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# Journal of the European Association for Health Information and Libraries

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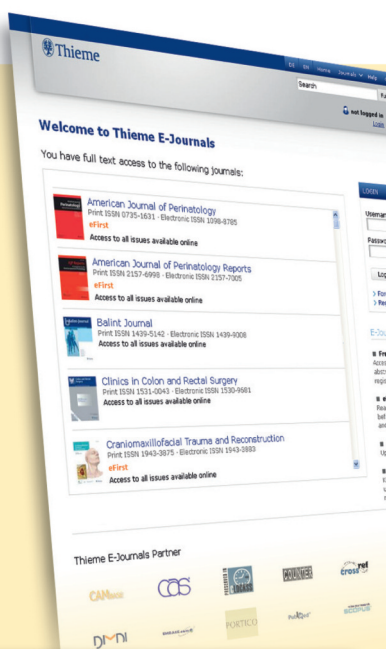
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## The new JEAHIL website: remembering the past, imagining the future

**Federica Napolitani**

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Memories are the bricks on which we base our present and build our future. When we look back on times, we are forced to move away from the present; this allows us to distance ourselves from it and see it more clearly and with unbiased eyes. This is why, from time to time, it is necessary to let ourselves go and look behind us.

Now, you might be wondering why I am talking about memories in the opening of this Editorial. It is mainly for two good reasons.

The first is that this issue is another small brick laid down in the building of EAHIL's history. As for all the issues of *JEAHIL* published in September, it is meant to collect and preserve the many Memories from the most recent EAHIL event. In this case, the 16th EAHIL Conference, which took place in Cardiff, Wales, UK on 9th-13th July 2018. The Cardiff Conference was a great success, and was "Inspiring, Involving and Informing" for all participants, as you will see in the following pages, in the Report by Sue Thomas and in the memories from the scholarship recipients.

The second reason, I am glad to inform you, is that if you wish to go back in time in EAHIL history, and discover the first years of life of the Association and how it developed from 1987 to the present time, you can now easily do it. Just connect to the brand new *JEAHIL* website

Yes, we finally made it! As Editor in Chief of the Journal, I had the pleasure of officially launching the new *JEAHIL* website at the General Assembly in Cardiff, last July (see also *JEAHIL* News July 2018). It took a little more time and effort than expected, but with the help and dedication of many colleagues from both the Executive and the Editorial Boards, we managed to pull through and finally take this big step forwards. Let me just name a few of them: Suzanne Bakker, Marshall Dozier, Fiona Brown and their colleagues from Edinburgh (Roza Dimitrellou to name one), Tuulevi Ovaska and many others. Thank you all!

The Journal website is now based on the platform called Open Journal System (OJS) which is used by many scholarly journals worldwide in accordance with the principles of open access. OJS for *JEAHIL* is hosted by the University of Edinburgh. At the beginning of 2018, I had informed you about the termination of the printed copies and the frenetic work that was going on for OJS (see the March issue editorial). Most of the work has now been done and the new website is available for you to explore. PDFs of single papers are available for our most recent issues, and all past issues from 2005 to present have been uploaded with their respective covers. Furthermore, Google Analytics statistics are available, sponsors may now advertise on the Journal's homepage, and the agreement with CrossRef has been signed so feature articles are going to have a DOI. Authors will also soon be able to submit their papers online.

In the new website you will also find the old EAHIL Newsletter. The *Newsletter* issues, patiently digitized by Suzanne Bakker, are there for you to discover and enjoy, the collection from 1987 to 2003 is complete but a few issues still to be put online. OJS is therefore serving as a repository for both the *Newsletter* and the Journal. I am sure that those of you who've been in EAHIL for many years will enjoy opening these *Newsletter* pdfs and be reminded of faces, places, events and activities; and that younger EAHIL members will surely be interested in discovering more about the birth and the first years of the Association's path. The first number of the *Newsletter* was published in 1987, the same year of the foundation of EAHIL, after the First European

Conference of Medical Libraries held in Brussels in 1986.

Issue n 67 of the *Newsletter* published in 2004 is of particular importance for me as this is the first issue in which I published a paper on Peer review in biomedical publishing. That was my very first step in the publication and it started a strict and friendly collaboration with Sally Wood-Lamont, who's been the Editor in Chief for many years. I joined the Board as a member in 2005, when the *Newsletter* became a *Journal* with a different cover and structure, then became Assistant Editor in 2007 and, when Sally retired in 2015 took over as Editor in Chief.

In retrieving those issues online, I was overcome with a little moment of happiness as I fondly recalled many memories accumulated over this past decade.

I hope it will be the same for you.

Now let's leave the past and get back to current events. In the "News from EAHIL" section, be sure not to miss the Letter from our President and the Call for nomination for EAHIL Council. You will find the list of Council vacancies as well as a nomination form to complete and submit before the 12 of October.

Also, I am grateful to Lotta Haglund for starting, in this issue, the section titled "Council Members Corner" with a report on the Council Meeting she chaired in Cardiff in July. To all other Council Members, I say: we would love to hear from you!

At Cardiff, the Editorial Board held its annual meeting where a dense agenda was discussed and many ideas were put in focus for the *Journal*. New theme issues were approved and I am very grateful to Maria-Inti Metzendorf, Information Scientist at the Heinrich-Heine-University Düsseldorf, Germany, for accepting to guest edit an issue on "Embracing failure" (see table below). This is such an important and authentic theme as, contrary to what many think, I believe that failures are the key to success.

Before I conclude this Editorial, I cannot but thank each member of the Editorial Board for the wonderful job done during the whole year and in Cardiff. I would like to name them all here: Petra Wallgren Björk, Gerhard Bissels, Fiona Brown, Katri Larmo, Letizia Sampaolo, Michelle Wake.

Please find a list of the next issues of *JEAHIL* and their content in the table below.

<b><i>JEAHIL future issues</i></b>		
<b>Issue</b>	<b>Theme</b>	<b>Deadline</b>
2018		
4	Re-imaging libraries: partnership with businesses large and small (edited by Michelle Wake)	5 November
2019		
1	No-theme issue	5 February
2	Embracing failures	5 May
3	Memories from Basel EAHIL Workshop	5 August

*May the Autumn colours bring you warmth and joy!*

*Federica*

## Personalized user training with card sorting in corporate environment: “Make sure you have the right information that you need in your work”

Seija Bergman (a) and Anna Kahilainen (b)

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### Abstract

*Introducing best available information sources and services to specialists starting in a new position is one of the tasks of Information Services in Orion Corporation. We developed a deck of cards to help us in finding out training attendants' information needs and to personalize the training. In this paper we describe the process of creating the cards and how they are used in our training. We also share results of an attendant survey and address other outcomes of the project.*

**Key words:** information services; teaching methods; user training; card sorting technique; corporate libraries.

### Introduction

Introducing available information sources and services to specialists starting in a new position is one of the tasks of Information Services in Orion Corporation. To make this user training more efficient we needed to have more interaction with the attendants and to know more of their individual information needs. We developed a tool to personalize the training: a deck of cards containing basic information needs and the main sources that best address them. In a training session the attendant chooses cards relevant to her/him and those are the topics of discussion.

### Creating our deck of cards

Orion's personnel of 3200 represent highly special information needs in e.g. chemistry, medicine and pharmacy. Information Services is set out to match these needs with a variety of information sources (databases and publications) and services. As most of Information Services' offerings are actually self-services, efficient training for their use is needed.

Information Services has been struggling with keeping introductory trainings to information sources and

services short, focused and relevant to the attendants. We used to present just basic self-services, most used databases and on-request services, but even this condensed model didn't work well in group trainings. In our opinion the main issue was the lack of relevancy. The attendants lost interest quickly if the presented source was not relevant to them. In one-to-one trainings, where the trainer was able to interview the attendant in parallel, finding out and acting on personal information needs was easier. However, we found this time consuming and not structured enough.

Beth St. Jean's article on investigating the changing information needs among diabetics at different stages of their patient journey (1) gave us an idea to apply card sorting to user training. Card sorting is a technique to explore how people group items. A person is given a deck of cards and asked to sort or group the cards according to given instructions (2). The technique is typically used in designing web sites and in information behavior research, but according to literature it has been tested even in end-of-life treatment decisions in a hospital setting (3).

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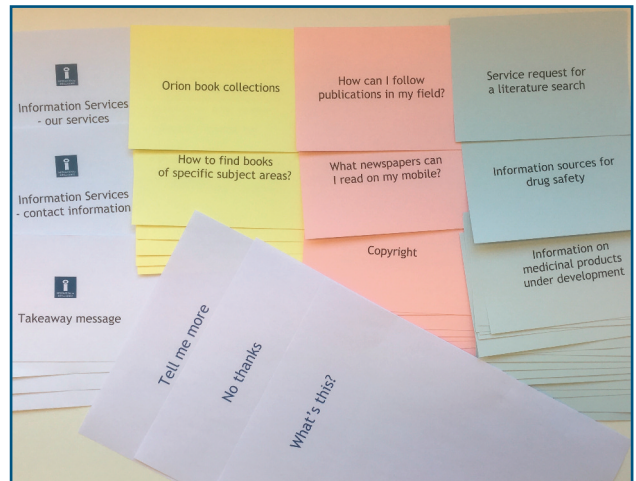
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Our idea to be tested was to make cards with an information need on the top of each card, and the answer, the main sources that best address that particular need on the back. In a training the attendant would choose the most relevant cards (= information needs) for the topics of discussion. This way the attendant would actually personalize the training for her or himself. We also wanted to know if the cards would act as marketing material. Would a person get a full enough picture of all our service offerings when going through the cards?

To create a list of basic information needs for the cards we categorized our users known information needs and our own services and information sources. We started the work with mind mapping. With tight prioritization, helped with our experience in the company with knowledge of the most frequently asked questions and basic librarian skills in indexing, we came up with a preliminary list of topics for the cards. This list of information needs with the best matching sources was then discussed with the rest of the team, our three information specialist colleagues. It was an iterative process; some topics and sources needed to be discussed several times before we were happy and the result, the cards were clear enough. Along the way we decided to address the issues as our clients would, to try to use terms they would use and state some real questions on the cards. Also, we decided that it's ok to have some overlapping topics on the cards.

We resulted with a deck of 41 cards. The deck was created both in Finnish and in English. There are a few cards on our unit, e.g. who we are, our main services and how to reach us. Then we have cards on journals, books and databases (*Figure 1*).

Book and journal cards address the most frequently asked questions on publications, e.g. "How can I follow-up published information automatically and in real-time?", "I need a specific article – how should I proceed?" and "What newspapers can I read on my mobile?". Subject specific topics are presented on database cards, which is the largest group with 18 cards in it. Here are some examples of the those cards: "Information on medicinal products on the



**Fig. 1.** Card examples and sorting categories.

market", "Research outcomes – what has been published on a certain topic", "How to follow-up news?", "Drug information and guidance provided by the authorities", "Medical reference books", "Biomedical databases and portals" and "Information sources for animal sciences".

The three categories the attendant of a training sorts the cards into are predecided by us. The categories are: "Tell me more", "No thanks" and "What's this?". The "What's this?" category is for any unclear cards that the attendant might need to think over. We also have color coding on the cards. It helps us in the training, as it allows an information specialist to quickly pick up all database cards sorted into the "Tell me more" pile and lead the discussion on them. An information coordinator collects Books and Journals cards with a different color and takes a lead with those in turn.

### The new training in practice

The name of our new training is Information Services for Your Work. It is a personal, face-to-face consultation session lasting from 60 to 90 minutes and it's available either in Finnish or in English. Attendants are most often specialists starting in a new position. There are both an information specialist and an information coordinator present in each training. Prior to the training we ask the attendants to shortly describe their work and to state any special information needs or use related

questions they might already have in mind. This helps us to prepare for the training and think of relevant search terms for online demonstrations. The training session starts with short introductions and by showing Information Services' home page on intranet and our Yammer discussion group. After answering the questions stated beforehand we give the attendant a deck of cards to sort. She or he sorts the cards in three categories according to her/his own information needs (*Figure 2*).



**Fig. 2.** *Sorting the cards.*

Sorting takes usually about 5 minutes. Discussing the topics the attendant want's to hear more of, and demonstrating the sources online takes the majority of the training session. We also agree on a follow-up plan, which can include providing user names for databases, setting up search alerts together and other similar task that will be handled after the training.

“Make sure you have the right information that you need in your work” is the takeaway message of our training. We want our users to be familiar with up-to-date information sources and publications best suited for their work, and that they are able to use them with confidence. The ultimate goal is that they have the right information needed for their work. The responsibility lies with the users and Information Services' role is to support them.

Our experiences of the new training are extremely positive. The most important thing is that now the attendants get to choose the topics of their training. Lacking relevancy is not an issue any more, we really have their full attention, as the focus of a training is based on the attendant's actual needs and we all work together to find the best solutions. For us trainers the new style of training has given in-depth and inspiring discussions with the specialists. It has broadened our understanding of information uses and needs within the company.

Card sorting has proven to be a quick way to drill down to personal information needs. Feedback from the attendants is that sorting is easy and even fun. It's not considered too childish, which was something we were a bit nervous of in the beginning. The deck of cards act well as marketing material, too. Even if a topic is not relevant for the attendant at the time of the training, it might be checked afterwards (the attendants are welcome to take the deck with them, or they can visit our web site for the same information). To our surprise we have also been asked a deck without a training session, which tells us that a) people tell their colleagues about the training, b) the cards are seen as an useful reference tool for curated information sources, and c) that not all orionnees are yet familiar with our intranet site.

This new type of giving user training as personal consultation sessions requires more resources from our unit compared to the former group trainings, which were arranged twice a year. Luckily this is not currently an issue for us as the training is considered a vital part of orienting new specialists in the company.

The sorting results of attendants are recorded. This gives us an opportunity to evaluate the usefulness of each card and develop the deck further. If a card is not chosen much, we can either improve the wording of it, or discard it and include another topic instead. So far, based on the first 19 sessions organized in 2017 and in early 2018, the most frequently chosen cards appear to state basic questions about publications. (*Table 1*).



## Award for the best oral presentation

The seldom chosen cards on the other hand represent sources that are not much needed by the research and development personnel, which is the largest attendant group (Table 2).

We also survey the opinions of the attendants after the training. A questionnaire is sent out a month

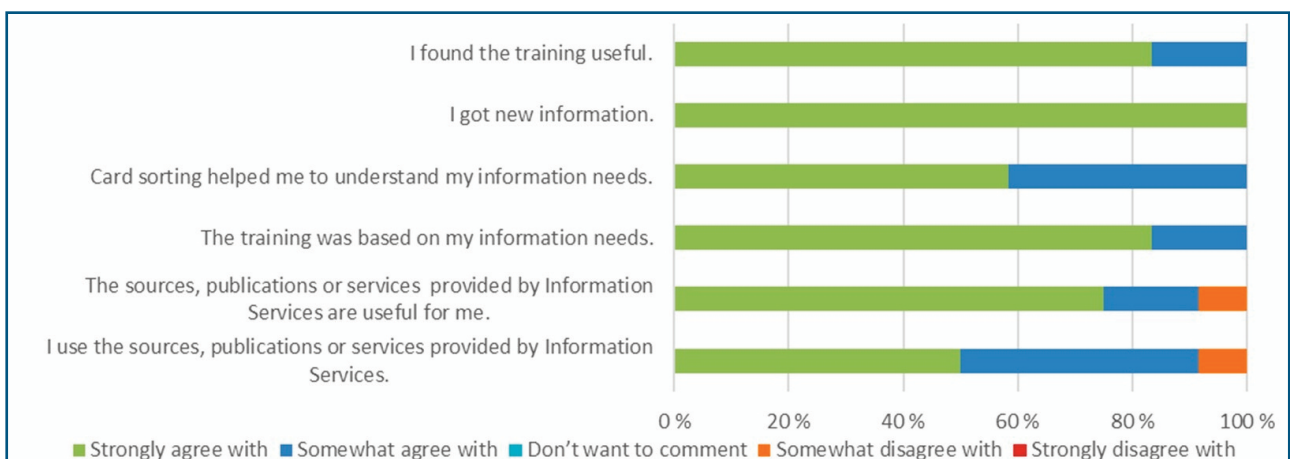
after the training. 12 out of 19 attendants have responded. They all got new information, found the training useful, felt that the training was based on their information needs and found card sorting helpful. All but one think that the sources, services and publications provided by Information Services are useful and have started using them (Table 3).

Most popular cards	Attendants
How can I follow-up published information automatically and in real-time?	72 %
How to find books of specific subject areas?	72 %
I need a specific article - how should I proceed?	72 %
What journal subscriptions does Orion have?	72 %
What types of publications are there in Orion collections?	72 %
How to conduct a literature search?	67 %

**Table 1.** Most popular cards.

Least popular cards	Attendants
Legal and financial information sources	6 %
My own question(s)	6 %
Information Services - contact information	17 %
Information sources for medicinal chemistry	17 %
Information sources for quality assurance	17 %
How to conduct a literature search?	67 %

**Table 2.** Least popular cards.



**Table 3.** Results of attendant survey (N = 12).

## Conclusion

The project of creating a better model for introductory user training in our corporate information services setting can be considered successful. The developed tool, a deck of cards containing information needs, sources and services, and the use of it, sorting during a personal training session and using sorting result as a basis of the conversation, have proven applicable and useful. Users get personalized training or consultation for their individual information needs, and giving training now feels easy, well structured and inspiring. A pleasant side-effect of the new training is better interaction with our customers. There's a great value in meeting face-to-face with the customers, specially with newcomers in the company. Once we met in person it's easier to continue via email and Skype.

