

# HLA NEWS

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## International conference INSIGHTS – MLA'18

Rolf Schafer reports on his experiences at the 2018 MLA Annual Meeting, held 18-23 May 2018 at the Hyatt Regency Atlanta, Atlanta, Georgia, USA.

Atlanta was the location for the 118th Annual Meeting, the first time the MLA annual meeting was held in this vibrant city with its rich history. Highlights of the city's attractions include the Jimmy Carter Presidential Library and Museum, the Martin Luther King Jr. National Historic Site, the CNN Center, the World of Coca-Cola, Centennial Olympic Park, and the High Museum of Art, to name just a few.

### THE NUMBERS

- Registrations for the meeting totalled 1815 – 85 from outside the United States and Canada, including two delegates from Australia.
- A further 45 people and six institutions participated through e-Conference registration that supplies unlimited access to all the online annual meeting content through to May 2019. This includes videos of all plenary sessions; electronic presentations of all contributed paper sessions synchronized

with audio as well as access to over 178 posters in the Online Poster Gallery.

- A total of 86 papers combined with 40 Lightning Talks in four days as well as 19 Continuing Education courses that covered a range of professional competency areas.<sup>1</sup>

A new initiative at this year's meeting was the participation of 150 public librarians who attended the meeting for a one and a half day concurrent symposium on Health Information for Public Librarians.

Of interest to both public librarians and health librarians, the symposium offered programming in the area of health information to the public and provided a unique opportunity for public and health librarians to network. The symposium was organised by MLA in collaboration with the Public Library Association (PLA), and the Greater Midwest Region (GMR) of the National Network of Libraries of Medicine (NNLM).<sup>2</sup>

The following is an account of my MLA'18 experience and the sessions I attended.

### SATURDAY

The Welcome Reception and opening of the Hall of Exhibits was held on Saturday night and was devoted to vendors and other companies. The exhibit hall included the Technology Showcase centre where scheduled 30 minute demonstrations of vendors' new products and services were hosted.

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shared their  
experiences with  
library closures  
and strategies and  
best practices for  
remaining vigilant  
and promoting  
library staff,  
resources, and  
services effectively

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## SUNDAY

I had an early morning start to attend the International Cooperation Section Business meeting as a representative of the HLA National Executive and ICS member. Following this, a welcome session at which President Barbara A. Epstein and Kevin Baliozian, MLA Executive Director welcomed delegates on behalf of the Association. Welcoming remarks and salutations followed from David A. Nolfi and Debra Berlanstein, Co-chairs of the 2018 National Program Committee as well as Sandra G. Frankline and Joe Swanson Jr, Co-chairs, 2018 Local Assistance Committee. Barbara Epstein then delivered her Presidential Address, reporting on MLA activities and initiatives, and reflecting on her presidential experience during the past year.

After a coffee break, delegates reassembled for Plenary Session II – John P. McGovern Award Lecture. The speaker, William Powers, writer, journalist and research scientist at the MIT Media Lab, shared his thoughts on “Reviving the Human: Libraries in the Age of Artificial Intelligence.” Powers delivered a narrative on the core elements of his research that formed the basis of his book, *Hamlet's Blackberry: Building a Good Life in the Digital Age*. He explored the essential benefits of libraries in the digital era: accessibility, order, quiet and control; and the philosophical benefits of depth and meaning. A very thought provoking lecture and pragmatic view of what is occurring now and what is to come in the digital age.

Following lunch delegates had the opportunity to attend various affiliate meetings and technology presentations by vendors. Program Session 1 comprising of eight sessions was offered mid-afternoon. I attended the Special Content Session on Hospital Libraries: Looking Backward to Stimulate Forward Momentum. This session focused on the ongoing challenges faced by health libraries to remain relevant in an ever-changing world. A panel of speakers shared their experiences with library closures and strategies and best practices for remaining vigilant and promoting library staff, resources, and services effectively.

Afterwards, I joined other international librarians at the International Visitors Reception hosted by the International Cooperation Section.

## MONDAY

The morning began with Plenary Session III - Janet Doe Lecture. Elaine R. Martin, Director, Library Services, Countway Library, Harvard University Medical School, Boston, MA delivered this year's lecture. Her lecture was titled, *Social Justice and the Medical Librarian*.

The second session of contributed and invited papers commenced after the mid-morning break with eight concurrent sessions to choose from. My choice was 'Clinical Support' where the presented papers included topics on data management training and data science support, clinical decision support systems, and teaching PubMed.

At the conclusion of this session, I attended a Lunch and Learn session on how to conduct systematic reviews the JBI way. The afternoon was devoted to more contributed paper sessions, lightning talks and posters. I spent some time viewing posters and attended the Hospital Libraries Section Business meeting.

## TUESDAY

At 7:00 am I joined Public Librarians at a welcome breakfast and networking event as a prequel to the Health Information for Public Librarians Symposium that ran concurrently for one and a half days with MLA's annual meeting. The keynote speaker was Patricia F. Brennan, Director, U.S. National Library of Medicine who will be visiting Australia next February. By 9:00 am we were ready for the MLA Business Meeting and Presidential Inaugural Address. MLA awards and recognitions were also presented at this session.

Continues on p3...

The annual NLM update was held after morning coffee and was well attended. Patricia Brennan, Director of the NLM assisted by two senior members of staff delivered the update. Topics included the NLM 2017-2027 Strategic Plan, PubMed Labs and PubMed Health, MedlinePlus as well as highlights of the accomplishments of the National Network of Libraries of Medicine. The fourth session of contributed papers and posters occupied the remainder of the day.

That evening, Public and Health Librarians joined together for the Silver and Gold Networking Dinner, sponsored by McGraw-Hill Education. A highlight of the dinner was MLA's first ever talent show.

