devastation, the number of victims and the numerous after-effects including clean-up, rebuilding and flood-related illnesses; they have also highlighted the fighting spirit of these two continents, with footage of crowds of volunteers and donations rising by the day.

All Australian news, current affairs and documentaries relating to the disasters have been comprehensively indexed, story by story, in the Informat TVNews database.* Programs include ABC News, Behind the News, Four Corners, National Nine News, World News Australia and most recently, 6pm with George Negus. A quick search for 'natural disaster' in 2009-2011 returns over 7000 results, all of which can be instantly downloaded and



ABOVE – Flood Recovery in Queensland: The people of Goodna have dedicated a permanent memorial to the thousands of volunteers who helped them clean up after last month's devastating floods. ABC News QLD (ABC1 Brisbane); Sunday, 20th February 2011.

viewed, or saved to personal computers for future viewing.

The Informat Health Collection contains almost 200 authoritative, peer reviewed and specialist titles, most of which are exclusively available online via Informat – and the list continues to grow. Key titles include Aboriginal Islander Health Worker Journal, Australian Health Review, Contemporary Nurse, Health Information Management Journal, Nursing.

Aust, Environmental Health and HLA News. A focussed search such as 'flood AND management' in 2010 will lead you to articles including 'Towards Resilience Against Flood Risks' from the Australian Journal of Emergency Management, cited below.

The greatest benefit of the Informat suite is its dedicated focus on Australian, New Zealand, and Asia-Pacific content. RMIT Publishing strives to ensure databases are limited to high-quality content that covers mainstream and niche research across a broad range of subjects. Content is sourced and collated with the researchers whose work focuses on this region.

RMIT Publishing extends our deepest sympathies to all who have been affected by the recent disasters.

To find out more, provide feedback or request a free trial, contact support@rmitpublishing.com.au or call +61 3 9925 8210.

Read more about Informat Collections and Media databases at <http://www.informat.com.au/products>.

Recommended viewing (Informat TVNews*)

- Quake Devastation: At least 65 people are dead and parts of Christchurch are in ruins after another powerful earthquake hit New Zealand. ABC News Victoria (ABC1 Melbourne); Tuesday, 22nd February 2011.
- Flood Recovery in Queensland: The people of Goodna have dedicated a permanent memorial to the thousands of volunteers who helped them clean up after last month's devastating floods. ABC News QLD (ABC1 Brisbane); Sunday, 20th February 2011.
- History Repeats in Queensland: Farmers in far north Queensland had their crops flattened, incomes slashed and homes extensively damaged by Cyclone Yasi. Landline (ABC1); Sunday, 20th February 2011.
- Cyclone Carlos Strikes Darwin: Presenter introduces extended coverage on the arrival of Cyclone Carlos in the Top End. ABC News NT (ABC1 Darwin); Wednesday, 16th February 2011.
- Return to Nothing: Residents of Perth's outskirts have returned to their destroyed homes with bushfires having destroyed almost seventy homes. 6PM with George Negus (TEN NETWORK); Tuesday, 8th February 2011.

* Please note: TVNews is only available to educational institutions which hold a Screenrights licence.

Recommended reading (Informat Health Collection)

- Urban Earthquake Events and Businesses: Learning from the 2007 Gisborne Earthquake in New Zealand. Australian Journal of Emergency Management, The, Vol. 25, No. 3, July 2010: 54-59.
- In the Wake of the Flood. Australian Pharmacist, Vol. 30, No. 2, Feb 2011: 94-95.
- Towards Resilience Against Flood Risks. Australian Journal of Emergency Management, The, Vol. 25, No. 2, Apr 2010: 39-45.
- Picking up the Pieces: Family Functioning in the Aftermath of Natural Disaster. Family Matters, No. 84, 2010: 79-88.
- A Fresh Approach to Development Assessment in Bushfire Protection Areas. Australian Journal of Emergency Management, The, Vol. 24, No. 1, Feb 2009: 11-16.
- National and International Perspectives on Disaster Management. Environmental Health, Vol. 8, No. 2, 2008: 112-126.

INTRODUCING YOUR 2011 HLA EXECUTIVE COMMITTEE



Suzanne Lewis **Convenor**

Suzanne is Acting Manager of the Library Services at Central Coast Local Health Network, NSW. Her professional interests are information literacy skills training, competency based

professional development for specialist health librarians, and evidence based library and information practice. She is an editorial advisor to the journal Evidence Based Library and Information Practice and a member of the ALIA HLA Workforce and Education Project group.



Laura Foley **Treasurer**

Laura Foley manages the library service at the Australian and New Zealand College of Anaesthetists in Melbourne. She first became involved in ALIA through involvement with the Victorian New Graduates Group,

later taking on the role as co-convenor. Professionally she has always worked in health libraries and, until recently, was involved in various roles with the Gratisnet National Executive and VicGratis Committees. Laura was previously an active member of the Victorian Libraries Australia User Group and is currently on the Health Libraries Inc Committee, also based in Victoria.