We have been able to utilize the categorized information needs and the corresponding answers, the sources that best address them, in another way, too. Our redesigned intranet site is now based on the recommended sources by topic-theme. Future developments might include digitalizing the cards. It would allow us to enhance the training of clients

working outside Finland. Or maybe we could produce a course on an e-learning platform, combining card sorting, our website and practicing online with actual databases. That would be exciting!

*Submitted on invitation.*

*Accepted on 5 September 2018*

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# Identifying the potential for a comprehensive literature review service at the Institute of Oncology Ljubljana

David Ožura

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## Abstract

*The number of systematic reviews and other types of reviews published worldwide to assist in clinical decision making is increasing rapidly. A large number of these studies point to the need for expert searching as an opportunity for librarians to develop a literature review search service as a key medical library service. The aims of the study are to analyse the review practices at the Institute of Oncology Ljubljana (systematic) and to identify the potential for establishing a comprehensive literature review support service. A quantitative analysis of the Institute's 101 systematic reviews and 534 other review articles from 4 databases shows an increasing number of published articles from 2000 onwards. An analysis of 45 surveys identifies a high need for and expectation from librarians' participation in the review process and in the research/clinical team.*

**Key words:** evidence-based medicine/methods; review literature as topic; library services; professional role; authorship/standards.

## Introduction

This paper is based on an award-winning poster presented at the EAHIL Conference in Cardiff, UK, 9-13 July 2018.

The research is a further development and practical implementation of previous study findings on the current level of library services' embeddedness in biomedical libraries in Slovenia (also presented as the poster *Embedded health librarianship in Slovenia: current practice and challenges* at the ICM + EAHIL Workshop in Dublin, Ireland, 12-16 June 2017). Previous study among Slovene biomedical libraries has brought a clearer view on the advantages, barriers, and unutilized potentials in developing embedded library services. It identified the participation of a librarian in literature searching and their presence as a co-author or team member in conducting and publishing systematic reviews (SR) as highly needed among Slovenian researchers and healthcare professionals. However, in most libraries, the literature search service is offered upon user's request only. The actual level of librarians'

participation in conducting and publishing reviews is low (1).

Recently published papers show that the participation of a librarian in a review process is a step to ensure that search strategies are comprehensive, sensitive, and reproducible. Librarian-mediated searches are better than medical staff searches in the range of databases and other sources of information searched, in the methodical approach, in the reliability of results, and in cost-effectiveness (2-5).

## Aims

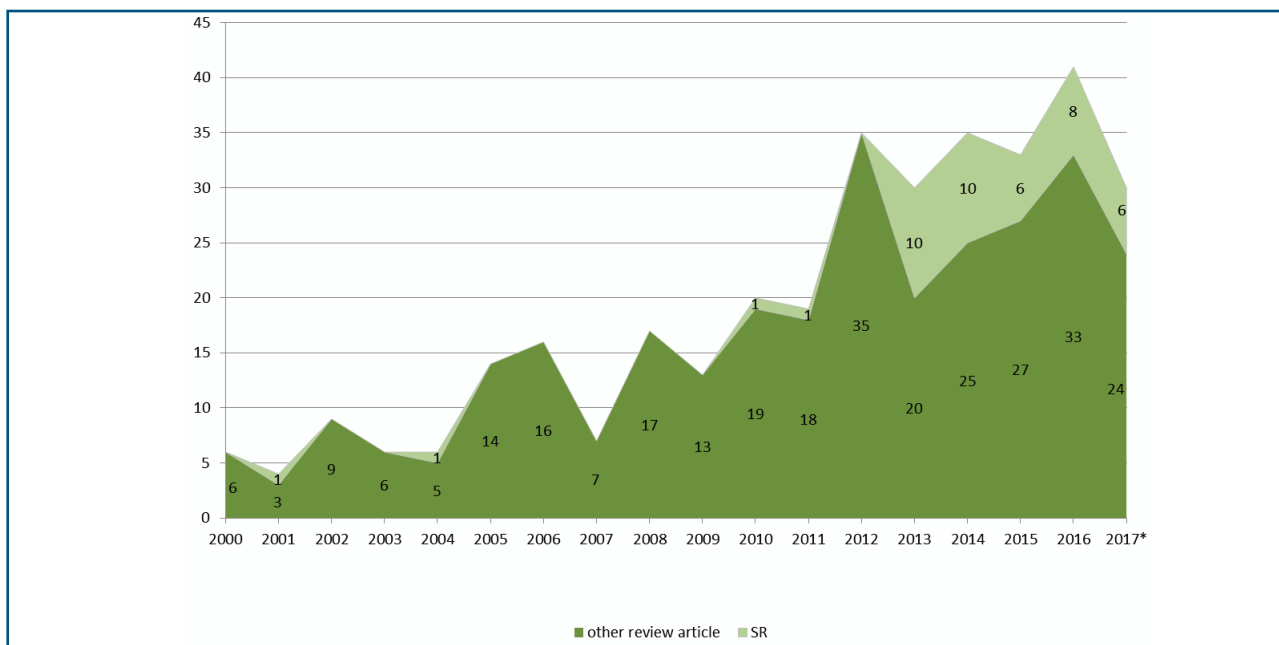
The aims of the study are to analyse the (systematic) review practices at the Institute of Oncology Ljubljana, and to identify the potential for establishing a comprehensive literature review support service.

## Methods

In October 2017, a literature search was carried out for the Institute's published SRs and other review articles across 4 bibliographic databases (Web of

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**Fig. 1.** Number of SRs and other review articles published between 2000 and 2017.

\*A literature search was carried out in October 2017.

Science, Scopus, Medline, and the Slovenian COBISS.si) from 2000 onwards (Fig. 1). 101 SRs and 534 other review articles were identified. After de-duplication and screening, 46 SRs and 304 other reviews were selected. We conducted a quantitative analysis of the Institute's publishing practices and trends as related to the reviews (6).

An online survey was sent to researchers and other healthcare professionals of the Institute. Of the 75 responses received, 45 were fully completed and analysed. The survey included questions about information-seeking and review publishing behaviour and about the needs for a librarian's involvement in the review process (consultation on formulating review questions, identifying relevant databases and other sources of information, developing search strategies, use of reference management tools, developing methodology protocol, co-authorship, etc.).

## Results

The results of the quantitative analysis of the review publishing practices were:

- all 46 SRs published in English, of which 15% published in one Slovenian journal;
- majority of SRs are published in co-authorship

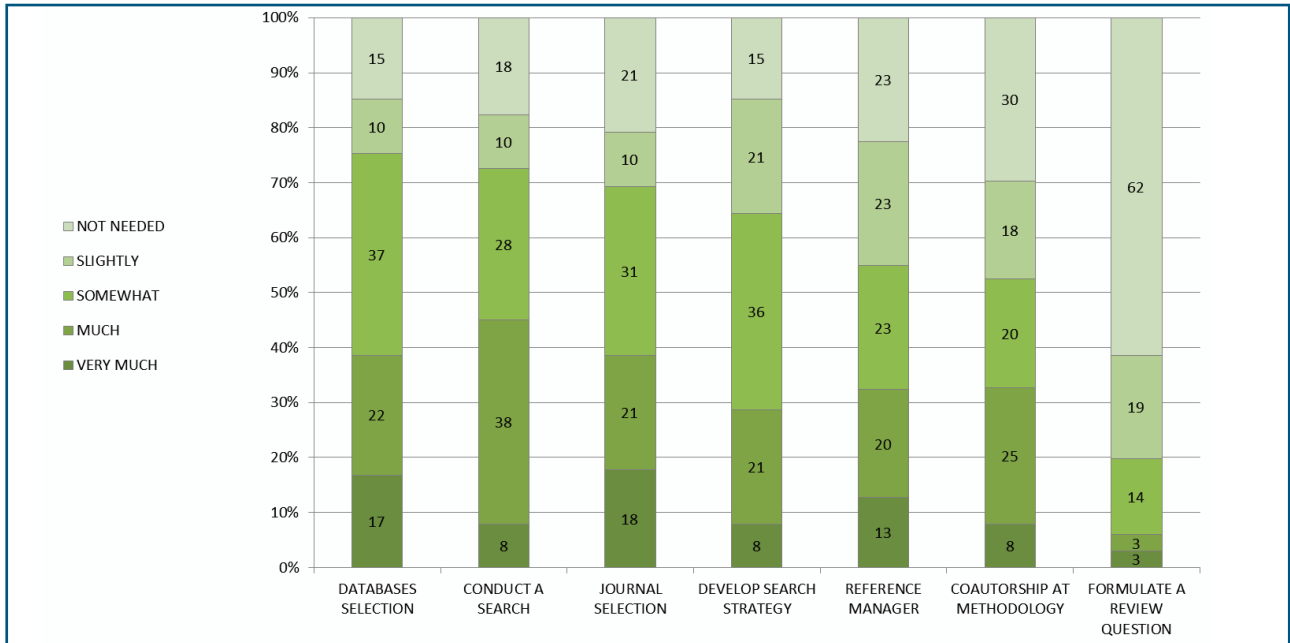
with non-Slovenian authors;

- 17% of SRs were written exclusively by Slovenian authors;
- from 2013 onwards, an average of 8 SRs have been published per year;
- 23% of other review articles are published in the Slovenian language or in the Slovenian language with an English translation;
- from 2013 onwards, more than 20 other review articles were published per year; from 2015, that number has increased to more than 25 articles per year;
- on average, between 2012 and 2016, 35 SRs and other review articles were published per year.

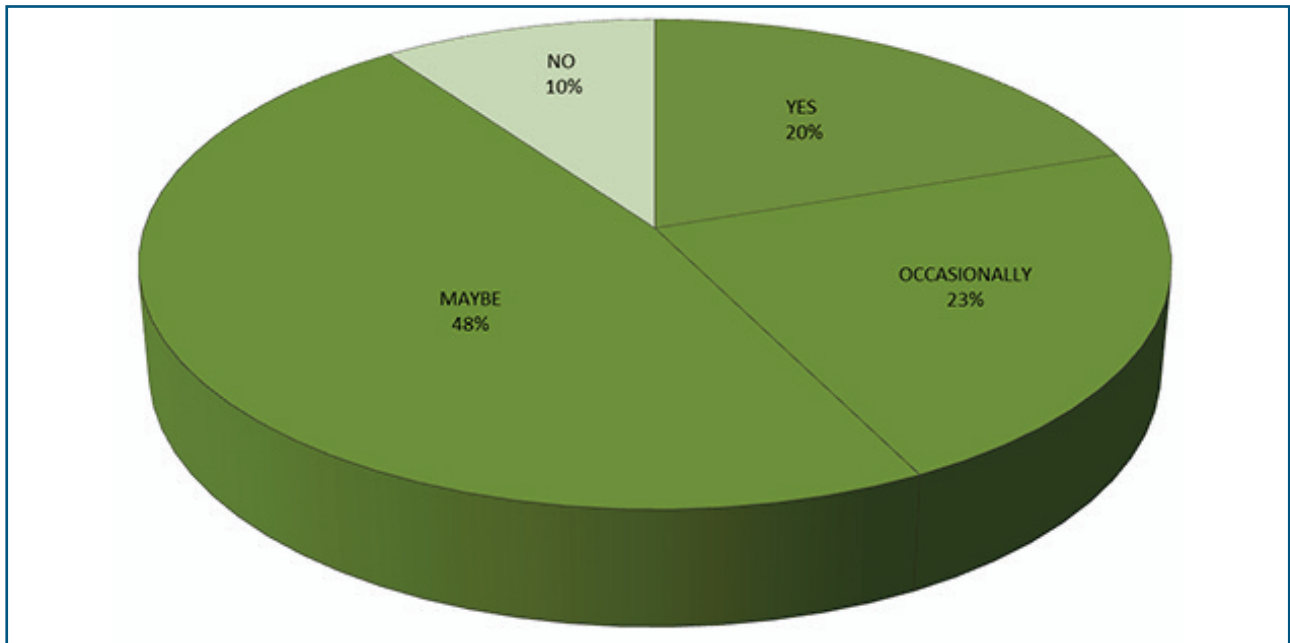
The results of the online survey (Fig. 2 and 3) were:

- frequency of searches: 40% of respondents search more than once per week, 28% more than once per month, 13% once per month, and 11% once per week;
- average time spent per search: 49% of respondents search from one to three hours, 20% occasionally, in small parts over a longer period, 18% less than one hour;
- 60% of respondents asked the Institute's librarian for assistance with systematic searching;

## Award for the best poster presentation



**Fig. 2.** At which phases of literature review would you need a librarian's help?



**Fig. 3.** Would you like to include a librarian in your research (team)?

- 73% have already published one or more (systematic) review articles, 84% of them asked for assistance with searching;
- just 10% of respondents would not want to include a librarian in their teams, the main reason being the specific nature of their professional work;
- the librarian was never acknowledged as a co-author of an article methodology section (7);

- those who have already published one or more review articles, or those who search the literature on a weekly to daily basis, have similar habits and needs as the average respondent;
- active researchers want to include a librarian in their group, would like to undertake a course on how to write and publish a review article, and would welcome support when writing methodology.

### Discussion and conclusions

The results of the survey and the quantitative analysis of the review publishing practices identified the need and the potential for establishing a new comprehensive literature review support service.

The results of the quantitative analysis show that the number of the Institute's published (systematic) review articles is increasing.

Based on the survey responses, we were able to identify the average library end-user profile (that does not differ from the profile of the active researcher) with their high needs for, and expectations from, the librarian's participation in the review process and in their research/clinical team.

The results will help the Institute's library management in planning to establish, develop, implement, and promote the library service in next two years.

We hope that this paper could be useful to other (medical) libraries (in Slovenia) working in similar environments.

*Submitted on invitation.  
Accepted on 29 August 2018.*

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## Usability testing of our library's new website

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### Abstract

Since the University of Zurich required all departments to use the same content management system, a makeover of our Main Library's website was planned for 2017. Following Steve Krug's book *Don't make me think, revisited*, we reduced the contents and tried to build an easy to understand and straightforward navigation for the users. To verify our concept, we arranged "do-it-yourself" usability tests. Three test sessions with three persons each were sufficient to find out what had to be improved on the website, and were more helpful than hours of discussion among the team. Usability testing helped us to understand our customers' search behaviour and expectations for navigation. It was also entertaining and a novel way of interacting with our customers.

**Key words:** website; usability; customer; feedback; interaction.

### Introduction

*"File people better than pile people. But throw-away people best of all"* (1).

Librarians tend to collect a lot of information in catalogues, but also on websites. When we were commissioned to move our website (<http://www.hbz.uzh.ch>) to the university's content management system, we decided to rearrange and especially reduce its contents. For that purpose, we took the number of clicks on the current pages into account (Which pages were most used?) and discussed what we considered relevant information (Which services does our library offer? What information do people seek on our website? What do we want to emphasise?).

We were a multidisciplinary team, consisting of two subject librarians (natural sciences, medicine), one member of the e-media team, one member of the open access team, and two IT specialists. Early in the makeover process, we decided to follow Steve Krug's book *Don't Make Me Think, Revisited: A Common Sense Approach to Web Usability*, which suggested to "get rid of half the words on each page, then get rid of half of what's left" and to do usability tests of the newly built websites (2). At first, performing tests on a large scale seemed an appalling task for our small team, which had to relaunch the homepage parallel to many other tasks in the library. However, the "do-it-yourself" usability testing Krug suggested seemed feasible to us and we decided to give it a try.

### Methods

The usability tests cannot be performed too early in the process of redesigning, obviously, the test persons have to see the contents and be able to navigate on the website, but also not too close before go-live, when there is no time left to change things. We started about four months before go-live (looking back, we could have started even earlier). Firstly, we did a pre-test with a member of our staff who had not been involved in the project so far. The main aim was to test the procedure and the equipment. We then scheduled three test sessions in monthly intervals with three customers on each date. Using flyers, students of science, medicine, and nursing were recruited (seven students, two researchers). It is important to notice that the test persons do not have to be representative for the library patrons (2), since anyone can find serious problems or mistakes in the navigation of a website, but they need to have enough background to understand the tasks during the tests.

One person of the web relaunch team led the user through the test, which lasted about 45 minutes per participant. The other team members were following the test in another room, watching a transmission of the screen of the test computer and listening to the user's comments. The sessions were recorded using TeamViewer software with the written consent of the participant.

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The tests followed a strict protocol. The purpose of the usability testing (which, as we assured them, was not a testing of the user's abilities, but the website's functionality) was explained. We asked the users to freely tell us what they were thinking about the website, and not to worry about hurting our feelings. After some introductory conversation to put the participants at their ease and to find out what we could expect from them in the way of pre-knowledge, the users were asked about their first impression of the homepage. This was followed by three to four specific questions that varied between test sessions (Table 1). The questions were chosen to address the main services of our library and to reflect the different departments (services, subject-specific contents, e-media, open access).