## WEDNESDAY

The morning began with Plenary Session IV: "An Overview of the All of Us Research Program." The speaker, Dara Richardson-Heron, MD, Chief Engagement Officer of the All of Us Research Program, National Institutes of Health (NIH), delivered an overview of this ambitious program. The All of Us program aims to build one of the largest biomedical data sets in the world, involving one million participants from diverse communities across the United States, with particular attention on including people historically underrepresented in biomedical research. These participants will contribute information about their health, habits, and environment, along with an array of medical data, to help researchers identify patterns that might illuminate factors that impact health<sup>3</sup>. The All of Us Program and the National Network of Libraries of Medicine (NNLM) will be working with public libraries to engage local communities, raise awareness about the program, and improve health literacy. Libraries will not be enrolling participants in the program – instead will be the source of trusted health information relating to this study.

Plenary Session V followed and featured Dr David Satcher, founding director and senior advisor for the Satcher Health Leadership Institute, Morehouse School of Medicine, Atlanta, GA. Satcher's address was titled, "The Journey from Health Disparities to Health Equity." His presentation provided an introduction to the concepts of health disparities, social determinants of health, and health equity and how they influence public health outcomes. The example Satcher gave related to mental health and physical activity.

## NEXT?

Next year's annual meeting will be held in Chicago, 3-8 May, 2019. If you are not able to attend in person, consider taking up the e-Conference registration, where you will have unlimited access to all the online annual meeting content including videos of the plenary speakers and all conference presentations with audio for an entire year.

## REFERENCES

1. Ray Naegele, Medical Library Association. [Personal communication]
2. MLA Annual Meeting and Exhibition, May 18-23, 2018; Atlanta, GA – Official Program
3. Social Justice, Health Equity, and All of Us Highlight MLA Annual Meeting. Posted by NLM in Focus June 13, 2018

## ABOUT THE AUTHOR

**Rolf Schafer** is a career medical librarian with over thirty years of experience in the management, administration and delivery of information services in health and medical libraries. Since 1995, he has held the position of Manager, Library Services at St Vincent's Hospital Sydney. He is also a member of the HLA Executive Committee.

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**LEFT** – Rolf Schafer with Patricia F. Brennan, director of the US National Library of Medicine.



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DNP, RN, CRNP, ANP-BC, AGACNP-BC, FAAN  
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# CONVENOR'S FOCUS

This issue marks our first with Gemma Siemensma in the Convenor's Role. Thank you to Ann Ritchie for her exemplary service and welcome to Gemma who has generously given her time to step up into this role. Read on for Gemma's first Convenor Focus.



... One of our proudest achievements is that we have run events in seven states and territories this year, including regional areas ...



**2018 in review • HLA Competencies due for release • HeLiNS research project nearing publication • Executive changes...**

Wow! Like most years this year seems to have passed by in the blink of an eye. Where did 2018 go? Reflecting back on the year it is amazing to see what HLA has achieved.

Firstly we have partnered with The University of Melbourne to bring you a Digital Health Information Services course (updates Health Librarianship Essentials) which will be run in semester 2, 2019. This adds a totally new dimension to the course which is an exciting arena to be part of. Add to this an amazing range of PD activities that have been offered. This included our annual PD Day in Sydney, plus eight expert searching workshops by international guest presenter Carol Lefebvre. One of our proudest achievements is that we have run events in seven states and territories this year, including regional areas.

Updating of the HLA Competencies is almost complete and these are due for release around Christmas. We welcomed input from a range of health library professionals which is fantastic to see. We are also looking to partner with public libraries regarding health literacy. A survey regarding this was emailed across multiple library industries and we have had a phenomenal response rate. Stayed tuned in 2019 to see where this may lead!

The HeLiNS research project is finished and nearing publication. HeLiNS: health libraries for national standards - looked at ways in which hospital libraries helped their organisations achieve accreditation against the NSQHS standards. From this case studies have been developed as well as some live search strategies. We hope to extend these live searches in 2019 so please send through feedback and ideas. For more information visit <https://www.alia.org.au/helins-health-libraries-national-standards-outcomes-national-research-project>

Sadly we lose Sarah Hayman from the HLA Executive. However like most HLA Exec they love us so much they continue to help with side projects! So a big thanks to Sarah for all her efforts over the last few years. We wish you well but are pleased you are only a phone call away!

So with 2019 just around the corner we are already working on plans for the New Year. We hope to continue with a series of workshops on systematic reviews in different locations across the country. Plus we will hold our annual PD Day in July. This is coupled with updating the current Health Library Guidelines and exploring the health literacy in a public library / health library partnership.

And finally I wish to thank Ann Ritchie for being the Convenor of HLA for the past five years. During her time at the helm she has steered us along a strategic path where we can now clearly articulate how HLA aligns in the wider health industry. Her leadership allowed us to set up some processes, industry partners, research projects and health alliances that position health libraries as key players across a number of disciplines and fields. I am astounded by her amazing ability to strategically see what the future holds and know what's important and where our alliances need to be aligned. Therefore taking over as Convenor is a little daunting but thankfully Ann has agreed to stay on the HLA Executive as National Manager (Strategy and Coordination). This means she will still be around so I can constantly continue to pick her brain!

I hope it's been a good year for all in our readership and I look forward to seeing you all in 2019.

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# ALIA NSW

## Leadership and Innovation Forum

Rolf Schafer reports on the recent ALIA Leadership and Innovation Forum, focussed on the role of libraries in engaging with indigenous culture.

The NSW Leadership and Innovation Forum chaired by ALIA Board Director and President-Elect, Robert Knight was held on Thursday 13 September 2018 at the University of Technology, Sydney.

The theme for this year's event was "Meaningful and respectful engagement with Aboriginal and Torres Strait Islander knowledge, culture and heritage – what more do we need to do?" A panel of three leaders shared their vision for innovation and change in their organisations, and the ways they have supported innovative and successful programs, protocols and activities in relation to the above theme. The invited panellists included Kirsten Thorpe, Jumbunna Institute for Indigenous Education and Research; Shannon Foster, PhD candidate at the Centre for the Advancement of Indigenous Knowledges, University of Technology, Sydney and Michael Gonzalez, University Librarian at University of Technology, Sydney.