Cheryl Hamill **Secretary**

Cheryl Hamill manages the Library and Web Services for Fremantle Hospital and Health Service and for other parts of the South Metropolitan Area Health Service. She has been Secretary

of the Health Libraries Australia Executive since 2010 and is the Western Australian hospitals representative on the Chief Health Librarians Group (national). She has interests in electronic resources management and delivery, and in health workforce issues.



Melanie Kammermann **Newsletter Editor**

Melanie Kammermann holds a Masters in Business (Information Management) and worked in a health libraries in Australia for more than 10 years. Now residing in Hong Kong, she retains her

links to the Australian health library community through membership on the HLA executive committee, participation in HLA projects, including the ALIA HLA Workforce and Education Project, and as editor of the group's quarterly publication, HLA News (<http://www.alia.org.au/groups/healthnat/hla/>).



Veronica Delafosse **Committee Member**

Veronica has served in several roles (Treasurer, and Administrator and Secretary of the Anne Harrison Award) on the National Committee of HLA (and its previous incarnations) for 15

years. She is currently Convenor and wiki coordinator for the REBLs...with a cause Special Interest Group (<http://www.alia.org.au/groups/healthnat/REBLs.with.a.cause.SIG.html>) Her professional interests include training hospital staff to use databases and electronic resources, helping clinicians with their reference queries/research/literature searches, and promoting library services at Caulfield Hospital, VIC.



Kathleen Gray **Committee Member**

Kathleen Gray, PhD, is a senior researcher in health informatics in the Medical School and the Department of Information Systems at the University of Melbourne. Her interests

include the use of health information on the internet by patients, carers and consumers; the influence of social media on healthcare and biomedical research; and the ehealth knowledge and skills of clinicians. She is on the working committees of the Australian Health Informatics Education Council and the Victorian eHealth Industry Network, and has been a member of ALIA for 30 years. She holds a Masters degree in Library and Information Science and has worked in regional and metropolitan hospital libraries in Victoria. More recently she has worked with the CAVAL Reference Interest Group on using Web 2.0, with the Library of Melbourne Health and the State Library of Victoria on evidence-based health information projects, and with the University of Melbourne Library on new technologies for disseminating scholarly information about biomedical research.



Sharon Karasmanis **Committee Member**

Sharon Karasmanis has worked at La Trobe University Library since 1997, and previously for Agriculture Victoria. For many years, Sharon managed Document Delivery Services,

including off campus and off shore activities. Sharon has been a member of the ALIA Interlending Advisory Committee, and been very active in the local and international resource sharing community, with publications on all aspects of this topic. Sharon's current position is team leader for the Health Sciences Team in the Library, with liaison responsibility for Nursing and Midwifery in the university and clinical school setting. Sharon's areas of professional interest

Continues on p15 ...

are in information literacy and evidence based practice for health sciences, with a special interest in tracking enquiry-research skill development from first year onwards.



**Jane Orbell-Smith
Committee Member**

Jane has had a varied career. She has a strong special library background having studied and trained whilst employed in the Arid Zone Research Institute in Alice Springs initially as a library technician and then as a qualified librarian. Since then, her roles have developed around remote client service including three years as Off-Campus Liaison Librarian with James Cook University based in Cairns. In 2006 she joined Queensland Health as Library Manager for the Mackay Health Service District before moving to take up the same position with the Primary and Community Health Services Library in May 2010. Jane has a focus on health librarianship, professional development for librarians and library technicians, provision of services to remote clientele, and, inter-disciplinary collaboration.



**Bronia Renison
Committee Member**

Since the the early 1970's Bronia has worked in health and other special libraries in Townsville and Melbourne. She now manages the Townsville Health Library, one of the larger

libraries in the Queensland Health network. She joined the HLA Executive Committee to represent regional and remote health librarians and to support professional development. Bronia's special interest is research; she has served on a human ethics research committee and has been a co-investigator with funded research projects in nursing and allied health. She is the Secretary of the Anne Harrison Award. Bronia is also on the committee of TropicALIA and the Information Online Group.



**Ann Ritchie
Committee Member**

Ann Ritchie has been involved in health librarianship for more than 20 years, working in hospital libraries, and related health and medical education, and research fields. Most recently she

was the Library Director, NT Department of Health. Ann's main areas of professional interest are special librarianship, continuing professional development, marketing, mentoring, evidence-based practice, and eHealth. She was a Director of the Australian Library and Information Association for 4 years, and inaugural chair of the CPDWL section of IFLA. Along with her role on the HLA Executive, Ann has recently become the Editor of The Australian Library Journal, and is also a member of the Libraries Australia Advisory Committee, and on the Editorial Advisory Board of the Health Information and Libraries Journal.

have carried out in your workplace and submit an application. As a group, librarians are often hesitant to seek recognition for their work. One of the aims of the HLA/HCN Innovation Award is to encourage health librarians to share their expertise and celebrate their achievements. More details on how to apply are available from the ALIA HLA website (<http://www.alia.org.au/groups/healthnat/>).