The web relaunch team would write down the observed strengths and weaknesses of the website during the test. Subsequently, these notes were compared, discussed, prioritized, and measures to be taken until the next test round were decided (thus, our website was constantly evolving). Test persons were rewarded with a voucher, a give-away from our 3-D-printer, and Swiss chocolate.

### Results and Discussion

It was not always easy to get the participants to think aloud. Sometimes the team member had to prod them with questions as: "I see you are hesitating. What are you thinking now?"

Some of the main findings were:

- although the content management system allowed the use of three columns, users would seldom pay attention to the third column;
- longer texts would not be read, and information within long texts would not be noted. Users preferred short and highly structured texts on one page and not having to scroll;
- links within sentences were sometimes missed;
- users would screen the pages for relevant terms rather than read everything from top to bottom;
- terms were sometimes not clear to the customers.

For our website, this meant to:

- put the main information in the middle column and a few links in the left column (and avoid placing important contents in the right column);

Question	Relates to
1. What is your first impression of our homepage? What services do we offer?	Homepage
2. How can you borrow books from the library?	Using the library
3. Can you find and reserve a suitable room for your study group tonight?	Using the library
4. You work for a company or are self-employed and want to order a journal article. How do you do that, and how much does it cost?	Using the library
5. How can you find a specific textbook in your subject, possibly an e-book?	Electronic resources
6. Which e-media does the university offer in your subject? Which are the most important databases?	Electronic resources
7. Do you find an overview over the most important e-books in your subject? Can you use e-books from home? What are the limitations for using e-books?	Electronic resources
8. You want to publish an open access article. Which journals would be suitable?	Open access
9. You want to publish with Frontiers. Are there ways to get financial support?	Open access
10. How do you become a submitter to ZORA (Zurich Open Repository and Archive)?	Open access
11. Do you find a course that helps you with correct citation?	Courses
12. You are unsatisfied with your database search. Can you get help from us?	Courses

**Table 1.** Questions for usability tests, from which three or four were chosen on each test date (apart from the question about the homepage, which was always asked).



## Award for the best first-timer poster presentation

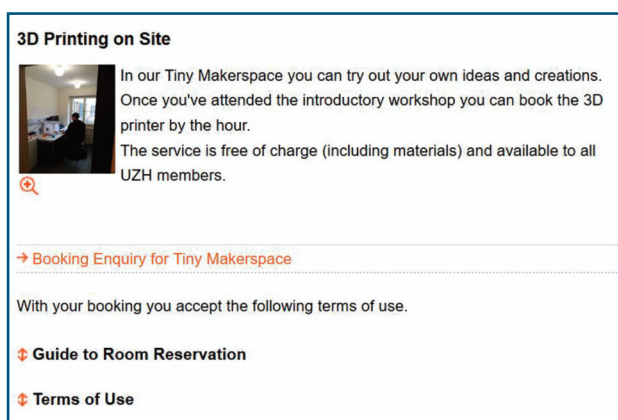
- omit useless words and sentences, e.g., “Here we explain...”;
- give the text a visual structure;
- present the information in a compact way. Do not hide important links within continuous text (*Figure 1*);
- avoid library jargon. (We exchanged “virtual book shelf” for “e-media, access by discipline”, or “online resources” for “e-media”).

The test users liked the colour on the homepage, used for indicating if the library was open or closed (“the old site being so black and white”) and the prominently placed search box (“Here, the user is being supported when searching. I mean, there are a lot of people, like me, who simply go to Google scholar or directly to the respective journal for searching.”). However, they had difficulties differentiating between the key word search in the catalogue (Question 5 from Table 1) and a thematic search for disciplines (Questions 6 and 7). People expected the search to work as it would with Google and the presentation of results like the one that they are used to on Amazon. However, we did not follow up on the questions whether we should try to meet these expectations, because we share the library catalogue with other institutions. Changes to it would affect them too and were therefore outside the scope of our project.

Other libraries that performed usability testing have reported similar findings regarding the importance of understandable terminology (3, 4), the visibility of links (3-5), or the use of colour (3, 5). Kupersmith reviewed studies evaluating terminology and provides lists of “what didn’t work”, “what did work” and best practices (6).

### Conclusions

The usability tests revealed an insight into our customers’ behaviour and expectations, which helped us to improve our website. We sometimes received surprising feedback. These tests were cheap and easy to do (we estimated that the tests took 100 hours of work altogether, but this could be reduced for future tests, since the initial efforts could be omitted). No sophisticated software (e.g. eye-tracker systems) was needed – a simple, cheap TeamViewer licence was sufficient. Hardware (one PC, one beamer, audio-boxes, and one laptop) were taken from stock and could be put to other uses afterwards. Three persons per test were sufficient to find out what had to be



**Fig. 1** Example for space-saving presentation of contents with pull-out paragraphs and accentuated link.

improved on the website (and were more helpful than hours of discussions among the team). We would definitely recommend performing this kind of usability testing to any library renovating its website. Apart from being helpful, it was entertaining and a novel way of interacting with our customers.

*Submitted on invitation.*

*Accepted on 31 August 2018.*

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### **EAHIL Cardiff Conference: “Inspiring, Involving, Informing - Improving the health and wellbeing of the people of Europe” Challenges and opportunities**

**Sue Thomas and the Local Organising Committee**

Contact: [suejackt@gmail.com](mailto:suejackt@gmail.com)

The Local Organising Committee (LOC) first met in 2015 to explore the possibilities, and the challenges of Cardiff hosting the 16th EAHIL Conference in 2018. This would be the first time for the conference to be held in the capital city of Wales. Initial discussions had in fact started back in 2013 when the chair discussed the possibility of holding the conference with Health Libraries Group Wales. The committee thought it was a good idea and the chair went off to investigate. You certainly have to plan well in advance!

We knew from the start (and how right we were!) that this would be a huge challenge. Many of the members of the LOC were new to EAHIL, but thankfully there was a wealth of experience in leading courses and conference programmes both nationally and internationally. From the start we also knew that to meet our broad vision of improving health and wellbeing, we would have to reach out to groups not traditionally involved in health information and library work.

Holding monthly committee meetings with such a varied group provided another challenge as did document sharing. Angela Perrett who was in charge of project planning worked wonders around these challenges. We are also grateful to three organisations which provided meeting rooms, videoconferencing and refreshments for our monthly planning meetings free of charge: Cardiff University, the Royal College of Nursing Wales and Public Health Wales.

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

The support of Janet Peters, Director of University Libraries and University Librarian for Cardiff University was invaluable to us throughout the conference planning, but particularly as we developed our bid. Without Cardiff University's commitment to underwriting the conference we would not have got off the starting blocks.

Thanks also to Meg Gorman NHS Libraries Partnerships Leader and Dean's Library Adviser Cardiff University for her assistance in developing the bid and a huge thanks to the committee of the Health Libraries Group Wales who agreed to help start the conference by providing some funds.

As we started our planning, we also need to acknowledge the unstinting support of the EAHIL Past President Marshall Dozier. Marshall provided us with constant support and guidance throughout our planning. Thanks are also due to the Kathleen Cooks Fund administered by CILIP Wales which awarded us a grant in 2017.

The grant was awarded on the basis that we focus on impacts and learning outcomes, and we are now working on how we put this into practice to develop a more co-ordinated approach to health and wellbeing services across Wales.

It is also good to report that Kathryn Parry Development Officer CILIP Wales attended the conference, so that she could learn more about health and wellbeing initiatives.

To hold the conference in the Royal Welsh College of Music and Drama, we had to choose dates outside of the college's term dates. The LOC decided on the 9th -13th July 2018. More than 300 delegates from across Europe participated and 32 companies attended as exhibitors.

We also owe a huge thanks to the conference team at the Royal Welsh College of Music and Drama. Their support cannot be underestimated. Right from the start Janet Smith, events manager, understood our vision and what we wanted to achieve. Through discussions with Janet we made so many connections which would not otherwise have

happened, and thanks to Janet we were able to offer the Thursday morning Bike Ride.

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

Delegate feedback on the venue has been overwhelmingly positive. People liked the natural light, access to outside areas and plenty of space. The flow of people was good and there were no bottlenecks during the breaks.

A special moment for the LOC chair was seeing Teresa Lee practising a violin she was testing out in one of the practice rooms in the College. EAHIL members are multi talented indeed!

It is impossible to list all the other ways in which Janet and her team helped us during the planning and hosting of the conference. We will certainly recommend the RWCMD as a conference venue to other organisations.

The LOC's next challenge was to develop the conference programme and to work up these and the process for the call for abstracts.

As well as the conference there were the Continuing Education Courses which would be held on the 9th and 10th July.

We were fortunate in having two members of the LOC very experienced in programme development, and in Continuing Education Courses. Lori Havard Swansea University and Mala Mann SURE Unit Cardiff University, both stepped up to the challenge of leading these critical parts of the conference planning.

Mala took a very systematic approach to developing the CEC courses. To make sure the courses met delegate needs, Mala surveyed EAHIL members about their training needs. This was done both at the Seville conference and also online. There was an excellent response to the surveys so Mala could be sure that the topics selected for the courses were those needed.

Mala had the support of colleagues from Cardiff University to plan and deliver the courses. Thanks in particular to Alison Weightman, Director of the SURE Unit, for her support not only for the CEC courses, but also in her contribution to the IPC meeting in November 2017.

A total of 14 courses were delivered over the two days – a mini programme in itself. It is good to report that nearly all of the courses were sold out, and thanks to the EAHIL Board CEC (no 3) was made available free to EAHIL members. The logistics of organising the rooms in Cardiff University not only for the CEC courses but also for the EAHIL Board meeting and the EAHIL Council meeting was handled by Angela Evans Cardiff University. Nothing was too much trouble for Angela and thanks to her hard work everything worked smoothly. The full report about the CECs will be provided to the organisers of the Basel workshop. For any further detail please contact Mala Mann at [mannmk@cardiff.ac.uk](mailto:mannmk@cardiff.ac.uk)

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

The conference themes were developed jointly by members of the Local Organising Committee and colleagues from the International Programme Committee.

Sub groups of IPC and LOC members were set up for each of the themes and the groups worked on the themes for the abstract submission process.

There were 5 conference themes: Impact, Innovation, Arts, Health and Wellbeing, Information for patients, the public and carers, Global health.

The LOC and IPC agreed that plenary presentations were an essential part of the programme and that these would set the context for the further development of the conference themes in parallel sessions and workshops.

The keynote speaker for the opening plenary Cormac Russell Nurture Development had already been secured by the LOC chair as far back as 2016 following a two day training course.

## 16th EAHIL CONFERENCE, CARDIFF, UK

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Cormac's approach to working with communities fitted like a glove with our overall vision of "Involving and Inspiring". So it was with some relief that Cormac replied to say the date was still in his diary.

After much deliberation invitations were sent out to all the other key note speakers, and we were delighted when we received positive responses.

We are very grateful to all of our speakers for the way in which they contributed to the success of the conference, and for the considerable effort they put into their presentations. So our thanks to Cormac Russell, Ayub Khan, Neil Macinnes, Professor Judith Hall and Professor Neil Frude.

Keynote presentations are available on the EAHIL Cardiff conference website at <https://eahilcardiff2018.wordpress.com/posters-and-presentations/>

A write up of the presentation by Ayub Khan CILIP President is also available in the September 2018 issue of Information Professional.

Lori Havard was not only the programme lead, but also took on the challenging task of the abstract submissions.

We are very grateful to all members of the IPC who worked tirelessly on marking the more than 170 abstracts submitted for the conference programme, and to those colleagues who joined us in Cardiff in November 2017 for the abstract judging meeting. This meeting is an essential part of the conference planning. It develops strong links between the LOC and the IPC, provides the foundation for the programme, and also gives IPC members the chance to see the conference venues, ask challenging questions, make helpful suggestions, and to get a feel for the city in which the conference will be taking place. It also helps if the sun shines during these days... as it always does in Cardiff! So a huge thanks to Maurella Della Seta, Lotta Haglund, Anna Belen Escriva, Bob Gann, Ivana Truccolo, Ann Ritchie, Timo Pilgram, Gerhard Bissels, Louise Farragher, Tatyana Kaygorodova, Katri Larmo, Guus van den Brekel and Aoife Lawton.

At the same time as getting to grips with the abstract submission process, we also agreed that we would have a Digital Poster exhibition, and that we would have an Innovation Station to showcase the new and exciting developments coming through in the abstracts under the Innovation theme.

Digital Posters were agreed by the LOC as one way in which we would meet our objectives of sustainability, and at the same time give us more space for the conference exhibition.

As this was the first time for Digital Posters at an EAHIL conference we knew that we would have lots to learn, and that this would be new to delegates also.

We have mixed feedback to report on these. Additional help from the company providing the totems particularly with formatting would have been a considerable help.

Delegates agreed that there should be more totems for the posters to make it easier for viewing, and that there should be a more prominent schedule of poster presentations if digital posters are used in future.

The LOC agrees with these comments, and overall we feel that we should not dismiss this different way of presenting information but that we should learn from the Cardiff experience in future events.

Implementing the idea of the Innovation Station as a hands on experience for delegates was very challenging – where would it be, how would the sessions be organised and how would they fit in with the overall conference programme.

Thanks to Jo Dundon who led the Innovation group these challenges were overcome and overwhelmingly the response from delegates was positive to this new approach.

There were 7 stations and the Innovation Stationers reported that they had lots of interest.

Overwhelmingly the stationers were enthusiastic about being part of this, and thought that this was a good way to showcase new ideas and discuss in smaller groups alongside the posters and the presentations.

Thanks to all the stationers for their hard work in making this possible and in particular to Guus van den Brekel a long standing EAHIL member for his enthusiastic support.

Future conference organisers will be pleased to know that both Guus and our other EAHIL colleague Tiina Heino are both happy to do something similar in future.

Knowing that the conference exhibition was central to making the conference viable, we started the process of "involving" companies from a very early stage in our planning.

The suggestions received from exhibitors at the conferences in Seville and Dublin helped us considerably in developing our conference packages, and thanks to all the companies who supported the Cardiff conference.

As well as the trade exhibition we featured two special exhibitions from two unique collections. The Royal College of Nursing History Box gave delegates the chance to see how nursing has changed over the years through this handling collection. The Archie Cochrane stand displayed items and photographs from the Cochrane Archive and delegates were also able to purchase copies of "One Man's Medicine". We are very grateful to Rosemary Soper librarian at Llandough Hospital for organising and staffing this stand, as well as fulfilling her many other tasks as a member of the LOC.

Three members of the LOC were dedicated to the exhibition as an essential aspect of the conference, leading on sponsorship, liaison with companies, and the exhibition logistics. Thanks to Ann Jones, Yasmin Noorani and Sarah Davies for all their hard work in putting together one of the largest exhibitions at an EAHIL Conference.

Conference exhibitors were happy with the arrangements made for them, and found it particularly helpful to have their lunch served half an hour before the delegate lunch break. Many exhibitors also participated in the gala dinner as part of their packages. The new data protection regulations made it difficult to provide the exhibitors with delegate information, and this is something that needs to be considered for future events.

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

During the conference the LOC worked well as a team. Detailed timetables had been prepared for each day of the conference. Thanks in particular to Rosemary Soper and Angela Perrett for all their hard work in organising these. Even with the best planning however, you cannot anticipate all the things which may occur during the event! You need to expect the unexpected!!! Knowing the strength of your team really helps when things get tricky, and it's good to report that when things cropped up everyone just got stuck in to sort them out.

Having walkie-talkies which were suggested by Janet Smith were invaluable in finding colleagues in such a large venue. So thanks again to Janet.

We were also supported by a number of volunteers who contributed far more than they perhaps anticipated to the collective effort when they signed up. So a huge thanks to Kate Perrett, Louis Davies, Phil Davies, Sally Bradford, Mark Champ and Stephen Williams for all their assistance.

No conference is successful without great marketing, social media and web presence. Thanks to Katrina Hall who from the start took charge of marketing the conference. Regular updates were published in professional journals and magazines to keep potential delegates and exhibitors up to date with our exciting conference planning.

Rachel Sully and Sarah Bruch were an amazing team for Twitter and the website. The speed at which new information was added to the web and the number of Tweets being sent out really created a buzz.

To really involve and capture the views of everyone at the conference we worked with Fran O'Hara Director of Scarlet Design to create visual representations of the event.

This was another first for an EAHIL conference but having seen Fran at work in other events the LOC knew that this would take everyone's breath away, and would really 'involve' everyone.

It is fair to say that delegates were not sure about this at the start, but once they understood what was happening there was no stopping them. We have so much to share from the Big Ideas Wall, the Visual Minutes, the Wall of Words, the Twitter Page and my favourite the Seat of Wisdom.

The Fish Bowl session which Lotta Haglund organised and Fran recorded has been transformed! We should all be "fish" jumping out of our bowls!

We have so much to share from these pictures that we will do a more detailed article on these visual minutes in the next issue of JEAHIL.