The four questions posed to the panel were:

1. How can libraries and other information institutions improve our programs and services to better meet the needs of our Aboriginal & Torres Strait Islander communities?
2. In what ways can libraries and other information professions attract more people from an Aboriginal and/or Torres Strait Islander background to work in our sector?
3. What kinds of programs or policies might advocates advance, or have you experienced programs or policies that have made a difference for you?
4. What are some personal experiences – or compelling arguments – that have influenced your thinking and have motivated you to get involved in being an advocate for change?

Some of the insights shared by the panellists include that we have reached a crisis point in the employment of Indigenous people in the library and information sector. That the library is seen "as an unsafe space" by Indigenous students and libraries are culturally unsafe places. Indigenous people come with a unique skill set and knowledge base that is often not acknowledged or their talents are underutilised. That it is important for libraries, especially public libraries to create a space within for Indigenous people.

To this end, the NSW Public Libraries Consultative Committee of the State Library of NSW has formally endorsed the strategy for public libraries, Indigenous Spaces in Library Places: Building a Vibrant Public Library Network Inclusive of Indigenous Peoples and Communities (4 April 2016). <https://www.sl.nsw.gov.au/public-library-services/services/indigenous-spaces-library-places>

Information on how ALIA engages with Indigenous matters and details of the five projects that will be started by the Association over the next 12 months can be found at: <https://www.alia.org.au/advocacy-and-campaigns/indigenous-matters>

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# EAHIL CARDIFF CONFERENCE

**Inspiring, Involving, Informing**  
–improving the health and wellbeing of the people of Europe

## Challenges and opportunities

If you've ever wondered what goes into organising an international conference in your town, prepare to be impressed by Sue Thomas' account, from the recent EAHIL conference held in Cardiff, Wales. Sue and the Local Organising Committee share what went into planning the event at the local level, the logistical aspects, what worked well (and what didn't). Maybe you'll spot some tips for your next PD event!



ABOVE – Sue Thomas.

### THE LOCAL ORGANISING COMMITTEE

The Local Organising Committee (LOC) first met in 2015 to explore the possibilities, and the challenges of Cardiff hosting the 16th EAHIL Conference in 2018. This would be the first time for the conference to be held in the capital city of Wales.

Initial discussions had started in 2013 when the chair discussed the possibility of holding the conference with Health Libraries Group Wales. The committee thought it was a good idea and the chair went off to investigate. You certainly have to plan well in advance! We knew from the start (and how right we were!) that this would be a huge challenge.

Thankfully there was a wealth of experience amongst our members in leading courses and conference programmes both nationally and internationally that we could draw on. From the start we also knew that to meet our broad vision of improving health and wellbeing, we would have to reach out to groups not traditionally involved in health information and library work.

Holding monthly committee meetings with such a varied group provided another challenge, as did document sharing. Our project planning leader worked wonders around these challenges. We are also grateful to organisations that provided meeting rooms, videoconferencing and refreshments for our monthly planning meetings free of charge.

### STEP BY STEP

Our first challenge was to write a financial bid for approval by the EAHIL Board. Financial forecasting three years in advance is not something to be undertaken lightly. We are very grateful to all previous conference committees for sharing their budget information with us.

We are also grateful to the conference team at the Royal Welsh College of Music and Drama. Holding some of our meetings in the College was very special for the LOC as we began to fully appreciate the wonderful venue we had for the conference. And it's not every day that you see Sir Anthony Hopkins walking past you in the main foyer! We should have asked for his autograph there and then!

Continues on p8...

**NOTE:** This article was originally published in the [Journal of the European Association for Health Information and Libraries](#), Volume 14, issue 3 (2018) – an issue focussing on memories of the 16th EAHIL Conference in Cardiff, Wales.

(Adapted by Taryn Hunt for HLANews)



Feedback on the venue, from over 300 delegates from across Europe as well as 32 companies that attended as exhibitors was overwhelmingly positive. People liked the natural light, access to outside areas and plenty of space. The flow of people was good and there were no bottlenecks during the breaks.

## DEVELOPING THE PROGRAM

The LOC's next challenge was to develop the conference program and to work up the process for the abstracts. As well as the conference there were the Continuing Education Courses which would be held on the 9th and 10th of July. To make sure the courses met delegate needs, EAHIL members were surveyed about their training needs. This was done both at the Seville conference and also online. There was an excellent response to the surveys so we could be sure that the topics selected for courses were those needed. A total of 14 courses were delivered over the two days – a mini programme in itself. It is good to report that nearly all of the courses were sold out.

From the start of our planning we took a broad approach, not only in developing the conference themes around health and wellbeing, but also to the sessions which would take place at the conference. We wanted to make the most of the flexible space which our conference venue offered to us, so we decided that we would offer workshops, performances, as well as keynote presentations and parallel sessions. It soon became clear also that for the Innovation theme we needed a totally different approach and the Innovation Station was born!

There were 5 conference themes:

- Impact,
- Innovation,
- Arts, Health and Wellbeing,
- Information for patients, the public and carers,
- Global health.

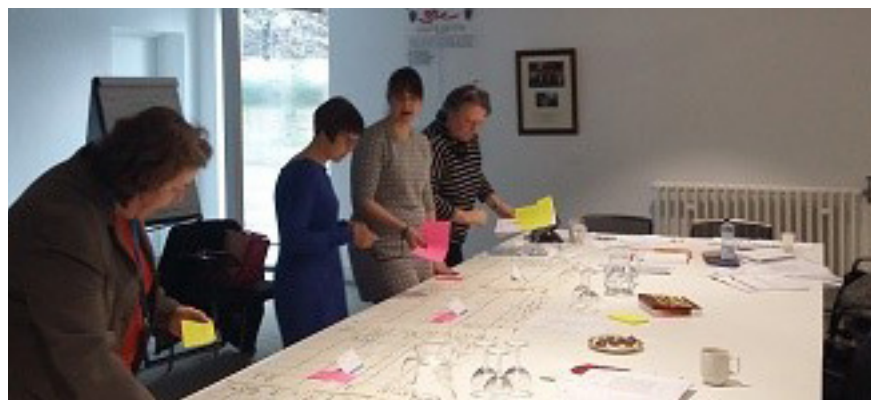
Plenary presentations were identified as an essential part of the programme and they would set the context for the further development of the conference themes in parallel sessions and workshops. The keynote speaker for the opening plenary Cormac Russell, was secured well in advance, in 2016. Keynote presentations are available on the EAHIL Cardiff conference website at <https://eahilcardiff2018.wordpress.com/posters-and-presentations/>. A write up of the presentation by Ayyub Khan CILIP President is also available in the September 2018 issue of Information Professional.