One successful award recipient is Kaye Lasserre, winner of the 2010 Anne Harrison Award, also administered by HLA. Details of Kaye's research proposal, 'The State of Play of Expert Searching in Australian Health Librarianship', were published in the September 2010 issue of HLA News. The main part of Kaye's research comprises an online survey which aims to discover the perceptions, views and practices of Australian health librarians in relation to expert searching. The survey was released during March and I hope many of you completed the survey. Expert searching is fundamental to our professional practice and although we claim expertise in this area, the evidence base for this claim is not strong. This research will lay the groundwork for a more structured approach to developing, measuring and maintaining expert searching competency.

I want to alert you to a wonderful opportunity to participate in a continuing professional development activity for health librarians. The University of Queensland, in conjunction with Duke University, Durham, North Carolina, is facilitating the Evidence Based Practice Librarians' Residential Seminar, to be held in Brisbane between 28 November and 2 December 2011. Registrations for this seminar open soon and I urge you to consider attending.

Finally, I would like to thank RMIT Publishing for their continuing sponsorship of HLA News in 2011. It would not be possible to produce such a high-quality publication without their support. I hope you enjoy this issue.

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NOTE: Full contact details for all members of the HLA Executive Committee for 2011 are published on page 23.

Innovation Award 2011 – closing date extended

Applications for the Health Communications (HCN) sponsored HLA/HCN Health Informatics Award for 2011 will close on Friday 29 April 2011.

The purpose of this award is to acknowledge excellence/innovation in performance by an individual information professional or team. The recipient will be presented with a certificate and \$3,000 to further their professional development.

Please visit the HLA website at <http://www.alia.org.au/groups/healthnat/> to read more about the award and conditions, and to download the application form.

THE AUSTRALIAN HEALTH INFORMATICS EDUCATION COUNCIL

Given health librarians' particular professional expertise within the health information domain, there are opportunities for collaboration between Health Libraries Australia (HLA) and the Australian Health Informatics Education Council (AHIEC), as Kathleen Gray, who sits on both the HLA Executive and working committees of the AHIEC, explains.

The Australian Health Informatics Education Council (AHIEC) seeks to ensure that a coherent, comprehensive approach to quality health informatics education and training exists in Australia, in order that the health workforce is able to leverage advances in health informatics to improve health service delivery.

AHIEC's areas of focus include identifying current and emerging competencies in health informatics; encouraging a high quality health informatics education delivery system; assessing the extent to which the health workforce is sufficiently educated in health informatics; and building recognition of the importance of health informatics.

AHIEC originated with a workshop in February 2009 sponsored by the Australian College of Health Informatics (ACHI). Since then it has become organised into a working committee (open to anyone) and a steering committee.

The Steering Committee comprises nominated representatives of ACHI and four other auspicing organisations: the Australian Computer Society (ACS); the Health Information Management Association of Australia (HIMAA); the Health Informatics Society of Australia (HISA); and Health Level 7 (HL7) Australia. The Commonwealth Department of Health and Ageing is an invited observer at Steering Committee meetings, and the Steering Committee also liaises with other organisations as required, including Health Workforce Australia; the Department of Education, Employment and Workplace Relations; the National e-Health Transition Authority; the Chief Information Officers (CIOs) Forum of jurisdictional Health Department CIOs.

The Australian College

of Health Informatics uses Wikipedia's definition of health informatics as "a discipline at the intersection of information science, computer science, and health care. It deals with the resources, devices, and methods required to optimise the acquisition, storage, retrieval, and use of information in health and biomedicine. Health informatics tools include not only computers but also clinical guidelines, formal medical terminologies, and information and communication systems. It is applied to the areas of nursing, clinical care, dentistry, pharmacy, public health, occupational therapy, and (bio)medical research."^[1]

Report on the AHIEC working committee meeting 18 February 2011

A typical working committee meeting reviews progress on projects that have been mapped out in the AHIEC's Strategic Work Plan^[2]. The development of the Workplan was funded by DoHA, however, the individual projects in it are mostly unfunded as yet.

The February meeting reviewed developments on:

- governance of AHIEC – progress was made at the December 2010 steering committee on a mission statement and list of stakeholder organisations as outline above;
- defining health informatics careers and competencies for Australia – a 34 page document in its fifth draft was tabled and work will begin on planning education and training pathways;
- communications – a plan for a series of national workshops to engage more widely with stakeholders in health informatics education will be referred to the steering committee for support and resourcing, after redrafting;
- health workforce – a project to improve the teaching of health informatics in health professional

degrees in Australian universities has a new project officer.

HLA Executive is considering participating actively in the AHIEC processes

Given Health Libraries Australia (HLA)'s role in representing and advocating for a particular kind of professional expertise with health information, it would be appropriate to strengthen HLA's engagement with AHIEC and its auspicing organisations. This is also a good fit with the outcomes expected from the Research and Education Project that HLA is underway.