A massive thanks also to our fantastic and amazing photographer Adam Jones for all his work during the conference. Adam really fitted in well with the organising team and understood the significance of the conference vision right from the start. He was a joy to work with throughout the five days and thanks to Adam who captured so many memories of the Cardiff conference.

In planning the delegate visits on the Thursday morning, we wanted to offer a wide choice and ones which would support delegates' wellbeing.

Thanks to Delyth Morris and Kristine Chapman for all their work in organising the visits (see also the following pages of this issue).

## 16th EAHIL CONFERENCE, CARDIFF, UK

As part of the Arts Health and Wellbeing theme we also were delighted to have two performances at the conference. On the Wednesday the conference ended with a sing-a-long session led by the Singing for the Brain group. Singing for the Brain is part of the work of the Alzheimer's Society and is a way in which people with dementia and their carers can express themselves and socialise with others in a fun and supportive group. It was a great way to end the first day of the conference and thanks to all the colleagues from Alzheimer's Society for making this happen.

On Thursday before lunch delegates were able to attend a performance of 'Memoria' by the Re-Live Theatre Company in the Richard Burton Theatre.

'Memoria' is a performance by a remarkable group of people who came together to share their experiences of living with dementia. Their 'life story theatre' approach supports the group to reflect together on identity and memory, fear of change, fear of losing the ones we love, fear of losing ourselves.

Finally we want to thank all delegates for supporting our efforts in making the conference sustainable and also for all the donations made to the conference charity "Vision Aid Overseas".

As well as the Digital Posters, we cut down on our use of paper by having a conference programme which fitted behind the delegate badges, provided reusable water bottles to reduce the use of single use plastic, and had sustainable cloth bags.

With the fantastic "dragon" conference design thanks to Steve Haslam Greener Graphics who also produced the banners and the conference organiser tee shirts we were able to create "Librarians Make a Spectacle" as a conference charity.

Delegates really helped with this and through our combined efforts we have donated to Vision Aid Overseas and to Cardiff Pedal Power, Cathays Cemetery, Royal National Institute for the Blind (RNIB Cymru) and the Temple of Peace and Health.

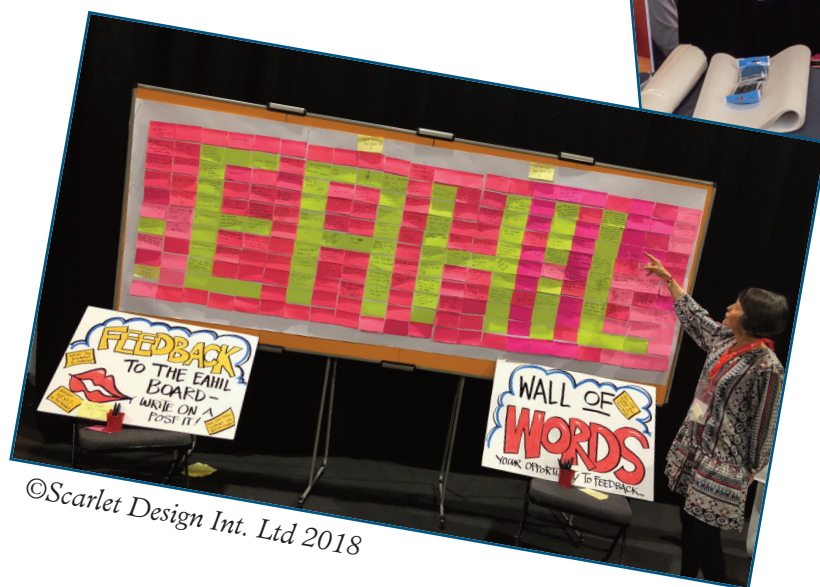
And a final thanks from the LOC Chair to colleagues from the Public Health Special Interest Group for their wonderful collection of photos in "Wining and Dining during the EAHIL years". These memories will last forever.



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## Memories from the EAHIL Conference “Inspiring, involving, informing”, 9-13 July 2018, Cardiff, Wales

### First Timers Reception

Once upon a time a young health librarian was looking around to meet new colleagues and friends at an EAHIL meeting ... this can be the beginning of a telling story but, if you add a special venue, and a group of European Health Librarians, this is for sure the First Timer Participant Reception of the annual EAHIL Conference. For the first timer participants the special venue of the Royal Welsh College of Music & Drama (in Welsh: *Coleg Brenhinol Cerdd a Drama Cymru*) had the atmosphere of a fairy tale.

The wooden terrace embraced the first timers, creating a sense of being part of a group with special and common interests. With its three theatres - the Richard Burton Theatre, the Bute Theatre, and the Caird Studio - the College welcomed all the conference sessions and social activities, whilst the landscaped gardens and parkland of the Bute Park (in Welsh: *Parc Bute*) served as a backdrop.

The Jon Reynolds trio band's live piano music, and its jazz notes, warmly welcomed old and new friends and then a glass of sparkling wine gently contributed to cheer the conversation up.

Music was the *fil rouge* of the night, and opened our minds into different aspects of our mission, like a shining crystal sphere to the sun-light. Welcoming people are just like that: Inspiring, Involving and naturally Informing.



#### Francesca Gualtieri

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### The Welcome reception and the Gala dinner

We held our **Welcome Reception** in the Main Hall of the National Museum Cardiff, the flagship building of Amguedda Cymru – National Museum Wales in the city's civic centre.

The location was the impressive Main Hall with its' 85 foot dome, a large space to fill. It was good to have this space available as we were also joined by guests from The Reading Agency celebrating the Reading Well Books on Prescription for dementia in Wales launch which took place in the Richard Burton Theatre in the RWCMD at the end of the first day of the conference.

The range of canapés offered the chance to showcase a traditional Welsh delicacy to our European guests – laverbread – a type of pureed seaweed.





## Memories from the EAHIL Conference “Inspiring, involving, informing”, 9-13 July 2018, Cardiff, Wales

Our **Gala dinner** was held in another of our civic centre buildings. The magnificent Edwardian City Hall. Delegates ascended grand staircases to a champagne reception accompanied by Sam Hickman harpist, before moving to the Assembly Rooms with its ornate decor for the gala dinner.

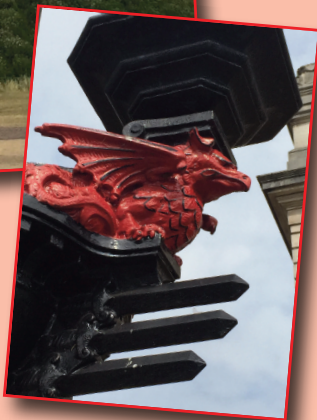
The after dinner entertainment included live music and dancing performed and led by “Pentrefest” an organisation which runs traditional music events. They taught us some traditional social dances that would be danced in Northern Europe. These seemed to get more complex as the night wore on! We danced ourselves exhausted, and only finally left when security officials came to lock up for the night!

**Sue Thomas**

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### Walking tour of Cardiff

Our morning stroll through Cardiff’s majestic Civic Centre and Castle Quarter started at the steps of the National Museum of Wales. We were welcomed there by Paul, our friendly guide with a recital of the Welsh national anthem and a brief introduction to the Welsh language, spelling and pronunciation. Some practicing by the group followed on our short walk to City Hall with its debating chamber, assembly room and the impressive marble clad “Hall of Heroes”, representing 2000 years of history in Wales. We learnt that many renowned personalities from British history are of Celtic origin: St. Patrick, William Wallace, Henry VII, to name only a few, and even the dragon Smaug might be inspired by Welsh dragons. We continued to Cardiff Castle. On the way Paul eloquently gave us insights into the long history of the capital of Wales: From the “Roman fortress on the river Taff” to the Norman castle mound and the busy industrial port from where the famous Welsh “steamless cole” and iron were shipped in the 19th century. Cardiff is a “city of arcades”. Our tour therefore continued through Castle Arcade with its cozy little shops, cafes and restaurants, sheltered from Cardiff’s typical “liquid sunshine”, which we admittedly did not get to know during the sunny conference week, and down St. Marys Street, one of the main



shopping streets to Cardiff’s busy Indoor Market. Next we stopped at the impressive Millennium Stadium. The tour ended at 800 years old St John the Baptists Church where one has to step down to enter.

**Sabine Buroh and Evamaria Krause**

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## Memories from the EAHIL Conference “Inspiring, involving, informing”, 9-13 July 2018, Cardiff, Wales

### St Fagans National Museum of History

Some EAHIL 2018 participants have visited the St Fagans National Museum of History which was established in July 1st, 1948 and was the UK's first national open-air museum, also considered one of the top attractions for visitors to Wales.

The starting point was at the Royal Welsh College of Music and Drama on Thursday, July 12th at 09:30 am.

On arrival at St Fagans, one of the Museum Curators gave the attendees a talk about the history of the museum by especially introducing the historic medical collections.

After the talk, participants had some free time to explore the site, the Castle and the amazing garden.

One of the interesting points was to meet Dewi Jones the weaver at St Fagans who discussed Welsh wools and yarns and did a weaving demonstration. Something not to miss at St Fagans was to explore the 50 original historic buildings from across Wales which have been removed



from their original sites and rebuilt at St Fagans in addition to The Red House, a working

Bake house which sells yummy Welsh Cakes, the Gwalia Stores which dates to the 1920s, rows of terraced houses complete with items and furniture from the twenties to the present day, as well as a workman's institute with its very own library.

Attendees had the chance to browse the souvenirs' shop and to enjoy the café.

The bus left promptly at 12:00 and the ending point was back to the College in time for lunch at 12:30 pm.

As an overall note, the visit to St Fagans the National Museum of History, Cardiff was amazing and everything was very well organized.

**Diala Al Samarani Moussa**

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## Memories from the EAHIL Conference “Inspiring, involving, informing”, 9-13 July 2018, Cardiff, Wales

### The beauty of Cardiff from the two wheels perspective

On the 12th of July took place a guided bike ride around Cardiff Bay to take in the sights and experience including riding across the Cardiff Bay Barrage. Thirteen lucky participants of the EAHIL Conference took part in an enjoyable event organized by Sustrans .

We departed from Bute Park to undertake the 10-mile tour which was mainly along traffic-free paths and quiet roads and completely flat. The route was suitable for novice cyclists as we traveled at a leisurely pace and stopped at interesting places along the way. The sights included the Principality Rugby Stadium, the Welsh Assembly building and Cardiff Barrage overlooking the Bristol Channel and Cardiff Bay.

The weather was really favorable, and everybody was enthusiastic about this active way of sightseeing. The bike tour was such a brilliant idea! We have seen the beauty of Cardiff and also get to know to ride a bike - for most of us - on the wrong side of a road... During this 2 hours ride, we were admiring the views, discussing, and get to know each other. The fact is that we also gained energy for the rest days of the EAHIL Conference! We definitely recommend organizing bike tours during future EAHIL events.

It was also an opportunity to talk about Polish cycling project for libraries called Bicycool Library started in 2010 in Łódź. It is a bike ride for the book and bike lovers, including librarians, who usually organize the event. Now Bicycool Library event is continuing organized between 1st of May and 30th of September in near 200 places in Poland, and it gathers over 12 000 participants each year. During each event group of people take a bike ride through the city, town or village and spend time together on various activities connected with cycling and reading. From 2012 Bicycool Library events took place also in other countries like Romania, Ukraine, England, USA, Nepal.

**Tim John**, Sustrans

**Paulina Milewska**, Library and Information Center, Medical University of Lodz  
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<sup>i</sup> Sustrans is the charity making it easier for people to walk and cycle. Sustrans work includes connecting people and places, creating livable neighborhoods, transforming the school run and delivering a happier, healthier commute. You can find out more at [www.sustrans.org.uk](http://www.sustrans.org.uk). The bike tour map is by Tim John

<sup>ii</sup> For more information about Bicycool Library event contact Paulina Milewska at [paulina.milewska@umed.lodz.pl](mailto:paulina.milewska@umed.lodz.pl). Polish website: [www.odjazdowybibliotekarz.pl](http://www.odjazdowybibliotekarz.pl)

Group photo taken by Kristine Chapman.



Memories from the EAHIL Conference “Inspiring, involving, informing”, 9-13 July 2018, Cardiff, Wales





# Memories from the EAHIL Conference “Inspiring, involving, informing”, 9-13 July 2018, Car-



## Memories from EBSCO Scholarship recipients



**Eva Karin Karlsson**

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It was a great privilege to be awarded one of the EAHIL-EBSCO scholarships 2018 and to be able to attend the EAHIL Conference in Cardiff. Thank you!

One of the best experiences of the Conference was to meet and share ideas with experts and colleagues from different countries at all the social events. We do struggle with much the same questions, sometimes we can discover that we have similar solutions to our problems and sometime we can learn to do things in a different way.

There were many different presentations, posters and workshops to choose from on the Conference theme: "Inspiring, Involving and Informing: Improving the Health and Wellbeing of the Citizens of Europe"

As my work focus on searching for systematic reviews I choose to attend presentations about:

- how to improve search strategies. I learned that there is a lot of research to be done on what impact the use of fewer databases or more specific search strategies can have on systematic reviews;
- how to do critical appraisal of search strategies. Here I was confirmed in my belief that the reporting of search strategies is bad in many systematic reviews and that I myself could improve my reporting;
- rapid reviews, where I realized that I am not the only one wishing for more of a consensus on how the term is used and how to conduct a review.

I was also inspired by the presentations on impact especially the presentation on collection of impact stories. This is an idea to re-use.

My week started off with one of EAHIL Continuing Education Courses, Supplementary search methods lead by Morweena Rogers, Alison Bethel and Amanda Wanner. This helped me sum up what a supplementary search is or could be. It also helped me improve my searches and my documentation.

The tour of the Cardiff University's Special Collections & Archives and the Temple of Peace and Health was also a great experience and gave me new knowledge about Wales.

Thank you for an inspiring, involving and informative conference. It has been a wonderful experience!



**Sabine Klein**

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I was very grateful to receive an EAHIL-EBSCO scholarship this year to attend the Conference in Cardiff. This was my first EAHIL Conference and my first visit to Wales, too.

I started my current position as subject librarian medicine in October 2016. I have a PhD in biochemistry and

## Memories from EBSCO Scholarship recipients

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used to work in biomedical research, statistics, and complementary medicine. Thus, this is a new profession to me, and I was happy to see that I share interests and hobbies with other librarians, including even jogging or knitting.

One of my tasks is to perform literature searches for systematic reviews. At the EAHIL Conference, I attended several very interesting and helpful lectures and learned about e.g.

- How many databases should be searched?
- How many results are enough/too many/reasonable?
- How about the quality and reporting of search strategies published? Should we offer our customers more support with the reporting?

Another topic I am personally interested in is health literacy. From a former research project, I knew that there is a large difference between the North and the South of Europe concerning clinical decision-making and the inclusion of patients' wishes. This fact was reflected in several lectures and seems to influence the health librarians' work in various countries.

Discussions during the breaks and receptions have inspired my work as much as the lectures themselves. I had the opportunity to talk with people who had given interesting speeches, e.g. Jane Falconer, who also won a first-time attendee prize, or Andrew Booth, whom I had previously heard on a webinar. It was also very nice to meet people from the EAHIL Board. The names I had read so often now had faces and voices. Unlike on some other conferences, here it was much easier to make contact with everybody.

In addition to the scholarship, I received a poster prize – with a free entry to either next year's Workshop or the following Conference. What a nice surprise!

Thank you again for the scholarship and this wonderful Conference. Having co-organised a meeting (not related to libraries) a few years ago, I know how much work this means. I especially appreciated the little details such as the unobtrusive yet always present photographer, the pin board for suggestions, or the contest to name the dragon.

Of course, I plan to attend next year's Workshop and hope to see you all again in Switzerland.



**Evamaria Krause**

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I would like to thank EAHIL and EBSCO for the scholarship, which gave me the opportunity to attend this year's Conference in Cardiff. It was my second time to attend an EAHIL Conference after Dublin last year. It was a rewarding experience in many ways: learning, exchanging ideas and meeting colleagues from across Europe and from different professional fields.

My own contribution to the Conference was the CEC "Introducing electronic laboratory notebooks (ELNs): What are they and how can information professionals support their use?" which I held together with Harald Kusch from the University of Göttingen and Dominic Tate from the University of Edinburgh. My fellow course leaders and I really enjoyed the CEC because of the active participation by group members, who in some cases are already involved in ELN projects at their home institution and shared their own experiences. From further discussions with conference attendees it was my impression that many of us are involved in research data management (RDM) projects. Therefore, I would be delighted to see more RDM related topics on the programme of future EAHIL events.

