

# Journal of EAHIL

**Theme Issue**

**Remodelling your library  
space in a digital world**

**Memories from the 10<sup>th</sup>  
ICML in Brisbane, Australia**

**12<sup>th</sup> European Conference  
of Medical and Health Libraries  
Estoril, Lisbon, Portugal  
14-18 June 2010**

**Deadline for papers: 1 November**

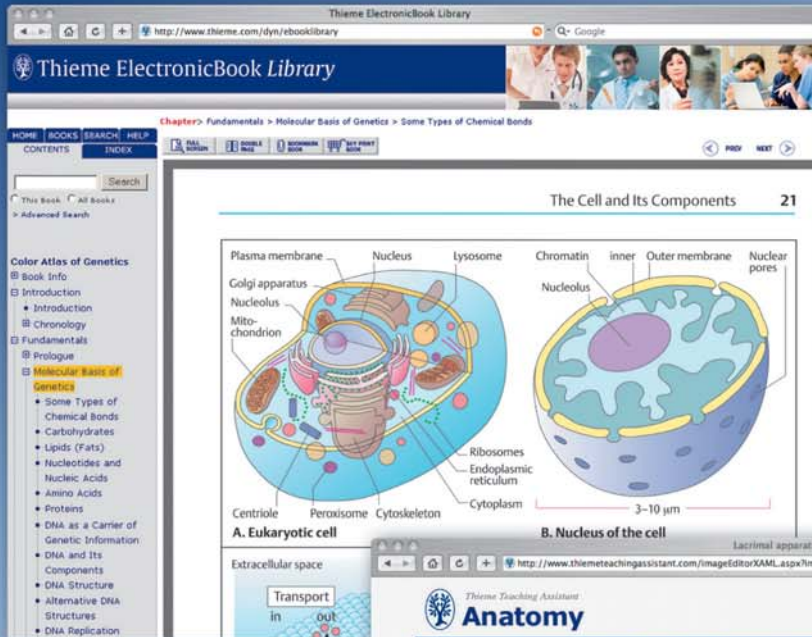
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# Journal of the European Association for Health Information and Libraries

Vol. 5 No. 4 November 2009

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## Editorial

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**Sally Wood-Lamont**  
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Hello Everyone,

The Tenth International Congress on Medical Librarianship (ICML) took place in Brisbane, Australia from the 31 August to the 4<sup>th</sup> September 2009 with 500 delegates from 43 countries <http://espace.library.uq.edu.au/collection/UQ:179364>. For those who did not manage to attend, a number of EAHIL members, recruited by Tuulevi Ovaska from the *Journal of EAHIL* Editorial Board, have written accounts of this excellent event, which have been included as a colour special in this issue. I would like to thank Majella Pugh and her husband Shymal Dhar for allowing us to reproduce their excellent photographs taken at ICML.

From all accounts this was a memorable ICML Congress, with an exceptional Local Organising Committee, and was enjoyed by each and every participant. In the Organisers' newsletter they ask the question: *What makes such events a success?* Their own reply sums it up beautifully. *It is the right combination of having outstanding keynotes, excellent presentations, posters, exhibits, a good venue, a beautiful city and the benefit of five years to work on an event such as ICML.* [http://www.icml2009.com/brochures/newsletter\\_icml\\_no4\\_.pdf](http://www.icml2009.com/brochures/newsletter_icml_no4_.pdf)

The November's issue theme is *Remodelling your library space in a digital world* and we have received some very good articles on this topic which I am sure you will enjoy reading. The *Journal of EAHIL* Editorial Board has decided on the themes for 2010 and I have listed these below.

ISSUE 2010	THEME	DEADLINE
February	Articles on any subject in Health Information and Libraries	<b>15 December</b>
May	Digitization and Preservation	<b>15 March</b>
August	The 12 <sup>th</sup> EAHIL Conference, Estoril, Lisbon, Portugal	<b>1 July</b>
November	Library Education Programmes and Certification	<b>25 September</b>

The 12<sup>th</sup> EAHIL Conference, *Discovering new seas of knowledge: technologies, environments and users in the future of health libraries* in Estoril, Lisbon, Portugal will take place from the 14-18 June 2010. The First Call for Papers and Posters, with some very interesting subjects, has a deadline of 1 November 2009 and by the time you receive this issue I hope many EAHIL members will have responded. Remember also that Registration opens on 1 January and the Early Bird registration period is from **1<sup>st</sup> January** until the **31<sup>st</sup> of March 2010**. The Local Organising Committee is already working hard on the Social and Scientific programmes and more details about these will be in every forthcoming issue of the *JEAHIL* and on the website <http://www.eahil2010.org/en/index.php>.

It only leaves me to say thank you to all contributors to the *JEAHIL* in 2009, to my Assistant Editor, Federica Napolitani and to Tuulevi Ovaska who have given so much support this year as have the other members of the *JEAHIL* Editorial Board, namely Giovanna Miranda, Oliver Obst, Benoit Thirion and Linda Lisgarten.

I wish everyone a very nice Christmas.

# Challenges for library space – space for books or space for users; the case of Kuopio University Library



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### Abstract

*The rapid change from a world of printed material that required acres of space for storing books and journals, towards a world where the library is seen more as a learning environment has challenged the ways we look at library premises. At the same time libraries are confronted by limitations in resource allocation and more output is wanted from reduced economical input. This means that library space needs to be reconsidered and redesigned. Also in Finland, there is an ongoing restructuring of higher education and its institutes that very likely will result in the amalgamation of institutions into new entities. This paper describes the decisions and solutions that were made and are being considered in the University of Kuopio. These include the establishment of a learning centre, the outsourcing of the library's storing facilities, the integration of campus libraries as well as using technological solutions in disseminating library services digitally.*

*Key words:* libraries; students; library design and construction.

### Introduction

The University of Kuopio, Finland has an international reputation in the fields of health, environmental science and well-being, with particular strengths in biotechnology, life sciences and biomedicine. It is one of the 20 universities in Finland and has about 6200 students, 1800 staff members and an annual budget of about 100 million Euro.

Kuopio University Library is an academic library, which is open to everyone, not simply students and staff. The library was established in 1972. Its library collections and expertise are focused on health sciences, pharmacy, biosciences, environmental sciences, information technology, business, and social sciences. The annual budget of the Library is about 2.7 million Euro. There are 35 staff members in the Library. The collections consist of approx. 160,000

monographs, 900 printed journals (subscriptions), 11,000 electronic journals, 40,000 electronic books, and 5500 audiovisual sources and other material. Each year information literacy teaching is provided for a total of 1000 student credits.

Due to the rapid development in the dissemination of e-journals, the way library space is seen at the Kuopio University campus has changed. According to our analysis (1) within a mere decade the culture of reading has changed: we have been able to reduce the number of printed journals to a minimum and our policy is to acquire all possible journals in e-format. This has meant that the library of researchers has been moved to the internet. At the same time, the methods of studying and learning have changed toward more group-work based methods that utilize modern communication technologies.

### Collection and service policies at the University of Kuopio

At the beginning of 1990's the first step toward a modern library space was taken in the campus. At that time the education of dentists was terminated by decree of the national government. The space that was left unused was reconstructed as a Learning Centre that consisted of computer classrooms, rooms for group-work and an open space equipped with computers. (Figure 1)



Fig. 1. Premises of the Learning Centre

The second major step was taken at the beginning of the year 2008 when we started to reduce dramatically our own printed material repository and send its contents to the National Repository Library (2); in addition we decided to combine our two campus libraries into a single unit.

One reason for these changes is simple necessity: we have to be more efficient since we are supplied with fewer resources. At the same time the rapid change towards the digital library has necessitated more staff to create and maintain digital services. Thus, in order to free staff resources for the development of the digital library, we have been forced to reduce our opening times.

### Spaces for patrons: methods and results for rethinking and reorganizing the library's services

McDonald (3) lists the following characteristics as the key qualities for the modern library spaces:

- functional;
- adaptable;
- accessible;
- varied;
- interactive;
- conductive;
- environmentally suitable;

- safe and secure;
- efficient;
- suitable for information technology;
- the “oomph” or “wow” factor.

Our vision of library space has changed from being book-oriented towards patron-oriented where different types of spaces are provided for different user groups: the digital library especially for the research workers; the book library especially for students and the computer library for group-workers and users who do not have access to digital materials (4). The need to adapt and make efficient use of the space has also been a key factor in redesigning our spaces. The planning process of our new library premises has included both staff and user participation: in particular, we have tried to involve students in this process.

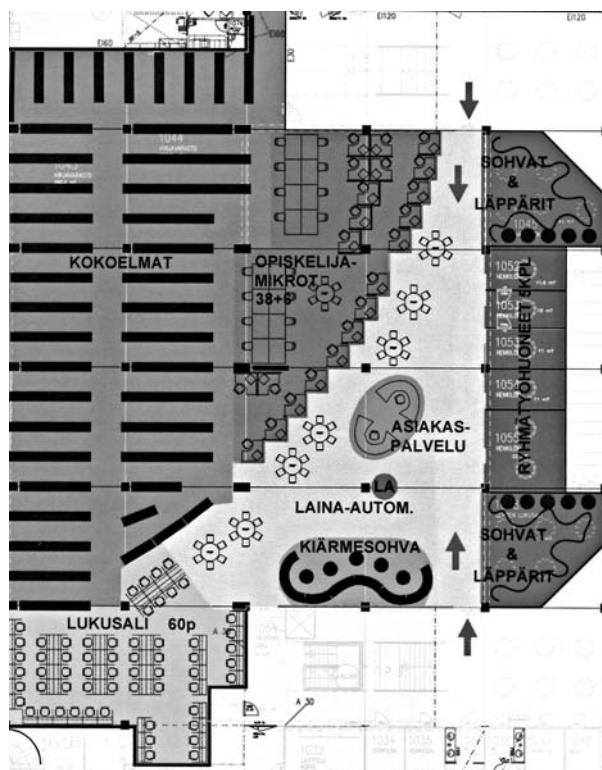


Fig. 2. Ground plan for the Snellmania library premises. Made by QVIM Architects Ltd, Kuopio.

The basic idea of the new library premises is zoning. First the room is divided into two sections: books and users. In the middle there is a zone where readers meet the books either in the reading rooms or via computers. In the user zone there are places for client-service personnel interaction, for patrons to enjoy as well as for them to undertake different types of group assignments. The zones used in planning (Figure 2):

- library shelves;
- reading room;
- computer reading room;
- customer services area;
- service desks;
- “oomph” factor – the snake sofa
- recreation spaces;
- group work rooms.

The reshaped library has now been in use for a year. The students have received it well – it definitely has become their living room at the campus. The personnel have liked the functionality of the renovated spaces. And, what is more, the University has new, beautiful and modern library spaces to be presented to visitors (*Figure 3, 4*).

### Conclusion and further work

The process of redesigning libraries never ends. The grand concept is not to create pompous monuments but instead functional spaces for our users and their rapidly changing needs. The greatest challenge is how to develop spaces that can encompass all the technologies used in the dissemination of documents: from manuscripts to books and to modern technological and digital ways of publishing. It is also most likely that the physical library premises shall be mainly for the students in the future – their needs inside those premises also are varied. They need peace and tranquillity when reading books; rooms for creating knowledge in groups and places where to relax and meet other people socially. Libraries must be able to meet all these challenges.

### Acknowledgements

The author is grateful to Dr Ewen MacDonald for revising the English.

The paper is a slightly edited version of a poster that was presented in the EAHIL 2008, the 11th European Conference of Medical and Health Libraries 23rd - 28th of June 2008, Helsinki, Finland: *Towards a new information space - innovations and renovations*.

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Fig. 3. *The renovated library*



Fig. 4. *The renovated library*

### Library spaces – new theatres of learning: a case study



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#### **Abstract**

*Libraries used to be designed for librarians – keepers of the knowledge. The interior and exterior design was collection centric. Many library spaces have changed dramatically over the last 10 years. They have moved from what has been called generation one (storehouses of information) to generation four (connected learning spaces). Library spaces are transforming to cater for both the social and learning needs of users. This paper will report on the findings of surveys following the refurbishment of a large branch library at the University of Queensland Library. It will also touch on some of the services the Library has implemented that embrace Web 2.0 technology paralleling the physical changes to provide an enhanced library student experience.*

*Key words:* spaces; refurbishment; learning styles; personality.

#### **Setting the scene**

The University of Queensland (UQ) is a large comprehensive research intensive university, ranked in the top three in Australia. It has invested a great deal into its teaching and learning programs which have resulted in achieving the highest number of national teaching awards of any Australian university in 2007. The University has recognized that the library has a vital part to play in its provision of learning spaces and has demonstrated this in its support of the library's refurbishment program as part of the overall provision of high quality learning spaces. This refurbishment program has involved embarking all of its 14 branches into modern day libraries. The recent refurbishment and extension of the Biological Sciences Library (BSL) involved taking a building that was fortress like in its appearance (exterior and interior) and opening it up to provide a state-of-the-art learning space catering for both different learning styles and personality types. The refurbished library saw a huge increase in usage from

students in a range of discipline areas which prompted the library to find out how the building was used and what students liked and did not like about the new facility.

Teaching, information and learning are frequently problem-based and related to resource discovery making computer access an essential tool. Teaching and learning practices are becoming increasingly flexible and now include online and interactive activities. This has resulted in changes in students' attendance at classes, their interaction with academics, collaboration with peers as well as their access and use of learning and information resources.

The focus of the library changed from being collection centric to being focused on service and enhancing the experience of the user. The expansion of new technologies and the growth of electronic resources have not diminished the importance of attractive and



comfortable physical facilities to support teaching and learning. *Well designed learning spaces have a motivational effect* (1).

From the mid nineties the UQ library has undertaken a refurbishment program to transform its branch libraries from first generation libraries to modern learning spaces that support current teaching and learning practices. A brief description of how the branch libraries have evolved is shown in *Table 1*.

**Table 1. Evolution of library spaces (2)**

Generation	Defining characteristics	UQ Library example
1 <sup>st</sup>	<i>Collection centric</i>  Books tacks, computers, study cubicles	All branch libraries prior to mid 1990's
2 <sup>nd</sup>	<i>Client centric</i>  Service focus: helping users to locate and access information	Refurbished Physical Sciences and Engineering Library (1997), Social Sciences and Humanities Library (1998), Law Library (1999)
3 <sup>rd</sup>	<i>Experience centric</i>  Seeking educational impact; a choice of study experience to enable engagement with information; interaction with information of all types- printed, digital, moving media and significantly other people	New Ipswich Library (2003) that brought together the Library, Student Centre, Student Support Services and other support services.
4 <sup>th</sup>	<i>Connected learning experiences</i>  Creating spaces based on pedagogy at a whole of school or campus level as a learning environment; distinctions between libraries and other spaces on campus become blurred; boundaries become permeable	Refurbishment of the Biological Sciences Library (2006)  This involved taking a building whose very appearance was that of a knowledge fortress and opening it up (in many senses) for ease of access and to enable collaboration and learning and connecting it to other aspects of learning and campus life

Today's library user is sophisticated and media-driven. "Just-for-you" and "Just-in-time" does not only apply to the commercial sector and are now used by libraries as a means of focusing their services. The UQ library has used analogies of the food service industry to describe how students access its services – eat-in, take-away or order-in. As with other libraries the UQ library has seen its usage change with academic staff and researchers favoring "order-in" from their home, laboratory or office while undergraduates tend to use the physical library. Some students choose to "eat-in" working on campus individually or with friends; some come to the library as an alternative to working at home; some choose just to use the facilities, bring in their laptop and "order-in" using the library website to access relevant information. Retail industry techniques that focus on customer service have also been incorporated into UQ library designs including display areas, comfortable seating areas and café areas. Designs have also taken account of relevant legislation such as the access required for

physically disabled visitors. The futurist, Thomas Frey, of the DaVinci Institute who has put forward 10 trends for the next generation library argues that libraries *need to be designed to accommodate the changing needs of its constituency* (3).

The recent refurbishment and extension of the BSL provided an opportunity to build upon designs and some lessons learnt from previous renovations and incorporate some new features. The library was aware that today's students have a lot of demands on their time, spend less time on campus, are IT savvy and still like to work and socialize with their peers. It was therefore important to create a range of informal spaces that allowed them to work in environments that suited their lifestyles and personal preferences, thereby facilitating learning. The focus was also on comfort, convenience and importantly, that students take ownership of the spaces by feeling that the spaces were designed and built for them. *Environments that elicit positive emotional responses may lead not only to enhanced learning but also a powerful, emotional attachment to that space. It may become a place where students love to learn, a place they seek out, when they wish to learn, and a place they remember fondly when they reflect on their learning experiences* (4).

A vital element of the refurbishment plan was to work with staff from the university and architects that shared the library's vision. The refurbishment also had another element – the building occupies a prominent place on campus and is one of the first buildings seen by visitors as it adjacent to the bus interchange and the taxi rank as well as being very close to a major research facility and the main administration buildings. It was therefore important that the external appearance of the building be changed from an unwelcoming exterior to a distinctive and attractive appearance.

As part of the tender process each shortlisted architectural firm was asked to make a presentation on how they could add value to the library by interpreting its vision into reality. Following this process Wilson Architects [http://www.wilsonarchitects.com.au/home\\_practice.html](http://www.wilsonarchitects.com.au/home_practice.html)) were appointed – they had worked with both the library and the UQ on a number of projects involving both transforming and creating innovative learning spaces.

Torin Monahan uses "built pedagogy" to refer to *architectural embodiments of educational philosophies* (5) - the way in which space is designed to shape the learning that happens in that space. Just as different functional spaces need to be provided in libraries so do

spaces that suit different personality types as these also have an impact on how effective learning can be. Ainslie Ellis has explored how the online learning environment complements the physical learning environment (6). She has presented case studies based on the Myers Briggs Type Inventory (MBTI) that explored how students prefer to connect to the outer world and describing their physical learning environment. *Extraverts are very much aware of their physical surroundings and like them to be comfortable with sense of space and airiness, while judging types need structure to their environment... Introverted types need individual personal space for effective learning* (7).

