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# HLANEWS

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# TRUE GIFT...
## The once and future hospital library

Are modern health libraries as valued today as they were in the past? Daniel McDonald reflects on the origin story of the Dr Aeneas McDonnell library, and enquires whether its ongoing impact reflects the hopes of its founders.



I recently received the following search request: "Child Health in Queensland is 100 years this year. Would you please check for historical information on our service for the Darling Downs Hospital and Health Service that we could use to promote and celebrate our service?"

In searching the public library's local history clippings folders I came across several useful documents. Serendipitously I also came across a newspaper article from Monday 16 September 1935 which reported on 'the official opening ceremony of the McDonnell Library, a gift to the Toowoomba General Hospital'. The report eulogised Dr Aeneas McDonnell, Honorary Surgeon-In-Chief, staff physician for 46 years, and the man bequeathing his 150 book collection in order to establish the library. He was described as a 'great citizen and

scholar, but greater surgeon and physician'.

Regarding the library, the article quotes Cr. F. Prentice (Board Chairman): 'To cap all his wonderful services, Dr McDonnell has presented to the institution a medical library which will be a boon to the medical staff and to the senior nursing staff. Its value is hard to estimate when one thinks of the doctors and nurses who will make full use of it. The Board has provided what it considers a fitting setting for the wonderful library, and I trust that everybody present this afternoon will inspect it'.

In opening the library the local politician Mr J.D. Kane remarked 'that the library would be of inestimable value to medical men and nurses, and would forever be a monument to its donor'. After highlighting other improvements to the hospital (new ENT clinic; remodelled kitchen block; modernising the laundry) the article then returns to its initial theme and goes on to describe medical literature and health libraries in the most grandiloquent of terms: 'Mr Kane said that the gathering had assembled

to honour the living, and he should say that the greatest man living connected with the Toowoomba Hospital was Dr Aeneas McDonnell. (Applause). Although that statement might seem sweeping, he really believed it to be true. Nothing could be of greater service to mankind than medical literature. Dr McDonnell believed that, and so did the medical profession. Because he realised the indispensability of the library, and of literature to the profession that did so much for

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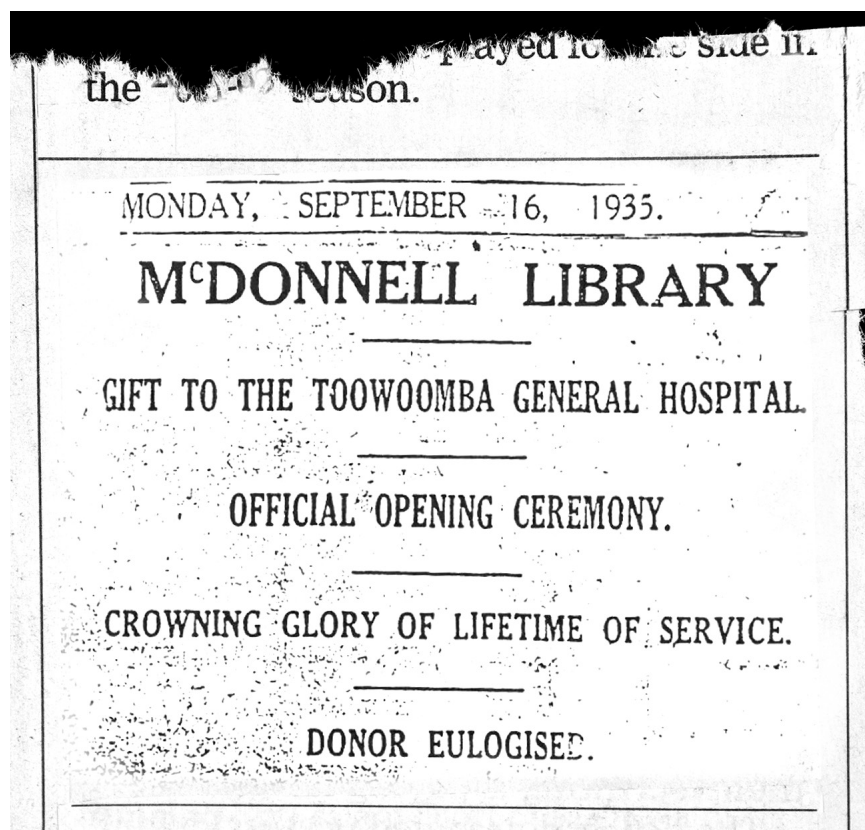**PROUDLY SPONSORED BY WOLTERS KLUWER • www.ovid.com**