## Creative solutions

While coming to grips with the abstract submission process, we also agreed to have:

- a Digital Poster exhibition, to meet the objectives of sustainability and provide more space for the exhibition
- an Innovation Station, to showcase the new and exciting developments coming through in the abstracts under the Innovation theme.

Continues on p9...



RIGHT – The LOC in action.



We had mixed feedback on the Digital Posters. Additional help from the company providing the totems, particularly with formatting, would have been a considerable help. Delegates agreed that there should be more totems for the posters to make it easier for viewing, and that there should be a more prominent schedule of poster presentations if digital posters are used in future. The LOC agrees with these comments, and overall we feel that we should not dismiss this different way of presenting information but that we should learn from the Cardiff experience in future events.

Implementing the idea of the Innovation Station as a hands on experience for delegates was very challenging –where would it be, how would the sessions be organised and how would they fit in with the overall conference programme. Thanks to the Innovation group these challenges were overcome and overwhelmingly the response from delegates was positive to this new approach. There were 7 stations and the Innovation Stationers reported that they had lots of interest. Overwhelmingly the stationers were enthusiastic about being part of this, and thought that this was a good way to showcase new ideas and discuss in smaller groups alongside the posters and the presentations.

### **Involving the Community**

Knowing that the conference exhibition was central to making the conference viable, we started “involving” companies from a very early stage in our planning. As well as the trade exhibition we featured two special exhibitions from two unique collections. The Royal College of Nursing History Box gave delegates the chance to see how nursing has changed over the years through this handling collection. The Archie Cochrane stand displayed items and photographs from the Cochrane Archive and delegates were also able to purchase copies of “One Man’s Medicine”. Three members of the LOC were dedicated to the exhibition as an essential aspect of the conference, leading on sponsorship, liaison with companies, and the exhibition logistics.

We wanted to give delegates a wonderful Welsh Welcome, so we spent considerable time making local traders in Cardiff aware of the conference. Posters were strategically placed in a number of shops and restaurants. We managed to negotiate discounts for delegates in several eateries in Cardiff as well as in the Castle Gift shop.

During the conference the LOC worked well as a team. Detailed timetables had been prepared for each day of the conference. Even with the best planning however, you cannot anticipate all the things which may occur during the event! You need to expect the unexpected!!! Knowing the strength of your team really helps when things get tricky, and it’s good to report that when things cropped up everyone just got stuck in to sort them out. Having walkie-talkies were invaluable in finding colleagues in such a large venue. We were also supported by a number of volunteers who contributed far more than they perhaps anticipated to the collective effort when they signed up.

### **Promotional Strategies**

No conference is successful without great marketing, social media and web presence. Regular updates were published in professional journals and magazines to keep potential delegates and exhibitors up to date with our exciting conference planning. We had an amazing team for Twitter and the website. The speed at which new information was added to the web and the number of Tweets being sent out really created a buzz. We also engaged a local artist to create a visual representation of the event to capture everyone’s views. It’s fair to say that delegates weren’t sure about this at the start, but once they understood, there was no stopping them!

Continues on p10...

As part of the Arts Health and Wellbeing theme we also were delighted to have two performances at the conference. On the Wednesday the conference ended with a sing-a-long session led by the Singing for the Brain group. Singing for the Brain is part of the work of the Alzheimer's Society and is a way in which people with dementia and their carers can express themselves and socialise with others in a fun and supportive group. It was a great way to end the first day of the conference and thanks to all the colleagues from Alzheimer's Society for making this happen. On Thursday before lunch delegates were able to attend a performance of 'Memoria' by the Re-Live Theatre Company in the Richard Burton Theatre. 'Memoria' is a performance by a remarkable group of people who came together to share their experiences of living with dementia. Their 'life story theatre' approach supports the group to reflect together on identity and memory, fear of change, fear of losing the ones we love, fear of losing ourselves.

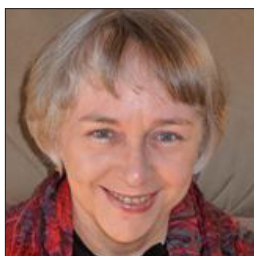
Finally we want to thank all delegates for supporting our efforts in making the conference sustainable and also for all the donations made to the conference charity "Vision Aid Overseas". As well as the Digital Posters, we cut down on our use of paper by having a conference programme which fitted behind the delegate badges, provided reusable water bottles to reduce the use of single use plastic, and had sustainable cloth bags. With the fantastic "dragon" conference design thanks to Steve Haslam Greener Graphics who also produced the banners and the conference organiser tee shirts we were able to create "Librarians Make a Spectacle" as a conference charity. Delegates really helped with this and through our combined efforts we have donated to Vision Aid Overseas and to Cardiff Pedal Power, Cathays Cemetery, Royal National Institute for the Blind (RNIB Cymric) and the Temple of Peace and Health. And a final thanks from the LOC Chair to colleagues from the Public Health Special Interest Group for their wonderful collection of photos in "Wining and Dining during the EAHIL years". These memories will last forever.

**NOTE:** This work is a derivative of EAHIL Cardiff Conference: "Inspiring, Involving, Informing - Improving the health and wellbeing of the people of Europe" Challenges and opportunities by Sue Thomas, licensed under a Creative Commons. The original article can be found at: <http://ojs.eahil.eu/ojs/index.php/JEAHIL/article/view/274/254>



# INTERLENDING and document supply (ILDS)

Thanks to Cheryl Hamill for updating us on progress following the ShareIT conference earlier this year, and highlighting questions we will need to ask ourselves as we move forward.



**ABOVE** – Author Cheryl Hamill is Head of Department, Library and Information Services for the East Metropolitan Health Service and the South Metropolitan Health Service in Perth, WA

Change is in the air. Resource sharing that is fairly distributed, cost effective and meets the needs of all sectors is complex and presents some challenges. Following the ShareIT conference in May 2018, the National Library of Australia (NLA) and the ALIA ILL Advisory Committee have been working on next steps.