Study spaces at UQ branch libraries have been created to cater for three very broad personality types – the introvert, the voyeur and the exhibitionist (*Figures 1-3*). The introvert is provided with quiet reflective spaces that allow them to work in their preferred environment. Voyeurs are provided with spaces that allow them to watch what is happening around them while extroverts can use spaces that allow them to be seen and be an active participant.



**Fig. 1.** Seating for “introverts”.



**Fig. 2.** Seating for “extroverts”.



**Fig. 3.** Quiet reflective spaces.

The refurbished library building now includes a graduate study centre, an undergraduate lounge, several training rooms (eZones), group rooms fitted with plasma screens and whiteboard walls (*Figure 4*), individual and group study areas, casual furniture for individual and groups, 200 computers, laptop enabled desks, adjustable height desks as well as access to the café on the ground floor. The building is wireless enabled to allow students to use their own computers both in the building and the adjacent café courtyard.



**Fig. 4.** Students using the whiteboard walls in group room.

Architect, Hamilton Wilson of Wilson Architects, summed up the refurbishment as... *a significant transformative physical, symbolic and pedagogical shift. Physically and symbolically the building has gone from a fortress unwelcoming bunker into a building which engages with the whole university community. Pedagogically the building now responds to the change in student study behaviour and supports collaborative approaches to learning* (8).

Following the design phase of the refurbishment Wilson Architects became involved in the Australian project – *Designing Next Generation Places of Learning: Collaboration at the Pedagogy-Space-Technology Nexus* (9) – which involved analyzing and evaluating three distinct types of learning environments. It is hoped that the major transferable outcome will be a new design framework based on the pedagogy-space-technology nexus – in a form that allows the concepts to be replicated in different applications. Phase one of the project was the 2007 Next Generation Learning Spaces Colloquium which provided a forum for leaders in higher education responsible for teaching and learning matters, architects, technology service managers, senior librarians and facilities managers to discuss and envisage the future shape of learning facilities in higher education. The BSL was included as an example of an innovative learning space. The second colloquium was held in October 2008 (10).

### Usage surveys and observations

As part of the project *Designing Next Generation Places of Learning* it was agreed to conduct a post-occupancy usage survey of the refurbished BSL building to determine customer satisfaction with the new building together with the services and facilities provided. To gain comparisons it was decided to survey two other UQ branch libraries – the Physical Sciences and Engineering Library (PSE) and Gatton Library (Gatton) (both generation two libraries). In terms of location the PSE Library is on the main St Lucia campus while the Gatton Library is located on the Gatton campus some 60 kms away. The survey was conducted over a period of three months at the beginning of semester 1 2007. Over 700 responses were received. In addition to the survey detailed observations were recorded as to how students actually used the facilities.

Library visitors were asked to give a reason why they were visiting the library. From these results it appears that the majority of BSL and PSE students were using the library to study, while the majority of Gatton

students visited the library to work on an assignment. One third of BSL visitors gave their main reason for visiting the library as borrowing a book, while between 10-15% of students' main reason for being in the library for BSL, PSE and Gatton was to meet a friend.

Visitors were also asked what equipment they used while in the library. It was not a surprise that mobile phones rated highly as did photocopying/printing facilities. Plasma screens did not rate highly due to the limited number of rooms with this facility.

Observations confirmed that the students appreciated using the range of facilities and quickly displayed ownership of them. Occupancy was much higher than in the old building with students from other disciplines regularly using the building. The BSL had become the library of choice for many. Students enjoyed the natural lighting filling the study areas even to extent of sitting in the window areas with their sunglasses on. Students quickly displayed that they appreciated the comfortable casual seating as they used it to create spaces for spontaneous meetings – they showed no hesitation in moving furniture around to suit their particular group size and purpose (*Figure 5*).



**Fig. 5.** Informal group work using casual furniture.

Small groups and individuals would find “out of the way” places and with a laptop were fully connected to the university network and beyond. The small booths or ‘diners’ were very popular and were usually occupied soon after the library opened – sometimes by groups but often by just one student. The group rooms were well used with the whiteboard walls used during group discussions. The layout of the building was designed to encourage quiet study on the higher levels and this was achieved. Both the postgraduate and undergraduate lounges were well used and remained quiet study places.

Signage encouraging *The higher you go, the quieter it gets* proved to be effective.

The responses to the survey and observation during the survey were fairly successful in determining customer satisfaction with the new BSL building. The intent of the refurbishment was to provide an informal learning area, where students could study individually, participate in student group meetings, and have post-class discussions with lecturers and fellow students had been achieved but there were still requests for more quiet reflective study areas. The survey highlighted the number of students from other disciplines that now used the facilities – this has resulted in demands for refurbished facilities in other branches.

The results from the biennial customer survey which was held in September 2007 mirrored those of the above survey. This was a much larger survey covering all branches. The survey presented a number of statements and users are required to rate both the *importance* of each of the statements to them and their impression of the library’s *performance* on each statement. By looking at the rating between the importance and the performance the survey reports on the “gaps”. A gap of 2 is deemed to be significant. It was pleasing that there were no gaps higher than 2. The major gaps for BSL were:

- individual seating is adequate;
- quiet study facilities are adequate;
- access to computers to support study/research is adequate;
- opening hours meet my needs.

In August 2008 the library conducted another survey of library use *My time at UQ Library* – this time to determine how the students *planned* to use the library and how they actually *used* the library. The survey had three elements:

- questions about the student’s intentions;
- a floor plan on which they were asked to mark their movements and activities during the visit;
- exit questions to determine the success of their visit.

Over 1500 completed responses showed that students were very familiar with the facilities and services and had definite plans on how they intended to use the Library. The majority of students visited the library to undertake individual study-related activities (62% used a computer or their laptop, 47% undertook study, 29% borrowed or used the physical collection and 24% worked on an individual assignment) and in all but a few

instances respondents actually did more ‘other’ things than they had intended (*Figure 6*).

**What students planned to do**

1	Use computer/laptop	63.11%
2	Quiet study	53.88%
3	Find/borrow books	37.66%
4	Work on individual assignment	32.11%
5	Use printer/copier	28.94%
6	Find journal articles	18.99%
7	Group work	18.22%
8	Course materials	15.63%
9	Meet friends	10.05%
10	Use my own laptop	10.4%
11	High Use collection	9.69%
12	Coffee	5.81%
13	Other	3.75%
14	Get research help	1.81%
15	Attend training session	1.61%
16	Get IT help	1.55%

**What students actually did**

1	Use computer/laptop	62.4%
2	Quiet study	47.93%
3	Find/borrow books	29.91%
4	Work on individual assignment	24.68%
5	Use printer/copier	24.03%
6	Meet friends	16.34%
7	Group work	13.24%
8	Find journal articles	13.24%
9	Find course materials	10.85%
10	Use my own laptop	7.43%
11	High Use collection	5.81%
12	Other	4.52%
13	Get IT help	1.36%
14	Get research help	1.29%
15	Attend training session	0.52%
16	Coffee	0.26%

**Fig. 6.** Comparison of what students planned to do and what they actually did.

Most respondents planned to stay in the library for between 30 minutes and 2 hours and many visited the library daily with many noting that they liked the good study spaces and the atmosphere of the library spaces.

Not many students used the staffed help services – only 1.81% stated they intended to use Research help but in reality only 1.29% reported that they had used this service. This may be a reflection that the survey was taken at the beginning of second semester and many of

the students would be familiar with accessing and using library services themselves.

### Improving the library experience

In line with the physical changes the UQ library provides and promotes a range of 'Library 2.0' services. Best summed up by Sarah Houghton *Library 2.0 simply means making your library space (virtual and physical) more interactive, collaborative, and driven by community needs... to make the library a destination and not an afterthought* (11).

In order to gain a better understanding of new undergraduate students the UQ library has conducted a survey for several years during an Orientation Week introduction to library services. This survey has provided a general overview of how students use IT, how many have access to mobile and desktop computing and who would they first approach for help when needing help with information for an assignment.

In February 2009 the "snapshot" confirmed previous surveys that the majority of students used a range of social networking tools but other services were not so popular (Figure 7).

The snapshot also indicated that over 73% of students had access to a laptop computer and that 69% intended to bring it to campus. In comparison only 10% had access to a mobile device and of those only half intended to bring it to campus. When asked how they would like to receive library news overwhelmingly the response was by email and via the website as opposed to SMS, blogs and instant messaging. As with other surveys librarians were rated after friends and Google as student's first choice for seeking help with assignments. These results have helped the library focus on how best

to deliver new services to students. As an alternative way of promoting services (especially for new students) and to promote the library as a welcoming and supportive environment a library YouTube competition was held. Students were asked to provide a humorous, light-hearted, and/or honest 1- 2 minute YouTube video – on the theme *What helped you to discover the resources and services of the University of Queensland Library?* Some of the questions that students were asked to think about were:

- what's the one thing you wish you'd known about the UQ Library when you started university?
- what saved you time when using the library for researching assignments: helpful librarians, good research information?
- what is it about the UQ library that makes us stand out from the crowd?

The winning video is used in library information skills classes and has been well received – hopefully the use of humor has helped some students be aware of some of the services and see the library in a different light.

In keeping with library 2.0 services that are available from the Library website are by nature self-service which are designed to enable students to take control of their use of the library. New services include a real time computer availability displayed floor by floor (Figure 8).

If students want to use other facilities such as individual or group rooms, lockable desks, data projectors they can view their availability and book themselves a time slot via the website. This has the advantage that it also provides the library with an effective way to monitor the use of the facilities. An online booking service has recently been launched that allows students to manage their own bookings to information skills classes.

	MySpace	FaceBook	Wikipedia	Second Life	Twitter	Del.icio.us	Flickr
Never heard of	11 (2.7%)	5 (1.2%)	5 (1.2%)	292 (75%)	275 (70%)	325 (84%)	190 (48%)
Heard of	218 (55%)	118 (30%)	56 (14%)	97 (25%)	106 (27%)	55 (14%)	161 (41%)
Use	111 (28%)	95 (24%)	207 (52%)	0	7 (1.8%)	6 (1.5%)	34 (8.7%)
Use regularly	56 (14%)	179 (45%)	128 (32%)	0	2 (0.5%)	1 (.25%)	7 (1.8%)

**Fig. 7.** 2009 snapshot showing students' familiarity with a range of social networking tools.



Fig. 8. Student using the computer availability display.

While many students bring their laptops to campus, the library was aware that one of the issues faced by students is the short battery life. Two solutions were offered – one was the installation of powerpoints in many libraries and the other was a lockable laptop locker complete with powerpoints and ventilation fans. Students can ‘borrow’ the locker for several hours while their laptop is recharging.

As a way of promoting student involvement in information literacy classes library staff have started using a wireless hand-held audience participation tool – the Keepad system (often called “clickers”). This also has

the advantage of providing instant feedback on whether competencies have been achieved. Student response has been very positive and some library staff are using these to pretest students and depending on the results can modify the class to suit the needs of the attendees.

### Conclusion

Just as the web is evolving, libraries will continue to evolve. Those in academic institutions must evolve in line with changes in the educational environments and the needs of their students and staff in order to play an active role in the teaching and learning environment, ensuring that their services and spaces continue to be relevant and available at times to suit. New learning spaces will always need to be incorporated into existing designs – other spaces will need a makeover to keep up with user expectations. Librarians, while looking at how to implement different service models to support the virtual library, must not forget the physical library and the role it plays. Les Watson, expert consultant to JISC on technology enhanced learning environments sums it up best – *Libraries need to make themselves special places to meet and to have conversations... Buildings need to inspire* (12).

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## Creating library space for users to work better, learn better, feel better



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### Abstract

*Virtual libraries have not yet succeeded in replacing physical library space. The library today has also a social role linked to the development of the whole society. In this way the space of a library is examined from the point of view of its function and ambience. Users are thus offered the best conditions and most attractive spaces in the library while the library materials are designated as functional tools, offering easy access not only to the physical books but to all digital resources and learning. Library staff are no longer just facilitators of lending and borrowing but also the keys to e-learning. It was with these ideals in mind that the interior of the new medical library of the Cluj University of Medicine and Pharmacy, which opened in September 2008, was designed. This article describes the change of collection-oriented attitudes to social, service and customer-oriented perspectives and its effect on library users and staff, as well as in Romania, where it constitutes a unique example.*

*Key words:* libraries; students; library design and construction.

### Introduction

The advent of the electronic age of digitization and the creation of virtual libraries caused many predictions that physical library space would no longer be necessary. In reality the world continues to build larger and more spacious libraries which are concerned with new needs that continue to represent a challenge for architects. The new Mobius Strip Library of Kazakhstan is just one example of such daring projects (<http://www.inhabitat.com/2009/08/27/big-unveil-massive-mobius-strip-library-for-kazakhstan/>).

The *Valeriu Bologa* library of the Cluj University of Medicine and Pharmacy was founded in 1949, when, following the Soviet model, the teaching of health sciences specialities was separated into an independent Institute of Medicine and Pharmacy. Over the past sixty years the library has represented a valuable source for

students and teaching staff in medical study and research, not only in the whole of Transylvania but also in Romania itself. At present the University of Medicine and Pharmacy comprises around 10,000 medical students (undergraduate and graduate) and over 800 teaching staff. About 25% of the students are from outside Romania, namely from European countries – mainly Sweden and France – and others such as Tunisia, Morocco, India, Mauritius, Jordan, Lebanon etc.

### History of the building

The medical library had been housed temporarily in a student hostel since 1985 when its former premises were deemed structurally unsafe and a new location had to be found quickly. The student hostel consisted of a large number of rooms 3.5 x 5.5 metres on two floors. It had storage space in the basement and on the ground floor, on the left, the Romanian books were housed while on

the right were the journals and foreign books. The Romanian books remained closed access until they were moved to the new library while the journals and foreign books have been open access since 1994. On the first floor were the offices and reference department and from 1993 two rooms for internet access were added. Though the user services were maintained at international standards, nothing could be done about the lack of user space and open access to the Romanian textbooks. The library and its services were underused because of physical and structural problems and its staff suffered from a lack of pride and motivation.

### Perceptions of the new library

The new library construction was a blueprint until 1998 when construction actually began and it took ten years to



Fig. 1. The new Cluj medical library.

finish it because of financial problems. Originally the whole building was destined for the medical library but when finally it was opened in September 2008, three out of the six floors had been allocated to the Rector and Vice-Rectors, the Deans and to other university administration staff (Figure 1). The space in the new library has very little in common to what existed in the old one, which had very few reading places (< 70), little visibility (far away from the teaching premises and hospitals), unsuitable rooms and furniture.



Fig. 2. Computer area.

Space planning is the process of determining the most effective use of the space within your library, keeping both functions and aesthetics in mind. A library needs to be attractive and inviting, but it also needs to function effectively and efficiently. The new library consists of three open plan floors in a large modern building within a short walking distance from all the university teaching clinics: the first floor is for pre-clinical studies, the second for the rest of the library book stock, the third for journals, where sixty state-of-the-art computers are available with access to the library's e-books and journals (Figure 2). Mindful of the problems in the old library building we asked for no partitions on the floors, but wide open spaces. The total space on the 3 library floors is 1700 sqms. equally distributed. Less than 20% of the space is for staff offices (technical services) and for one seminar room, the rest is public space – shelves, reading spaces (total number of reading places = 300) and computer workstations. Wireless internet is available throughout the building.

Visits to the library, seat occupation, as well as resource usage have increased dramatically compared to last year. If in the old library we used to have 30-80 visits per day, mostly to return and borrow books, the average number of visits per day in the period October 1, 2008 – January 31, 2009 was 350. Regarding seat occupation, the overall impression is that the library is always full and one can hardly find a place. Sometimes even queues have formed for a place on the third floor. However, the turnaround is rather high, only about one tenth of the users staying all day. An interesting finding, contrary to what we expected, is that the seats at the larger, common tables are more occupied than the seats at individual tables. Noise seems to be a problem for only a small proportion of the library users (1).



Overall awareness of library services, especially electronic resources, has increased in the new library. However, unlike in the old library, where hardly anyone asked for instructions on searching, there is a continuous request to receive more personalized instructions on database searches. The focus has shifted to more dialogue and communication between the reader and the librarian now.

The idea of putting settees and armchairs in a corner of the third floor where the current periodicals are stored, very like a normal sitting room of a flat, was viewed with open dismay by the teaching staff. "It will be used as a dormitory; it will be noisy and the furniture will be ruined within a year" were just some of the comments (*Figure 3*). However this attractive place has become a very popular area for the staff and students alike; the furniture has been very well treated in its first year and it is used predominately for quiet study and reading. It has brought a change in the usual and longstanding collection oriented attitude to a new social, service and customer oriented perspective (2). The working areas



**Fig. 3.** *Sofa area.*

are now multipurpose, offering solo and group study facilities and also the opportunity of working on your own computer while studying. The users are offered the best conditions and most attractive spaces in the library



**Fig. 4.** *Reference area.*

while the library materials have been designated as functional tools, offering easy access not only to the physical books but to all digital resources and learning.

### Conclusion

People react psychologically to the spaces they enter, and are drawn to attractive, welcoming interiors. This results in increased patron satisfaction; more books circulate to more people and patrons spend more time in the library. Library staff are happier and more productive as well (3). The library has to be a place which responds to the fundamental human needs for comfort, light and warmth. Flexibility must also be included in any library design, as culture and technology are changing rapidly and the library must accommodate readily these changes. Library space remains of paramount importance for the optimal functioning of a medical library. Not only does it help to enhance user services, but it mirrors the principal trends in the evolution of the libraries. Even a new space recently designed should be constantly monitored and assessed for functionality and optimal efficiency. In our case the library has strengthened its role as an iconic symbol of the patron institution and now the university itself is represented by the library in the users' perception. In addition, the librarians' skills and competences have been brought to the forefront, while self motivation and pride in their work and workplace has increased tenfold. Overall awareness of library services, especially electronic resources, has also greatly increased.