Almost needless to say, I received countless inspirations during the Conference week. To name just a few,

## 16th EAHIL CONFERENCE, CARDIFF, WALES, 2018

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I really liked the teaching approaches and the Active Learning Classroom at the Biomedical Library at Gothenburg University presented in the great CEC “Student-activating methods in information literacy”. I am also eager to re-use the methodology and code published accompanying the talk “Dissecting PubMed”, in order to see to what percentage of articles findable via PubMed our library provides access to. The animated group conversations in the workshop “2017: A Space Odyssey: a workshop on coping with change and planning for the future” also provided ample food for thought, especially since I only started a new position a week prior to the conference. In addition, the Conference theme “Inspiring, Involving, Informing: Improving the health and wellbeing of the citizens of Europe” in my view was an invitation to attendees to see the bigger picture. For instance, I found the experiences shared in the workshop “The knowledge gap in critical care: perspectives from a patient, a doctor and a librarian presenting intensive care” very impressive. Last but not least, attending my second EAHIL Conference was a great opportunity to both keep in touch with colleagues and to meet new colleagues from this welcoming, supportive and inspiring community. For instance, I met my fellow IPC members for the workshop next year in Basel, some of them for the first time in person. With that said, I am looking forward to next year’s Workshop and more EAHIL events to come.



**Jasmin Schmitz**

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First of all, I would like to thank EAHIL and EBSCO for the generous scholarship. I attended last year’s Conference in Dublin, so this was my second EAHIL Conference. At ZB MED I am responsible for the Open Access Advisory Services. Along with the PUBLISSO publication platform, which offers different publication facilities for both the green and gold route of open access, ZB MED also provides comprehensive advisory services which address all aspects that are related to open access and open science. The services target both researchers from the life sciences as well as key disseminators from scientific libraries, graduate schools, and university life sciences departments. Advice is provided by means of different formats: for example, a list of FAQs can be found on the PUBLISSO website to address self-learners. Personal consultation via email, phone, or face-to-face is provided as well. We also organise workshops or presentations on open access and related topics and attend conferences in order to meet and exchange experiences with our target groups.

At last year’s EAHIL Conference I presented a poster on “Online Services for the Evaluation of (Open Access) Journals”. For this year, I decided to propose a workshop on “Open access publishing and open science – what is the role of medical libraries?” in order to discuss which questions and issues medical libraries face with regard to open access and open science, which service they offer (or they are planning to offer), and which tools can be used either for personal information or for providing advice to researchers. One of the main conclusions I have drawn from the workshop was that problems and issues are very similar across countries and therefore need to be addressed on a more global scale.

I also attended the SIG TrEDMIL meeting on behalf of ZB MED’s information literacy department and the SIG Evaluation and Metrics meeting. Since we also address the effects of open access on scholarly reputation, I am interested in all issues that are related to bibliometrics and altmetrics and keen on learning what other medical libraries offer in this respect.

The Conference programme was very versatile. In my view, especially the key note presentations provided much food for thought: Cormac Russells’ analysis that health problems are also community problems and



## Memories from EBSCO Scholarship recipients

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therefore need to be addressed not only on the level of the individual was very striking. Neil Frude's detailed presentation of the concept of "bibliotherapy" and the role that libraries can play to support people with mild or moderate mental health problems was very impressive as well. What I like most about EAHIL conferences is the open-mindedness of the participants. Since there are tendencies towards isolation in Europe, it is good to know that these tendencies do not affect our profession and that people are willing to listen and learn from each other.



**Thomas Vandendriessche**

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It is an honor for me to have been awarded one of the EAHIL-EBSCO Scholarships. Therefore, first of all, many thanks to both EAHIL and EBSCO!

For about two years I have been working as a reference librarian in Biomedical Sciences for KU Leuven Libraries – 2Bergen – Désiré Collen Learning Centre. My job consists mainly of teaching information literacy/Evidence-Based Practice to students, supporting researchers in Scholarly Communication and helping medical doctors in developing a well-defined search strategy while conducting a systematic review. When I started as a reference librarian, I was happy to find out about the existence of a conference/association dedicated to Health Information and Libraries. Soon after, I attended my first ICML + EAHIL Conference in Dublin (2017), to which I contributed a poster on pop-up information literacy sessions in the library. The Conference was an exciting event where I could expand my network, share my experiences and, above all, learn from the experience of other reference librarians. Keeping this wonderful experience in mind, I was looking forward to EAHIL 2018 in Cardiff. Thanks to the scholarship, it was possible to attend the Conference and present a poster on the role of biomedical libraries in Research Data Management.

The Conference was well organized and again, there were many interesting contributions. Especially thought-provoking was the presentation on the quality and reporting of literature search strategies in systematic reviews by Jane Falconer and Jim Coles. The discussion afterwards about how information professionals can guard the quality of search strategies was inspiring, and hopefully signals the beginning of a new SIG on systematic reviews.

The interactive workshops gave the Conference a nice extra. The workshops I attended – "How to run a Wikipedia edit-a-thon" and "Critical appraisal of search strategies" – were both very well organized and interesting. During such workshops, you do not only get the chance to learn new skills, but they are also the ideal opportunity for meeting new people, for boosting inspiration and for reflecting together on certain topics.

Finally, the "Round table discussion on professional qualifications" was a very pleasant and enriching experience as well.

In conclusion, EAHIL 2018 was an outstanding event on which I learnt many new things and could reflect with fellow reference librarians on certain topics/problems we encounter in our profession. In addition, it was a great opportunity for expanding my network and making new collaborations.

I am already looking forward to EAHIL 2019 in Basel! I just hope I will manage to clone myself a couple of times, since every year it is difficult choosing between the many interesting presentations/workshops.



Fig. 1. EBSCO scholarship recipients receiving their award in Cardiff, 2018. (@adamthomasjones Photograph)

### Memories from EAHIL AHILA Scholarship recipients



**Masimba Muziringa**

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I was honored to be the recipient of the EAHIL AHILA Scholarship for 2018 for my participation at the EAHIL Conference held in Cardiff, Wales. It was the first time that I attended an EAHIL event and the conference was an excellent opportunity to build the leadership and managerial skills of a mid-career health Librarian from Africa, by placing them in the heart of the international best practice in health and medical librarianship.

The hallmark of the conference activities centered on poster presentations, participation in interactive workshops, learning through continuing educational courses (CEC), attending board meeting and social interactive networking with colleagues from various European countries. My participation in the CEC gave me the rare opportunity to learn, refine and consolidate my skills in areas such as information retrieval techniques, systematic reviews, critical appraisal and innovative teaching skills. There has been increasing demand from researchers at my institution requesting these skills and the conference provided the impetus to enhance and refine my skills level. I was privileged to participate in several interactive workshops which were spiced up with keynote addresses and presentations on a broad array of topical issues confronting medical and health librarians in the 21st century. These sessions provided me with a unique personal and professional development as they were inspiring, involving and informing, thus resonating perfectly with the theme of the conference.

Upon reflection of my participation in this years' conference, another key learning experience was on understanding the intricacies of governance issues for associations. This I learnt through by attending the Journal of EAHIL Editorial board meeting as well as various social interactive sessions I was privileged to have with several members of the EAHIL board.

This knowledge and skill is going to be relevant in our efforts to recalibrate and strengthen the sister association of EAHIL, the Association of Health Information and Libraries in Africa, AHILA. I am privileged to boldly assert that I have been able to return back to Zimbabwe with greater skills, knowledge and confidence to tackle challenges and opportunities facing health libraries in Africa. Attendance of EAHIL conference was an incredible opportunity which will help the next generation of African medical librarians transform health and medical librarianship in Africa.

May I also express my sincere appreciation to the EAHIL Past President, and her team for making my trip and stay in the UK a memorable one despite challenges around my travel.

# EAHIL Workshop 2019

17 - 20 June

Basel

Switzerland



Welcome to the EAHIL Workshop 2019, which will be held at the University of Basel. The International Program Committee is now ready to receive your submissions for challenging workshops, inspiring presentations and cutting-edge poster displays.

## Important dates

Now - 12 October 2018 | Call for Abstracts

1 February - 31 March 2019 | Early Registration

## Learn | Share | Act | Bridge Borders

Join us in Basel, in the Tristate area of Germany, France and Switzerland. The congress will be held in the center of the unique old town of Basel, in the Main Building of the University of Basel, easily reachable by air (EuroAirport Basel-Mulhouse-Freiburg) or by train (Swiss, German and French train stations in Basel). Our highly motivated local organizing committee is at work to make your attendance a valuable experience of continuing education and a memorable cultural gathering in the heart of Europe.

See you in Basel!

Contact the Local Organizing Committee

[www.eahil2019.net](http://www.eahil2019.net)

[loc@eahil2019.net](mailto:loc@eahil2019.net)

[@EAHIL2019](https://twitter.com/EAHIL2019)



## Letter from the President

**Maurella Della Seta**

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Istituto Superiore di Sanità

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Dear Colleagues,

I am writing this letter just coming back from a very sunny and dry Cardiff, where we had our 16th EAHIL Conference. In this issue of the Journal, you will find lots of information about the event, but I wish to give you my personal first-hand impressions.

The first unusual condition was that Cardiff had a sunny summer weather, maybe hotter than Rome, from where I arrived, but very pleasant. The drought in Wales has risen to the headlines. In fact, National Geographic Italy published an article about how the unusual lack of rain led to the discovery of ancient Roman and Medieval ruins. Thanks to some aerial photos, the contrast between dry grass and greener grass has returned the forms of what is below ground, like in a negative. Archaeology apart, we enjoyed a beautiful week with no rain, and could fully appreciate Cardiff wonderful parks and natural areas.

The leitmotif of the Conference was “Improving the Health and Wellbeing of the Citizens of Europe”. Towards this direction, a lot of emphasis was placed on the social role of medical libraries. Many keynote speeches reflected about the themes of community-built services, university contribution to international development, libraries and bibliotherapy for mental health. I am curious to know, from delegate feedback, and from your comments, if participants appreciated this tendency, or if they preferred to discuss about professional advocacy or profession-related technical issues, obviously debated at the Conference as well. This was also the first time, from what I remember, that posters were in digital format at an EAHIL event. I personally believe that the old paper format allows perhaps more opportunity for easily examining and reading the often very interesting information presented in a poster session. However, I thoroughly appreciate any effort towards innovation. We are going towards a paperless society. Looking for environmental sustainability, the Cardiff event organisers decided to distribute the presentation and interactive workshop abstracts only electronically, although I am afraid that for some of us the old paper is still useful.

I wish to highlight three interesting novelties enjoyed during the Conference:

- 1) the possibility of posting comments and suggestions on an “EAHIL wall”. The delegates appreciated this feature, leaving dozens of pink and yellow post-it on the wall;
- 2) the iconographic summary of the Conference sessions, developed by a professional visual designer. She prepared a conceptual map of the keynote speeches and presentations. The participants were able to understand in a fully exploitable and enjoyable way what was going on at the Conference;
- 3) the Innovation Station, a space technologically equipped, with 3d printers and other features. It allowed the participants to take a dip in the near future.

During the Gala Dinner, at the magnificent Cardiff City Hall, I had the honour and the pleasure of awarding three prizes for 2017, 2018 and 2019, to esteemed colleagues: Peter Morgan, our President in the years 2011-2012, Oliver Obst, and Guus van den Brekel, for their contribution to our profession and to our association. The EAHIL Executive Board had a fruitful meeting on Monday July 9, at Cardiff University. Our Past President Marshall Dozier reported on the nomination and election process. The results of the elections gave me the honour of serving EAHIL as President for the next two years (2019-2020). I wish to thank all the colleagues who participated in the elections and expressed their will. I also give my welcome to Tiina Heino, from Finland, who will be in the Board next year. I am glad to inform you that during the Board meeting, our

## NEWS FROM EAHIL

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colleague Witold Kozakiewicz presented a very detailed proposal to host the 2020 EAHIL Conference in Lodz, Poland. The Board approved unanimously this proposal, so our next appointment, after Basel, will be in Lodz.

The following day, our Vice President Lotta Haglund chaired the Council meeting, organising an interactive discussion on how to select and appoint sister organisations, and on the pros and cons of international collaboration with similar medical library associations.

Enjoy reading this issue of the JEAHIL, which contains lot of memories, impressions, and photographs, and is now available on the OJS system, thanks to the efforts of Federica Napolitani and Marshall Dozier with her University of Edinburgh team.

I wish you a wonderful summer and a period of rest with family and friends.

*Maurella*

<sup>1</sup> [http://www.nationalgeographic.it/ambiente/clima/2018/07/18/news/in\\_galles\\_non\\_piove\\_e\\_l\\_erba\\_rivela\\_ville\\_romane\\_e\\_cimiteri\\_medievali\\_nascosti-4050106/](http://www.nationalgeographic.it/ambiente/clima/2018/07/18/news/in_galles_non_piove_e_l_erba_rivela_ville_romane_e_cimiteri_medievali_nascosti-4050106/)



*EAHIL Board Meeting in Cardiff, July 9, 2018*

### Collaboration with sister organisations around the globe: a SWOT-analysis at the EAHIL Council meeting in Cardiff



**Lotta Haglund**

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The broad field of health science librarianship is not limited to Europe, but is international in its nature. In recognition of this EAHIL has had a longstanding partnership with the Medical Library Association<sup>1</sup> in the US, as well as being open to membership for health science librarians from outside the countries in the Council of Europe. In recent years closer contacts has been initiated with other medical library associations internationally and the number of sister organisations has increased. EAHIL now lists an additional four associations as sister organisations; the *Association for Health Information and Libraries in Africa*<sup>2</sup> (AHILA), the *Canadian Health Library Association/Association des bibliothèques de la santé du Canada*<sup>3</sup> (CHLA-ABSC), *Taiwan Medical Library Association*<sup>4</sup> (TMLA) and *ALIA Health Libraries Australia*<sup>5</sup>. Agreements regarding collaboration with the different associations varies, and is not always formalised in a written agreement. Collaboration is usually a mutual invitation to annual events, and in the case of EAHIL also a wish that representatives from sister organisations publish a short report on news in their country/continent in the Journal of EAHIL. In Dublin the EAHIL Board organised a much appreciated meeting with representatives from all five sister organisations to discuss mutual strategic issues.

Earlier this spring the Board was contacted by yet another medical library association, with the query on how to become an EAHIL sister organisation. This has triggered a discussion on the Board on the pros and cons of having sister organisations, resulting in the decision to ask the Council member's assistance at the Council meeting in Cardiff. At the meeting the Council members were asked to do a simple SWOT-analysis (strengths, weaknesses, opportunities, threats), first by writing their own ideas on post-it notes, and then to try to come up with additional ideas by discussion with the person next to them. At the end of the meeting there was a lot of colourful notes on the walls, in general more positive than negative input, summarised below. The Executive Board will discuss this item at an upcoming Board meeting, with the aim of listing a number of criteria for becoming a sister organisation, and also to draft a written agreement on what the collaboration should constitute, drawing on the input from the Council meeting.

<sup>1</sup> <http://www.mlanet.org/>

<sup>2</sup> <https://ahila.org/>

<sup>3</sup> <https://www.chla-absc.ca/>

<sup>4</sup> [https://www.taiwanmla.org/?page\\_id=80&lang=en](https://www.taiwanmla.org/?page_id=80&lang=en)

<sup>5</sup> <http://eahil.eu/about-eahil/>

## COUNCIL MEMBERS' CORNER

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### Strengths

For EAHIL Members:

- Sharing of expertise, ideas, experiences, information, perspectives and knowledge globally
- Possibilities for staff exchange
- New contacts, intercultural communication
- (Global) mentoring
- Professional development, methodology, what skills are needed for medical librarians
- Creating links for developing research projects
- Stronger financial support for conference participants if working together?

For EAHIL as an association:

- Learning/ Benchmarking from/with different associations in different countries/continents
- Better future, better development for the Association
- Strengthen the association of another maybe not so developed country
- Widens pool of guests/speakers at conferences
- Better lobbying/stronger voices
- Visibility of the medical information professional, stronger profession
- Consistency, maybe we could all agree on professional standards / defining common skills for medical librarians

### Weaknesses

For EAHIL members:

- Discussing in English (or French)

For EAHIL as an association:

- Potential over commitment of time or resources (money)
- More work for the Board members, difficulties to follow up all sister organisations, too many other tasks
- EAHIL has no "strategy" articulating the benefits
- Energy and resources spent on external issues instead of EAHIL business
- You give more than you receive
- It may be difficult to define the specific points of possible collaboration, and this could be only theoretical, getting too general, losing focus

### Opportunities

For EAHIL members:

- Opportunity to articulate our professional profile (within the health community etc)
- Share best practices to improve/benchmark, getting new ideas for solving similar problems, finding solutions you could never have thought of
- Widen the role of Council members or others with specialist expertise
- Building a worldwide community of colleagues, easier to contact people personally when there's a professional network
- Exchange opportunities for young librarians, exchange weeks/study visits easier to organise
- International exchange/travelling, chance to travel
- Exploit Erasmus funds to visit sister organisations
- Professional identity being even stronger and at the same time being open and wide

For EAHIL as an association:

- New ideas for running a successful organisation, to get information about how sister organisations work
- Strengthen professional voice/impact internationally
- Look for engagement with non-medical library associations
- Strategic alliances, eg. to develop global guidelines of services and competencies
- Developing EAHIL and sister organisations



- Increase/develop your visions
- New working groups (Board or Council members?) with sister organisations about specific issues -> bigger impact
- A global perspective regarding the health information field and its future
- To lighten work load on Board members delegate to Council members
- To be more visible

### Threats

For EAHIL members:

- Limiting cultural differences (try to be too “polite”), misunderstandings based on cultural differences
- Too much work for a few people -> burn out

For EAHIL as an association:

- If we plan or promise things that we end up not being able to do – could be loss of esteem/reputation
- We have no strategy – how much collaboration should we do?
- Focus outside of Europe, not on local “unchartered territory”
- Sustainability: costs, distances, logistics, languages, bureaucracy when hosting many delegates from different countries
- You give more than you get/not getting back what was put in (effort wise)
- Losing the focus, becoming a bit too broad (like IFLA conference)
- Losing the “special angle” of looking at things (being influenced too much by non-European themes), being drawn into working towards other organisational agendas or priorities
- Uniformity of thought (group think) and colony behaviour
- Misunderstandings based on cultural differences
- Sister organisation losing people because of closing of libraries or no replacement of retired people (difficulties in maintaining contacts)
- Global financial situation for participants

The EAHIL Executive Board would like to thank all Council members for their active participation and valuable contribution to this discussion.