NLA has formed a Resource Sharing Futures Steering Group that has met once by teleconference and the ALIA ILL Advisory Committee has completed a report on the survey done before ShareIT and is moving on to a revision of the InterLibrary Resource Sharing (ILRS) Code and the preparation of some best practice guidance. Both groups are examining the role of resource sharing in the Australian environment, the imbalances in lending and discussing a variety of futures.

OCLC have indicated they will advise by the end of the year when support for the Libraries Australia Document Delivery (LADD) VDX system will cease. VDX is not compliant with the new simpler ISO standard 18626:2017 Information and documentation -- Interlibrary Loan Transactions <https://www.iso.org/standard/73679.html>.

OCLC also acquired a competitor product called Relais and is merging that system into their own WorldShare platform. The market for stand-alone ILDS systems has been overtaken by the many library management systems that now have resource sharing modules.

For example,

- SHAREit from Auto-Graphics <https://www.auto-graphics.com/shareit-resource-sharing/>
- Alma from ExLibris – resource sharing [https://developers.exlibrisgroup.com/alma/integrations/resource\\_sharing](https://developers.exlibrisgroup.com/alma/integrations/resource_sharing)
- Sierra from Innovative Interfaces <https://www.iii.com/products/resource-sharing/> and so on.

Changes are coming to Libraries Australia services too with the National Library implementing the National Digital Collaborative Services that brings together Libraries Australia and Trove, and will include GLAM organisations (Galleries, Libraries, Archives, Museums) as members and offer new opportunities for digital collaboration.

Whilst most health libraries have been very well served by GratisNet over decades, the changes on the horizon more broadly will doubtless impact. It is time to begin to think through what this will mean for health libraries.

The sustainability of GratisNet as a model is already under strain with anecdotes suggesting there are imbalances in supply and requests despite the system's ranking algorithm. It is certainly the case for our library where total activity in GratisNet in 2017 was 4,565 transactions, 86% supplied and 14% requested. Outside of GratisNet we still needed to use LADD, NLM, Subito, and pay per view to meet our needs. This also suggests a paucity of collections in other Australian health libraries.

This raises many questions.

- Would libraries be better off participating in a bigger network that balances the load better and has a payment mechanism that acknowledges the impact of supply imbalances on libraries with more extensive collections?



Continues on p13...



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- Would it ultimately assist libraries to retain budgets and collections if unrealistically cheap / no cost options were removed from the system?
- Is Gratisnet sustainable if net suppliers begin to leave the service?
- Could GratisNet be reconfigured to meet the changed circumstances?
- Should there be differential charges for supply from ejournals where a simple upload is required compared to supply from print?
- Even if we have differential charges, we can't supply at commercial supply rates as copyright only allows us to make cost-recovery charges. Will cost-recovery charges be sufficient to rebalance the system?
- Should items that require postage have the postage charges levied separately to the other costs needed to cover the supply?
- Will changes to the Copyright Act restore capacity to supply eresources under fair dealing provisions compared to rights permitted in licences? If so, will that just further disadvantage libraries with extensive holdings in a free supply system?
- What happens if ILL items are requested from off-site storage – should the retrieval charges be added to the ILL fee and if so how is this to be managed?
- What impact might the Open Access movement have on future needs for document delivery? Will they happen quickly? Legacy materials?
- Is there capacity to improve ebook supply through inter-library loan?
- Will libraries that currently do not use LADD consider participating in a broader national network and take up one of the new options NLA offers?

This is an issue that should not be ignored. You may not have an opinion yet but everyone needs to be thinking through the issues and feeding ideas into discussions. There will be change – let's make it change for the better for all.

Cheryl Hamill  
Head of Department  
Library and Information Services for the East Metropolitan Health Service  
and the South Metropolitan Health Service, Perth, WA

## LIBRARY CLOSURE

We offer our best wishes to staff from CSL Behrings Broadmeadows library as it closes its doors, with services being absorbed by other CSL libraries. All of us at HLA, and in the health library community, acknowledge your invaluable contribution to your communities and the profession. We wish you success in your future endeavours.



The banner features a blue geometric background. At the top, the text 'DISCOVER DIVERSIFY DIVE IN' is displayed in large, light blue capital letters. The word 'DISCOVER' has a lightbulb icon above the 'O', 'DIVERSIFY' has a green square icon above the 'E', and 'DIVE IN' has a blue globe icon above the 'I'. Below this, an orange rounded rectangle contains the text 'Call for Proposals' in white, followed by 'open 15 Dec 2018' and 'close 21 Jan 2019' in orange. At the bottom left is the ALIA logo and the text 'ALIA National Library and Information Technicians' Symposium 2019'. At the bottom right is the website 'www.alia.org.au/events/libtech19'. A dark blue bar at the very bottom contains 'Melbourne 13-15 November 2019' in white on the left and the hashtag '#LibTech19' in white on the right.

DISCOVER DIVERSIFY DIVE IN

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close 21 Jan 2019

ALIA National Library and Information Technicians' Symposium 2019

www.alia.org.au/events/libtech19

Melbourne 13-15 November 2019 #LibTech19



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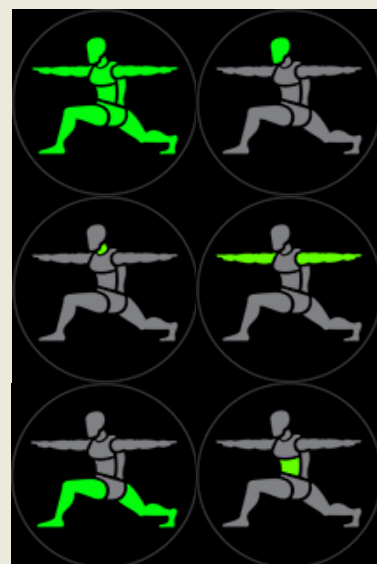
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# MEMBER SPOTLIGHT

## TRUDI MALY FAST FACTS

<b>HLA member since:</b>
2018
<b>First professional position:</b>
Liaison Librarian at Charles Darwin University
<b>Current Position:</b>
Director, Library Services Department of Health
<b>Education:</b>
Graduate Diploma Library and Information Science from Charles Sturt University.
<b>Favourite Website or Blog:</b>

### **What do you find most interesting about your current position?**

Being at the nexus of people's journey from relative inexperience with libraries and information systems to becoming published researchers and scholars in their fields. The library facilitates and supports people through this journey and as the technology and the research environment changes, there are more and more opportunities for libraries to step into and become more involved.