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# The renovation of the Marquesa de Pelayo Library



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### Abstract

*The Marquesa de Pelayo (BMP) Library of the University Hospital Marqués de Valdecilla has been constantly innovating and adapting to the needs of its users throughout almost one hundred years of existence. In recent decades information technology (IT) has been incorporated into its services and, in this regard, in 1987 automated on-line information retrieval was introduced. It followed an implementing process of electronic resources between 1988 and 2000, culminating in the arrival of the internet in the year 2000, when we opened our Virtual Library. From then both a traditional library and a virtual one which complement each other and offer a coordinated service have been managed. In 2006, the renovation of the hospital prompted the proposal of building new premises for the library. In addition to consulting existing documentation on innovative new projects, we decided to visit some of the Health Science Libraries on the east coast of the USA. The visit proved to be of great interest and very useful in setting up the definitive renovation project of the new Marquesa de Pelayo library.*

*Key words:* medical libraries; virtual libraries; hospital libraries; health science libraries; facility design and construction.

*The digital world has flooded all fields of society. The current challenge is to take the utmost advantage of available resources to protect the best of our culture, science and knowledge.*

*(Anonymous)*

In recent years, amid a great avalanche of new technologies, an important renovation of the University Hospital Marqués de Valdecilla took place, and its Marquesa de Pelayo (BMP) library has been redesigned (*Figure 1*). As a result of thorough reflection on the part of the Library Committee, the Direction-Management of the Hospital Valdecilla and the Health Council of the Government of Cantabria, a new model was conceived.

The BMP gives service to: 4 hospitals, 158 health centres, 8 mental health centres and 27 emergency



**Fig. 1.** Building 16, the Library is on the second floor.

## The renovation of the Marquesa de Pelayo Library



Fig. 2. Reference desk.

units with 1357 physicians, 1991 nursing professionals and 357 resident physicians. It also provides services to patients and consumers. One of the most important criteria was that the new library should be capable of housing, organizing and continuing to develop the new IT system giving all its users organized information, filtered and guaranteed as quickly and effectively as possible.

However, in our opinion, libraries should fulfil other very important targets rather than just organizing and giving access to bibliographical resources, so we decided to visit other prestigious institutions in order to fully understand their facilities and to make a comparison with the organization of their services.



Fig. 3. History Room where the Library's most important book and doctoral thesis collections.

It is interesting that at the beginning of the 20<sup>th</sup> century, the first Director of Valdecilla hospital and the architect responsible for the construction of the building, visited the United States in order to get ideas

and incorporate them into the hospital, which was inaugurated in 1929. With these historical precedents and sentiments in mind, during the first months of 2006 we began to plan a visit to the Health Science Libraries in North America, before the execution of the definitive project for the new library. In June 2006, over a period of four weeks, we visited several libraries on the east coast of the USA, getting to know and sharing knowledge with their managers in several productive meetings.

### Visited libraries:

- New York Academy of Medicine Library;
- Booker Health Sciences Library. Jersey Shore University Medical Center;
- Countway Medical Library. Harvard University;
- Childrens Hospital Library. Boston;
- University of Buffalo Health Sciences Library;
- Rossvell Institute of Cancer. Dr. Edwin A Mirand Library;
- Emily Foster Health Sciences Library, Women And Children's Hospital Library;
- National Library of Medicine. Health Sciences and Human Services Library.

In our visit to the North American libraries we acquired many ideas and came to the following conclusions. In short, Marquesa de Pelayo library should be a hybrid one, equipped with a powerful computer capacity to allow users 24 hour online access. Furthermore, it should be capable of supplying means and conditions for individual study, study groups, presentations, training courses, multimedia displays, for making and reproducing training material, a place to rest, art exhibits, bibliography search and learning. It should also house



Fig. 4. Training Room for new technologies.

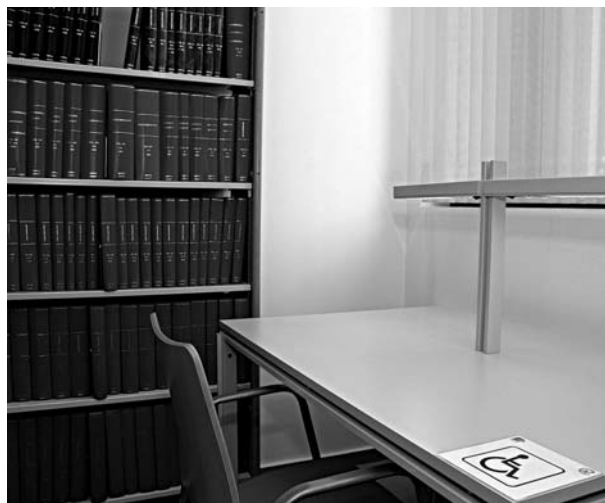


**Fig. 5.** Reading room for daily press.

a room dedicated to history, take advantage of the open areas and offer multipurpose common rooms. All in all, the BMP should provide an attractive learning atmosphere and all available means to provide its users with access to knowledge in every single aspect.

From a functional point of view there was one major favourable asset. The developments carried out during recent years of remote virtual services for users to access the bibliographic resources had allowed us to reduce the space given to the reading rooms and therefore restructure them into the necessary facilities for users to enjoy the aforementioned services. In this way, the necessary facilities for the new services were finally located on the site of the old library.

On January 14, 2009, the new Marquesa de Pelayo library was inaugurated and now any health



**Fig. 6.** The Library houses facilities for the disabled.

professional in the Region of Cantabria can consult its collection via Internet, with a constant service update.

The facilities include individual study and reading areas, where library users can work in a comfortable and isolating atmosphere. These areas are equipped with Internet connection, offering access to the virtual library.

The facilities also include a reading room with an array of current journals, a magnificent lounge, and displays of early medical books, a training room, study rooms for working in small groups, a café, an outside area, a daily press area, information for patients and consumers, etc.

During the months that the library has been open, we have seen the comfort and success of the new areas as the photographs will demonstrate (*Figures 1-6*).

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# Memories from Brisbane

## ICML2009 Welcome Reception & Opening of the Exhibition

The Welcome Reception and Opening of the Exhibition took place on Tuesday 1 September at 5 pm when delegates started to gather in the Exhibition Hall at Brisbane Convention and Exhibition Centre. This was a great opportunity to get together with “old” colleagues from all over the world as well as meet new ones.



We also had the first possibility to explore the exhibitions. It was convenient during the whole conference that all exhibitor stands, posters, lunches and coffees/teas were in the same huge hall. Entertainment at the Welcome Reception started at 6 pm when there was music performed by The Brisbane Birralees, one of the choirs within Voices of Birralees. The songs included *I am Australian*, *You're the voice, I still call Australia home*, and *Wildlife Warrior*, a song written as a tribute to the founder of Australia Zoo.

Heather Todd welcomed us to the conference and opened the exhibition. She introduced Professor John Pearn, the Patron of ICML 2009. Conference organizers Lisa Kruesi and Hollie Thomas were also introduced, as well as conference photographer Majella Pugh. We were welcomed with a selection of delicious hot and cold canapés and also drinks for every taste. It was a cosy and relaxed event that started the conference in the friendly, open-hearted Australian style.



Tuulevi Ovaska, Kuopio, Finland

## Reception at the Government House, Queensland

Shortly before the start of the International Congress on Medical Librarianship, the international delegates to the Congress were emailed an invitation to a reception at the Queensland's Government House from the Queensland Governor, Her Excellency Ms Penelope Wensley. I was thrilled for many reasons to receive my invitation. Firstly I like any kind of special occasion, secondly as a UK citizen the Governor of the Queensland is actually supported by the UK Government and appointed by the Queen, so it was nice to visit something linked to my home country and finally I had an Australian grandmother and was keen to find out more about anything Australian.

The places for the reception were limited, and several of my colleagues were attending or presenting at evening sessions for the Congress which clashed with the reception. However, a very large bus full of excited librarians from all over the world, departed from the Congress venue on the evening of Wednesday 2<sup>nd</sup> September. We were not disappointed by our first view of Government

House; it was a lovely white building from the early 1900's that has obviously been lovingly cared for since then. The gardens were very beautiful with "manicured" lawns and pretty borders on display. On arrival we went through an entrance hall full of portraits of fairly recent UK royalty to a delightful reception room with a harpist playing. As we entered and throughout the evening, nicely dressed young waiting staff plied us with a variety of alcoholic and non alcoholic drinks, and some very tasty finger food. Particularly memorable was a canapé with smoked trout's eggs and a tiny savoury choux bun filled with kangaroo meat in a sauce!



When we first arrived we mingled and talked with each other, a treat as one of the highlights of ICML was the opportunity to chat with colleagues from all over the world. Then Her Excellency Ms Penelope Wensley came and spoke to us about how pleased Queensland was to welcome ICML. It was an exemplary speech delivered with incredible poise and style. During the Congress we heard many speakers and I have heard many in my life but her delivery and choice of content were superb. At the end of the speech we all felt very welcomed and that the role

of the health librarian was fully understood and valued by the Queensland Governor. Another highlight of the evening for my colleague from University Hospitals Leicester, Louise Hull and myself was the opportunity to chat to Rob Zacharin the Head of Post for the British Consulate in Brisbane. Ms Wensley and Mr Zacharin are both living exponents of the kind of charm that the diplomatic service requires. So all in all it was a delightful evening and a very happy group of health librarians made their way back to the Congress hall at the end of our visit.



Ian Frazer and Sarah Sutton

Sarah Sutton, Leicester, United Kingdom

### Library Tour to the University of Queensland (UQ) Library

I started my programme in Brisbane by taking a CityCat - a catamaran ferry service operated in Brisbane River that is part of the integrated public transport system in south east Queensland - from South Bank to the University of Queensland ferry stop in order to visit the award-winning UQ Library. What a wonderful way to see the city at the same time! After an overview in a computer class room, we were divided into two groups in order to see the Biological Sciences Library and the Social Sciences and Humanities Library, which are two of the largest of the 14 branches of the UQ Library.

The Biological Sciences Library provides services to staff and students in the Faculty of Science, Faculty of Health Sciences, Faculty of Natural Resources, Agriculture and Veterinary Science, the Institute of Molecular Biosciences and the Queensland Brain Institute. The recent refurbishment of the library was completed at the end of 2006 and forms an entirely user-focused environment. The library is open Monday to Friday from 7.30 am until midnight. The library seemed extremely popular and was full of students either working collaboratively in social learning spaces with data-projectors and plasma screens, or on their own at more than 200 computers.

The Social Sciences and Humanities Library provides services to staff and students in the Faculty of Arts, Faculty of Business, Economics and Law and the Faculty of Social & Behavioural Sciences. Its refurbishment in 1998 focused on making facilities easier and more appealing to use and to provide a window on the world of knowledge designed around client access and use of real and virtual information resources. Both libraries seemed welcoming and modern. The students seemed to have taken the library as their second living-room.



Philip Keane, Jill Griffin and Tuulevi Ovaska

Tuulevi Ovaska, Kuopio, Finland

### A visit to the Queensland University of Technology Library

The impact of the ICML 2009 atmosphere was introduced first to me by the visit to the library of the Queensland University of Technology (QUT), one of the top Universities in Queensland and Australia itself. I arrived in Brisbane on Tuesday morning and was immediately involved in the early afternoon visit to the QUT, when I was still feeling rather jet lagged after the long journey from Europe. But it was a very interesting experience anyway!

Together with a dozen colleagues we were informed in a pleasant manner of the library's structure and services by Susan Collins, who presented us the main features of the Gardens Point library (other branch libraries are in the satellite campuses of Kelvin Grove and Caboolture). The library serves over 40,000 students and researchers and is located in a modern dedicated building in the center of campus, with the first two floors housing the computing laboratories, the library help desk and the loan and document delivery services, the 3rd floor periodicals and journals, while the next two are reserved for books and audiovisual



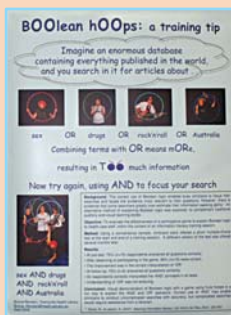
material. Finally the top floor is for the library staff and rooms reserved for researchers. During the visit, Susan highlighted the various activities undertaken by the library, from borrowing and document delivery services to the advanced information retrieval skills courses for researchers and students and the e-prints and digital repositories for publishing the results of researches. QUT Library has book and journal collections both in paper (about 400,000 books and 3,000 journals) and electronic (more than 57,000 journals and 15,000 e-books) and offers several reading rooms and workstations (410) to the student population. Moreover the whole building has wireless internet and all students have the possibility to connect directly to the Net and all available resources from their personal laptop. A final glance at the comfortable and quiet researchers' rooms concluded the visit. Thank you again Susan for an excellent tour!



Franco Toni, Rome, Italy

## Poster session

The ICML Poster session was located in the exhibition area in the Great Hall. Morning and afternoon teas and lunches were served here, so there was good opportunity for the participants to view the posters and discuss them with the authors. About 50 posters within a wide range of themes were presented; a lot of interesting projects, discussing important subjects as professional development, performance and quality measures, emerging and new technologies, health information and partnerships and collaborations. Naturally many posters came from Australia, but countries as USA, UK, India, Thailand, Korea and Norway among others were also represented. Overall the quality of the posters was good, regarding both content and presentation form. It would be impossible and unfair to draw special attention to any of them, except for the winner of the Poster competition: *Boolean hoops - a training tip*. The author, Bronia Renison, Manager of the Townsville Hospital Library, Australia, asks the question: Do clinicians understand how to use Boolean logic? Her starting points are that they do not and that this hinders them in focusing their searches and locate the evidence most relevant to their question. Her objective was to evaluate the effectiveness of an alternative method within the context of an information literacy training session. The poster describes how a visual demonstration of Boolean logic with a game using hula hoops, is a fun way to explain the AND and OR operators. Good idea and nice poster, and I really would have appreciated a live demo! To sum up: many interesting projects, things to learn and ideas to implement at the library back home.



Karen Johanne Buset, Trondheim, Norway

## ICML Gala Dinner



Nick Earls and Josephine Marshall

After a busy and intensive couple of days listening to very knowledgeable keynote speakers and attending numerous engaging talks, we were all looking forward to relaxing at the gala dinner, which was kindly sponsored by Wolters Kluwer Health: Ovid Technologies.

We were enthralled by the Brisbane based string quartet, 'Carmody Quartet' on our arrival and during pre-dinner drinks, at which we had a spectacular view over the Brisbane River and the illuminated wheel of Brisbane. The venue for the main dinner, the Plaza Ballroom at the Brisbane Convention & Exhibition Centre was a huge room, and opportunities were available to make new acquaintances from across the globe on a less formal basis.

The evening of fine dining and Australian wines involved an interesting Australian custom of *alternate plates*, whereby there were two options for starter and main course which were served alternatively around the table. If you did not like what you got then negotiation was needed with fellow diners to swap! Luckily I eat anything, and was only too pleased to change my main course with one of my table partners.



The evening was compered by the delightful Jo Marshall, with entertainment duly provided by Nick Earls, a unique Australian dinner speaker. The author of twelve books, and finalist in the Premier of Queensland's Awards for Export Achievement in 1999, he provided a hugely entertaining talk on the responsibilities of being a modern day author and promoted the charity War Child. We then enjoyed swinging to the blue grass sounds of the world's only international library rock band *The Bearded Pigs*. Well done to those first onto the dance floor, and those (most people) who made it to the 9.30 am start the next day.



The Bearded Pigs



Louise Hull, Leicester, UK

## Australian animals

During a short conference there is no time for *bushwalking*, but fortunately there are other ways to experience Australia's unique nature. Instead of going to the Continuing Education Courses and library visits, some of us went on a river cruise with the old boat *MV Miramar* to visit Lone Pine Koala Sanctuary. The tour itself was fantastic. Along the river we viewed graceful "Old Queenslander" houses with their riverfront gardens, beautiful nature and heard histories from earlier days in Brisbane. Lone Pine is the world's first and largest koala sanctuary, with more than 130 koalas. We also were able to see other Australian animals such as kangaroos, emus, Tasmanian devils, wombats, dingoes and reptiles. It was a great day; the most touching was the koala-cuddling, the experience of actually holding a wild animal in your arms, and the hand feeding of the kangaroos. You can feel close to nature - even in a reserve. Saturday was our last day in Brisbane and the last chance to see a bit more of the surroundings - and again, animals. We went by bus to the Australia Zoo, home of Steve Irwin, the famous Crocodile Hunter. Irwin is sadly dead now, but the Zoo is still running, and is home to more than 750 animals. We could see wildlife action shows with crocodiles, tigers and beautiful birds, and again we met with both koalas and kangaroos - the most Australian animals of all. A nice goodbye to Australia!



Handfeeding kangaroos at Lone Pine



Kanga and Baby Roo at the Australia Zoo

Karen Johanne Buset, Trondheim, Norway



ICML Opening Ceremony



ICML Conference bag



## Acknowledgement

We wish to thank Majella Pugh and her husband Shymal Dhar for their photographs. For photos link to Flickr <http://www.flickr.com/photos/tags/icml2009/>, for information about the conference link to the conf home site <http://www.icml2009.com/> and for papers/publications link to <http://espace.library.uq.edu.au/collection/UQ:179364>.



# EAHIL2010

14th-18th June Lisbon, Portugal



The Portuguese Association of Health Documentation and Information, **APDIS** (Associação Portuguesa de Documentação e Informação de Saúde) in collaboration with **EAHIL - European Association for Health Information and Libraries**, has the honour of inviting you all to the 12<sup>th</sup> EAHIL Conference which will be held from 14<sup>th</sup> to 18<sup>th</sup> June 2010, in Lisbon and Estoril, Portugal.

## Theme

The theme of the Conference is *Discovering new seas of knowledge: technologies, environments and users in the future of health libraries*. EAHIL 2010's proposed sub-themes vary widely from health technologies assessment, evidence-based librarianship, bibliometrics, information literacy, library spaces and places, preservation and memory, health and biomedical informatics, scholarly publishing and open access, emerging technologies and tools, health librarians in the 21<sup>st</sup> century and finally, user statistics to library management.