mankind, Dr McDonnell had given his valuable library to the institution. If that were the only thing that Dr McDonnell had done for the institution it would be sufficient for one man in his day; but to him in his knowledge of the man and the institution it appeared to be Dr McDonnell's crowning glory of very many gifts of a lifetime of service. (Applause). After all his gifts of skill and knowledge, his unending generosity, Dr McDonnell had come forward with the greatest gift of all – the gift of literature of his profession in the form of a library of inestimable and immeasurable value'.

As current custodian of the Dr Aeneas McDonnell library, with an interest in history and an easily-triggered sentimental streak, it was a thrill to come across this foundation document. It was even more thrilling to see the library I work for described as "indispensable", "of inestimable and immeasurable value", and "the greatest gift of all". I have half a mind to stop collecting statistics and writing annual reports and simply refer any questions as to the need for a hospital library back to this 1935 newspaper article. However the other half of my mind has paused to reflect on whether the library is indeed a "boon to the medical staff and senior nursing staff", and whether it continues to "forever be a monument to its donor"?

Much has changed in hospitals, and health care, and health information, since Dr McDonnell graduated from University of Sydney and began practice in Toowoomba in 1890. The scale and complexity and rapidity of change would no doubt astound him. Yet the library he established continues to be used. Since 2010, 1900 staff have borrowed 7000 books and accessed 30000 articles and requested 2700 literature searches from the library. Since 2014 at least 1400 staff have attended some 200 training sessions provided by the library. Countless others have used the library's physical space for computing and study and sleeping. Untold more have accessed digital resources and platforms provided by the library but with no further intervention from the library. As well, a recent local impact survey regarding the impact of literature searching received 77 respondents, of whom:
- 58% indicated it has contributed to choice of intervention decisions
- 60% indicated it has contributed to advice to patient

> ‘
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> ’



the ___ ___son.

MONDAY, SEPTEMBER 16, 1935.

McDONNELL LIBRARY

GIFT TO THE TOOWOOMBA GENERAL HOSPITAL.

OFFICIAL OPENING CEREMONY.

CROWNING GLORY OF LIFETIME OF SERVICE.

DONOR EULOGISED.

- 51% indicated it has contributed to improved healthcare outcomes
- 50% indicated it has contributed to improved quality of life for patients
- 61% indicated it has contributed to interventions based on best practice or current evidence
- 54% indicated it has contributed to improved quality of care
- 52% indicated it has contributed to service development
- 78% indicated it has contributed to updating knowledge and skills
- 59% indicated it has contributed to delivering education and training of staff
- 61% indicated it has contributed to personal research.

Free text comments summing up the impact of the service included:

– "An invaluable service!"
– "Very helpful to obtain journal articles to keep up to date on current research and review potential application to practice. Critical to maintain professional development. Also very helpful for keeping up with current research to answer patient questions as these items are discussed in social media too."
– "Being delivered evidence-based, contemporary research to assist with daily practice is essential in a modern organisation."
– "The library service at DDHHS is an invaluable support to me as a clinician and being able to provide an evidence-based service. The outcome of the project which began with help from the library services is expected to be extremely useful to clinical staff in this district."
– "One word – invaluable."
– "The library service is highly valued. The staff are highly knowledgeable around a broad range of material. And their approachability and explanations give confidence to continue to seek their support. This creates a culture where our staff feel that our organisation supports the utilisation of evidence-based care into clinical practice."
– "Excellent, very beneficial to practice. Provides better outcome for research than practitioner could do alone."
– "Immensely helpful in providing access to relevant literature necessary to support service development and improve patient care."
– "The literature search supported my application for AHPEP placement which in turn resulted in an improvement in the service we provided to cancer patients with head and neck cancers. This in turn led to decreased numbers of patients/admissions to the hospital."
– "Enabled me as a practitioner to provide current evidence regarding infant feeding practices and health outcomes to health professionals and clients. Some of the information resulted in introducing new practices to the unit, directly impacting maternal