### **What has been your biggest professional challenge?**

Constantly battling the idea that you do not need libraries anymore because you have Google. This idea is not shared by researchers and clinicians as they are using the library every day and understand its worth but it's the bean counters and executives who have never stepped into a library who keep perpetuating this myth. So many libraries around the country have fallen victim to this way of thinking but it is not only libraries that suffer but also our clients are being seriously disadvantaged.

### **How did you join Health Librarianship?**

I guess I fell into it. I had worked at Charles Darwin University (CDU) as a liaison librarian for the School of Nursing for a few years and then the job came up for a Clinical Librarian and I liked the idea of being able to specialise and become an expert in a particular field.

### **What was your previous employment background?**

I worked at CDU library as a liaison librarian for about five years before taking on the role of Manager of the Parliamentary Library Service. I really loved

working for politicians and being asked to dig up dirt on their opposition. We were often asked to research aspects of legislation or new bills so it also increased my understanding of the entire political process and how it directly impacts on the average person. Then I accepted the position of Clinical Librarian with the Department of Health and took courses in evidence-based medicine. This position really increased my knowledge of the research lifecycle and the importance of evidence based practice. I have tried to use this knowledge to inform my decisions as the Director of Library Services.

### **What would you do if you weren't a health librarian?**

I think I would like to work in a parliamentary library again. I really enjoyed being at the coalface of legislation that affects our day-to-day lives.

### **What do you consider the main issues affecting health librarianship today?**

I think it is important to be aligned within the clinical or educational arm of the organisation. Unfortunately, we are rarely in a position to influence where we sit in the organisational structure. Quite often, the Library sits in the IT or corporate arm and the executives only see the expenditure attached to the Library and not the true value we generate for the organisation.

### **What is your greatest achievement?**

My team. I am blessed to work with an amazing bunch of people and I have always tried to create an environment that encourages ideas and initiative, and encourages staff to take risks. I also believe there is as much

Continues on p14...

value in making mistakes as there is in success; sometimes more so. I think my team are incredibly skilled, knowledgeable, adaptable and resilient people who provide the highest standard of service to our clients.

### What is your favourite non-work activity?

Looking at houses on real estate websites. I love to dream.

### What advice would you give to a new member of HLA or a new graduate information professional?

Learn, learn, learn. A librarian qualification is your starting point and if you've chosen health librarianship as your future career then you need to develop your knowledge of evidence based practice and the health environment.

### Anything else you would like to share about yourself?

When I was pregnant with my first child people would ask me whether I wanted a boy or a girl and I would always say that I wanted it to be an Irish Wolf Hound. I still want the Irish Wolf Hound but

I am truly happy that I have my wonderful, clever, brave, resilient daughters.

## THEME FOR LIBRARY AND INFORMATION WEEK ANNOUNCED

# Truth, Integrity and Knowledge

Library and Information Week 20-24 May 2019 is an opportunity for libraries and library users to celebrate the invaluable contribution that libraries make to society. The event is organised each year by the Australian Library and Information Association (ALIA).

For 2019 the theme is 'Truth, Integrity, Knowledge' recognising how library and information professionals support truth, integrity and knowledge in an environment where fake news has become a threat to people's understanding of the world around them.

You can get involved by organising your own event to celebrate the industry or you can join library and information services across Australia.

- **Monday 20 May – Launch day** – You can start creating activities for your users that will run across the entire week.
- **Tuesday 21 May – National Library and Information Technicians' Day** – This is the day to celebrate the great work that library technicians do and to gain a better understanding of their role in libraries.
- **Wednesday 22 May – National Simultaneous Storytime** – at 11am participants across Australia and New Zealand will sit down and read *Alpacas with Maracas* written and illustrated by Matt Cosgrove.
- **Thursday 23 May – Libraries celebrate Cancer Council's Biggest Morning Tea** – take a break and help raise money with your community for this important cause
- **Friday 24 May – ALIA Day** – spread the love and let users and other LIS professionals know the good work that ALIA does, including Library and Information Week!

Best get planning soon...

Buy your merchandise now

alia.org.au/nss #NSS2019 #1millionkidsreading

ALIA Australian Library and Information Association

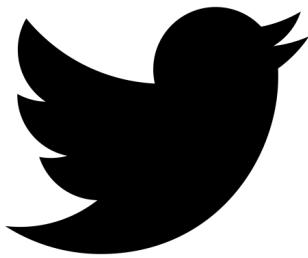
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# STOP, COLLABORATE AND LISTEN – #AusLibChat

Did you know that HLA has a social media presence on major platforms including Twitter, Facebook and LinkedIn? Twitter is a dynamic platform that engages many libraries and librarians in lively and active discussions across a broad range of topics. We were excited to participate in a popular discussion – #auslibchat – on Twitter in November. Thanks to Kieran Hegarty for filling us in on how it went.