The Call for Papers, announced on 1 July, invited submissions around these themes the final date for submission of abstracts being 1 November. The IPC will meet in Lisbon on 14-15 December to select oral and poster presentations.

As with the previous EAHIL Conferences, our aim will be to improve the quality, the credibility, the efficiency and the effectiveness of health information by helping to advance its dissemination around the world through innovative technologies, environments and skills.

## Important Dates for Scientific Programme

Abstracts should be submitted online by the **31<sup>st</sup> of October 2009**.

Notification of acceptance will be made by the **21<sup>st</sup> of December 2009**.

The authors should confirm their participation in the Conference by the **31<sup>st</sup> of January 2010**.

The full texts of accepted presentations should be submitted by the **30<sup>th</sup> of April 2010**.

Registration will begin on the **1<sup>st</sup> January 2010**.

Early bird registration - from the **1<sup>st</sup> January** until the **31<sup>st</sup> of March 2010**.

## Lisbon

Lisbon is a historic capital, a *potpourri* of unusual character and charm, where 800 years of cultural influences mingle with modern trends and life styles creating spectacular contrasts. Its earliest origins begin near the river Tagus, from where the Portuguese *naus* took sail in the XVI<sup>th</sup> century. The historical neighbourhoods of central Lisbon are perfect for visitors to to experience for themselves the Portuguese capital. The Bairro Alto boasts boutiques and bars and is a place where people meet in an eclectic and multicultural atmosphere. The Chiado is an area of iconic cafés including "A Brasileira", art schools and theatres and of living history. Close to the castle, in Graça, is the church and monastery of São Vicente de Fora, one of the most imposing and notable religious monuments in the city.



## Fundação Calouste Gulbenkian - Continuing Education Courses

This is a Portuguese private institution, created in 1956, whose statutory aims are in the fields of arts, charity, education and science. Entering in their Park - a mythical paradise in the middle of the noisy city - we have the Calouste Gulbenkian Museum, the Library of Art, a large auditorium where we can hear the Gulbenkian Orchestra and Choir, a space for temporary exhibitions, a congress area and the Modern Art Centre - a museum and an education centre, besides all the departments responsible for a wide range of direct activities and grants supporting projects and programmes. In Oeiras, near Lisbon, the Instituto Gulbenkian de Ciência develops biomedical research and education.



## ESTORIL



**Estoril** is a seaside resort and a civil parish of the Portuguese municipality of Cascais. In the 1930's, Estoril rivalled Côte d'Azur. During World War II, with Portugal's neutrality, Estoril was a haven for European royalty, and became known as the *Coast of Kings*. Estoril hosts some of the greatest international events: the GCT - Portugal Equestrian Grand Prix, the Cascais Vela with the Quebramar-Chrysler Trophy, three international music festivals: CoolJazz, Estoril Jazz and Estoril Music Festival and the oldest Crafts Fair in Portugal.

## Centro de Congressos do Estoril - Conference Venue

The Estoril Congress Center, inaugurated in 2001, is located at the heart of the beautiful and glamorous seaside resort of Estoril and Cascais, just a short driving distance from Lisbon Airport. Its building of two floors offers an auditorium, exhibition space, several rooms that have a flexible utility according to the necessity of the event and also many other multiple use rooms.

## Palácio Estoril Hotel - Welcome Reception, Wednesday 16<sup>th</sup> June 2010



Built in the 1930's, Hotel Palácio today still enjoys many of the refined features of the period. The hotel's unique atmosphere inspires all who walk through its doors, from its impressive façade and beautifully landscaped gardens to its classically styled interiors.

Hotel Palácio was home to various royals, but was also visited by both British and German spies, who often met for drinks at the Estoril Bar. Later, these stories of intrigue and espionage inspired various famous books and films, with the hotel providing a stage for the James Bond movie, *On Her Majesty's Secret Service*.

## Palace and Convento of Mafra - Library Tour, Thursday 17<sup>th</sup> June 2010

The building of this baroque Convent begun in 1717, on the initiative of King John V of Portugal to pay back a promise he made when Queen Maria Ana of Austria provided him with descendants. For its construction 52 thousand workers were employed. It has a royal palace, one of most beautiful libraries of Europe, decorated with precious marble, exotic wood and numerous art works. The magnificent basilica was consecrated on the 41<sup>st</sup> anniversary of the King, 22<sup>nd</sup> October 1730 when festivities lasted for 8 days. There is also a pharmacy, with beautiful antique utensils for drugs and some surgical instruments, a hospital, with sixteen private cubicles, where the patients could see and listen to the mass at the adjacent chapel, without leaving their beds. The Palace has two carillons, manufactured in Antwerp, with a total of 92 bells, which weigh 200 tons. The Palace is about 25 km from Lisbon.



Casino Estoril by night

## Casino do Estoril - Galla Dinner, Friday 18<sup>th</sup> June 2010

The Estoril Casino is the largest casino in Europe. There is a great deal of entertainment here, including different types of gambling and nightly cabaret and music hall shows in a sophisticated atmosphere. Apart from the main activities, there is an art gallery specialising in modern painting and sculpture.

Come and join us, in this great adventure of discovering new ways of offering qualitative services to library users!



Cascais Marina

Cape Roca



Torre Beach



Palácio da Pena, Sintra

Challet Barros on the Tamariz beach



### ICML 2009: a great professional walkabout



**Tony McSeán**

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ICMLs are an adventure! For most of those attending, an ICML will be a physical and emotional adventure: emotionally, because almost everyone there will be spending a few days out of their normal comfort zone - either far, far from home or walking through familiar surroundings which have been transformed into an unfamiliar and lively whirlwind of styles and cultures, languages and gestures. Old friendships are renewed, new ones are forged.

The intellectual adventure is real, too. Successful ICMLs have plenary programmes that have been constructed to avoid the familiar and the accepted. You will tend not see the same old faces dealing with the same old issues. The programme committee is under pressure to bring in entertaining and novel presentations from all round the world, presenters asked to speak at a plenary at a profession-wide quadrennial conference will be similarly under pressure to give of their absolute best. No-one who spoke to Carol Lefebvre, a very, very experienced and unflappable public speaker, in the minutes before she went on stage to present her (triumphant) Closing Session plenary would have been any doubt about how much it meant to her.

As well as blockbuster plenary talks, there is the excitement of multiple parallel sessions of contributed papers. You can take the sedentary option and pick a session with a paper or two you really feel you must not miss, and find yourself surprised even wobbling in your professional orbit, by hearing new ideas and from an entirely new perspectives. Or you can gamble on the cross-country race and try to catch four papers in four different rooms – when you are dependent on disciplined chairing and not getting hopelessly lost. I speak from experience.



As a veteran ICML attender (this was my fifth) Brisbane seemed to me to come close to “the Ideal”. After 5 flights and 35 hours in transit, I thought it was reasonable to expect to find a few strange and marvellous things at journeys end and was not disappointed. Organising an ICML is a once in a lifetime affair, and it is natural organisers always strive to present to their guests a meeting with distinctive national and regional flavours. The Australians have outstanding natural advantages in this area, particularly when it comes to the wildlife that we saw during the social programme’s pre-conference visit to the Lone Pine Koala Sanctuary. Anyone who doubts this should do a Google Image search on *cassowary* and bear in mind that what you see grows to two metres and does not like strangers. Koalas on the other hand love everyone, when they can manage to stay awake and are quite implausibly cute (though do not pick them up if you are wearing white, I’m told).

The distinctive Australian flavour continued right through the conference proper both inside and outside the formal sessions, and will I am sure provide the best memories for most of us who made the journey south. Five of the seven plenary speakers were born or based in Australia. Their combination of intellectual rigour, accessibility and cheerful

informality was not exclusive to the Australian speakers by any means, but it seemed to be all of a piece with the overall atmosphere of the conference. Things seemed to go along smoothly with little or no effort from anyone – which is a sure sign that an immense amount of effort had been poured into the planning and preparation. An example: even when the Chair of the Opening Session was delayed by a motorway closure and thought not likely to arrive in time (which is the organiser’s worst-case scenario really) a substitute was recruited, thoroughly briefed and pepped up with espresso coffees with no visible disturbance to the smooth continuity of events.

The contributed papers and posters were, as always with ICMLS, interesting on two levels. There was the opportunity to see what professional colleagues from other parts of the world were currently getting excited about, which is always interesting, sometimes exciting and occasionally downright odd. Or all three at once, of course! Almost everyone I spoke to could give at least a couple of examples of contributed presentations that they had found novel and engaging, and they were planning to follow up or implement in practical ways when they got home. With a quadrennial conference, though, there is also a longer term perspective. The contributed papers at each ICML can be seen as providing a representative picture of what the profession thinks are the hot issues at a particular point in time. Looking back through ICML archives there is a decreasing degree of continuity in the subjects covered at each successive event (except of course for the eternal verities of interlending and union catalogues, which reappear always under a bewildering variety of disguises). In 2009 the big difference was that since 2005 Facebook and its Web 2.0 relatives had metamorphosed successively from an exciting novelty, through the professional mainstream and were reaching the “we have to do better than this” stage of its lifecycle. Transient technology indeed.

As I have already said, the way Australia in general and Queensland in particular pervaded the conference added hugely to the value and enjoyment of the event. The congress opened with a spectacular performance by an Aboriginal dance troupe; the exhibition was opened to the singing of an award-winning Brisbane children’s choir; we were played into the gala dinner by an exquisite string quartet featuring the daughter of conference convenor Heather Todd; after the dinner we were amused and moved by turns by best-selling author Nick Earl’s description of putting together a book of short stories to support a charity which provides essential health support children in war zones. The evening reception hosted by the Governor of Queensland at her residence showed a very high degree of generous hospitality, and the bus back into town was far, far noisier than it had been on the way out. The residence itself was a wonderful example of how energetic Victorian Britain could be in exporting itself intact to its colonies and dominions: the plaster ceiling rose in the main reception room was 100% identical to the one in my living room at home in London (though I must admit that my example dominates its space in a way not true of its Queensland twin).

The University of Queensland contributed massively to making the ICML9 the roaring success it undoubtedly was. The University took huge and obvious pride in this achievement, and in health library staff who had *worked their socks off* to make it all happen. The Opening Ceremony sparkled with the delight of UQ’s senior management at what had been achieved, and the whole conference was graced by the tireless commitment of Dr John Pearn, a former Australian Surgeon General and now Preceptor of the UQ medical school. John was the congress Patron and was so active that at times it seemed that he had been successfully cloned many times over. There can be few of the 500 delegates who do not remember a lively and friendly conversation, and all of us are grateful for the tremendous *bravura* performance which he provided at little notice as a substitute for a plenary speaker who was unfortunately unable to travel to Brisbane.

To sum up, ICML 2009 has set the standard extraordinarily high for those now starting work on the Baltimore 2013 meeting. The large and able team, led by Heather Todd and Lisa Kruesi did brilliantly to bring 500 people from 45 countries to ICML, given the barriers of recession, pandemic influenza and the distances so many of us had to travel, and then did even more brilliantly to give us all something to remember on the plane home and for a long time to come.

### ICML 2009: Highlights of the Scientific Programme



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As with any large-scale conference, the multi-strand programme (1) at ICML 2009 offered a rich mixture of themes and parallel sessions, and every participant was faced with difficult choices in deciding which presentations to attend or - sometimes annoyingly - to miss. This report is thus inevitably a highly selective and personal summary of a few sessions that particularly caught my attention. Happily the ICML organizers have provided open access to many of the full-text papers - though not the keynote addresses - via the University of Queensland repository (2), allowing readers to explore the conference's proceedings more thoroughly.

Keynote addresses are potentially among the most stimulating and thought-provoking elements in a conference, and ICML was no exception. First was Dr Jeffery Drazen, Editor of the *New England Journal of Medicine*, who spoke on *The Cholesterol Story* to illustrate how commercial pressures could distort the objective dissemination of research results. He described the problems that emerged when data from a major pharmaceutical company-sponsored study of a cholesterol-controlling drug, Vytorin, showed that while it did appear to lower cholesterol levels, it performed no better than a generic drug, had no discernable effect on the incidence of cardiac arrests, and was associated with an increase in the incidence of cancers. As a result the sponsoring company, unwilling to accept the data at face value, challenged the methodology and delayed publication for two years. Dr Drazen argued that the serious loss of reputation suffered by the company as a result would have been far less damaging if it had consented to publication at the outset.

The opening keynote on Day 2 was delivered as a double act by Dr Paul Glasziou (an Australian speaking to us via a less than perfect audio link from his home in Oxford) assisted by Professor Chris Del Mar, from Bond University in Australia. They posed the question *EBM - Is It Working?* After reviewing the origins of Evidence-Based Medicine, Dr Glasziou used the metaphor of an evidence-bookstore to discuss two broad problem areas: the contents of the store, and the behaviour of the readers. The contents were a cause for concern in terms of both quantity and quality. In spite of the volume of published papers – an estimated 1,500 new Medline articles each day – the number of acceptable EBM papers was still very small. Studies of the peer-review process showed that it was not a reliable way of guaranteeing high-quality reports of clinical trials, and the EBM Journal needed to assess more than 200 papers to find one that was both valid and relevant. There were similar concerns about the behaviour of readers: surveys showed that general medical practitioners might still recommend screening where there was insufficient evidence of effectiveness (e.g. prostate cancer), or fail to recommend screening where it



was known to be effective (e.g. colon cancer). Other survey data indicated that while EBM skills were increasing, they were still not taught routinely at a significant number of medical schools. In short, the answer to Dr Glasziou's question seemed to be that while EBM was making progress, it still had some way to travel before it could be said to be working as intended.

The University of Queensland's very own Professor Ian Frazer (*Australian of the Year 2006*) gave a keynote address on *Fossilized Knowledge? Libraries as Repositories of Knowledge in Biomedical Research in the Cyberspace Era*. Drawing on his experience in developing cervical cancer vaccines, he outlined the challenges posed by the research process, in which the generation, interpretation, application, and dissemination of knowledge were all core elements. He noted that increasingly the cutting-edge exchange of knowledge between researchers took place through informal media, both electronically and at conferences, while the journal literature served as a record and a metric of achievement. It would be the responsibility of librarians to manage and preserve the published output, to "catalogue ideas" by selecting the key concepts that underpinned current research, and to make this corpus of knowledge permanently available so that future generations would learn how to value and build on the evidence base in shaping and directing their own research.

Brian Fitzgerald, Professor of Intellectual Property and Innovation at Queensland University of Technology, used his keynote address *Law and the Internet* to lead the audience through the increasing complexities of intellectual property rights and "openness" in the era of networked information. He focused on four areas of activity, starting with Open Access journals, where he described the progress made in establishing this alternative publishing model, the importance of research funders' mandates in giving it status, and the opposition encountered (notably through the Conyers Bill in the US Congress). He then discussed the Google Books Settlement, currently the subject of a class action in the US courts that had international legal implications. While Google's plans to digitize 30 million books raised many legal issues, the most contested aspects centred on "in copyright/out of print" books. Professor Fitzgerald also reflected on the US *Peer-to-Patent* project, which sought to involve citizens in the evaluation of patent applications, creating an openly accessible and voluntary process that might have significant implications for other areas of public decision-making. He finished by describing the work of the Open Source Drug Discovery Foundation, based in India, which seeks to improve healthcare in the developing world by enabling its researchers to exploit shared knowledge for drug discovery and to make its results openly available.

Many of the participants' own presentations dealt with issues highlighted in the keynote addresses. Rowena Cullen and Megan Clark, from New Zealand, in their paper *The impact of information literacy training on clinicians entering the workforce* (3) reported on a longitudinal study which provided five cohorts of medical students with varying levels of training in information literacy and then conducted follow-up interviews and tests when they were junior doctors to find out, through both self-assessment and expert evaluation, what they had remembered. The results demonstrated that the doctors recalled the basics of their training but used them inconsistently and inaccurately in practice. The expert evaluations of their tests consistently rated their performance as significantly worse than the doctors' own self-assessment, and - echoing Paul Glasziou's findings - could discern "no apparent impact of EBM training". The study concluded that students needed constant assessment of information literacy skills during their course if they were to retain effective lifelong skills; and that professional bodies needed to require higher levels of expertise in this area.

Evidence-based practice featured in another presentation from New Zealand on information literacy training, in *Collaborate, innovate, change: designing and delivering an information literacy programme to undergraduate nursing students*, a paper by Stephanie Cook and colleagues (4). In this, the authors described how they created a new three-year course covering a comprehensive range of skills intended - perhaps optimistically in view of the previous paper - for lifelong application.

Use of new technologies, with Web 2.0 prominent, was inevitably a recurrent theme in many presentations. With *Positioning medical libraries in the world of Web 2.0 technologies* (5), Jodi Philbrick and colleagues from the University of North Texas provided a useful analysis of activity in US medical libraries, based on a literature



review of presentations made to the Medical Library Association's recent annual meetings. They confirmed that blogs, wikis, and RSS were the most extensively used technologies.

Jane Blumenthal and a team from the University of Michigan, in *Public health 2.0: collaborative partnerships for integrating social technologies into the practice community* (6), described in detail how they introduced Web 2.0 technologies to improve communication and integrated services across a group of academic and community public health departments, placing great emphasis on the need to train all staff in the effective use of these resources.

Google's Book Search – the service point of its book digitization programme – was explored by Diane Johnson, from the University of Missouri, in *Google Book Search coverage of core clinical textbooks* (7). She found that 64% of the books in the Brandon-Hill list of core texts were already available and searchable through Google, and could be used by both librarians and clients to source answers to queries.

Finally, in *Open medical library: cooperation and scientific communication* (8), Angels Carles-Pomar reported on how a collaboration among Spanish and Portuguese librarians had successfully used RSS feeds to share content among users in a number of institutions in two countries, in the process creating an Open Medical Library that will support teaching, research, and clinical care.

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## A review of presentations on clinical librarianship at ICML



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These are a few highlights from two presentations on clinical librarianship presented at ICML. Janene Batten from the United States presented Denise Hersey's paper *Extreme Outreach: having a librarian in the operating room areas* (1) about how a librarian set up a reference desk for anesthesiologists in their break room. In his paper *I pull the curtains: ward rounds six years on* (2) Lars Eriksson from Australia described the clinical librarians' experiences from six years of attending ward rounds at the Royal Brisbane and Women's Hospital.