Dr Aeneas McDonnell

ABOVE – The Dr Aeneas McDonnell Library, then (left) and now (centre and right).

and infant wellbeing".

– "It is invaluable. To have access to someone to complete lit searches is very useful and efficient in time use for clinicians. I see it as a very valuable asset to clinicians whom if the librarian wasn't available would just go in the 'too hard basket'. The librarian's accessibility promotes access to EBP information. Thank you!"

– "Service was excellent and efficient. Provided me with evidence-based practice information to determine whether client was appropriate for our service, whether had rehab potential or not and possible intervention strategies that would improve / not improve in relation to clients cognition. It's provided me confidence in seeing the client as to what our service can/can't provide and what as a health professional I can assist with."

– "The librarian and the library is a service that has allowed me to continue research to advance my skills and knowledge. The hospital could not do without this service, especially for young upcoming nurses still learning and advancing their skill set. The introduction of emergency nurse transition programme requires readings and research to be completed and without this service would not flow as well as it does."

– "Has significantly impacted on the service delivery framework of psychotherapeutic programs accessible to consumers of Mental Health Division."

Despite the proliferation of alternative sources, and despite the death knell being periodically sounded by the ignorant and lazy, health libraries in Australia continue to be valued by the staff they serve and continue to be indispensable to the staff they serve. I would like to think Dr Aeneas McDonnell would be quietly proud of this. I would also like to think that through hard work, intelligent adaptation, evidence-based decision-making, and professional collaboration, current and future iterations of the library he bequeathed "will forever be a monument to his name".

## ABOUT THE AUTHOR

**Daniel McDonald** is Librarian at Darling Downs Hospital and Health Service located in Toowoomba, Queensland.

# CareSearch Engagement Project
## Call for nominations and expressions of interest

### About CARESEARCH

CareSearch is an online resource designed to help those needing relevant and trustworthy information and resources about palliative care.

It is for anyone providing palliative care and for anyone affected by the need for palliative care, such as:

• Patients, families, carers, friends, and workmates
• Specialist palliative care providers
• GPs, nurses and allied health workers
• Other specialist providers such as oncologists, bereavement counsellors and geriatricians.

The website is free to use – find it at www.caresearch.com.au

In 2018 CareSearch is calling for expressions of interest for its new project 'Building knowledge and awareness through sector engagement.'

CareSearch understands that providing access to trustworthy information on end of life and palliative care is essential but not enough on its own. Informed decisions happen when the information is accessed. To improve the uptake of resources and our understanding of when and how these are used, CareSearch will partner with communities to better understand their needs and learn how to encourage greater use of the online resources.

CareSeach is inviting nominations and expressions of interests from three specific groups: Patients, Carers and Families; Aged Care; and Allied Health. While the submission dates have passed for Aged Care and Allied Health, there is still time for Patients, Carers and Families to submit. If you would like to participate or know of anyone from these groups who can help, please submit an expression of interest form or nominate by sending an email to caresearch@flinders.edu.au before the 15th June.

Dr Jennifer Tieman
CareSearch Director

**ANN RITCHIE**

# CONVENOR'S FOCUS

**HLA PD Day planning • Controversy over search services • The question of measuring impact...**

> ' ... how about this for stirring up some angst amongst those of us who received a challenge a couple of months ago ... a proposal for a commercial search service run by a medical doctor offering to run searches for a fee... '

As I am writing for this issue we are in the throes of organising our PD Day for 19th July in Sydney and the programme is shaping up well. We'll be hearing from many of our colleagues about what's new, exciting and/ or controversial in various parts of the health library world. I hope you'll be able to join us and add to the mix of ideas and discussions, and most importantly, contribute to the debate about critical issues that our HLA executive should prioritise in our strategic planning for the next 5 years.