Given HLA's growing interest in health librarian competencies, and areas of possible intersection with health informatics skills and knowledge, it could be that certain health library core knowledge should be explicitly listed among the basic health informatics skill domains, and it would seem important to include health librarianship as a professional group requiring basic health informatics skills, in the current draft of the health informatics careers and competencies document that is under consideration by the AHIEC working committee.

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MEETING REPORT

CHIEF HEALTH LIBRARIANS FORUM

The primary focus of Chief Health Librarians Forum, or CHLF, is to improve access to clinical information to support quality practice in Australia. A second focus is to influence health workforce planners on issues that affect our profession. The CHLF has state-based representation from Health departmental librarians, hospital librarians and those responsible for state-wide purchasing of clinical information resources. Coincidentally, the CHLF offers a unique and useful forum for hearing reports from around the country on issues, challenges and opportunities that health libraries and librarians are facing.

At our last meeting on 31 January 2011 the group came together in person and by teleconference.

Work continues on the drive to establish a National Australian Library for Health by working with the national Chief Information Officers Forum to get a business case accepted. There is a long way to go but the message is firming up and the need is becoming more obvious. A recent issue of MJA Insight – Govt should subsidise prescribing resources – is a case in point. In it the author states “Medical leaders want electronic prescribing resources for doctors to be subsidised and regularly updated as the federal government puts more emphasis on e-health initiatives.”^[1]

The HLA Research and Education Project has been focussing on several health workforce issues. These are of concern for employers as well who need to recruit and retain a skilled workforce and ensure the ongoing development of skills to meet emerging needs. The Australian Health Informatics Education Council (AHIEC) and Health Informatics Society of Australia

(HISA) have been working extensively in this area and AHIEC has developed a draft, and as yet publically unavailable, document that looks at the scope, careers and competency required in health informatics. In order to count we need to be counted, and, in line with this, one focus for HISA and AHIEC is to have Health Workforce Australia map and track numbers in the workforce. It is obviously important for the CHLF and HLA to participate with AHIEC and HISA on these important workforce issues.

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RELEVANT LINKS

Australian Health Informatics Education Council <http://www.ahiec.org.au/>

HISA – Health Informatics Society of Australia. A Review of the Australian Health Informatics Workforce - Full Report (4.7MB) http://www.hisa.org.au/system/files/u2233/Australian_Health_Informatics_Workforce_Review_v1_1.pdf

HISA – Health Informatics Society of Australia. A Review of the Australian Health Informatics Workforce - Summary (365kb) http://www.hisa.org.au/system/files/u2233/Informatics_Workforce_Review_v1_1_-_SUMMARY.pdf

Not one but TWO health librarians make the finals of the 2011 ALIA IOG Excellence Awards!

Congratulations must go to Veronica Delafosse, Caulfield Hospital, and Daniel McDonald, Toowoomba Hospital, for being 2 of the 3 finalists for this year's ALIA Information Online Group (IOG) Excellence Awards. This Award acknowledges excellence/innovation in performance by an information professional for a project undertaken in the two years preceding the ALIA Information Online Conference.

Veronica's submission was for her work as Convenor of 'REBLs... with a cause' and the establishment of the first endorsed evidence base for collection development built on consensus agreement between expert rehabilitation specialists and librarians.

Daniel's application was for the clinical audio service introduced at Toowoomba Hospital in which clinically-oriented online audio information is found, collected, described, promoted, and disseminated through a variety of formats to clinicians.

Full descriptions of both projects can be found at http://www.information-online.com.au/blog/fe_blog_view.cfm?cat=3, while any of you interested in applying for the next ALIA IOG Excellence Award should consult <http://www.alia.org.au/awards/merit/IOG.excellence/> for details.



LEFT to RIGHT Bronia Renison (Townsville Hospital), IOG Excellence Award finalist Veronica Delafosse (Caulfield Hospital) & Marion Steele (Frankston Hospital Library) at Information Online 2011

study and paid professional development leave) that underpin continuous quality improvement structures leading to the acquisition and development of new knowledge and skills.

Current developments in the health information management professional arena increase the level of risk for health librarians, due to the blurring of roles with other health information professionals. In the field of health informatics, for example, considerable work is currently being undertaken to define and educate for the health informaticians' specific scopes of practice, with the associated skills and competencies [2]. Health librarians need to stake their claim, to confidently declare their areas of practice and the contribution that they make, independently and within multidisciplinary teams, to the design and delivery of high quality health services in Australia.