### Perioperative librarian

The same problems and challenges seem to exist in hospitals all over the world: clinicians are too busy to come to the library; and many of them think that "now everything is on the web, I don't need a librarian to help me". At the Yale Medical Library they sought to solve the problem regarding the clinicians' lack of time for library visits, and at the same time promote the services and skills of librarians by putting a librarian in the operating room (OR) area at Yale New Haven Hospital (1). They searched the literature and found many articles on clinical librarianship, but nothing on what they came to call "perioperative librarianship". During a two and a half month pilot project the librarian was available in the OR area for 1 hour 4 days a week. In this period 51 questions were asked by 35 different faculty members. Most questions were about specific topics, but in the process the librarian was also able to provide training on different resources and discuss systems for reference managing. Before, during and after the pilot project, the use of the library's electronic anesthesiology journals was monitored, and there was a significant increase in use during and after the pilot. The user survey carried out after the pilot showed that the users found the service valuable and wanted it to continue.



### Clinical librarians

For six years librarians from the Herston Health Sciences Library have participated in ward rounds at the Royal Brisbane and Women's Hospital (2). Initially they were asked to take part in a one month long pilot project called the *Clinician Development Program*. A clinical librarian takes part in ward rounds once a week. The number of questions that arise from each round varies, but the average is 3.5 questions per 10 patients. The librarians find it useful to take notes as the patient's history is presented in order to have some background information if and when

a question arises. After the round the real work starts. Notes are turned into questions, background information and definitions are found before the actual search is performed. The “answers” are usually presented as a combination of abstracts, whole articles, and a summary of results. There are several considerations to be made in order to provide the clinicians with the right amount of information; they should get enough to answer the question, but not so much that they are overwhelmed. The majority (62.71%) of the questions were regarding interventions (treatment/prevention), but there were also questions about diagnosis, prognosis, etiology, and risk assessment.

It is difficult to measure the impact of clinical librarianship. This was discussed in a further paper presented by Allison Brettle and Anne Webb (3), and this was also realized by the group of clinical librarians from Herston who presented the benefits anecdotally. The librarians involved have reached a better understanding of the clinical environment, and they have had the chance to perfect their search skills. Clinicians have said that the answers provided by the librarians helped in the decision making process, and sometimes the answers confirmed the decisions already made. Librarians taking part in the ward rounds have also helped promote the library and strengthened the relationship between clinicians and librarians.

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## Take a Look!

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[Collected July - September 2009]



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The goal of this section is to have a look at references from non-medical librarian journals, but interesting for medical librarians (for lists and TOC's alerts from medical librarian journals, see: <http://www.chu-rouen.fr/documed/eahil67.html>)

### Free full text

1. Cousins J, Perris K. **Supporting research at the Faculty of Medicine: the development of Imperial College London's Medicine Information Literacy Group**  
*Journal of Information Literacy [Internet]. 2009 [cited 2009 September 22];3:60-7*  
*Librarians providing information literacy training to Imperial College London's medicine faculty have set up a successful working model implemented by the Imperial Library Medicine Information Literacy Group (MILG)... This article outlines the work of MILG and explains how the group's development has enabled its members to better coordinate library services across six campus libraries. This working model has already been successfully adapted by other library teams within Imperial College London and could be adapted to meet the needs of librarians outside Imperial.*  
Available from: <http://ojs.lboro.ac.uk/ojs/index.php/JIL/article/view/PRA-V3-I1-2009-6>
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*Journal of Information Literacy [Internet]. 2009 [cited 2009 September 22];3:51-9*  
*The project, funded by the Teaching Enhancement Forum at the University of Leicester, aimed to develop medical students' information literacy by embedding it directly into their course at the point of need using Web 2.0 tools rather than providing generic training. Students would then build their own personal learning environments which they would take with them throughout their degree course and eventually into their medical careers.*  
Available from: <http://ojs.lboro.ac.uk/ojs/index.php/JIL/article/view/PRA-V3-I1-2009-5>
3. Hawkins S *et al.* **The historic hospitals admission records project**  
*Ariadne [Internet]. 2009 [cited 2009 September 4];60*  
*The Historic Hospitals Admission Records Project (HHARP) is a digitisation and indexing project that covers the Victorian and Edwardian admission registers for the London children's hospitals Great Ormond Street Hospital (GOSH), the Evelina Children's Hospital in Southwark and the Alexandra Hip Hospital in Bloomsbury, together with Yorkhill Children's Hospital in Glasgow. It represents a collaboration between*

*archivists, academics and volunteers that has resulted in a product that we hope will be of use to all those interested in the records of Victorian and Edwardian child health - from whichever academic discipline - or none.*  
Available from: <http://www.ariadne.ac.uk/issue60/hawkins-tanner/>

4. Salisbury L. **Web of science and scopus: a comparative review of content and searching capabilities**

The Charleston Advisor [Internet]. 2009 [cited 2009 August 5];1:5-18

*This review builds on three recent studies done by Goodman and Deis in 2005<sup>3</sup> and 2007,<sup>4</sup> respectively, and Fingerman's review done in 2006.<sup>5</sup> Goodman and Deis suggest that these databases are complementary and that a library that can afford both should buy both. Since many small- and medium- sized libraries may not be able to afford to subscribe to both of these products, this review will provide in-depth comparison of the content to aid in the selection of one or both.*

Available from: <http://charleston.publisher.ingentaconnect.com/content/charleston/chadv/2009/00000011/00000001/art00005>

**Abstracts only**

1. Torres-Salinas D *et al.* **Ranking of departments and researchers within a university using two different databases: Web of Science versus Scopus**

Scientometrics [Internet]. 2009 [cited 2009 September 4];80:761-74

*In this work, we compare the difference in the number of citations compiled with Scopus as opposed to the Web of Science (WoS) with the aim of analysing the agreement among the citation rankings generated by these databases. For this, we analysed the area of Health Sciences of the University of Navarra (Spain), composed of a total of 50 departments and 864 researchers. The total number of published works reflected in the WoS during the period 1999–2005 was 2299. For each work, the number of citations in both databases was recorded. The results indicate that the works received 14.7% more citations in Scopus than in WoS. In the departments, the difference was greater in the clinical ones than in the basic ones. In the case of the rankings of citations, it was found that both databases generate similar results. The Spearman and Kendall-Tau coefficients were higher than 0.9. It was concluded that the difference in the number of citations found did not correspond to the difference of coverage of WoS and Scopus.*

Available from: <http://www.springerlink.com/content/q354h25110m30671/?p=c0a0ee3adde5452984d6844f01504723&pi=13>

2. Romero AG *et al.* **Measuring the influence of clinical trials citations on several bibliometric indicators**

Scientometrics Internet]. 2009 [cited 2009 September 4];80:747-60

*The practice of publishing clinical trials in scientific journals is common, although not without its critics. This study aims to measure the effect of clinical trials citations on several bibliometric indicators: citations per document (CD); journal impact factor (JIF); relative h-index (RhI) and strike rate index (SRI). We select all the citable documents published in the NEJM, Lancet, JAMA, AIM and BMJ, for the period 2000-2004, and record the citations received by those papers from 2000 to 2005. Our results show that clinical trials have a CD significantly higher than those for conventional papers; JIF is lower when clinical trials are excluded, especially for NEJM, Lancet and JAMA. Finally, both RhI and SRI seem to be unaffected by clinical trials citations.*

Available from: <http://www.springerlink.com/content/r65128631122810q/?p=c0a0ee3adde5452984d6844f01504723&pi=12>

3. Robert C *et al.* **Analysis of the medical and biological pain research literature in the European Union: A 2006 snapshot**

Scientometrics Internet]. 2009 [cited 2009 September 4];80:693-716

*This study analyzed 2443 papers published in 2006 by European Union authors on pain-related research. Five EU countries (the UK, Germany, Italy, the Netherlands and France) each published > 200 papers while three countries (Cyprus, Malta and Estonia) published none; socio-economic indicators were related to each country's productivity. The 2443 papers were published in 592 journals and Cephalalgia, Pain and European Journal of Pain were the most prolific. Publications were also analyzed for intra- versus inter-EU/non-EU*

*collaborations and subdisciplines profiles in Clinical Medicine and the Life Sciences for the World, USA, EU and the top-four EU countries were compared.*

Available from: <http://www.springerlink.com/content/371552704u004783/?p=07f2c3598e5a4565a4f90477e482dd46&pi=9>

4. **Jacsó P. The h-index for countries in Web of Science and Scopus**

Online Information Review [Internet]. 2009 [cited 2009 September 4];33:831-7

*Abstract: Purpose – The purpose of this paper is to discuss the results of recent experiments in determining the h-index at the country level for the 10 Ibero-American countries of South America. Design/methodology/approach – The three citation index components (Science Citation Index, Social Science Citation Index, and Arts & Humanities Citation Index) of the Web of Science system of Thomson-Reuters and the Scopus database of Elsevier are used to gauge the comparability of the h-indexes reported by the two systems. Available from: <http://www.emeraldinsight.com/10.1108/14684520910985756>*

5. **McKemmish S et al. Consumer empowerment through metadata-based information quality reporting: The Breast Cancer Knowledge Online Portal**

Journal of the American Society for Information Science and Technology [Internet]. 2009 [cited 2009 September 3];60:1792-1807

*Consumer empowerment and the role of the expert patient in their own healthcare, enabled through timely access to quality information, have emerged as significant factors in better health and lifestyle outcomes. Governments, medical researchers, healthcare providers in the public and private sector, drug companies, health consumer groups, and individuals are increasingly looking to the Internet to both access and distribute health information, communicate with each other, and form supportive or collaborative online communities. Evaluating the accuracy, provenance, authority, and reliability of Web-based health information is a major priority. The Breast Cancer Knowledge Online Portal project (BCKOnline) explored the individual and changing information and decision support needs of women with breast cancer and the issues they face when searching for relevant and reliable health information on the Internet. Its user-sensitive research design integrated multidisciplinary methods including user information-needs analysis, knowledge-domain mapping, metadata modeling, and systems-development research techniques. The main outcomes were a personalized information portal driven by a metadata repository of user-sensitive resource descriptions, the BCKOnline Metadata Schema, richer understandings of the concepts of quality, relevance, and reliability, and a user-sensitive design methodology. This article focuses on the innovative, metadata-based quality reporting feature of the BCKOnline Portal, and concludes that it is timely to consider the inclusion of quality elements in resource discovery metadata schema, especially in the health domain.*

Available from: <http://www3.interscience.wiley.com/journal/122384450/abstract>

6. **Stvilia B et al. A model for online consumer health information quality**

Journal of the American Society for Information Science and Technology [Internet]. 2009 [cited 2009 September 3];60:1781-91

*This article describes a model for online consumer health information consisting of five quality criteria constructs. These constructs are grounded in empirical data from the perspectives of the three main sources in the communication process: health information providers, consumers, and intermediaries, such as Web directory creators and librarians, who assist consumers in finding healthcare information. The article also defines five constructs of Web page structural markers that could be used in information quality evaluation and maps these markers to the quality criteria. Findings from correlation analysis and multinomial logistic tests indicate that use of the structural markers depended significantly on the type of Web page and type of information provider. The findings suggest the need to define genre-specific templates for quality evaluation and the need to develop models for an automatic genre-based classification of health information Web pages. In addition, the study showed that consumers may lack the motivation or literacy skills to evaluate the information quality of health Web pages, which suggests the need to develop accessible automatic information quality evaluation tools and ontologies.*

Available from: <http://www3.interscience.wiley.com/journal/122414164/abstract>

7. Alonso S *et al.* **h-Index: A review focused in its variants, computation and standardization for different scientific fields**  
 Journal of Informetrics [Internet]. 2009 [cited 2009 August 19];3:273-89  
*The h-index and some related bibliometric indices have received a lot of attention from the scientific community in the last few years due to some of their good properties (easiness of computation, balance between quantity of publications and their impact and so on). Many different indicators have been developed in order to extend and overcome the drawbacks of the original Hirsch proposal. In this contribution we present a comprehensive review on the h-index and related indicators field. From the initial h-index proposal we study their main advantages, drawbacks and the main applications that we can find in the literature. A description of many of the h-related indices that have been developed along with their main characteristics and some of the works that analyze and compare them are presented. We also review the most up to date standardization studies that allow a fair comparison by means of the h-index among scientists from different research areas and finally, some works that analyze the computation of the h-index and related indices by using different citation databases (ISI Citation Indexes, Google Scholar and Scopus) are introduced.*  
 Available from: <http://dx.doi.org/10.1016/j.joi.2009.04.001>
8. Xie B *et al.* **Public library computer training for older adults to access high-quality Internet health information**  
 Library & Information Science Research [Internet]. 2009 [cited 2009 July 13];31:155-162  
*An innovative experiment to develop and evaluate a public library computer training program to teach older adults to access and use high-quality Internet health information involved a productive collaboration among public libraries, the National Institute on Aging and the National Library of Medicine of the National Institutes of Health (NIH), and a Library and Information Science (LIS) academic program at a state university. One hundred and thirty-one older adults aged 54–89 participated in the study between September 2007 and July 2008.*  
 Available from: <http://dx.doi.org/10.1016/j.lisr.2009.03.004>
9. Kwon N *et al.* **Who goes to a library for cancer information in the e-health era? A secondary data analysis of the Health Information National Trends Survey (HINTS)**  
 Library & Information Science Research [Internet]. 2009 [cited 2009 July 13];31:192-200  
*This study identifies characteristics of Americans who chose the library as their primary cancer information source over the Internet by examining demographic characteristics, online use experience, concerns of information quality, and perceptions of cancer information seeking. A secondary data analysis is conducted using the Health Information National Trends Survey (HINTS) of the National Cancer Institute (NCI). Findings reveal that people who are more likely to choose the library are, compared to their Internet counterparts, people who lack online experience, are distrustful of online cancer information, and are more aware of cancer sources. However, they are not necessarily more adept cancer information seekers and do not have a greater expectation of getting quality information from the library. These findings suggest how the library plays its role as an information source for cancer information consumers in the e-health environment. Implications of the findings are discussed in a way that libraries could invest their efforts to reduce the digital health divide and to advance consumer health information literacy.*  
 Available from: <http://dx.doi.org/10.1016/j.lisr.2009.01.006>
10. Strothmann M *et al.* **“Ask a librarian” pages as reference gateways to academic libraries**  
 The Reference Librarian [Internet]. 2009 [cited 2009 July 9];50:259-75  
*A library's web site is a virtual “front door” to its services and collections. Libraries can use their “Ask a Librarian” pages to promote reference services and to inform patrons about the different options available. Much variation is found in the naming of those pages and the number and type of reference contact options they include. This article reports the results of an examination of the reference assistance pages of libraries that are members of the Association of Research Libraries. In particular, the study attempted to determine whether virtual modes of reference service are being promoted at the expense of traditional options*  
 Available from: <http://www.informaworld.com/smpp/content~db=all~content=a912433912>

11. Cahill K *et al.* **Optimal Results: What libraries need to know about Google and search engine optimization**

The Reference Librarian [Internet]. 2009 [cited 2009 July 9];50:234-47

*Search engine optimization, or the practice of designing a web site so that it rises to the top of the results page when users search for particular keywords or phrases, has become so prevalent on the modern web that it has a significant influence on Google search results. This article examines the techniques used by search engine optimization practitioners, the difference between “white hat” and “black hat” optimization tactics, and why it is important for library staff to understand these techniques and their impact on search engine results pages. It also looks at ways that library staff can help their users develop awareness of the factors that influence search results and how to better assess the quality and relevance of results listings.*

Available from: <http://www.informaworld.com/smpp/content~db=all~content=a912434227>

12. López-Illescas C *et al.* **Expansion of scientific journal categories using reference analysis: How can it be done and does it make a difference?**

Scientometrics [Internet]. 2009 [cited 2009 July 9];79:473-90

*This paper explores a methodology for delimitating scientific subfields by combining the use of (specialist) journal categories from Thomson Scientific’s Web of Science (WoS) and reference analysis. In a first step it selects all articles in journals included in a particular WoS journal category covering a subfield. These journals are labelled as a subfield’s specialist journals. In a second step, this set of papers is expanded with papers published in other, additional journals and citing a subfield’s specialist journals with a frequency exceeding a certain citation threshold. Data are presented for two medical subfields: Oncology and Cardiac & Cardiovascular System. A validation based on findings from earlier studies, from an analysis of MESH descriptors from MEDLINE, and on expert opinion provides evidence that the proposed methodology has a high precision, and that expansion substantially enhanced the recall, not merely in terms of the number of retrieved papers, but also in terms of the number of research topics covered.*

Available from: <http://dx.doi.org/10.1007/s11192-007-1975-6>

13. Bensman SJ, Leydesdorff L. **Definition and identification of journals as bibliographic and subject entities: Librarianship versus ISI Journal Citation Reports methods and their effect on citation measures**

Journal of the American Society for Information Science and Technology [Internet]. 2009 [cited 2009 July 9];60:1097–117

*This paper explores the ISI Journal Citation Reports (JCR) bibliographic and subject structures through Library of Congress (LC) and American research libraries cataloging and classification methodology. The 2006 Science Citation Index JCR Behavioral Sciences subject category journals are used as an example. From the library perspective, the main fault of the JCR bibliographic structure is that the JCR mistakenly identifies journal title segments as journal bibliographic entities, seriously affecting journal rankings by total cites and the impact factor. In respect to JCR subject structure, the title segment, which constitutes the JCR bibliographic basis, is posited as the best bibliographic entity for the citation measurement of journal subject relationships. Through factor analysis and other methods, the JCR subject categorization of journals is tested against their LC subject headings and classification. The finding is that JCR and library journal subject analyses corroborate, clarify, and correct each other*

Available from: <http://dx.doi.org/10.1002/asi.21020>

14. Park JH. **Motivations for web-based scholarly publishing: do scientists recognize open availability as an advantage?**

Journal of Scholarly Publishing [Internet]. 2009 [cited 2009 July 9];40:343-69

*The open availability of journal articles is expected to encourage scholars to publish in Web-based publishing venues, as it may provide more visible and wider dissemination of their research. Some studies, however, report no evidence of such relative advantages, although an advantage may be conferred by other factors. Despite emerging disputes about the effects of open availability, scholars’ perceptions of the phenomenon are not well understood. Do they recognize the advantages of open availability? Or do they consider other factors*



more important? This study sought to answer these questions by examining reasons why scholars publish in open-access venues and the extent of their motivations.