And just to seed some of the 'controversial' themes – how about this for stirring up some angst amongst those of us who received a challenge a couple of months ago. A number of hospital librarians were alerted to a proposal for a commercial search service run by a medical doctor offering to run searches for a fee – $199 for a one-week turnaround or $499 for a 72-hour turnaround. The entrepreneurial doctor was also going to supply articles, we assume from his hospital/state-based subscriptions.

Of course we can all see the obvious problems with this, number one being copyright on document supply (let alone breaching conditions on the use of databases not licenced for commercial purposes), but more insidiously, the idea that there are health professionals in our hospitals who don't know that their libraries are available to do exactly this work (and almost certainly with better retrieval results), for free! The question that this immediately brought to my mind was – are we completely missing the mark with marketing and valuing our services? And I mean 'valuing' in both economic and qualitative terms.

So the question becomes – what are we going to do about this case in particular, but more generally, to address the issue that there may be others who are unaware of our literature searching services, and the value health librarians provide.

As it turned out, the doctor in this case was very apologetic and happy to be enlightened. But on the wider issue, we do have some work to do.

If you'd like to learn more about measuring the impact of our literature searches and advocating for our services in places that matter – come along to the PD Day in Sydney where you'll be able to glean ideas and strategies from others, and position your services for the future. I do hope to see you all there!

Ann Ritchie
ann.ritchie@alia.org.au

# ANNOUNCING...

## DIGITAL HEALTH INFORMATION SERVICES ONLINE COURSE

## TO BE RUN IN 2018

Associate Professor Kathleen Gray and I are very pleased to announce that in April this year, ALIA/HLA and the University of Melbourne have signed a ten-year agreement to deliver a course for the continuing professional learning and development of the health library and information services workforce.

The semester-long online course will be hosted by the Health and Biomedical Informatics Centre (HaBIC) of the University of Melbourne. Formerly known as 'Health Librarianship Essentials' the unit title will be changed to 'Digital Health Information Services' to reflect the new content which has been added to highlight the requirement for updated knowledge and skills in the domain of digital health and informatics.

The course will be facilitated again by Professor Gillian Hallam, with expert advice and guest lectures delivered by members of the HLA reference group and the HaBIC teaching staff. To encourage our members and in recognition of the foundational knowledge contributed by the HLA reference group, ALIA/HLA members will receive a five-percent reimbursement on the course fee when they have completed the course.

**The course covers four major topic areas:**
- Understanding the Australian healthcare environment and clients' information needs,
- Health information and data resources – searching and summarising;
- Evidence-based practice and continuous quality improvement in healthcare and the health information professions;
- Health data and knowledge management technologies and services.

Weekly online sessions will run for 12 weeks from August through October 2018. For detailed information and registration, visit http://go.unimelb.edu.au/3qd6.

### Registration closes on 1 July 2018.
### Enquiries: health-informatics@unimelb.edu.au

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Convenor HLA

Kathleen Gray,
Director Health and Biomedical Informatics Centre

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# RETHINKING
# TIME MANAGEMENT
## (and finding inspiration in your own collection)

Are you a time management expert, or like many of us, struggle to prioritise, get started, finish things or plan ahead? Maybe, like Rhonda Cotsell at Ballarat Health Services Library, you have a time management book somewhere in your collection just waiting to be opened…
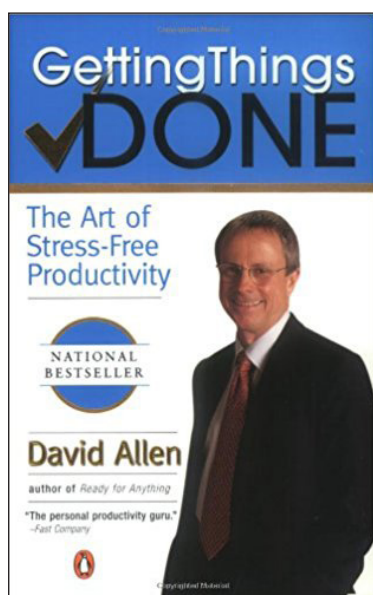
ABOVE – The book that helped ... **How to get things done. The art of stress-free productivity** by David Allen (2001) Camberwell, Victoria: Penguin Group.