*Council members at the Council meeting, Cardiff 2018.*

# Call for nominations

### EAHIL Council election 2018 for the period 2019-2022

The Council is an advisory group for the Board and acts as a link between the members in their country and the Association. Council members also have an important role in publicising EAHIL and recruiting new members. The Council usually meets formally once a year at the time of the annual EAHIL conference or workshop.

Councillors are elected for a term of four years by the voting EAHIL members resident in their country. Councillors may be re-elected once, after which they are not eligible for re-election until they have been absent from the Council for two years.

Each member state of the Council of Europe is eligible to elect councillors, provided that there are at least at least five voting members based in the country:

- fewer than 5 voting members = 0 councillors
- 5-29 voting members = 1 councillor
- 30-54 voting members = 2 councillors
- 55 and over = 3 councillors

The list below details the Council vacancies by country for the term starting in 2019. The available places were calculated based on a count of all EAHIL members on 1 September 2018. If the number of members increases by 1 November 2018, there may be an entitlement of an additional Councillor in some countries.

### Procedure for nominating Council members

The nomination form is printed in the next pages of this issue, and is available on the EAHIL web site [http://eahil.eu/wp-content/uploads/2018/09/EAHIL\\_Council\\_nomination\\_form\\_2018.rtf](http://eahil.eu/wp-content/uploads/2018/09/EAHIL_Council_nomination_form_2018.rtf)

Any two members can nominate a Council member from their own country. It is no longer a requirement to have signatures from the two nominators and the nominee, but nominators must receive confirmation from the nominee that they are willing to stand, and all three people must be copied into the email submitting the nomination form. Please email the fully completed form **not later than** 12 October 2018 to the EAHIL Nomination Committee via [eahil-secr@list.ecompass.nl](mailto:eahil-secr@list.ecompass.nl).

Voting will be conducted electronically in November 2018. To be able to vote, please make sure that you have an up-to-date email address in the membership database (<https://fd8.formdesk.com/EAHIL/membership>).

Please encourage members to stand for the Council election!

On behalf of the Nomination Committee,  
Marshall Dozier  
EAHIL Past President

**Current Councillors, allowances and vacancies as of September 2018 (see Table in the following pages and legend here below).**

\*may stand for re-election in 2018

\*\* after 2nd term, may not stand for re-election in 2018

\*\*\* not eligible for re-election: elected to EAHIL Board

\*\*\*\* eligible for nomination for United Kingdom

# stepping down, creating vacancy from 2019

Country	Current Councillors	Country members	Council allowance	Vacancies for 2019-2022
Austria	Vacancy	13	1	1
Belgium	Inge Discart (2015-2018, 1st term)* Luc Hourlay (2017-2020, 1st term) Sandrine Vandemput (2017-2020, 1st term)	58	3	1
Bosnia & Herzegovina	Stefi Dodig (2017-2020, 1st term)	5	1	0
Bulgaria	--	4	0	0
Croatia	Vacancy	14	1	1
Czech Republic	Helena Bouzkova (2017-2020, 2nd term)	25	1	0
Denmark	Jette Frost Jepsen (2015-2018, 1st term)* Birgitte Holm Petersen (2017-2020, 1st term)	45	2	1
Estonia	Pille Naggel (2017-2020, 1st term)	13	1	0
Finland	Tiina Heino (2015-2018, 1st term)** Elise Johansson (2015-2018, 1st term)* Minna Liikala (2015-2018, 2nd term)**	66	3	3
France	Gaetan Kerdelhue (2015-2018, 1st term)*	21	1	1
Germany	Ulrich Korwitz (2015-2018, 2nd term)** Sabine Buroh (2015-2018, 1st term)*	53	3	3
Greece	Vacancy	15	1	1
Hungary	Gyongyi Karácsony (2017-2020, 2nd term)	27	1	0
Iceland	Vacancy	8	1	1
Ireland	Louise Farragher (2017-2020, 1st term) Aoife Lawton (2017-2020, 1st term)	84	3	1
Italy	Cristina Mancini (2017-2020, 1st term) Mauro Mazzocut (2017-2020, 1st term) Valeria Scotti (2015-2018, 1st term)*	120	3	1
Latvia	Ilona Kauce (2017-2020, 1st term)	20	1	0
Lithuania	Daiva Jurksaitiene (2015-2018, 1st term)*	26	1	1

## NEWS FROM EAHIL

Country	Current Councillors	Country members	Council allowance	Vacancies for 2019-2022
Moldova	Vacancy	12	1	1
Netherlands	Eugenie Delvaux (2017-2020, 1st term) Ingeborg van Dusseldorp (2015-2018, 1st term)* Hans Ket (2017-2020, 1st term)	87	3	1
Norway	Hanne Dybvik (2015-2018, 2nd term)** Regina Kufner Lein (2015-2018, 2nd term)** Jannicke Rusnes Lie (2015-2018, 1st term)*	116	3	3
Poland	Ewa Dobrogowska- Schlebusch (2017-2020, 1st term)#	32	2	2
Portugal	Maria Da Luz Antunes (2017-2020, 1st term) Paula Seguro De Carvalho (2017-2020, 1st term)	50	2	0
Romania	Octavia-Luciana Madge (2015-2018, 1st term)*	22	1	1
Russian Federation	Larisa Zhmykhova (2015-2018, 2nd term)**	24	1	1
Serbia	--	3	0	0
Slovak Republic	--	2	0	0
Slovenia	Vesna Cafuta (2015-2018, 1st term)*	15	1	1
Spain	Alicia F. Gómez (2015-2018, 1st term)**** Verónica Juan-Quilis (2015-2018, 2nd term)** Mar Gonzales Cantalejo (2017-2020, 2nd term)	155	3	2
Sweden	Helen Sjöblom (2015-2018, 1st term)* Margareta Sundin (2015-2018, 1st term)* Linda Thorn (2015-2018, 1st term)*	126	3	3
Switzerland	Isabelle de Kaenel (2017-2020, 2nd term) Désirée Stalder (2017-2020, 1st term)	47	2	0
Turkey	Mesra Sendir (2015-2018, 1st term)*	26	1	1
UK	Isla Kuhn (2015-2018, 1st term)* Helen Buckley Woods (2015-2018, 1st term)* Madeleine Still (2017-2020, 1st term)	315	3	2



# EAHIL

European Association for Health Information and Libraries

## COUNCIL ELECTION 2018 NOMINATION FORM

How to complete a nomination for Council:

1. Details of two nominators are required as well as the details of the nominee.
2. Nominators and nominee must be from the same country.
3. Nominators and nominee must discuss and agree on the nomination in advance.
4. The form may be filled out online or in print. It does not require each person to add their signature, but each person should make sure their details are correct.
5. All three (the nominee and two nominators) must be copied into the submitting email in order for the nomination to be valid
6. The completed form must be received via email at EAHIL-secr@list.ecompass.nl not later than 12 October 2018.

**Nominee for EAHIL Council for (country):**

Name:

Job title:

Institutional:

City & Country:

Phone:

Email:

**Nominator 1**

I, (Name of nominating EAHIL member):

hereby nominate the candidate above.

Affiliation:

City:

Country:

Email:

Date:

**Nominator 2**

I, (Name of nominating EAHIL member):

hereby nominate the candidate above.

Affiliation:

City:

Country:

Email:

Date:

The completed form should be scanned and received via email at EAHIL-secr@list.ecompass.nl





### The second phase of the EAHIL CPD pilot project

**María García-Puente**

Librarian as a Service, Bibliovirtual.

[maria@bibliovirtual.es](mailto:maria@bibliovirtual.es)

The EAHIL pilot project for Continuous Professional Development took place from November 2016 to March 2017. This project consisted of the issuance of 3 webinars on systematic reviews. Three experts were invited to participate as speakers: Andrew Booth, Carol Lefebvre and Julie Glanville. Each webinar had the same structure: a brief introduction and presentation of the project and of the speakers, a talk of about 45 minutes by the speaker (supported by a presentation), and about 10-15 minutes of live questions for attendees to clarify their doubts about the topic presented by the expert.

Different tools were used in each webinar to test which one was the most suitable for this type of event. At the end of each webinar, participants were surveyed for their opinions and experiences.

We concluded that webinars were a good way to spread information and knowledge, but none of the platforms used was problem-free. In addition, technical problems were pointed out from the user side, such as the types of Internet connection, difficulty in receiving the audio or video correctly or simply that their institutions did not allow the connection through the tools used to broadcast the webinar. Other problems encountered regarded the timetable. All webinars were broadcast during European business hours, which prevented students with public facing jobs from being able to connect live. In spite of all this, the webinars with their themes and speakers were very well received, with more than 790 people registered in total.

Due to the success of this first pilot project, the technical problems and the scope of the knowledge acquired with the webinars having been analysed, it is planned to extend the pilot project in a second phase. At this stage, the idea of continuous professional development goes beyond a few webinars that are recorded and available to students. The aim is to generate knowledge asynchronously and in all directions, not only from experts to students, but also among students themselves. The main idea is that we all have knowledge that we can share with other colleagues and that knowledge can come from sharing. It has been proposed the use of an online training platform in which the webinars carried out in the first phase of the pilot project will be uploaded and which will allow the students, based on questions about the contents dealt with in each webinar, to debate and draw conclusions, share materials and links and raise new doubts and get new solutions to their questions.

This second phase of the project is expected to take place in late 2018 or early 2019. Access to the platform will be open for a period of 3 months so that students can access it when it suits them best. At the end of the stipulated period, the students will obtain a certificate of attendance as the platform will be able to monitor the participation of each of them in the exchange of knowledge and the debate generated. However, this platform is not free of charge and, although its price is not high, with this second phase we want to evaluate whether the price is in line with what the students are willing to pay for the knowledge acquired.

If you are interested in participating in this second phase of the pilot project, you can contact María García-Puente ([maria@bibliovirtual.es](mailto:maria@bibliovirtual.es)), the person in charge of setting it up, and ask for more information. As soon as it is up and running we will contact you to send you a short survey and a link for you to access.

We're looking forward to learning with you. You up for it?

## Report from the Special Interest Group on MeSH 16th EAHIL Conference Cardiff, Wales, July 13th 2018

**Maurella Della Seta and Rosaria Rosanna Cammarano**

Scientific Knowledge and Communication Service/Documentation  
Istituto Superiore di Sanità/Italian National Institute of Health  
Rome, Italy  
Contact: maurella.dellaseta@iss.it

The Special Interest Group (SIG) on Medical Subject Headings (MeSH) met on July 13, 2018 at 8:30 a.m., in the magnificent Royal Welsh College of Music and Drama. In spite of the hour and the fact that the Gala dinner was held the night before, the 2018 SIG on MeSH was attended by about fifteen delegates from the Czech Republic, France, Germany, Italy, Jordan and the United States. Some of the participants in the meeting were MeSH translators, others information specialists and librarians interested in PubMed, medical terminologies, and more generally in National Library of Medicine (NLM) electronic resources. The attendance by our colleagues from NLM made the meeting more interesting and full of expectations.

After a brief welcome introduction by Maurella Della Seta, Chair of the SIG on MeSH, who invited the participants to present themselves, Dianne Babski, Deputy Associate Director, Library Operations, US National Library of Medicine, took the floor to explain various innovations planned in the near future. David Gillikin, current Acting Head of the Medical Subject Headings Section at the US National Library of Medicine (NLM), recently (June 2018) announced by an e-mail to all MeSH translators, that the NLM will discontinue the MeSH Translation Management System (MTMS) and close down the NLM FTP site that housed translated versions of MeSH after December 14, 2018. This was cause of concern among translators in various countries, since the MTMS proved to be very useful in the past fifteen years. Dianne Babski explained that the MTMS is built on unsupported legacy software and the system no longer meets current US federal government IT security standards.

MeSH and its translations will continue to be available to download via the Unified Medical Language System (UMLS). Secure protocols will be announced going forward for transmitting translations of MeSH to the UMLS.

NLM will continue to assist the translation partners through the close of MeSH 2019. Within the EAHIL community, there are many resources and experts in the area of data use and needs. These resources may join to create a new translation system for the next two decades.

Sigrun Aasen from Norway commented on an important feature allowed by the MTMS: the possibility of displaying the translation of a term in the languages supported by the system. This feature, very useful for translators, as highlighted by, is available also in the interface Health Ontology developed by CISMEF (CHU of Rouen, France) at the link [https://www.hetop.eu/hetop/?rr=MSH\\_D\\_ARBO&tab=1](https://www.hetop.eu/hetop/?rr=MSH_D_ARBO&tab=1) (see Fig. 1, 2).

In addition to the discontinuation of the MTMS, NLM is reviewing many of its resources and services to ensure they align with the recently released 2017-2027 Strategic Plan, *A Platform for Biomedical Discovery and Data-Powered Health*.

In May 2018, NLM announced that it will discontinue PubMed Health at the end of October 2018. The majority of information it provides is available in more heavily used NLM resources, such as PubMed, Bookshelf, and MedlinePlus. The NLM will focus its attention on these highly used platforms, in order to better serve users and meet their needs for access to quality health and medical information.

The NLM wants your input as we refresh the PubMed interface. We are experimenting with a new PubMed search algorithm, as well as a mobile-first user interface, and want to know what you think. Please try out these experimental elements at PubMed Labs.

The participants had the time to ask a few questions, in the short time available. The discussion can continue online on EAHIL discussion lists. It is important that other colleagues interested in the topic could join the group and bring their contribution to the study of issues related to medical terminology.

Record View in French		
Descriptor : Cellulite sous-cutanée [Cellulitis] (D002481)		
	Pref.Term	DEL
<b>Concept:</b> Cellulite sous-cutanée [Cellulitis] (M0003788)		
Cellulitis (T007229)		X
Cellulite sous-cutanée (fre0002390)		X
<b>Concept:</b> Phlegmon [Phlegmon] (M0003789)		
Phlegmon (T007230)		X
Phlegmon (fre0037790)		X

Fig. 1. French translation of MeSH Cellulitis in MTMS (NLM).

The screenshot shows the MeSH interface for 'Cellulite sous-cutanée'. On the left, a list of search results is shown, with 'Cellulite sous-cutanée [Descripteur MeSH]' selected. On the right, the detailed view for this descriptor is displayed. It includes the preferred label in French ('Cellulite sous-cutanée') and English ('cellulitis'), the origin identifier (D002481), and the MeSH definition in both French and English. The French definition states: 'Inflammation aiguë, diffuse et suppurative du tissu conjonctif libre, surtout les tissus sous-cutanés profonds et parfois les muscles, le plus souvent vue comme le résultat de l'infection d'une blessure, d'un ulcère ou d'autres lésions de la peau. [Traduction effectuée avant 2008]'. The English definition states: 'An acute, diffuse, and suppurative inflammation of loose connective tissue, particularly the deep subcutaneous tissues, and sometimes muscle, which is most commonly seen as a result of infection of a wound, ulcer, or other skin lesions.'

Fig. 2. CHU Rouen MeSH interface. Translation available in various languages.



## Report from the Special Interest Group TrEDMIL meeting 16th EAHIL Conference Cardiff, Wales, July 11th 2018



**Sabine Buroh**

University of Freiburg, Faculty of Medicine, Medical Center, University of Freiburg, Freiburg i. Br., Germany  
Contact: [sabine.buroh@uniklinik-freiburg.de](mailto:sabine.buroh@uniklinik-freiburg.de)

Eight delegates from four countries convened in Cardiff on Wednesday, 11th July 2018 for the second meeting of the Special Interest Group on training, education and CPD known as TrEDMIL: Training, Education and Development for Medical Information and Library professionals. Rather unfortunately:

- our SIG meeting 2018 was not in the programme of EAHIL 2018;
- invitations via e-mail could only be sent out at very short notice;
- many of the 27 attendees of the inaugural meeting in 2017 could not be present at EAHIL 2018 in Cardiff.

### **Elections**

Co-Chair Gerhard Bissels welcomed the attendees to the Shirley Bassey Studio and the participants introduced themselves. Due to a number of retirements and changes of jobs, new elections for a number of officers was necessary. Gerhard Bissels and Kate Kelly were elected as Co-Chairs and Sabine Buroh was elected as Secretary.