THE CHALLENGES

The real challenge for the profession lies in the fact that 'librarians risk not being viewed as equals with their colleagues in the health professional workforce' [3]. National registration requirements for the various streams of health professionals include the presentation of evidence of regular continuous professional development (CPD) activities to maintain and update knowledge and skills, and assure standards of professional practice. Thus, in addition to the external drivers for validation as a professional, it is important that the health librarians do not ignore one of the basic tenets that allow them to call themselves 'professionals': being at the top of their game – and staying at the top of their game. CPD is precisely what it purports to be – the ability to continue to develop as a professional – while revalidation is the mechanism for demonstrating a professional remains up to date and is fit to practice. But in

the field of health librarianship, without a structured and regulated CPD and revalidation scheme, there is a grave danger that the profession will lose both credibility and status. One of the defining features of a profession is that it has a capacity for self-regulation, and revalidation is a mechanism for doing just this.

Do Australian health librarians want to go on being undervalued and marginalised as a professional group? Or is there an alternative, bolder pathway to the future?

It is the view of the Health Libraries Australia (HLA) Research Project group that education holds the key to this envisioned future, that basic librarianship qualifications are simply the starting point to a career in health, and that a specialist health librarian qualification at a postgraduate level with ongoing CPD and periodic revalidation are necessary if health librarians are to achieve professional recognition.

THE NATIONAL HEALTH WORKFORCE CONTEXT

The HLA Research Project is working towards establishing a competency-based education/quality assurance continuum as the basis for health librarians' case as health professionals. This framework is in line with other health professions, for whom registration, CPD and revalidation are the norm. The difference is, of course, that legislation and regulations exist for most health professions. The Health Practitioner Regulation National Law Act 2009 [4] came into effect on 1 July 2010 initially covering ten professions (chiropractic, dentistry, medicine, nursing/midwifery, optometry, osteopathy, pharmacy, physiotherapy, podiatry, psychology) with four more – Aboriginal and Torres Strait Islander health practitioners, Chinese medicine practitioners, medical radiation practitioners, and occupational therapists – to be added in 2012.

The Australian Health Practitioner Regulation Agency (AHPRA) is responsible for the

registration and accreditation of the health professions [5]. AHPRA supports the professions' national boards which register practitioners and students, and approve standards of education and programs of study. CPD is a requirement for all registered health professionals, with details of the numbers of credits/points/hours that practitioners must spend each year on learning activities published in the professions' registration standards.

The good news is that Australian Library and Information Association (ALIA), as a national professional association, already accredits librarianship courses and administers a voluntary CPD scheme (points-based) by which members can become 'certified practitioners' [6]. There are periodic audits which require evidence of learning activities to be submitted, and reflective practice and continuous quality improvement are encouraged by a section for entering 'learning outcomes'. This is all available online, in a relatively streamlined process. All health librarians are eligible to be members of ALIA, although registration is not compulsory to practice as a professional. The not-so-good news is that the scheme is not specifically tailored to the needs of health librarians, and there are no nationally recognised specialist health librarian competencies or scopes-of-practice by which health librarians can be certified, or revalidated. While some specialist courses are offered by Australian and overseas education providers, there is not yet a system-wide approach to education for health librarianship.

THE INTERNATIONAL CONTEXT

In the context of library associations internationally, there are already examples of members being required to demonstrate professional proficiency. In the United Kingdom, members of the Chartered Institute of Library and Information Professionals (CILIP) are encouraged to

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apply to become a Chartered Member or MCILIP. The road to chartership can commence two years after graduation from an accredited library and information science (LIS) course; the process involves registering as a candidate, finding a mentor, undertaking a skills audit and preparing a personal professional development plan (PPDP), then developing a professional portfolio to present evidence of learning and development. The portfolio approach requires LIS professionals to collect and present evidence of their professional practice. The criteria for chartership include:

- Breadth of professional knowledge and understanding of the wider professional context
- An ability to reflect critically on personal performance and to evaluate service performance
- Active commitment to continuing professional development
- An ability to analyse personal and professional development and progression with reference to experiential and developmental activities.

The process is explained on the CILIP website. CILIP declares that chartered membership represents the 'gold standard' for LIS professionals, arguing that the dynamic nature of the information environment requires the development, maintenance and promotion of the highest standards of professional practice^[7]. Chartered members therefore have the opportunity to demonstrate their commitment to improve and enhance their professional practice through the Revalidation Scheme. This involves a three year cycle of developing the portfolio of evidence of CPD activities and the demonstration of increased competence in a range of professional and managerial skills. Critical reflective practice is a key dimension of the portfolio^[8].

The chartership and revalidation programs are

regarded by CILIP as an important way to communicating professional growth and development which can impact on the profession on three levels: individuals are able to demonstrate their commitment to improving their knowledge and skills to current and future employers; employers benefit from having a workforce that explicitly demonstrates its commitment to continuous improvement, resulting in higher quality work; and the information profession as a whole demonstrates its commitment to CPD, thereby raising the status of the professional body.