I have had in the back of the mind, for some time now, the thought of reading 'something' on time management (TM). There are things I want to accomplish professionally at work but important things get shunted to the bottom of the list in order for me to stay on top of my job. I thought it would help to refresh, with the possibility of learning something new and to check against what I was already doing.

But I never seemed to have time.

My selection process was to pick up a book on time management (TM) that I noticed on the returns trolley at work and open it at random. I found a line on how our minds can get obsessed with getting everything done at once – a line which resonated for its simple, blunt approach and which brought relief through having that fact openly acknowledged. Plus I had absolute faith in the quality of our collection due to the rigour of the colleagues who shaped it and who allowed this work to stay.

Initially I found it annoyingly repetitious, with an unwelcome lecturing style. The author constantly refers back to his own experiences as a teacher, and success with people who have followed his ideas. This was perhaps inevitable given that is based on a program that the author teaches and publishes in a variety of settings and formats. On the other hand the author really does have a lot of convincing experience both teaching, and with his subject.

I like the fact that what I was reading approached TM in terms of how we think about managing our time, rather than offering quick fix solutions for what to do. The importance of thinking versus immediately responding to issues as they happen is stressed. Why this is difficult to do is also examined.

The impossibility of doing everything was emphasised as a reality and not proof we are doing something wrong or not trying hard enough. That fear is real, sometimes subconsciously, and seeing it stated so baldly bought that fear for me to a place it could be evaluated for what it is.

Another shift was the author stating he defines as, and organises, his hours, to embrace both home and job simultaneously, not separately. With relief I could almost feel aspects of my thinking amalgamate and realign.

Out of curiosity I made a list of all the things I am currently dealing with at my library desk and in my home. I ended up with a much larger list than I expected but, oddly, one that did not warrant the niggling layer of anxiety I live with daily. The reality is a fully functioning, lively home and a workplace where things are in a state of constant flux, ever changing.

The book describes a simple three step process which can be applied to all situations requiring action either as they arise or while already in process:

1   The first is to clearly identify what the thing is to be done. This is not always straight forward. For example, now my problem is getting this response written to the word limit, in time. The real issue I realised, was something else.
2   Secondly, to decide what is your/my commitment to the issue. In this incidence, high.
3   The third step is to decide on the first step towards its resolution.

Applying that step to my list of current issues, both on my desk and at home – I realised there were only a few not already en-route to completion, but I had been fighting a losing battle with those few for too long.

## IDENTIFYING THE ISSUES

I struggle with professional development activities. I struggle with the general untidiness of a large, messy garden I am creating. I struggle to find time to integrate my writer and librarian self. I am constantly anxious about a backlog of work in one aspect of my library role constantly interrupted by other tightly scheduled and non-negotiable weekly, monthly, quarterly and annual tasks.

## ASSESSING COMMITMENT

Commitment to me means knowing clearly my non-negotiable values, my basic life priorities and being absolutely sure that they are mine and not things shaped to please others. My commitment for each of the above is high. In retrospect this seems obvious but what is obvious on reading is not always so obvious when busy living our lives.

## PLANNING THE FIRST STEP

**Professional development:** The reality is I can't do much at work and that is my choice, but also it was proving difficult to do at home. However, I am committed so the first step was to find other ways of making it happen. After wasting two days at home doing anything but work on a huge and messy first draft of this response, I hit on the idea of doing it in a lakeside café meetup with a group of fellow writers who meet weekly for the sole purpose of writing. I can also do that when analysing articles and adding material to my ALIA PD.