Available from: <http://dx.doi.org/10.3138/jsp.40.4.343>

15. Donovan SK. **Online review of manuscripts: more haste, less speed?**

Journal of Scholarly Publishing [Internet]. 2009 [cited 2009 July 9];40:440-5

*With the modern culture of online submission and review systems, are peer reviewers being exploited and undervalued? What was once a simple process of accepting to review a paper, receiving it in the mail, and, eventually, returning it to the editor now requires passwords, usernames, printing off a hard copy, electronic reminders, and, tediously, entering all review comments electronically. Why not just say no? The hard work of the review process should be judging the paper, not fighting the program.*

Available from: <http://dx.doi.org/10.3138/jsp.40.4.440>

16. Weiner SA. **Tale of two databases: The history of federally funded information systems for education and medicine**

Government Information Quarterly [Internet]. 2009 [cited 2009 July 9];26:450-8

*Access to scholarly information in the disciplines of education and medicine occurred primarily through the simultaneous development of two bibliographic databases. The Education Resource Information Center (ERIC) originated as a resource designed to be comprehensive in its inclusion of peer-reviewed and unpublished literature for the entire education community. MEDLINE began as a resource of selective materials for physicians and researchers. Today, ERIC includes selected peer-reviewed literature directed primarily to researchers and practitioners, although others use the database, while MEDLINE is a vast information system serving all health professionals and consumers. This literature analysis of their policy history shows important differences in their evolution. Application of the Multiple Streams Framework can help in formulating possible explanations for the different developmental paths. These paths include: the degree of centralization or decentralization of the information system's organizational structure; the stability of the organizational mission; and the success of assessment strategies, federal budgetary support, and bias toward science in federal policy-making.*

Available from: <http://dx.doi.org/10.1016/j.giq.2009.02.003>

17. Anthony S *et al.* **Transitioning from print to electronic information delivery: an update from the National Research Council Canada Institute for Scientific and Technical Information**

Journal of Interlibrary Loan Document Delivery & Electronic Reserve [Internet]. 2009 [cited 2009 July 6];19:235-46

*Canada's national science library, the National Research Council Canada Institute for Scientific and Technical Information, is in the process of transforming its traditional document delivery services to meet the emerging needs of users. As such, the Canada Institute for Scientific and Technical Information has developed a suite of Web-based services, partnerships, and collaborations to better serve its users. These components have been brought together to create new service offerings such as Discover, and the National Research Council Canada Institute for Scientific and Technical Information Standards Store. Quicker, more flexible and convenient access to the world's scientific, technical, and medical information from the Canada Institute for Scientific and Technical Information and from sites where users congregate across the Web is the goal of Canada Institute for Scientific and Technical Information's new breed of information delivery services.*

Available from: <http://www.informaworld.com/smpp/content~db=all~content=a912885061>

### Using Twitter to promote your institution



**Frank Norman**

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When I first created a personal account on Twitter (@franknorman) I did not have any strategy – I just did it. I observed how other twitters used the service then I copied and adapted their practices. I am still learning and I still do not really have an explicit strategy though there is some underlying rationale to my twittering. It's a different matter when you start using an institutional Twitter account. If you are representing your institution by sending messages (tweets) through Twitter then you need to have a plan in order to avoid problems later. Jeremiah Owyang (<http://bit.ly/3fZOht>) suggests that there are four kinds of Twitter profile: pure corporate, corporate with persona, employee with corporate association, pure personal. I am mostly considering the pure corporate profile.

#### **Is Twitter a good tool for PR?**

Twitter is inherently a personal tool, but PR is essentially a corporate activity. There is therefore tension when you use Twitter for PR purposes. Twitter provides an opportunity to engage more directly with the audience you are trying to reach; it can be a good way to establish and maintain relationships. A well-thought-out Twitter feed can keep your institution in the consciousness of your followers – this has been called *ambient awareness*. The little snippets of information you post to Twitter, when taken together over time, will coalesce into a portrait of the institution.

Twitter also has the capability to reach out to a wide variety of constituencies – but the reach is very sensitive to the content of the Twitter feed. If people do not like what they read in your Twitter feed (for example if the feed is too corporate and impersonal) they may stop looking at your messages. You need to provide a human voice and devote some time to monitoring and interacting with your audience in order to develop the relationship and the respect for your institutional brand.

Your aim then should be to create a stream of Tweets about your institution that will attract a growing band of followers and give them a sense of intellectual engagement with the institution.

#### **Preparations**

The first step is to choose a username for your institutional Twitter account. Your username should be not too long and should ideally contain only letters, no numbers or other characters. This will ensure it is easy for other Twitter users to respond to and re-use your tweets. Jack Leblond gives further guidance (<http://bit.ly/21vyi>). Next you need to choose an avatar, or associated image. This has to be square (48 pixels by 48 pixels) so it is possible that your standard institutional logo will not be suitable and you may need to create a new image. If you wish you can also choose a background image for your Twitter profile page.

### Guidelines for Tweeting

I am not a great lover of rules. Twitter is still a new and evolving medium: people use it in different ways and I am sure that Twitter styles will change as the community of users grows and that different norms will develop as the community diversifies. The best way to develop a Twitter style is to observe and copy, learning from other Twitterers but injecting your own ideas. Developing tight institutional guidelines for content on Twitter may produce a too-safe, too-controlled channel. Twitter can be unpredictable and quirky and this is one of its attractions.

You should create some basic guidelines in order to give some consistency to your tweets, especially if more than one person is going to be sending out tweets on the institutional account. For example:

- use first person plural (we, us, our);
- decide what name you will use to refer to the institution;
- use a conversational tone, but not too casual;
- avoid text-speak.

You will also need to decide on language – are you aiming for a national or an international audience, or a mixture. You should consider whether it would be useful to include some tweets in English as well as your own language.

If there is an RSS feed of news about your institution it is possible to feed this into your Twitter account automatically. You can even feed multiple RSS feeds into the account. However, automatic tweeting in this way makes your Twitter stream less personal, less human. Remember that Twitter is a social medium and thrives on personality; social media without people defeats the purpose. Although ideally every tweet should be hand typed it is OK to include some automatic feeds, so long as they do not dominate.

Some Twitter gurus insist that the frequency of tweets should be no less than 2 and no more than 10 per day. However, I think this is over-prescriptive. It is true that too few tweets may make you invisible while too many tweets can be overwhelming. I think it is more important to allow your Twitter stream to develop naturally, not to force yourself to send out Tweets just to make up the numbers.

### Building your followers

The best-written and most interesting tweets in the world are no use unless someone is reading them. You will therefore want to develop your Twitter followers. When a Twitter user follows you it means that your tweets will appear on their incoming Twitter stream. If they follow you, you do not have to follow them back but you may wish to. Some Twitter etiquette guides suggest that it is rude not to reciprocate if someone follows you but I disagree. It is fine to follow just those Twitter users that you are interested in. On the other hand, you may want to build up your list of followers initially by following other Twitter users in the hope that they will follow you.

Unless you choose to protect your tweets (so that only those following you can read them) then your tweets will be readable by any Twitter user. One of the surprising things about Twitter is the extent to which activity generates followers. The more you Twitter, the more followers you gain. Some of these may be spam followers – accounts that are not genuine. These do not do much harm but you may still wish to block them. The Twitblock service (<http://bit.ly/qEeif>) helps to identify potential spam followers.

Depending on your objectives, you may wish to build followers from the media, your alumni, your staff and students, other similar organizations, policymakers or the general public. Remember that though it is easy to follow a Twitter account, it is just as easy to stop following! Your tweets therefore need to keep your followers interested.

You should also develop some guidelines on who you will follow, whether you will monitor their tweets, whether/when you will retweet (RT) their tweets and whether you will enter into conversations with them. You may wish to follow members of your institution who are Twitterers and retweet any tweets they write about the institution. They will probably appreciate the exposure and may be inspired to retweet you from time to time. Entering into conversation with followers through Twitter can be time-consuming if you have a large number of followers but can be rewarding and helps with relationship building.

You may also want to routinely monitor what is being said about your institution by others on Twitter, not just those who you follow. Various Twitter services allow you to do this. Again, you may want to enter into conversations in some cases.

### **Managing the activity**

Different problems arise depending on whether the Twitter account is controlled by one person or a team of people. It is obviously easier to maintain consistency if there is a single Twitterer, but you need to consider what happens when that person is absent, and also make plans to sustain the activity if that person should leave the organisation. The activity needs to be embedded rather than just relying on the enthusiasm of one person. If a team of people are Twittering on the same account then guidelines and a way of coordinating are essential. It is important that the Twitter team are knowledgeable about the institution, especially if they will be responding to Tweets as well as generating them.

Another approach is to encourage Twitterers from within the institution to tweet on their own behalf but with an institutional slant. This can add to the overall volume of tweets coming out of the institution and adds personality but you need to be sure that the extra Twitterers will follow the institutional guidelines. If you are successful in recruiting extra Twitterers you may want to use one of the various Twitter tools to organise them into a group to make it easier to see all their activity.

A Twitter feed can be seen as a transient stream of messages that has no permanence or presence, but you may wish to preserve it or to display it on the institutional website. You can also display Twitter activity from other institutional twitterers. Brian Kelly has reviewed tools for preserving tweets (<http://bit.ly/zLFks>). Glen Stansberry has a good tutorial on how to integrate Twitter with your website (<http://bit.ly/sAnc8>).

It is good practice to include a statement on the website to make it clear who is providing the Twitter feed, the purpose of the service, policies on following other Twitter users and responding to comments, a privacy statement and a legal disclaimer.

### **Is it worthwhile?**

Twitter is an important medium in 2009 and establishing an institutional presence makes good sense. It would be wise to review the situation after 6 or 12 months to judge whether the time spent on Twitter is still worthwhile, and whether the strategy is achieving results. The latter can be difficult to prove, but your number of followers and the number of times your messages have been retweeted give some indication of your impact.

### **Conclusion**

An institutional Twitter account can extend the reach of your existing communication channels. It can also provide a more human voice than other channels and shows the institution's commitment to the digital world.

### **Further reading**

JISCInvolve have provided a good overview of Twitter (<http://bit.ly/ufVtz>) and WeAreEmedia have links to other guides for the non-for-profit sector (<http://bit.ly/C0iV>). There is an excellent guide to Twitter strategy from the UK Government (<http://bit.ly/3wpN14>) and very sound advice from Aaron Rester about using Twitter in Higher Education (<http://bit.ly/Z1GG6>). Paul Boag recently gave a presentation on using Twitter in an institutional context (<http://bit.ly/30owF2>). Brian Kelly has reviewed emerging best practice for institutional use of Twitter (<http://bit.ly/EMmnP>).

### Letter from the President



**Suzanne Bakker**

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At the time of writing this letter I know that by now many colleagues will have returned from the ICML meeting in Brisbane, with lots of new ideas, impressions and many invaluable new contacts. Unfortunately, although I planned to attend and was looking forward to it, in the event I was unable to do so, due to reconstruction work at home. This was unavoidable as my presence at home was urgently needed and I still very much regret that it meant I had to miss the *Down Under* experience.

This month 25 years ago I started my first job in medical librarianship at the medical library of the University in Nijmegen (nowadays the Radboud University). Sixty percent or more of my time was spent on online searching, mediated searches in attendance of the requester (most of them senior clinical staff). Seven or more online sessions in half a day – like the doctors themselves, I had a tight schedule with appointments just as an outpatient clinic has. Ever since, I have done literature searching, although I must admit that the number of requests declined sharply with the emergence of free access for all to PubMed.

A couple of weeks ago I received a booklet with pictures and reports on the 15 years of cooperation “Cross Boundaries – Join Forces 1994-2009” of the SMH Baltic Sea Region Committee (see also: <http://www.smh.no/baltic/>). Astrid Müller, Elisabeth Akre, Signe Romuld and Elisabeth Husem have been active in Transfer of Knowledge from the Norway and other Scandinavian countries to the colleagues in the Baltic Countries and St Petersburg region. Elisabeth Husem was certainly the driving force for this project, with her enthusiasm and never ending energy. She always emphasized that this initiative was part of EAHIL, and should be considered as an example of how EAHIL could make a difference. Thank you Elisabeth and colleagues for all the work you have done to the benefit of our profession and the development of medical librarianship in the Baltic Sea Region.

In December the Lisbon International Programme Committee will meet to decide on the 2010 conference programme. Over the years I have been fortunate to attend many IPC meetings. To my opinion IPC work is very rewarding and one of the best examples of combining hard work, mutual understanding and joy. The next and second best is running a small workshop or a continuing education course. Over the years EAHIL has reached a certain standard and tradition in setting up the schedule for the annual meeting, the quality and scientific content of which is better every year.

Next year there will be elections again, for the members of the Executive Board and President in spring, for the Council in autumn. Please think about what EAHIL means to you and what you could do for EAHIL. The running of the business of the association is not too complicated, technology is really supporting in this respect (listserv discussion lists, the membership web database). Being a member of the EAHIL Board or Council will give you the opportunity to meet colleagues from different countries and to be involved in discussions about our profession. Be part of the future of EAHIL, be a candidate in the EAHIL elections!

# News from the EAHIL Special Interest Groups

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## News from the Special Interest Group on MeSH

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Another year has elapsed and the new 2009-2010 MeSH translation is almost finished in all languages. This year the update included 421 new MeSH, 52 replaced terms and 20 deleted MeSH headings. Most of new terms are substances, organisms and plants, neuromuscular, cardiovascular and eye-related terms, a large number of terms scattered through the database in different categories and some terminology related to bone diseases. To keep pace with the NLM update, an already envisaged proposal of Italian translation revisions has been targeted to the subject of orthopaedics involving the collaboration of the Istituto Ortopedico Gaetano Pini (Milano) (<http://www.gpini.it/>). The specialized Library of the Istituto Ortopedico Gaetano Pini, under the Direction of Paola Mozzati, already makes use of the Italian MeSH translation for indexing the Open Archive OAdOR. The Istituto Ortopedico Gaetano Pini belongs to the Servizio Bibliotecario Biomedico Lombardo (SBBL) (<http://www.sbbl.it/>) which comprises a group of other libraries within the Lombardia region.

Two other partners of the SBBL, IRCCS Fondazione Istituto Neurologico Casimiro Mondino, Pavia (<http://www.mondino.it/>) and the Istituto Zooprofilattico Sperimentale della Lombardia e dell'Emilia Romagna Bruno Ubertini, Brescia (<http://www.izsler.it/>) accepted our proposal of collaboration for the revision of the Italian MeSH translation in the areas of neuroscience and veterinary medicine, respectively. This proposal is now being formally approved and will be the subject of a collaboration project between the ISS and the SBBL. The Italian MeSH translation will result in a double advantage:

- updating and perfecting a large portion of translation;
- a multi-site dissemination of MeSH translation and its use as reference tool in a large area of Northern Italy.

We also envisage, and strongly recommend, the use of the MeSH translation Forum on our site (<http://www.iss.it/site/mesh/>) for exchanging information with international translators and the newly enlarged group of Italian revisers.

## News from EVLG: 6<sup>th</sup> International Animal Health Information Specialist Conference within the 10<sup>th</sup> ICML at Brisbane, Australia

**Friedhelm Rump**

Stiftung Tierärztliche Hochschule

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Under the umbrella of the 10<sup>th</sup> ICML, 3- 4 September 2009, there was an event for the veterinary librarians of just four parallel sessions of 90 minutes each. This brought together health information specialists from four continents, unfortunately excluding Asia with respect to presenters. There was a community of only 18 participants from veterinary libraries, but this figure was augmented to 25 by interested audiences from outside the veterinary circles, this time including Asia as well. The papers presented were of a high standard and were well received. The event was blogged as an overview by this author and is available at: <http://veterinarylibrary.wordpress.com> The full texts will be available freely at a later date. Five veterinary related posters were also presented by the veterinary librarians' community, as well as one CE workshop, the latter not in a veterinary context, however, but for the general audience. For all the events it must be emphasized that the facilities, technical preparations by the IT personnel and catering were nothing short of excellent. After ICML, there was a visit to the Brisbane Zoo where the remaining veterinary librarians managed also to get a tour of the veterinary unit of the zoo at the unusual starting time of 6.30 am. Plans for the next ICAHIS are currently being discussed.

## Professional development by work shadowing



**Tuulevi Ovaska**

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Kuopio University Hospital Medical Library, Finland  
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Work shadowing, or job shadowing, means gaining knowledge of workplace practices by observing staff members within an organisation. Job shadowing is a work-based learning activity and an educational experience. Work shadowing is a different work expertise as the shadower is not actually working but observing the work of the shadowed and discussing it with them, asking them questions, listening to their accounts of their tasks.

When it became possible for our library staff to apply for Erasmus grants, I was interested in visiting a versatile organization, not just a library. In May 2009 I had a chance to spend a week, five working days, in the Italian National Institute of Health (Istituto Superiore di Sanità, ISS) in Rome, Italy. In ISS I had a chance not only to visit the library but also to learn about the other units as SIDBAE, namely data management, documentation, library and publishing activities, the latter which I was most interested in.

My activities in ISS can best be described as work shadowing as I had to chance to follow the work duties of the staff members, discuss their tasks and responsibilities with them, and also share viewpoints and opinions on many interesting subjects in the field of collecting, disseminating, and sharing health information. I had the possibility to gain information about the publishing processes of *Annali dell'Istituto Superiore di Sanità* (a quarterly scientific journal), *Notiziario dell'Istituto Superiore di Sanità*, *Rapporti Istisan*, etc. I also learned about Necobelac, a European project to improve the production and dissemination of scientific information in public health, coordinated by ISS, and funded under the 7th Framework Program of the European Commission, the project aim being to spread knowledge in scientific writing and open access publishing.