Closer to home, the Library and Information Association of New Zealand Aotearoa (LIANZA) has introduced a scheme for professional registration and continuing professional development. LIANZA notes that the registration scheme provides:

- A goal for the ongoing professional development of individual practitioners
- A framework for employers to coach and develop their library and information professional staff
- An assurance for future employers, both in New Zealand and overseas, that a registered member meets professional standards of competency in the body of knowledge and ethics required for professional library and information work
- International benchmarking and recognition of professional library qualifications for New Zealanders wishing to work overseas.^[9]

The LIANZA registration process also involves a professional development plan that is developed under the guidance of a mentor and a learning journal, as well as a three year cycle of revalidation to maintain their registered status. Registered members (RLIANZA) are expected to demonstrate their learning and development across all eleven areas of the Body of Knowledge (BOK), with at least ten professional development activities undertaken each year^[10]. The revalidation process underscores the fact that the LIS professionals

are in fact professionals: there is a specific body of knowledge and code of ethics and there is a clear requirement for members of this profession to keep knowledge and skills current. Public acknowledgement is achieved through the Registration Roll that is published on the LIANZA website^[11].

In their review of the two mandatory CPD schemes that are integral to MCILIP and RLIANZA professionals, Judith Broady-Preston and Amanda Cossham^[12] clearly acknowledge that "the emphasis on continuing professional development will have a positive impact on the profession, both in terms of the individual levels of skills and knowledge attained, and in terms of the wider understanding of professionalism gained by members of the profession, employers and the general public"^[13]. While the ultimate success of the programs inevitably depends on the level of buy-in from members and from employers, they can be viewed as significant steps towards the definition of new benchmarks for professionalism.

THE WAY FORWARD

To avoid stagnation – and even potential extinction through the closure of library and information services – health librarians need to be accepted as true health professionals with a highly valued area of specialisation. This requires a strong sense of self-belief, to be able to move out of their arguably comfortable and often passive spheres of operation to play a more demanding role that is directly aligned with the organisation's core business activities and making a proven contribution to the strategic directions of our institutions. Findings from the HLA Research Project indicate that there is already strong interest in adopting a more assertive stance through a structured framework for education and professional development.

In order to be accepted as key members of the health

continues on p20...

professional team, health librarians must commit to establishing the mechanisms for 'certification' as registered professional health librarians, one that will permit people to function at a level of advanced practice, and to make it compulsory to maintain CPD for ongoing certified status through a three year cycle of revalidation.

In the absence of relevant legislation and regulations, the responsibility lies with ALIA, as the national professional body that accredits LIS courses, to provide this formal framework for the certification of individual health librarians. The time has come for HLA to draw on the evidence collected through the Research Project to develop a proposal to establish the revalidation pathway.

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ALIA HLA Workforce & Education
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Ann Ritchie has been involved in health librarianship for more than 20 years, working in hospital libraries, and related health and medical education, and research fields. She recently took over the reins of The Australian Library Journal as Editor following a successful stint as the Library Director, NT Department of Health. Ann is Project Leader for ALIA HLA Workforce & Education Research Project.



Gillian Hallam is Adjunct Professor with Queensland University of Technology and provides consultancy services to the library and information services sector, building on her research experience in the areas of workforce planning and evidence based practice, particularly through the nexus study of the LIS workforce (2008-2009). She is currently lead researcher for the neXus3 ALIA Health Libraries Australia (HLA) study into the future skills requirements in the health library sector. She serves on the ALIA Board of Directors and is Chair of ALIA's Education and Workforce Planning Standing Committee.

Sharing counts

Did you know you can earn ALIA CPD scheme points writing for HLA News?

You will earn one point for each hour spent on article preparation, up to a maximum of 10 points per year. For more information visit
<http://www.alia.org.au/education/pd/scheme/>

crisis, particularly in the areas of social work and community mental health as those communities most egregiously affected struggle with the difficulties of stress and grief after major trauma.

The Toowoomba Clinical Library did not suffer any damage to persons or belongings, and has played its part in the response. In the days following January 10 relevant literature was provided to the local Disaster Management Committee, largely stemming from research conducted and observations made after Hurricane Katrina. Subsequently numerous requests for literature searches and document supply have been received, mostly focused on coping mechanisms and recovery practices for staff and individuals and communities affected by disaster and trauma. Some electronic services were disrupted and measures are being put in place to better manage this risk for future adverse events. Some school libraries and at least one public library in the Lockyer Valley suffered extensive damage, while the library at the Toowoomba TAFE campus is at basement level and suffered damage to the ceiling and carpet. Toowoomba city's only public library sits next to West Creek and on one corner of the major intersection which was featured in much of the dramatic footage on nightly news bulletins. The library had water up to the bottom of the shelves on the ground floor while the car park and street attached to the library were wholly submerged. Remarkably the library was not closed for very long, did not suffer much damage



ABOVE – Southern Queensland Institute of TAFE, Toowoomba Campus

to stock, is now fully operational, and even has a display of photos commemorating its flood experience.