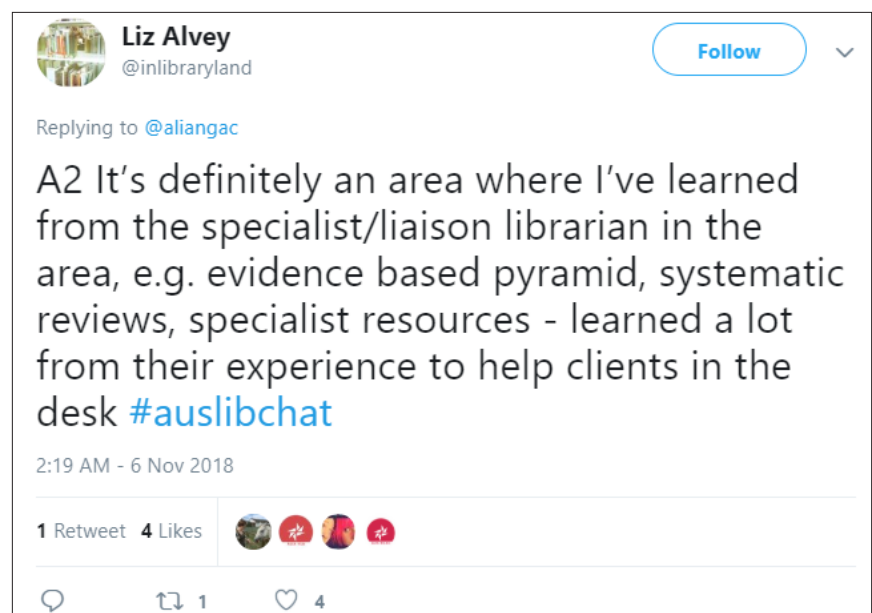
## **Health Libraries Australia broke the ice with our Twitter followers, and some new faces, with #AusLibChat.**

On 6 November, Health Libraries Australia teamed up with the ALIA New Generation Advisory Committee (NGAC) to run a live Twitter chat specifically focused on health libraries and the role librarians play in improving the health of their community. The event ran as part of the monthly #auslibchat series, run by NGAC since 2016 for professionals across the GLAMR (galleries, libraries, archives, museums and records) sector in Australia and New Zealand. The event allowed health librarians to spread their message to #auslibchat's wide following (over 2500 Twitter followers!) and gain perspectives from those working in different contexts.

NGAC creates an engaging platform for discussion by posting five questions throughout a one-hour period on the first Tuesday evening of each month. Questions are numbered Q1 to Q5 and tagged with #auslibchat, and Tweeters are encouraged to use the number A1 to A5 and #auslibchat in their responses. This allows everyone participating to follow along with the discussion, and like, share, and reply to others. The late hour of the event and encouragement to have your favourite drink on hand creates a vibrant and engaging discussion!

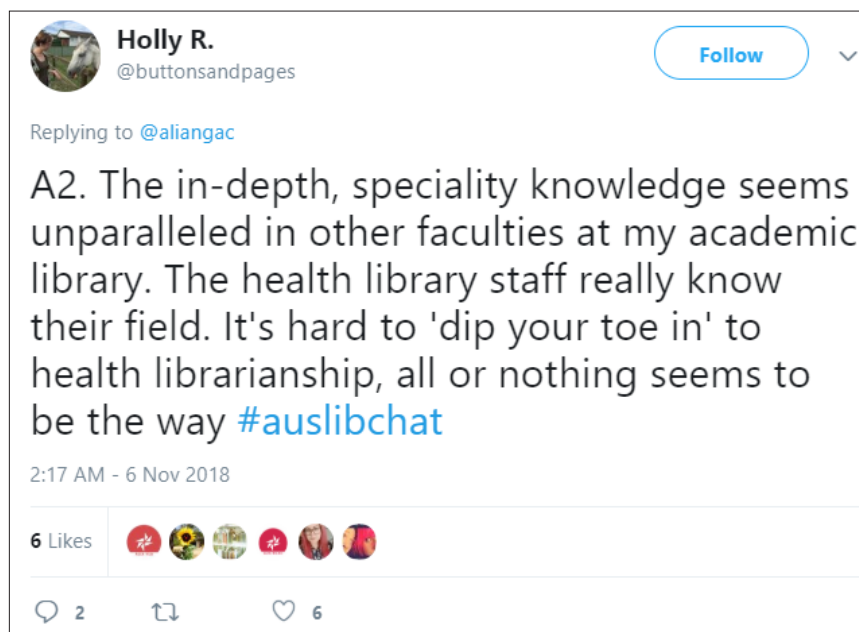
The event kicked off with the warm-up question "How do you search for health information and have you assisted clients to find reliable resources for health topics?" This elicited a range of responses highlighting quality resources and the importance of teaching critical evaluation of health information to all library users.

The next question "What makes health librarianship different from other information management fields?" received responses from health and non-health librarians alike. It was heartening to see those working in other sectors valuing the unique expertise of health librarians:



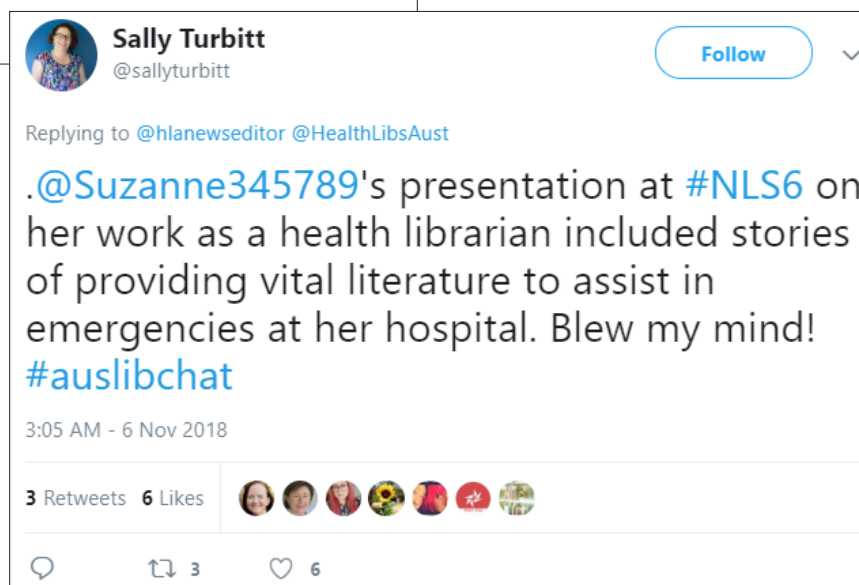
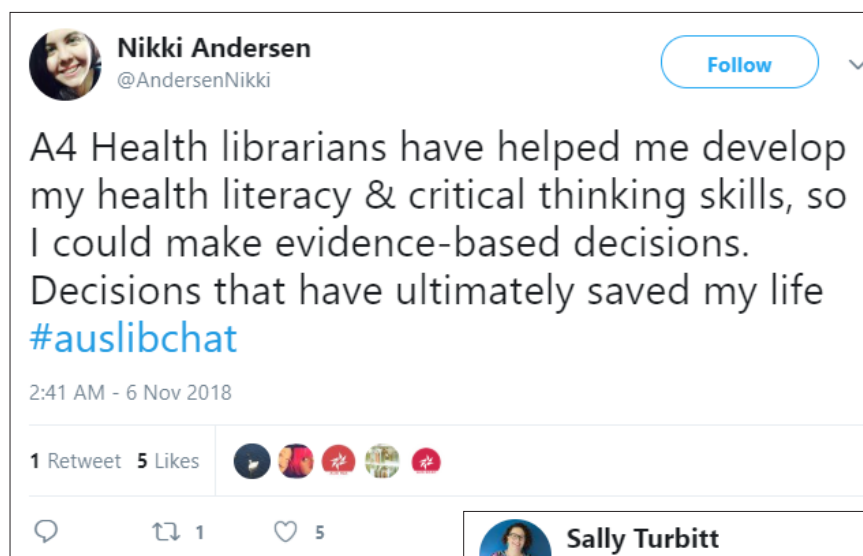
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The perspectives from experienced health librarians gave students, new graduates, and those in other sectors valuable insights into the range of different contexts health librarians worked in and the kind of specialist skills required to thrive in this area.