The chance of familiarising myself with the open access of policy and practices of ISS was also of great interest, as well as the forming and creation of the institutional repository of ISS. Also of great interest to me as an educator of medical students and hospital staff, was to learn about the training and online courses at the ISS. The most practical knowledge I gained was regarding the peer-review process and manuscript tracking, as well as the editorial process in a science journal from submission to publication, and also the *Uniform Requirements for Manuscripts Submitted to Biomedical Journals*.



One of the five days of my short but rewarding visit was spent in the Food and Agriculture Organization of the United Nations where I was given a chance to join the staff of the David Lubin Memorial Library in listening to a presentation on integrated library management and digital archiving systems and implementation experience of KOHA library management system, and of course also to visit the David Lubin Memorial Library of the FAO.



In addition, I was also able to pay a short visit to the Italian National Library (Biblioteca Nazionale Centrale di Roma) as well as the library premises of the National Science Academy (Accademia Nazionale delle Scienze) at Villa Torlonia.

My week in ISS was extensive. During the week I shadowed more than ten people and in addition had interesting discussions at least with a dozen more. I had informative and enlightening discussions on bioethics, educational policies, information needs of health professionals, library cooperation, open access, publishing and publications, roles of libraries in the future, and web 2.0/library 2.0. I feel that all this has promoted my competence as a professional (medical and health sciences librarian/information

specialist), and can help in developing the library services in my organization. In addition to work shadowing in ISS and several library visits Federica Napolitani and I also had the chance to work for JEAHIL during the week. As members of the Editorial Board we were responsible for the organization and collecting of material for the August 2009 issue of the journal, dedicated to the workshop in Dublin which was due about a month after my visit to Rome.

I suggest international exchange and work shadowing to everyone as a valuable experience which will extend their professional views and knowledge by observing, asking questions and discussing. Sharing knowledge and information with colleagues in other European countries and in different organizations than one's own is important, and promotes education and research in any organization. I recommend work shadowing as one way to advance professional development. I am very thankful to the wonderful staff of ISS for giving me the opportunity to spend the week as their guest; most of all to Federica Napolitani, and to Paola De Castro, Maurella Della Seta, Giovanni De Virgilio, Arnold Knijn, Elisabetta Poltronieri, Anna Maria Rossi, Sandra Salinetti, Franco Toni, and many others, for giving me their valuable time and for sharing their knowledge and enthusiasm for their work. I also thank the University of Kuopio International Office and the Kuopio University Library for the opportunity to extend my knowledge and deepen my professional understanding.

Links:

<http://www.iss.it>

<http://www.fao.org/library/index.htm>

<http://www.bnrcrm.librari.beniculturali.it>

<http://www.accademiaxl.it/home.php>



## The importance of being health literate - notes on the Health and Biosciences Libraries programme, IFLA Milan, August 2009



**Päivi Pekkarinen**

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The IFLA Health and Biosciences Libraries Standing Committee organized a programme *Consumer health – health information literacy, patient empowerment, health promotion* at the World Library and Information Congress: 75<sup>th</sup> IFLA General Conference and Assembly in Milan, 25<sup>th</sup> August, 2009. The theme, addressing the growing needs and requirements of the individual health information consumer in the information saturated society, was inspired by the IFLA presidential theme *Libraries on the Agenda* and by the main theme of the current conference *Libraries create futures*.

The purpose of the programme was to give a variety of views from different parts of the world to interlinked consumer health issues, such as:

- how health librarians can be involved in promoting health information literacy;
- how health librarians can be involved in empowering people about their health.

The Committee accepted eleven papers from the proposals received, with the idea that each speaker would highlight the main issues of his/her paper when giving the talk. Three of the speakers were unable to join the IFLA conference, so we had eight papers for the session. Even if we could have had more time for questions and comments, we had a lively session, attended by some seventy participants.

### **Health librarians and health information literacy**

Health information literacy issues and the role of health librarians were explored by three papers of the session: by two US National Library of Medicine awarded research project reports and by a Cuban national project review.

**Jean P. Shipman**, Director, Spencer S. Eccles Health Sciences Library, University of Utah, Salt Lake City, Utah, USA, and the former President of the Medical Library Association, in her keynote *Teachers of Health Information Literacy – Future roles for librarians*, jointly authored with **Carla J. Funk**, Executive Director, Medical Library Association, USA, discussed the role of hospital libraries and librarians in promoting awareness of the impact of health information literacy among hospital administrators and health care providers and presented the results of the MLA Health Information Literacy Project. She began her talk by reviewing the Medical Library Association's concerted efforts within the past ten years to advance the recognition of hospital-based medical librarians and the vital roles they play within their institutions, as well as to clarify the concepts related to health information literacy.

The Health Information Literacy Task Force was appointed in 2003 to address health information literacy issues and to formulate an appropriate working definition for health information literacy:

*Health Information Literacy is the set of abilities needed to: recognize a health information need; identify likely information sources and use them to retrieve relevant information; assess the quality of the information and its applicability to a specific situation; and analyze, understand, and use the information to make good health decisions.*



The Health Information Literacy Research project, started in 2006 and conducted by the Medical Library Association under a contract of the National Library of Medicine, had as its overall goals

- to increase health care providers' knowledge of health information literacy issues;
- to identify the roles medical librarians can play in addressing these issues;
- to increase health care providers' awareness and use of NLM consumer health information tools, e.g. Medline Plus and Information Rx.

The project consisted of a survey among health care providers and hospital administrators, and of the development, presentation, and evaluation of a health information literacy curriculum for health care providers. The results give evidence that librarians were perceived by hospital-based health care providers and administrators to play a *critical* role in the provision of health information literacy education.

The Health Information Literacy Research Project achieved its main goals of increasing hospital administrators' and health care providers' awareness of health information literacy and its impact on patient care; their awareness of the role medical librarians can play within their institutions to promote the concept and to provide individual support to patients who want to learn more about their health, Jean Shipman concluded with enthusiasm.

**Mary Grace Flaherty**, Syracuse University, Syracuse, USA, for her part, in her paper *Outreach for rural public library staff: an effective means for consumer health information dissemination* highlighted another successful NLM funded research project and looked at the role of public libraries and librarians in disseminating health information and in advancing health literacy among health service consumers and health care providers.

The objectives of the three year project, started in 2004, were:

- to increase access to quality health information for end users, including consumers, physicians, and health care workers;
- to provide training to local hospital staff, health care providers, and end users in effective utilization of the databases and resources provided by the National Library of Medicine;
- to organize document delivery as required to rural health care providers;
- to evaluate the effectiveness of a health information outreach training program for rural library users, consumers, and health care providers.

For this research project, the staff of public libraries in the upstate New York region were trained to use the NLM authoritative Consumer Health website Medline Plus, and also training was given on NLM databases and information seeking tools NLM Gateway, Clinical trials, PubMed.

Within recent years there has been an increase in literature on consumer health: in 2008 the National Library of Medicine added *consumer health information* to the list of Medical Subject Headings 2008 with the following definition of the concept: *Information intended for potential users of medical and healthcare services. There is an emphasis on self-care and preventive approaches as well as information for community-wide dissemination and use.*

The outcome of the project suggests that it is easier to train public library staff to become familiar with health information tools and resources than hospital staff, Mary Grace Flaherty stated and encouraged health librarians to cooperate with public libraries.

For her part, **Ania Torres Pombert**, National Coordinating Centre of Clinical Trials (CENCEC), Cuba, in her talk *Information Literacy for the National Network of Clinical Trials: A Cuban project* gave insights into the value of information literacy competencies training within the nation wide researchers network of clinical trials in Cuba. She reviewed the national information literacy programmes developed for the use of the National Network of Clinical Trials in Cuba during the past ten years. She pointed out that information literacy competencies are essential, not only for students or health services consumers but also for the researchers of the National Center for Clinical Trials to be able to assess *critically* and to evaluate *ethically* the information chain which is the basis of pharmaceutical and biotechnological products in Cuba and in other countries. For the current information literacy training projects, the facilities of a Virtual Health University and web 2.0 technologies will be utilized. To emphasize the importance of information literacy in the context of health libraries, and the role of health information professionals in training and evaluating the programmes, *The Information Literacy Competence Manifest of Research and Health Libraries* was drawn and declared in Havana in April 2008, Ania Torres summed up her presentation.

### **Consumer health information in the UK and Romania**

In their paper *Introducing the concept of consumer health information to Romania*, Octavia-Luciana Porumbeanu, University of Bucharest, Bucharest, Romania, and Bruce Madge, The London Upright MRI Centre, London, UK - they were unable to participate in the session – give results of the first phase of their comparative study of consumer health information in Romania and in the UK. The two countries provide a good example of great contrasts.

In the UK, within the past thirty years, consumer health information has become a major strand in the government health policy and an essential element of the health system. There are free consumer health programmes and resources available in libraries and on the Internet, e.g. NHS Direct and NHS Choices, empowering people in health issues, making them aware of their right to health information and their responsibility of their own health. Whereas in Romania, consumer health information is a new concept in the health system and the existing free Internet services, e.g. Sfatul Medicului or Medline Plus, are not used to the extent they could be for searching health information. Despite important developments, such as *Patients Rights' Law*, *The National Association of Patients Protection*, *National Association for Consumers Protection and Promotion of Programmes and Strategies*, health information consumers in Romania are not aware of their rights, especially their right to information, the authors explain.

The results of the first phase of the research project, consisting of interviews among patients and physicians, prove that for patients in Romania, physicians are the most used and most trusted source for health information; libraries are the least used and the least trusted. This is in contrast to the situation in the UK where librarians are seen as trusted intermediaries and where the Department of Health is piloting its NHS Choices project in public libraries so that all sections of the community can have access to the information provided. Therefore, the authors expect, in Romania health librarians have a challenging task to make health information consumers change their attitudes towards libraries, to make them aware of the health information resources libraries can offer and to make health information consumers involved in and empowered by them.

### **Special health information needs - women's health information**

Women's health information needs were addressed by two papers, one from Malaysia, another from India.

In his presentation *Seeking access to health information: the dilemma of woman community in rural Malaysia* **Ahmad Bakeri Abu Bakar**, Department of Library and Information Science, International Islamic University Malaysia, Kuala Lumpur, Malaysia, discussed women's health information seeking behaviour and women's problems to access health information in developing countries by analyzing the surveys he had conducted among housewives in a rural village of the District of Gombak, in the State of Selangor, Malaysia.



Based on the findings of his surveys he reported: for the housewives of this rural community, the need for health information was met only after the need for information on finance, child education, religion and food; as to sources for health information, they trusted mass media, newspapers and magazines, TV and radio. Because of the lack of the infrastructure, the Internet was used very little. Still it came out that if health information resources were available and accessible over the Internet, they would be used quite frequently, and if training to use them would be provided, they would be used even more frequently. Above all, a village library – in this community a Mosque library – with the Internet facilities would solve the basic health information seeking problems of women, Ahmad Bakeri Abu Bakar, reflected at the end of his talk.

Another paper on women's health information needs on the programme was *Women's health literacy and health promotion: our initiatives in West Bengal, India*, jointly composed by **Ratna Bandyopadhyay, Sarbani Goswami,** and **Sabahat Nausheen**, University of Calcutta, India. To begin with, the authors take a strong stand for health and gender equity and state: even if access to health information is a human right, in India, especially in West Bengal, where social and economic factors tend to decide people's health seeking behaviour, where women live socially and economically in a more disadvantaged position than men, women's health literacy and health promotion is a crucial issue; women's health literacy could bring about a change in women's lives, to make women independent seekers of health related information. However, within the past thirty years, the Government of India has launched several programmes for women's health promotion including health literacy: health science libraries and libraries of centres for women's studies have been founded, e.g. the University of Health Sciences, in West Bengal; training programmes have been organized, research projects have been carried out. The training programmes and research projects have increased not only the awareness of women's health information needs but the amount of information on them. Therefore important proposals have been made: a classification scheme on issues relating to women, *Organizing Women's Information*, would be compiled; a community information base - a library - where health information could be acceptable to the local community in regional languages and in a variety of forms, oral, print, electronic, would be founded for women to satisfy their information needs and use it for their well being, the authors envision.

### **Special health information needs – HIV/AIDS information**

**Uju E. Nwafor – Orizu**, Nnamdi Azikiwe University, Nnewi, Nigeria, in her lively talk *Improving consumer access to HIV/AIDS information through an outreach program in developing countries: the experience of a medical librarian* described a case of a librarian promoting HIV/AIDS information dissemination. Setting the scene, she pointed out that by 2001, sub-Saharan Africa had become the epicentre of the global AIDS catastrophe. At that time in Nigeria the level of awareness and dissemination of vital information to communities was very low. To salvage this situation she as a librarian initiated an HIV/AIDS information dissemination outreach programme. A non-governmental organization Horizontal Volunteers on AIDS (HOVOA) was set up, seminars, training the trainers programmes were organized, mass media were mobilized, HIV/AIDS booklets in the in the regional languages of the Eastern States of Nigeria were distributed. In addition, there was a need for a handy booklet on HIV/AIDS suitable for health services consumer, so *Know About HIV/AIDS* and *Do something About HIV/AIDS* were composed by Uju E. Nwafor to be circulated among parents, teachers, religious leaders, journalists, librarians, health workers, university authorities, artists, community leaders, women leaders/organizations and the government officers.

The project boosted HIV/AIDS awareness in the nation reviewing the experience of the librarian and the accomplishments of the outreach programme - invaluable to the health information consumers in rural Nigeria and in other developing countries, Uju Nwafor, concluded with satisfaction.

### Special health information needs - disaster health information

In her presentation, **Cheng Jin** *China's Sichuan earthquake: role of a medical library in the immediate recovery process - insights and observations* co-authored by her colleagues Zhan Youxiang, Chen Rui, Hao Junqin, He Wei, Luo Rongqing, Medical Library of the Peoples Liberation Army, Beijing, China, gave an example of responding to consumer health information needs in a demanding disaster situation.

She demonstrated how in two days the Medical Library of the Chinese Peoples Liberation Army managed to meet the immediate health information needs in the disaster area of China's Sichuan province in May 2008 and to help to prevent epidemic diseases, by producing and delivering instructional brochures to the victims and the medical staff, by sending two medical librarians to the emergency area of Sichuan and setting up a website.

In her summary Cheng Jin told the audience that the Sichuan disaster situation proved how important it is for disaster relief that health librarians provide not only professional information to the health workers responsible for the rescue operation and for disease prevention and control, but also provide health education information to the victims, volunteers and non-medical rescue personnel.

### Conclusion

At the end of the session we were convinced: the importance of supporting consumers to become health literate keeps health librarians on the agenda – creating futures!

All these papers are available on the IFLA Milan Conference website: <http://www.ifla.org/annual-conference/ifla75/programme2009-en.php>



Photo by Leena Toivonen

### Medical Library Association report for EAHIL



**Bruce Madge**

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As the tan from Hawaii gradually wears off, it is time to start thinking of the next MLA meeting. The call for papers is out for the next annual meeting which will be held between the 21<sup>st</sup> and the 26<sup>th</sup> May 2010 in Washington, DC. For information on posters, papers, and accommodation, the MLA '10 website is at <http://www.mlanet.org/am/am2010/index.html> The deadline for paper submissions is November the 2<sup>nd</sup> 2008. I would encourage you to attend if your budget stretches that far as not only is it a great conference but also a good chance to network with your American colleagues and to discover new ideas. As always much is happening at MLA including: the National Medical Librarians Month (NMLM) in October. Visit the updated NMLM site for poster art, samples, marketing tips, and a customizable bookmark template with this year's poster artwork. The theme for this year's celebration is *Fishing for Quality Health Information? @sk Your Medical Librarian*. Start your planning now and be ready to celebrate in October!

For those interested in the open access debate: the National Institutes of Health (NIH) public access policy ensures that the public has access to published results of NIH-funded research. Awardees are required to provide NIH with evidence of compliance for applicable papers that arise from a principal investigator's NIH-funded research.

As described in a recent Guide Notice, effective August 21, 2009, the NIH Manuscript Submission Reference Number (NIHMSID) may be used to demonstrate compliance on NIH applications, proposals, or reports for up to three months after a paper is published. Three or more months after publication, a PubMed Central reference number (PMCID) must be provided. Only the PMCID signifies that all steps of the NIH public access submission process are complete and that the paper is ready for posting at PubMed Central. This notice also reminds awardee institutions of the actions they can take to ensure compliance with the NIH public access policy. Its release corresponds to an update and simplification of the NIH Public Access website.

For EAHIL members perhaps of more interest, is the fact that the 2011 Cunningham Fellowship Applications are due December 1, 2009. Apply for the 2011 Cunningham Memorial International Fellowship. The fellowship is awarded annually to citizens or permanent residents from countries outside the United States and Canada who have both an undergraduate degree and a master's level library degree and are working or preparing to work in a health sciences library in their home country. An application and fact sheet are located on MLANET or contact Assako N. Holyoke.

As I mentioned on the lists the following award is available now: the **Thomson Reuters/Frank Bradway Rogers Information Advancement Award**, originally called the ISI Information Advancement Award, is

presented annually in recognition of outstanding contributions for the application of technology to the delivery of health science information, to the science of information, or to the facilitation of the delivery of health science information. The award, sponsored by the Thomson Reuters, has been given since 1983. The recipient receives a cash award of \$500 and will be recognized at the 2010 Annual Meeting of the Medical Library Association. For more information on the award and past winners go to: <http://www.mlanet.org/awards/honors/rogers.html>. For a copy of the nomination form, eligibility information and instructions go to: [http://www.mlanet.org/pdf/awards/rogers\\_nom\\_20090714.pdf](http://www.mlanet.org/pdf/awards/rogers_nom_20090714.pdf). All nominations are due by November 1, 2009. Contact Maribeth Slebodnik, Jury Chair, (765.494.2917) or [slebodnik@purdue.edu](mailto:slebodnik@purdue.edu) with any questions.