Times of great crisis and shock are often accompanied by displays of great courage and communal spirit. This has certainly been evident throughout Toowoomba and the Darling Downs and Lockyer Valley, and indeed all of Queensland during this summer of "weather events". The bravery of swift-water rescue teams, the kindness of strangers to those stranded for weeks, the calm efficiency of those responsible for public services, the generosity of so many in giving money and items and time – these among many, many more have all acted to cushion what would otherwise undoubtedly be a much more harmful set of circumstances.

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The University of Queensland Library flood experience

With libraries located on campuses across the State, the University of Queensland was fortunate that its collections and buildings suffered minimal

damage despite the ravages of the Queensland floods. This is not to say that services and staff went unaffected – far from it, as Lisa Kruesi reports.

The months preceding the flood in Queensland were extremely wet and humid. December 2010 was reported as the wettest in Brisbane since records commenced in 1859, with a record for the month of 840 mm [1].

When the flood drama unfolded on the 11 January 2011 many of the University of Queensland (UQ) Library staff were still on holiday leave. At the Herston Health Sciences Library I was relieved to hear that our Librarian at the Rural Clinical School Library in Toowoomba was safe, following the massive deluge and destruction that occurred the day before. Closer to Brisbane, on this same day, only two of the ten staff normally at work at the UQ Ipswich Library had been unable to travel to work. A senior library manager was stranded but safe at her property in Esk, in South West Queensland. The UQ Gatton Library had already been closed due to storms for many days. At 1.30 pm all the Library staff at the St Lucia, Ipswich and Herston campuses and those at

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LEFT
Toowoomba
City Library

the UQ Mater McAuley, Princess Alexander Hospital, PACE Health Sciences and Dentistry Libraries were told to go home due to the weather and the potential for flooding. It wasn't until the 17th January that the UQ hospital libraries resumed services.

Even though flooding in parts of Brisbane, Ipswich, Gatton and Toowoomba, where UQ libraries are located, was severe our collections and buildings suffered minimal damage. With electricity cut at the St Lucia campus all IT systems were down for only two days even though the St Lucia campus was closed throughout the 11-19 January. Significant damage to UQ facilities was mitigated by the University's strict adhering to design guidelines limiting construction to above the Q100 (a 100 year flood) +500 mm line [2]. It is sad to have to report that whilst the UQ Library was not adversely affected, there was loss of homes and property experienced by a few of the UQ library staff.

At the UQ Herston Health Sciences Library (from where I write) we weren't flooded but have suffered from a related environmental effect – mould growing on our collection. The situation is presently under control and when the Library's air-conditioning system is replaced later in 2011 no further infections should occur.

At the Royal Brisbane and Women's Hospital (RBWH) the Incident Management Team (IMT) was called together. Elective surgery and specialist outpatients appointments were suspended and contingency plans were put in place to ensure sufficient staff were on hand. RBWH personnel also assisted with the medical needs of a large number of flood evacuees who were being housed at the nearby RNA Showgrounds [3].

The quality and amount of health and safety information provision throughout the floods and the recent cyclones in Queensland by State Government, police, Brisbane City Council, the media and the community via radio, Twitter, Facebook, television and via newspapers was outstanding.

I have a couple of excellent quotes that sum up our recent experience very precisely: Professor Paul Greenfield, UQ Vice Chancellor describes "barely 48 hours after a raging Brisbane River coated one-third of the St Lucia campus with mud, battalions of volunteers, many of them students – worked alongside staff and contractors, and returned most of the campus to safe working order within days" [4]. And Nick Earl's, in his article on staying afloat down under, cleverly puts it: "Events like this flood not only show our stoicism, but create it. It's important to Queenslanders, like all Australians, that we see ourselves as people who look adversity in the eye, stare it down and band together to overcome it" [5].

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YASI

In the early hours of 3 February 2011 Severe Tropical Cyclone Yasi made landfall halfway between the major tourist centres of Cairns and Townsville, in northern Queensland. Bronia Renison describes the role Townsville Health Library played in the wake of this monstrous cyclone.

On Sunday 30 January 2011, North Queensland residents prepared for Anthony, predicted to be a category 1 or 2 cyclone. Anthony crossed the coast that night near Bowen, which is located between Townsville and the Whitsundays. The Townsville Hospital Emergency Operations Committee (EOC) was activated during the weekend. Almost immediately after Anthony, a bigger threat loomed – the monstrous Yasi, already identified as the highest possible Category 5 and with a very broad base of approximately 500km. Yasi would make itself felt along the entire Queensland coast and well inland.

A cyclone is an unpredictable beast; it is not known until it is close to the coast where the likely landfall will be. The prediction of Yasi's path was complicated by the absence of any data from a normally reliable source – the meteorological station on tiny Willis Island, north east of Cairns in the middle of the Coral Sea. On Tuesday 1 February the three staff were evacuated from the island. On Wednesday morning all structures and equipment were simply blown away.

On Wednesday morning Townsville Health Library staff reported for duty but the wind rose very quickly. By 11.30am the decision was made to close the library for the rest of the week and to refer patrons to the Prince Charles Hospital Library

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Seeing is believing ...A gallery of UQ flood photos is available at
www.flickr.com/uqnews.