After a question and discussion relating to the ethics of health information provision, with several points raised on My Health Record and privacy concerns, NGAC asked, "Can health librarians save lives?" The response was very positive!

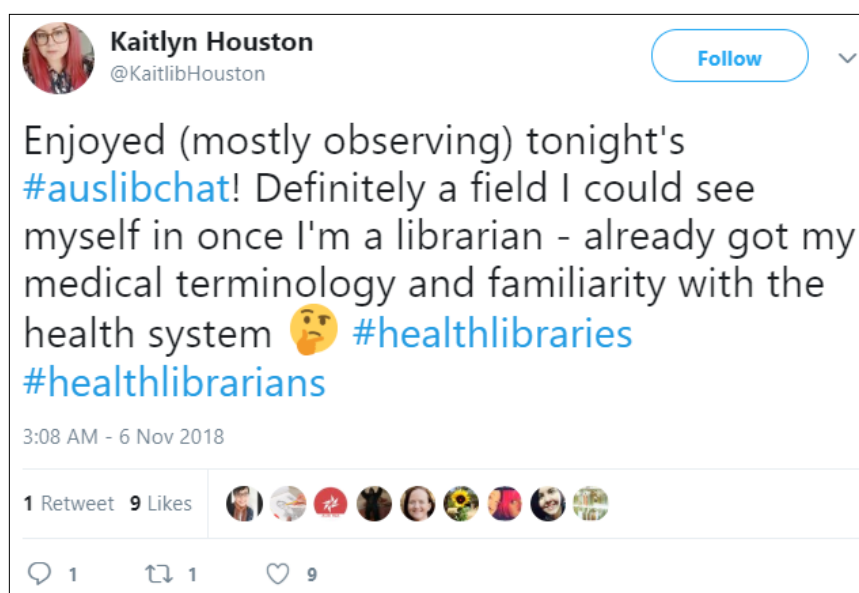


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The final question, “Does your organisation promote health literacy amongst your users? If so, how?” allowed Tweeters to share programs and services in their own and other libraries that focus on building health literacy in their communities. This included several HeLiNS projects, including a ‘bibliotherapy’ program run in Ipswich and the Twilight Talks series of public lectures by clinicians in Toowoomba. It was also great to hear from those in public and special libraries, who highlighted a range of different programs to educate users about effective and reliable ways to access health information.



With the event concluding, discussions continued about the important ways that health libraries support their communities and the wider role played by libraries in building health literacy and supporting health outcomes. The #auslibchat event proved an insightful and engaging professional development opportunity and allowed the voices of health librarians to be heard by a diverse range of students, new graduates, and GLAMR professionals. Discussions throughout the evening highlighted the valuable contributions made by the library community and encouraged others to pursue health librarianship as a potential career choice.



Many thanks to NGAC for facilitating the event and all those who got involved. If you'd like to see the whole discussion you can find it here.  
May the discussion continue!

## EVENTS TO SUPPORT YOUR PROFESSIONAL DEVELOPMENT

EVENT	LOCATION	DATE
Have you mapped your professional development calendar for 2019 – get these dates in your diary ...		
<a href="#">ALIA Information Online 2019 Conference</a>	Sydney	11-15 February
<a href="#">Library Association of Ireland/CILIP Joint Annual Conference</a> (including Health Libraries SIG)	Kildare, Ireland	10-11 April
<a href="#">Medical Library Association</a> , 119th Annual Meeting and Exhibition	Chicago, USA	3-8 May
<a href="#">Health Libraries Group</a> (CILIP UK)	UK	TBA June
<a href="#">Canadian Health Librarian Association</a> / ABSC Annual Conference	Ottawa, Canada	4-7 June
<a href="#">EBLIP10</a> – 10th International Evidence Based Library and Information Practice Conference	Strathclyde, Scotland	15-19 June
<a href="#">EAHIL 2019</a> (European Association for Health Information and Libraries)	Basel, Switzerland	17-20 June
 HLA PD Day (keep a watch for further information)	Melbourne	TBA July
<a href="#">IFLA World Library and Information Conference</a> (Including Health and Biosciences Libraries Section)	Athens, Greece	24-30 August
16th <a href="#">Health Libraries Inc.</a> Conference	Melbourne	TBA Oct

**TRAVELLERS TIP:** If you are looking for conferences that you can link in with your travels, keep an eye on the site “[International Library Related Conferences](#)” maintained by James Thull, Associate Professor, Special Collections Librarian, Montana State University Library and Marian Dworaczek, Librarian Emeritus University of Saskatchewan Library and original list creator.



**HLA**NEWS  
DETAILS

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