There is also another one of MLA's highly successful webcasts scheduled: *Cut the Cord: Connecting to our Mobile Users*, to be presented on November 18, 2009, 1:00-3:00 p.m. Individuals and sites can register on or before November 4 to get the early bird discount. Visit MLANET for more information. Finally, MLA headquarters is moving to a new association management system, the web-based platform that houses the member database as well as many of the association's business functions. Members will be able to do more online work with their member records, and headquarters staff will be able to carry out behind-the-scenes functions more quickly. Visit the Connections blog to find out more about what improvements the new system will make possible and what you can expect later this year. Further updates will be provided regularly on the blog.

There is always a lot happening at MLA and you can catch up with it on MLANET or in person in May 2010 in Washington DC.

### **EAHIL Conference Scholarships 2010**

#### **Deadline 1st of February 2010**

The EAHIL Executive Board is pleased to announce the availability of 6 Scholarships to be awarded to worthy individuals to attend the 12th European Conference of Medical and Health Libraries in Estoril, Lisbon, Portugal 14-18 June 2010. The scholarships will be 500 euros maximum. The number of EAHIL Scholarships has been extended from 4 to 6 by the generous support of EBSCO.

Applicants must apply (before Feb 1st, 2010) to:

**EAHIL President: Suzanne Bakker**

Central Cancer Library  
The Netherlands Cancer Institute  
P.O. Box 90203  
NL-1006 BE AMSTERDAM  
NETHERLANDS  
+31 20 512 2597  
+31 20 512 2599  
E-mail: [s.bakker@nki.nl](mailto:s.bakker@nki.nl)

Please note applications will be judged on merit. Be sure to include a supporting statement giving the reasons (1) **why you think you deserve this** Scholarship and (2) **how it would benefit you and your institution** to attend the Workshop and please (3) **include a short curriculum vitae**. The applications will be considered in confidence.

Confirmations of receipt of the application will be sent early February. The EAHIL Board will take a decision in its meeting in February. Applicants will be notified about the results not later than March 1st 2010.

## Publications and new products

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**Giovanna F. Miranda**

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Dear Colleagues,

Large amounts of data and publications are changing the way in which scientists and publishers are accumulating knowledge. A report released by the US National Academy of Sciences examines the consequences of the changes affecting research data with respect to three issues: integrity, accessibility, and stewardship and makes 11 recommendations around these three principles. (<http://books.nap.edu/catalog/12615.html>).

Nowadays, scientists are reading more papers at a faster pace suggesting that as work with literature has moved online, scientists are scanning more and reading less. These changes in journal use are far greater in STM disciplines than averages over all disciplines. Taking advantage of ontologies, reading practices will become even more rapid transforming the ways in which scientists engage the literature and shaping the evolution of scientific publishing (A. H. Renear, C. L. Palmer. *Science* 2009, 325, 828).

**Giovanna F. Miranda**

### Journal issues

Since the Journal of August 2009, the following journal issue of *Health Information and Libraries Journal* has been received:

#### Volume 26 Issue 3

**MJ Grant. Health information and libraries journal and the HLG newsletter: past, present and future.** Editorial. p. 169-170

**I Fourie. Learning from research on the information behaviour of healthcare professionals: a review of the literature 2004–2008 with a focus on emotion.** p.171-186.

This review of reported studies (2004–2008) on the information behaviour of healthcare professionals, intends to offer guidelines on information services and information literacy training, to note gaps in research and to raise research interest.

**KA McKibbon, NL Wilczynski, RB Haynes. Retrieving randomized controlled trials from Medline: a comparison of 38 published search filters.** p.187-202.

The aim of this study was to provide comparative data on the operating characteristics of search filters designed to retrieve RCTs from MEDLINE.



## Publications and new products

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**NL Wilczynski, R B Haynes. Consistency and accuracy of indexing systematic review articles and meta-analyses in Medline.** p. 203-210.

The objective of the paper was to determine the quality of indexing systematic reviews and meta-analyses in MEDLINE.

**G Bak, M Mierzwinski-Urban, H Fitzsimmons, A Morrison, M Maden-Jenkins. A pragmatic critical appraisal instrument for search filters: introducing the CADTH CAI.** p.211-219.

The objective of this study was to identify or develop a critical appraisal instrument (CAI) to aid in the selection of search filters for use in systematic review searching.

**P Stokes, A Foster, C Urquhart. Beyond relevance and recall: testing new user-centred measures of database performance.** p. 220-231.

This research ascertained which of four bibliographic databases (BNI, CINAHL, MEDLINE and EMBASE) could be considered most useful to nursing and midwifery students searching for information for an undergraduate dissertation.

**P Barrett. An online nursing leadership literature centre at the University of Manitoba Health Sciences Libraries.** p. 232-239.

The paper describes a service innovation created by the librarians of the University of Manitoba Health Sciences Libraries (UMHSL) for a nursing community to support a leadership programme launched by the Nursing Leadership Council (NLC) of the Winnipeg Regional Health Authority.

**HTS Benamer, A Bredan, O Bakoush. A negative trend of biomedical research in Libya: a bibliometric study.** p. 240-245.

The aim of this study was to analyse all the original biomedical publications affiliated with Libya from 1973 to 2007.

### Books review

**Ensuring the integrity, accessibility, and stewardship of research data in the digital age.** Committee on Ensuring the Utility and Integrity of Research Data in a Digital Age; National Academy of Sciences. The National Academy Press, Washington, USA; 2009; ISBN: 978-0-309-13684-6. \$ 43.50 PrePub + PDF; \$26.95 paperback. This report examines the consequences of the changes affecting research data with respect to three issues: integrity, accessibility, and stewardship. The authoring committee has developed a fundamental principle that applies in all fields of research regardless of the pace or nature of technological change.

<http://books.nap.edu/catalog/12615.html>

**Reference and information services in the 21<sup>st</sup> century 2<sup>nd</sup> edn.** An introduction

Eds. K. A. Cassell and U. Hiremath. The Facet Publishing London (UK); 2009; ISBN: 978-1-85604-688-6. £44.95 (price to CILIP members £35.96). This book gives an overview of the nature of reference work (from both 'front of house' and 'behind the scenes' perspectives). It also acts as a useful reference resource in itself, giving descriptions for a range of information services.'

**Libraries and information services in the UK and ROI 2009-2010. 36<sup>th</sup> ed.** The Facet Publishing London (UK); 2009; ISBN: 978-1-85604-679-4. £49.95 (price to CILIP members £39.96). This annually updated directory lists over 2,200 libraries in the United Kingdom, the Channel Islands, the Isle of Man and the Republic of Ireland, with contact names, addresses, telephone and fax numbers, e-mail addresses, and URLs where appropriate.

### Papers review

**Strategic reading, ontologies, and the future of scientific publishing.**

AH Renear, CL Palmer. Science 2009; 325:828.

**Comparisons of citations in Web of Science, Scopus and Google Scholar for articles published in general medical journals.**

AV Kulkarni et al. JAMA 2009;302 :1092.

**Journals cherish IF status symbol.**

A Venkatraman. Information World Review. 2009;258:7.

**New journals and book series**

**Nature Communications.** Nature Publishing Group in April 2010 will introduce Nature Communications, an online-only peer-reviewed journal offering rapid publication for high-quality research across the biological, chemical and physical sciences. The journal will have a mixed business model and authors will be offered a choice of access models for their research papers – either traditional subscription access or open access through payment of an article processing charge (APC).

[http://www.nature.com/press\\_releases/npgletter.html](http://www.nature.com/press_releases/npgletter.html)

**Informit Health Collection.** The Burgundy Information Services announces the launch of RMIT Publishing's new Informit Health Collection. The collection will be available to libraries and institutions on annual subscription from January 2010. The Informit Health Collection provides access to evidence-based research and case studies of practical support to practitioners and students in therapeutic, diagnostic and preventative health roles. Subjects covered include alternative medicine, biotechnology, children's health, continence and urology, counselling, epidemiology, geriatric health, indigenous health, nursing, rehabilitation and rural health. This new full text online resource delivers instant, cover-to-cover access to core allied health content from Australia, New Zealand, South East Asia and the Pacific region. Trials will commence on October 1 2009.

For further information: [paul@burgundyservices.com](mailto:paul@burgundyservices.com)

**News**

**The BioMedical & Life Sciences Division (DBIO) of the Special Libraries Associations (SLA)** convened an international panel of 9 eminent subject experts to compile a ballot for an electronic poll of its membership, as to which were the 100 most influential journals of biology and medicine over the 100 years of the SLA's existence.

Nature was named the most influential journal of the last 100 years by DBIO of the SLA. Other five journals published by Nature Publishing Group featured in the top 100 journals: The EMBO Journal, Nature, Nature Biotechnology, Nature Genetics and Nature Structural & Molecular Biology.

<http://units.sla.org/division/dbio/publications/resources/dbio100.html>

[http://www.nature.com/press\\_releases/npgletter.html](http://www.nature.com/press_releases/npgletter.html)

**Information sources... web based**

**Rapid Research Notes (RRN).** The National Center for Biotechnology Information (NCBI), a division of the National Library of Medicine (NLM) at NIH developed an archival service to support research shared through new venues for rapid communication enabled by the internet. The archive RRN, introduced in August 2009, allows users to access and cite research that is provided through participating publisher programs designed for immediate communication to quickly share research information about critical and emergent public health threat. Influenza information is the first collection being archived in RRN. NCBI expects the RRN archive to expand over time to include additional collections in other biomedical fields and other critical topics.

<http://www.ncbi.nlm.nih.gov/rnn/>

**Healthtalkonline.** This database has been created by DIPEX charity. The information on Healthtalkonline is based on qualitative research into patient experiences, led by experts at the University of Oxford. These personal stories of health and illness (40 different illnesses and health conditions) will enable patients, families and healthcare professionals to benefit from the experiences of others.

<http://www.healthtalkonline.org/>

## Publications and new products

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**Presseurop.eu.** Online since May 25th, 2009 Presseurop, is Europe's first multilingual general news portal containing press articles on EU affairs; news: politics, economy, society, world, environment, sciences, culture, ideas etc. PRESSEUROPE offers, in 10 languages (German, English, Spanish, French, Italian, Dutch, Polish, Portuguese, Romanian and Czech), and, progressively, in all of the 23 EU official languages, a selection of articles published on the same day or the day before (monitoring of 250 titles everyday, including Le Monde, Le Figaro, Financial Times, The Economist, Washington Post, Corriere della Sera, FAZ, etc.). These articles are complemented with analyses, comments and illustrations. Launched at the behest of the European Commission, **Presseurop**, benefits from complete editorial freedom and is managed by four press companies One site, ten languages.  
<http://www.presseurop.eu/>.

### News from editors

**SpringerImages.** Springer announces the launch of **SpringerImages** a searchable online database. This collection now includes over 1.5 million scientific images, photos, tables, charts and graphs spanning all scientific subjects, technical and medical fields, including high-quality clinical images from images.MD. The collection is continually updated and the SpringerImages interface enables users to search through captions, keywords, context and more, even jumping from the image to the source article. Users can create personalized image “sets,” and can easily export images for use in their own presentations or lectures.  
<http://www.springerimages.com/>

**Elsevier** announces the ‘**Article of the Future**’ project, an ongoing collaboration with the scientific community to redefine how a scientific article is presented online. The project takes full advantage of online capabilities, allowing readers individualized entry points and routes through content, while exploiting the latest advances in visualization techniques.

**Cell Press and Elsevier** have developed a prototype for two articles from Cell to demonstrate initial concepts and get feedback from the scientific community. The key feature of the prototypes is a hierarchical presentation of text and figures so that readers can elect to drill down through the layers based on their current task in the scientific workflow and their level of expertise and interest. A second key feature of the prototypes is bulleted article highlights and a graphical abstract. This allows readers to quickly gain an understanding of the paper’s main ‘take home’ message and serves as a navigation mechanism to directly access specific sub-sections of the results and figures. The graphical abstract is intended to encourage browsing, promote interdisciplinary scholarship and help readers identify more quickly which papers are most relevant to their research interests.

[http://www.elsevier.com/wps/find/authored\\_newsitem.cws\\_home/companynews05\\_01279](http://www.elsevier.com/wps/find/authored_newsitem.cws_home/companynews05_01279)

<http://beta.cell.com/index.php/2009/07/article-of-the-future/#more-3>

**Reprint Compass Global Inc.** and **SIMID** have signed a strategic global partnership agreement which combine the best of class technologies for worlds of **electronic document delivery, reprint purchasing**, efficiency, and cost containment strategies in the medical and scientific information field.

<http://www.simid.com/writable/files/pressrelease/PR15092009.pdf>

## Forthcoming events

**20-22 October 2009, Hanover, Germany**

**ILDS2009**

**11<sup>th</sup> Interlending and Document Supply Conference**

For further information: <http://www.ilds2009.de/>

**29-30 October 2009, The Hague, Nederland**

**Classification at a crossroads. Multiple directions to usability**

**International UDC Seminar 2009**

<http://www.udcc.org/seminar2009/index.htm>

**4-6 November 2009, Zagreb, Croatia**

**INFuture2009: "Digital Resources and Knowledge**

**2<sup>nd</sup> International Conference The Future of Information Sciences**

For further information: <http://infoz.ffzg.hr/INFuture>

**9 November 2009, Frankfurt, Germany**

**Pharma-Bio-Med**

For further information: <http://www.pharma-bio-med.com/programme.html>

**1-3 December 2009, London, UK**

**Online Information** - For further information: <http://www.online-information.co.uk>

**Please note that EAHIL is an event partner therefore every EAHIL member will receive a discount on the registration fee. Remember to mark EAHIL when booking.**

[http://www.online-information.co.uk/cgi-events/conf\\_reg\\_user.pl?exhibition\\_id=1059&survey\\_id=1&js=Y](http://www.online-information.co.uk/cgi-events/conf_reg_user.pl?exhibition_id=1059&survey_id=1&js=Y)

**25-27 January 2010, Parma Italy**

**BOBCATSSS 2010**

**Bridging the digital divide: libraries providing access for all?**

For further information: <http://bobcatsss2010.unipr.it/>

**23-26 February 2010, New Delhi, India**

**ICDL International Conference on Digital Libraries**

For further information: <http://www.teriin.org/events/icdl>

**28 March 2010, Milton Keynes, UK**

**ECIR 2010**

**32<sup>nd</sup> European Conference on Information Retrieval**

For further information: <http://kmi.open.ac.uk/events/ecir2010/>

**26-28 April 2010, Trondheim, Norway**

**emtacl10**

**Emerging Technologies in Academic Libraries International**

For further information: <http://www.ntnu.no/ub/emtacl/>

**27-29 May 2010, Leiden, The Netherlands**

**ECSP 2010**

**The 3<sup>rd</sup> European Conference on Scientific Publishing in Biomedicine and Medicine**

For further information: <http://www.lumc.nl/con/2009/>

**19-20 July 2010, Manchester, UK**

*Keeping information centre stage amongst changing scenery*

**HLG Conference 2010**

For further information:

<http://www.cilip.org.uk/specialinterestgroups/bysubject/health/events/conference/HLG+Conference+2010.htm>



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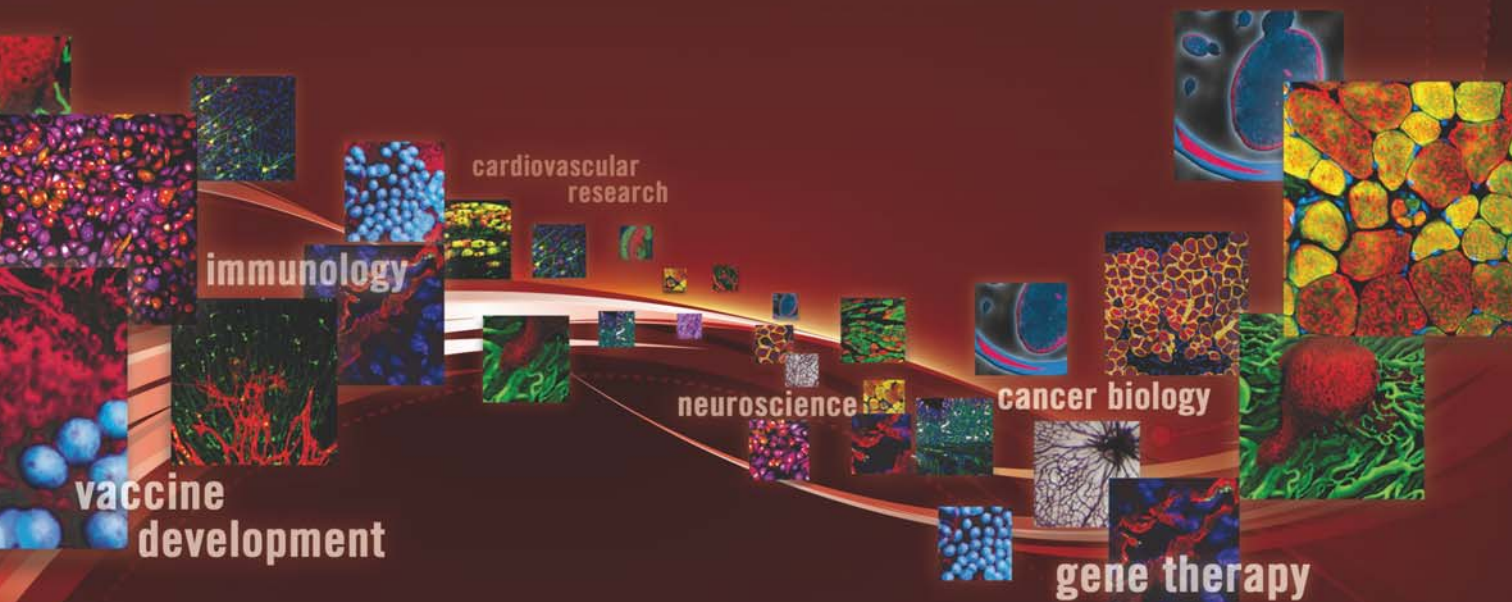
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