The ABC's 'Cyclone Yasi in photos' <http://www.abc.net.au/news/events/cyclone-yasi/gallery.htm> reveals the devastation wrought by Yasi.

in Chermside. One staff member reported being unnerved when the wind buffeted her as she walked quickly to her car. James Cook University announced it was closing for the same period.

The Townsville Health Library had been designated the home of the EOC during its active phase. Non PABX phone and fax lines had been installed, walkie-talkies sat fully charged in a small cupboard, teleconferencing and video-conferencing equipment was ready, whiteboards and emergency vests were at hand. The heavy glass windows afforded visual assessment of the extreme weather. However, due to the strength of Yasi, concern was felt that the windows, even though protected by a solid canopy and therefore relatively safe from flying debris, may pose a risk if they imploded. So the EOC spent most of its operational time in the nearby Board Room until the engineers advised that part of the ceiling (a modification to the original building) was unsafe. Some EOC members spent their shifts in the Library, one senior staff member spending the critical night on the floor on a small mattress.

Yasi crossed the coast at Mission Beach, approximately half-way between Cairns and Townsville, around midnight on Wednesday 2 February. The south-east sector of a cyclone is always the strongest, so Townsville experienced the equivalent of a Category 3

cyclone, with winds officially recorded as reaching 135 kph, but unofficially 180 kph or more. The destructive winds continued until the middle of Thursday. The predicted tidal surge which devastated Cardwell and Port Hinchbrook to the north was felt in Townsville on Thursday morning as a tide one metre higher than normal. Many suburbs were flooded and even though the city's libraries escaped damage, service was interrupted by lack of electricity.

Townsville Library staff were shaken by the experience of a wild, noisy and anxious night with little sleep. During the ensuing days, living at home without running water and (for a much longer period) electricity required ingenuity and fortitude. Luckily, few homes had structural damage. Some fencing collapsed and every garden suffered a swift and thorough prune.

Our small contribution to the Yasi recovery was to assist a member of the local Council's family support unit in locating some publications on how to cope with personal trauma. Townsville Library staff read these publications, identified the symptoms and discussed the content at length. A new saying was coined – 'Before Yasi', when the world was different.

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REGISTRATIONS OPEN: Evidence Based Practice (EBP) Librarians Residential Seminar for 2011

Connie Schardt, Associate Director for Public Services, Medical Center Library, Duke University, and Lisa Kruesi, Associate Director, Research Information Service (Life Sciences), University of Queensland Library, are moving ahead with plans to hold an EBP Librarians Residential Seminar in Brisbane from Tuesday 29 November to Friday 2 December 2011.

The cost for the three-day event, including accommodation, full catering, facilities and seminar will be approximately \$1000.

The seminar will be limited to 24 participants. Those first to register will secure places. If you wish to be kept informed of arrangements for the seminar please email Lisa Kruesi: l.kruesi@library.uq.edu.au

More detail at <http://www.library.uq.edu.au/hsl/ebp/ebp2011.html>

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Heather Todd awarded the **UQ LEADERSHIP AWARD**

Heather Todd (pictured below), formerly the Convenor of Health Libraries Australia, recently received the University of Queensland (UQ) Leadership Award in recognition of her excellent leadership whilst Director of the UQ Excellence in Research for Australia (ERA) Program team. The award was given for 'managing a team of people with diverse skills and divergent backgrounds to create an incredibly positive workgroup'.



After spending 2004-2009 organising ICML, Heather was ready for a new challenge. She was successful

in her application for the ERA Director position and seconded to work for the Pro-Vice-Chancellor (Research and International) until November 2010. In the role she brought together a large team of experts from the UQ Research and Innovation Division, the Library (including Library Technology Services) and many others to work towards creating a submission that reflected the strengths of the University.

Heather led the team through a maze of Australian Research

Council (ARC) guidelines, to gather and correct thousands of publication entries, grants, patents and other esteemed measures summing up the intellectual efforts of UQ researchers.

In response to the award Heather said, 'It is a great honour to receive the award but I was very fortunate in having a great team to work with – this made the job a lot easier – we all worked towards a common goal of a successful submission within very tight timelines. I found it very interesting working outside the Library and would recommend to everyone to take opportunities as they arise – not only to widen your experience but to gain a deeper understanding of how other parts of the institution work'.

Following the ERA submission Heather made a number of recommendations to change the way UQ publications are collected

and processed. This involved moving away from a once-off collection of data to an ongoing centralized system. This involved major changes to UQ eSpace – the institutional repository which now reports relevant citation data for each publication as well as the ERA ranking of journal and conference titles. Heather is continuing her work managing UQ publications in her new role at UQ Library as Director, Scholarly Publishing & Digitization Service.

We are so proud of Heather's success, demonstrating her determination, energy and positivity during an enormously challenging time.

Lisa Kruesi

Herston Health Sciences Library,
The University of Queensland

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