### **2017 plans and activities**

#### ***Continuing Professional Development***

The planned training for 2017 proved too difficult to deliver. The organization of the webinars was very time consuming because different platforms were being used and tested. Maria Garcia-Puente is now working on alternative ways for delivering future webinars but this is still in an experimental phase. A request from TrEDMIL will be made to EAHIL to license an EAHIL-owned platform for delivering webinars.

#### ***Education***

Since the inaugural TrEDMIL meeting in Dublin, a new professorship for Information Literacy has been established by the Technical University of Cologne in partnership with ZB Med – Information Centre for Life Sciences, Germany. The Cologne specialist degree programme on medical and health librarianship is planned to be a distance learning course in English and they are seeking the advice and expertise of the SIG regarding the content, curriculum, suitable lecturers, potential students etc. The programme is due to be launched in late 2019.

**Discussion**

Despite the small number of SIG members present, the discussion that followed was very lively. All present felt that the Cologne time frame seems very ambitious. A question from Cologne regarding the format of this specialist degree programme was discussed and it was agreed, that it should be blended learning with one week of attendance or two long weekends alongside regular online sessions and the use of online channels. Live-sessions were preferred over recorded sessions because of their greater effect. Entry requirements and programme evaluations were also discussed.

In the light of the developments since last year it became clear that a regrouping of TrEDMIL is necessary. The advisory function of the SIG at an international level and the role as sounding board on education calls for enlarging the SIG by seeking new members from Southern and Eastern Europe and France.

To join TrEDMIL please log into your member record at <https://fd8.formdesk.com/EAHIL/membership> and add TrEDMIL to Your SIGs

<http://eahil.eu/sig-2/training-education-development-group/>

TrEDMIL is looking forward to seeing many delegates interested in Training, Education and Development from all countries in Basel next year!

## Report from Public Health Information Group's Meeting 16th EAHIL Conference Cardiff, Wales, July 11th 2018

**Mala Mann (a), Tomas Allen (b), Katri Larmo (c), Ana-Belen Escriva (d), Michael Honch (e) and Laura Bartlett (e)**

(a) Specialist Unit for Review Evidence, Cardiff University, Cardiff, UK  
mannmk@cf.ac.uk

(b) WHO HQ Library, Geneva, Switzerland  
allent@who.int

(c) Terkko - Medical Campus Library, Helsinki University Library, Finland  
katri.larmo@helsinki.fi

(d) European Centre for Disease Prevention and Control (ECDC), Solna, Sweden  
ana-belen.escriva@ecdc.europa.eu

(e) National Library of Medicine, Maryland, USA  
michael.honch@nih.gov, bartlettl@mail.nlm.nih.gov

Public Health Information Group (PHIG, <http://eahil.eu/sig-2/public-health-information-group/>) met on Wednesday 11 July 2018 at 5:15-6:45 pm. Our meeting took place in the historic Glamorgan Building, an Edwardian former county hall now the base for Cardiff University's School of Social Sciences.

The main topic of discussion was HealthReach (<https://healthreach.nlm.nih.gov/>) and the potential for collaboration between EAHIL members and HealthReach to enhance access to accurate multilingual patient health information materials created in Europe and the United States. HealthReach is the National Library of Medicine (NLM) database of free multilingual, multicultural health information and patient education materials for those providing services to individuals with limited English proficiency individuals. We were privileged to be joined by Laura Bartlett and Michael Honch from NLM. They gave us an outline of the HealthReach project and described how EAHIL and HealthReach could collaborate to form a single repository for metadata, and a database where multilingual patient health materials could be more widely disseminated.

Such a database give easy access to quality health information when the need is imperative with the current migration crisis in Europe. As we consider the number of people seeking protection in Europe in recent years due to violence, war and persecution. Migration may affect physical, mental and social health. Therefore, there is a need to generate and disseminate health information based on evidence and in multiple languages.

EAHIL members can act as content collectors for materials created in their countries by identifying materials, performing informational interviews, and collecting metadata. HealthReach can serve as a repository for this metadata, providing tools for interviewing organizations and collecting metadata, collecting and storing metadata in the HealthReach system, and sharing the collection with EAHIL via website or API.

After the presentation by Laura and Michael, a stimulating discussion took place. The following issues are noteworthy:

- Connection to MedlinePlus? HealthReach provides their collection to MedlinePlus so it is the same content. The only exception is MedlinePlus en Español <https://medlineplus.gov/spanish/> which is not included in HealthReach because it does not meet HealthReach's cataloging inclusion criteria.

- Who writes the materials? The author should be a licensed health professional. Equally important is how the material is written. The text needs to be understandable for everyone. In the future, HealthReach will list the qualifications of the author (social workers, nurse, MD, etc.). This request has been made by several user groups in the US.
- NLM addressed challenges to metadata collection and using the informational interview with authoring organizations to determine how translations were performed, were members of the language-speaking community involved in resource development and/or translation review, and the language in which the resource was originally developed.
- Meeting participants reviewed the situation in their own countries. Among others, Tatyana Kaigodrova from Russia and Diala Al Samarani from Lebanon described the huge need for more high quality open health information sources. Therefore, there is lots of potential for co-operation, as in many other countries as well. In Britain, e.g. NHS Choices <https://www.nhs.uk/pages/home.aspx> offers lots of quality checked information that we should also be aware.

The main aim was to draw upon what PHIG members could do to work in partnership with HealthReach. It was agreed that anyone interested in collaborating could be involved in the following:

- identify suitable materials to be added in HealthReach;
- collect metadata and perform informational interviews;
- find possible contact persons in their own countries;
- promote and educate HealthReach as a high quality information source;
- HealthReach can serve as a repository for metadata and share the collection via website of API. There is a huge potential for synergy and mutual benefit.

Further details of our discussion and updates from the PHIG members can be read on the minutes: <https://www.slideshare.net/EAHILPHIG/eahil-cardiff-2018-public-health-information-group-meeting>  
HealthReach presentation by Laura Bartlett and Michael Honch <https://www.slideshare.net/EAHILPHIG/healthreach-httpshealthreachnlm.nih.gov-by-laura-laura-bartlett-and-michael-honch>

### Next PHIG webinar – HealthReach – How to promote and to whom?

#### Tuesday Sept 25th at 14:30 (Geneva time)

HealthReach is meant for more than librarians, but how to promote it to the core audience? Join us for this online webinar when the PHIG and HealthReach will explore how to make HealthReach better known among a European audience. To participate, please send an email to [ALLEN@who.int](mailto:ALLEN@who.int) to obtain the link and details to join this online seminar on September 25th. All are welcome to join. Conference theme for EAHIL 2018 was “Inspiring, Involving and Informing” that certainly was true of the PHIG meeting. As a member of the Local Organising Committee it was a pleasure to have such an exciting, exhilarating meeting in Cardiff.



**Fig. 1.** Public Health Information Group's Meeting, Cardiff, Wales, 2018.

## Report from the European Veterinary Libraries Group (EVLG)



**Fiona Brown**

Secretary EVLG  
University of Edinburgh  
F.Brown@ed.ac.uk

The European Veterinary Libraries Group (EVLG) met on 11 July 2018, in the Seligman Studio at the wonderful Royal Welsh College of Music and Drama in Cardiff. There were five attendees from two countries.

Fiona Brown, EVLG Secretary, reported that both Michael Eklund and Raisa Iivonen were stepping down from their roles as EVLG President and Vice President. The EVLG members gave their unanimous thanks and appreciation for all the work which Michael and Raisa have done for EVLG and are very glad they will remain as members of the group, especially given their valuable expertise and input.

It was agreed that the Facebook pages and the EVLG homepage had continued to improve the group's communication.

It was agreed that EVLG would continue to work the Veterinary Medical Libraries Section (VMLS) of the Medical Library Association (MLA) in the USA to update the international veterinary libraries directory.

Esther Carrigan, Heather Moberly and Fiona Brown reported to the EVLG members on the topics discussed at the 9th ICAHIS (International Conference of Animal Health Information Specialists), which was held in June 2018 at the Veterinary Science Library, Archives and Museum, Szent Istvan University, Budapest. The topics discussed at this meeting included veterinary informatics, veterinary students' research, historic collections, open access veterinary collections and the role of the library in veterinary education.

The group discussed species considerations when creating a PICO, shared examples of good and bad practice and considered the risk of bias and the potential risk of unnecessary animal research if these things are not taken into consideration in a search.

### Report of the Pharmaceutical Information Special Interest Group



**Peter Field**

UCL School of Pharmacy Library  
London, United Kingdom  
peter.field@ucl.ac.uk

The meeting was held on Wednesday 11th July 2018, 17:30 – 18:30, in the Gibson Studio, at the Royal Welsh College of Music and Drama, Cardiff. A brief report is given below.

#### **Attendees**

Six people attended the meeting. Five librarians work in information services in pharmaceutical companies and 1 in a higher education institution.

#### **EAHIL Continuing Education Courses**

The Chair invited everyone to share their experiences of any Continuing Education Courses they may have attended. Delegates attended the sessions on the following topics: open source tools used for text data mining (TDM); resource licencing; student-activated information literacy; critical appraisal in health care research; gamification; synchronous online teaching. All delegates gave positive feedback on the sessions, some remarking on the immediate applicability of the content in their local settings.

#### **Resource Discovery**

The secretary asked what benefit this special interest group would have to members. One delegate highlighted the group's potential as a good forum for networking and sharing ideas. There was near-consensus that pharmaceutical industry librarians sometimes work in isolation and initiate their own solutions or make individual purchase agreements. One hot topic discussed in detail was resource discovery and delivery, which is moving from the model of licenced material on a commercial discovery platform to an on-demand document delivery service. One delegate recommended 'RightFind', a copyright clearance company based in the United States that supplies articles on a token scheme. One company uses subscriptions, pre-paid tokens, document delivery or links to Open Access articles. Another company has subscriptions and pre-paid tokens.

#### **Analysis of resource usage**

Every information service represented conducts granular analysis of usage of subscribed material to anticipate trends, justify spending and improve budget allocation. One delegate can see how many times an article has been downloaded.

One attendee noted that PubMed users select the institutional link resolver link over Open Access ones. This is useful because it generates statistical data. Analysis also reveals to the same librarian that there has been a significant number of turn-aways from pay-walled articles, which does not correlate to the number

of document delivery requests received. It was that suggested new models of statistical data may reveal topical trends but for now it is mostly used for spending justification.

It was suggested that one topical focus of the group should be Text Data Mining (TDM) and Big Data. This could well be the future of literature research and it was argued that we should know how it works. All present supported the notion that TDM should be a topic for the group.

Importantly however, all attendees were mindful of protecting copyright and IP when sharing news and views.

### **Inter-sector harmony**

Making reference to the minutes of the meeting in Dublin, one delegate reported that, as an information professional in industry, they had experienced offensive and prejudicial hostility from clinical librarians at conferences, although not necessarily at EAHIL. Another delegate reported the same. All present found the hostility perplexing and upsetting, whether they had experienced it themselves or not. Another delegate argued that there is no need to apologise for working in industry, which in their experience is collegiate and purposeful. Another delegate described the daily prejudice experienced as a librarian (regardless of the sector) from other professionals and members of the public.

### **Summary**

The group adopted two themes for future action:

- improve the group's visibility and reach so that it becomes a positive network, particularly for people working in industry;
- explore TDM and its usage as a topical interest for the group with the potential for developing expertise and advocacy.

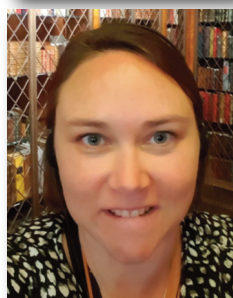
The next meeting will be in Basel in 2019.

# Health Libraries Australia Report for JEAHIL PD Day 2018



**Diana Blackwood**

Faculty Librarian  
Faculty of Health Sciences & Vice Chancellory  
University Library, Curtin University, Perth, Western Australia



**Serena Griffin**

Library & Literacy Project Officer,  
Barwon Health Library Service, Geelong, Victoria, Australia



**Taryn Hunt**

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This year the HLA PD Day was held at the Kolling Institute, Royal North Shore Hospital, Sydney on the 19th July.

### **Theme**

Our theme was *Contemporary and future issues - what's new, exciting and/or controversial?*

We began the day with a presentation by Aileen Weir from the National Library of Australia, who presented on the future of collaborative digital services and what this means for health libraries. She explained the changes in the Australian sharing landscape as more born-digital material is generated and shared, rather than metadata, and showed that the current funding model is unsustainable. In the remainder of the presentation she detailed a new, fairer model<sup>1</sup>.

Cheryl Hamill from Perth, WA reported on the recent Share It Conference held at the National Library, on the future of resource sharing. The conference highlighted that a clear vision is needed on the future direction of Australia's resource sharing framework given that "resource sharing in Australia is complex and fragmented, and is evolving without planning or structure". A number of points for future developments were discussed<sup>2</sup>.

**The keynote address** this year was given by Lisa Kruesi from the University of Melbourne. Lisa spoke about the prospects for an Australasia PubMed Central (PMC) and whether this could happen in Australia



as it has in Europe. She advised, from her research, that less than fifty percent of NHRMC funded research outputs are accessible from Australian institutional repositories, in contrast to PMC and Europe PMC achieving close to ninety percent. Lisa noted that an Australian PMC will require significant investment in infrastructure and human resources, as well as collaboration from sectors and commitment from a national body and suggests that we “watch this space”<sup>3</sup>.

### Lightning presentations

This year, due to the high number of excellent abstract submissions, we had 10- minute lightning presentations which allowed for more health librarians to share their recent innovations, than in previous years, and was well received by attendees.

Themes addressed the measurement of impact and the consequent reshaping of services. Presenters examined other factors that have reshaped services such as external imperatives and how health librarian roles have had to adapt and change.

There was a focus on new ways to engage and inform clients, new ways to conduct searches and we were updated on our colleagues’ innovative work on search filter development.

### HLA projects

One exciting achievement discussed in the HLA reporting session is the completion of the HeLiNS (Health Libraries for the National Standards) Project. The purpose of this research is to explore and record the contribution that health libraries make to the achievement of hospital accreditation, with a view to demonstrating their value<sup>4</sup>.

Another development is the continuation of the Health Librarianship Essentials course at the University of Melbourne. It has been re-branded as the Digital Health Information Services Course<sup>5</sup>.

### Awards

Two awards were presented this year and both were won by Justin Clark from Bond University for his innovate project *PolyGlot Search Translator*: a tool for translating search strategies<sup>6</sup>! The first is the HLA/MedicalDirector Digital Health Innovation Award, the second is the Anne Harrison award which is presented for projects that will increase and contribute to the understanding and development of health librarianship in Australia.

The PolyGlot search translator generated a real buzz, as it promises to make a significant difference to the time it takes to conduct searches. It automatically translates searches across multiple databases by modifying the database specific syntax, removing the need to do this manually. Using PolyGlot saves an average time of 10 minutes per database, increasing to over 100 minutes per database on the most complex search. Further analysis in the number of searches found and errors in searches is ongoing and we look forward to hearing more from Justin very soon.

We left with lots to think about and an opportunity to socialise informally with our colleagues from around the country. The Executive Committee is already working on next year’s PD Day. Stay tuned.

<sup>1</sup> <https://www.alia.org.au/sites/default/files/documents/AWeir%20-%20Health%20Libraries%20PD%20Day%20-%2019%20July.pdf>

<sup>2</sup> <https://www.alia.org.au/sites/default/files/documents/ShareIt%20HLA%20PD%20Day%202018%20Cheryl%20Hamill.pdf>

<sup>3</sup> [https://www.alia.org.au/sites/default/files/documents/HLA\\_Kruesi\\_Keynote\\_16.9\\_3.pdf](https://www.alia.org.au/sites/default/files/documents/HLA_Kruesi_Keynote_16.9_3.pdf)

<sup>4</sup> [https://www.dropbox.com/referrer\\_cleansing\\_redirect?hmac=XsXJMgGhwi1i9wvsBTKvw0Z8K7v8TOVrrlWttvbgUbQ%3D&url=https%3A%2F%2Fwww.alia.org.au%2Fsites%2Fdefault%2Ffiles%2Fdocuments%2FSession%25207%2520%25232B%2520National%2520Health%2520Standards%2520Live%2520PubMed%2520Searches.pdf](https://www.dropbox.com/referrer_cleansing_redirect?hmac=XsXJMgGhwi1i9wvsBTKvw0Z8K7v8TOVrrlWttvbgUbQ%3D&url=https%3A%2F%2Fwww.alia.org.au%2Fsites%2Fdefault%2Ffiles%2Fdocuments%2FSession%25207%2520%25232B%2520National%2520Health%2520Standards%2520Live%2520PubMed%2520Searches.pdf)

<sup>5</sup> [https://www.dropbox.com/referrer\\_cleansing\\_redirect?hmac=jhkaZ5j8ENsCDFPsBxdVeiFNSZOImGISDdqyXHzkJWU%3D&url=https%3A%2F%2Fwww.alia.org.au%2Fsites%2Fdefault%2Ffiles%2Fdocuments%2FSession%25207%2520%25236%2520DHIS-Presentation-HLA-19Jul2018.pdf](https://www.dropbox.com/referrer_cleansing_redirect?hmac=jhkaZ5j8ENsCDFPsBxdVeiFNSZOImGISDdqyXHzkJWU%3D&url=https%3A%2F%2Fwww.alia.org.au%2Fsites%2Fdefault%2Ffiles%2Fdocuments%2FSession%25207%2520%25236%2520DHIS-Presentation-HLA-19Jul2018.pdf)

<sup>6</sup> <https://www.alia.org.au/sites/default/files/documents/SRA%20Polyglot%20presentation%20ALIA%20Health%20PD%20Day%20Justin%20Clark.pdf>

## TAKE A LOOK!

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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. Acknowledgement to **Informed Librarian Online**.

### FREE ACCESS

- 1.** Ger T. Rijkers, Anya Luscombe, & Carla Sloof. **Tell me why Bob Dylan and the Beatles song titles are used in biomedical literature**  
Webology, Vol 14, Number 2, December, 2017  
*How often and why do scientists refer to music titles in their papers? There has been a growing trend of using popular music titles in scientific literature since the 1990s. We have investigated the extent to which songs by Nobel Prize winner Bob Dylan, and by The Beatles are used in titles of biomedical scientific publications.*  
<http://www.webology.org/2017/v14n2/a159.pdf>
- 2.** Abigail Goben, Alison F. **Copyright in the health sciences literature: A narrative review**  
Journal of Copyright in Education and Librarianship Vol 2 Number 2, 2018  
*Health science educators, researchers, and clinicians are regularly faced with challenges surrounding copyright and fair use. However, little is known about how copyright is addressed in the professional literature. In order to identify themes and gaps, the authors undertook a narrative review of articles published in health sciences literature between 2000-2016.*  
<https://www.jcel-pub.org/jcel/article/view/6654>
- 3.** Ann De Meulemeester, Heidi Buysse, Renaat Peleman. **Development and validation of an Information Literacy Self-Efficacy Scale for medical students**  
Journal of Information Literacy Vol 12 Number 1, 2018, pp 27-47  
*The aim of this research is to develop and validate a scale for the evaluation of medical students' information literacy self-efficacy beliefs, as this plays a crucial role in the development of lifelong learning objectives.*  
<https://doi.org/10.11645/12.1.2300>
- 4.** Mushtaq, Rabiya; Loan, Fayaz Ahmad; Ali, Mufazil. **Open Access Health and Medicine Journals - An Informative Study**  
Webology, Vol 14, Number 2, December, 2017  
*The main purpose of the study was to analyse various aspects of open access journals in the field of health and medicine registered in the Directory of Open Access Journals (DOAJ).*  
<http://www.webology.org/2017/v14n2/a160.pdf>

- 5 Natasha Williams, Shalu Gillum. **Encouraging users to pop in: Popcorn Day in the medical library**  
College & Research Libraries News Vol 79 Number 7, July/August 2018  
*New libraries are constantly challenged to adapt how their spaces are used. This is the case even more so for libraries with primarily digital collections. As a brand new 21st-century library with only a few print materials and a 98% digital collection, it was important for the University of Central Florida Harriet Ginsburg Health Sciences Library to promote use of our space to existing users, and to establish the library space itself as a valuable resource to its faculty, staff, and students. This would be accomplished through the development of novel outreach activities, including one of our more unique and successful experiences: Popcorn Day.*  
<https://doi.org/10.5860/crln.79.7.383>
  
6. Megan Kocher, Amy Riegelman. **Systematic reviews and evidence synthesis: Resources beyond the health sciences**  
College & Research Libraries News Vol 79 Number 5, May 2018  
*For decades, systematic reviews have been widely used to synthesize evidence in the health sciences. More recently, other disciplines, such as agriculture and the social sciences, have seen a rise in systematic reviews and related research methodologies. In response to this development, both Cornell University and the University of Minnesota Libraries have launched systematic review services that explicitly cater to non-health-sciences researchers at their institutions.*  
<https://doi.org/10.5860/crln.79.5.248>
  
7. Priya Desai, Natalie Telis, Benjamin Lehmann, Keith Bettinger, Jonathan K. Pritchard, Somalee Datta. **SciReader: A cloud-based recommender system for biomedical literature**  
BioRxiv May 30, 2018  
*With the growing number of biomedical papers published each year, keeping up with relevant literature has become increasingly important, and yet more challenging. SciReader ([www.scireader.com](http://www.scireader.com)) is a cloud-based personalized recommender system that specifically aims to assist biomedical researchers and clinicians identify publications of interest to them. SciReader uses topic modeling and other machine learning algorithms to provide users with recommendations that are recent, relevant, and of high quality.*  
<https://doi.org/10.1101/333922>

## ABSTRACTS ONLY

1. C, Jane. **Web of Science**  
The Charleston Advisor, Volume 20, Number 1, 1 July 2018, pp. 52-54(3)  
*Recent developments such as the curation of Open Access content continue to enhance the Web of Science brand over 50 years after its first inception. It remains the first go-to general resource for reliable citation and other bibliographic indexing.*  
<https://doi.org/10.5260/chara.20.1.52>
  
2. Erwin Krauskopf. **An analysis of discontinued journals by Scopus**  
Scientometrics September 2018, Volume 116, Issue 3, pp 1805-1815  
*Scopus continuously evaluates journals submitted by publishers for indexation, and later, to verify if quality is maintained. During this re-evaluation process, some publication concerns may be raised at journal or publisher level. Consequently, Scopus periodically issues a list of discontinued journals. However, not all journals update their websites in order to inform readers that they have been discontinued. This study shows that 56 journals that were discontinued in 2016 currently affirm on their websites that they are indexed by Scopus*  
<https://link.springer.com/article/10.1007/s11192-018-2808-5>

**3. Thomas Gaston, Pippa Smart. What influences the regional diversity of reviewers: A study of medical and agricultural/biological sciences journals**

Learned Publishing Vol 31 Number 3, July 2018 pp.189-97

*There is evidence of a geographical imbalance of reviewers, leading to concerns about the sustainability of peer review to ensure high quality, timely publications. This research evaluated articles submitted during 2016 to 149 Wiley owned journals in two disciplines: medicine (112 journals), and agricultural and biological sciences (37). We compared the reviewer location with the location of the author and the Editor in Chief, the size and rank of the journal, and whether the journal had difficulty in obtaining reviews.*

<https://onlinelibrary.wiley.com/doi/abs/10.1002/leap.1155>

**4. Elizabeth Kiscaden, Jacqueline Leskovec & Elisabeth Unger. The use of Loansome Doc to meet the needs of unaffiliated health professionals**

Journal of Access Services Volume 15, 2018, issue 1 pp. 57-63

*This study was undertaken in order to determine how health sciences libraries in a ten-state region are using Loansome Doc, with an emphasis on whether this tool continues to be used to serve unaffiliated health professionals*

<https://doi.org/10.1080/15367967.2018.1423983>



### Publications and new products

**Letizia Sampaolo**

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#### **September. Holidays gone, it's time to roll up our sleeves...**

*Maybe you already know this little story about four typically English characters called Everybody, Somebody, Anybody, and Nobody. However, now that it is the moment of the year we all make good intentions, it is worthwhile to re-read it. Enjoy the read!*

*There was an important job to do and Everybody thought that Somebody would do it. Anybody could have done it but in the end, Nobody did it. Somebody, of course, got angry about this because he felt that Everybody should have done it. Everybody insisted that Anybody could have done it, but Nobody realised that it was Everybody's job. In the end, Everybody blamed Somebody because Nobody had done what Anybody could have done.*

#### **JOURNAL ISSUES**

*Health Information and Libraries Journal: Contents of September 2018*

##### **Editorial**

##### **Maintaining your momentum**

Grant MJ

##### **Review Article**

##### **Evaluating digital libraries: a systematised review**

Rahimi A, Soleymani MR, Hashemian A, Hashemian MR, Daei A

##### **Original Articles**

- **Identification and description of controlled clinical trials in Spanish language dental journals**  
Villanueva J, Delgado I, Saldarriaga JR, Gargallo MG, Amaro Y, Zapata S, Núñez L, Zamorano G, PardoHernandez H, Bonfill X, Martin C
- **Localising and tailoring research evidence helps public health decision making**  
Van der Graaf P, Cheetham M, McCabe K, Rushmer R
- **Controlled before-after study to evaluate change in evidence-based practice of speech and language therapy students**  
Durieux N, Maillart C, Donneau AF, Pasleau F
- **Developing a generic tool to routinely measure the impact of health libraries**  
Ayre S, Brettle A, Gilroy D, Knock D, Mitchelmore R, Pattison S, Smith S, Turner J

## PUBLICATIONS AND NEW PRODUCTS

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### Regular features

- **Dissertations into Practice**  
**Professional collaboration in searching the evidence for an ill-defined concept**  
McMahon M, Hatton C, Alberici S
- **International Perspectives and Initiatives**  
**Health science libraries in Sweden: new directions, expanding roles**  
Haglund L, Roos A, Wallgren-Björk P
- **Teaching and Learning in Action**  
**2BIC: taking your adventuring gear to organise pop-up health information literacy sessions**  
Vandendriessche T, Michels M, Stoop L, Vissenaekens N, Discart I

### FROM THE WEB

- **Worldcat.org: “Because what is known must be shared”.®**

OCLC Online Computer Library Center global cooperative is an American nonprofit organization "dedicated to the public purposes of furthering access to the world's information and reducing information costs" that was founded in 1967. All the member libraries and OCLC cooperatively produce and maintain WorldCat, a huge online public access catalog (OPAC) in the world. Specifically, WorldCat is the world's most comprehensive database of detailed information about the collections of 72,000 libraries in 170 countries and territories. It is made available free to libraries, nonetheless the catalog is the foundation for other subscription OCLC services.

- **Palermo Book of Antidotes, 1670**

Margaret Kaiser is Acquisitions Librarian for the Rare Books and Early Manuscripts Section in the History of Medicine Division at the National Library of Medicine (NLM). Last January she published an interesting post about a new acquisition for the Historical Collections of the NLM. It is Nicolo Gervasi's *Antidotarium Panormitanum* (Palermo book of antidotes). Gervasi was a botanist and chemist in Sicily who collected plants in his botanical garden booth from Sicily and abroad.

The *Antidotarium* is a very rare pharmacopeia that was published in 1670. Divided into 30 sections, it describes the medicinal preparation of quite a number of remedies mostly prepared from plants, that include tinctures, pills, powders, extracts, waters, conserves, infusions, decoctions, syrups, oils, balms, plasters and poultices, and ointments. If you are interested in remedies for fevers, plague, heart diseases, and catarrh read the full post or access to this title through the NLM's Locator Plus.



### FORTHCOMING EVENTS

**September 24-25, 2018, Lodz, Poland**

**Reading culture of the young generation**

For further information: <http://www.eblida.org/freeze-url/reading-culture-of-the-young-generation.html>

**September 24-26, 2018, Graz, Austria**

**Open Access to Scientific Information**

For further information: <http://www.eblida.org/freeze-url/open-access-to-scientific-information.html>

**September 24-27, 2018, Oulu, Finland**

**6th European Conference on Information Literacy - ECIL2018**

For further information: <http://www.eblida.org/freeze-url/ecil2018.html>

**September 27-30, 2018, Göteborg, Sweden**

**Göteborg Book Fair 2018**

For further information: <http://www.eblida.org/freeze-url/goteborg-book-fair.html>

**October 3-5, 2018, Barcelona, Spain**

**Feria Internacional del Libro (LIBER)**

For further information: <http://www.eblida.org/freeze-url/liber18.html>

**October 8-12, 2018, Monterey, California, USA**

**The 17th International Semantic Web Conference. The premier international forum for the Semantic Web and Linked Data Community**

For further information: <http://iswc2018.semanticweb.org/>

**October 9-11, 2018, Kraków, Poland**

**ISIC 2018 – The Information Conference**

For further information: <http://www.isic2018.com/>, <https://www.facebook.com/isic2018/>,  
<https://twitter.com/ISIC2018>

**October 10-14, 2018, Frankfurt, Germany**

**Frankfurt Book Fair 2018**

For further information: <http://www.eblida.org/freeze-url/frankfurt-book-fair-2018.html>

**October 16-17, 2018, London, UK**

**Internet Librarian International 2018**

For further information: <http://www.eblida.org/freeze-url/il-2018.html>

**October 22-26, 2018, Turin, Italy**

**CIKM 2018 International Conference on Information and Knowledge Management. From Big Data and Big Information to Big Knowledge.**

For further information: <http://www.cikm2018.units.it/>

**November 14-17, 2018, Ürgüp, Nevşehir, Turkey**

**First International Children's Libraries Symposium**

For further information: <http://www.eblida.org/freeze-url/first-international-children%E2%80%99s-libraries-symposium.html>

## PUBLICATIONS AND NEW PRODUCTS

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**November 26-28, 2018, Bonn, Germany**

**SWIB18 – 10th Semantic Web in Libraries Conference**

For further information: <http://www.eblida.org/freeze-url/swib18.html>

**January 31-February 1, 2019, Pisa, Italy**

**15th Italian Research Conference on Digital Libraries Digital Libraries: on supporting Open Science - IRCDL**

For further information: <http://www.eblida.org/freeze-url/ircdl-2019.html>

*Please feel free to contact me ([letizia.sampaolo@iss.it](mailto:letizia.sampaolo@iss.it)) if you have any further suggestion about events you would like to promote*



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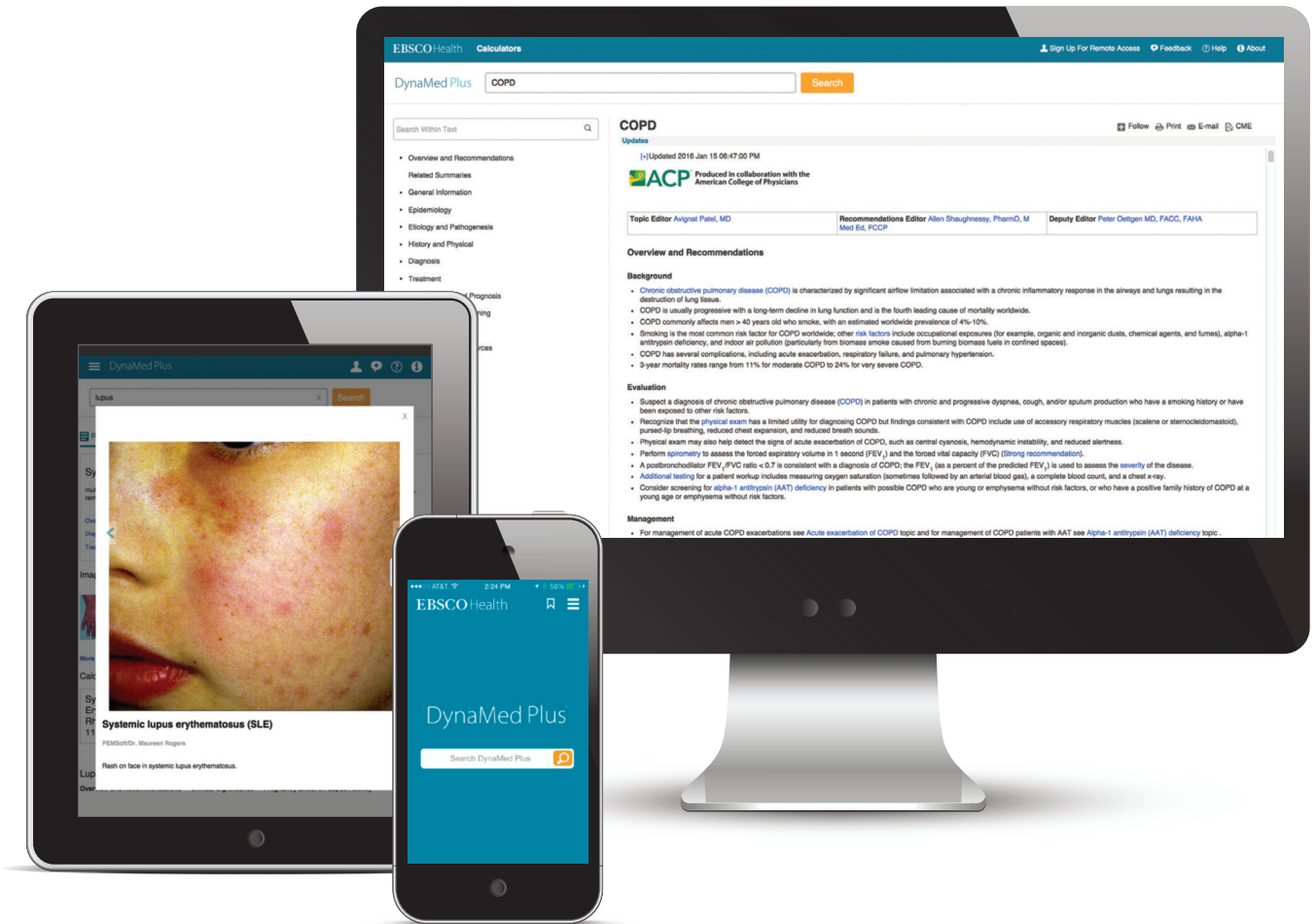
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