**My garden:** It is going to look untidy for a long time yet but it's that or sacrifice its slow unfolding into what I envision it ultimately to be. My first step there was simply shifting my focus on what success was in this context – relaxation, exercise, and watching something unfolding under my labour.

**The repository backlog:** it will always be there, there is a constant influx of new material. I will always have to stop and work on other duties but that is a non-negotiable reality of my job. But also I need to remember that it is great material coming in and, to be honest, deep down, I like a challenge.

**Writing as my profession:** I have been on a wobbly track with two major projects that are moving far more slowly than I want but both require that I devote full-time hours to them and at the moment that is impossible. A first step (and ongoing) is practising my craft with other shorter writing opportunities like this one.

So, in conclusion I won't be able to finish reading this book (Identify task) before submitting this. But, (commitment) I have something to say already from what I have read and want to read more at a slower pace so (first step) I choose to explore thoroughly what I have learned and then continue reading at a longer and reflective pace.

Rhonda Cotsell AALIA (CP) Health
Librarian, Ballarat Health Services

## EDITOR'S NOTE

If you struggle to find time to do PD let alone track it, the member centre at www.alia.org.au has a tool called "MyPD Tracking Tool" to help you record your PD hours online and it takes only a few minutes to complete. You might find your hours racking up quickly! Writing an article like this qualifies so don't forget to include all those bits and pieces you do, not just the events you might attend.

# ALIA FELLOWSHIP CONFERRED
# SUZANNE LEWIS

We are delighted to confirm that Dr Suzanne Lewis has been awarded ALIA Fellowship for her long standing and dedicated service to health librarianship and to the Australian Library and Information Association. Suzanne will be presented with her Fellowship at the HLA PD Day in Sydney on 19 July.

AVOVE – Dr Suzanne Lewis PhD, BA (Hons), Grad Dip Arts (LibInfSci), GradCertEpid, AALIA (CP) Health

The ALIA Board of Directors has conferred the distinction of Fellow on Dr Suzanne Lewis, with special consideration for her work in the field of health librarianship, as a strategic thinker, advocate, mentor, project leader, researcher, author, speaker and academic. Suzanne has made a significant contribution to the Association and to the library and information profession through her work in health libraries.

Suzanne has been an active member of the ALIA Health Libraries Australia (HLA) Group, including as convenor from 2010-2013, and of the ALIA Health Libraries Advisory Committee. She was responsible for HLA's highly successful professional development (PD) program for a number of years, during which time she coordinated many high profile events. She was also a member of the HLA Editorial Advisory Group and a regular contributor to HLA News.

She helped design, and taught, the Health Librarianship Essentials Course through QUT, which prepared new health librarians and librarians from other disciplines for the healthcare environment.

Suzanne has been one of the key drivers behind the Australian Evidence Based Practice (EBP) movement. With international colleagues she helped develop the Australian Evidence Based Practice Librarians' Institute, including its well-subscribed four-day residential program. She has published on the EBP movement and has been a member of the editorial advisory board and peer reviewer for the international Evidence Based Library and Information Practice journal.

Other career highlights include membership of the steering group for Health Librarianship Workforce and Education Research; project leadership for the development of the Integrated Care Search Filter (a free, online tool for identifying the integrated care research literature within PubMed), and winning the HLA/MedicalDirector Digital Health Innovation Award in 2013, with Narelle Hampe.

## ABOUT FELLOWSHIPS

The Board of Directors of the Australian Library and Information Association may confer the distinction of Fellow and the post-nominal FALIA on a member who, in the opinion of the Board, has reached an exceptionally high standard of proficiency in library and information science and has made a distinguished contribution to the theory or practice of library and information science.

The award is peer-nominated. The distinction is conferred by the Board of Directors of ALIA. Nominations are always open for this award and are assessed at the first available ALIA Board meeting.

# Supporting research data discovery and citation
# DOI's can help

Finding a great resource online can quickly become a disappointment when you click on it only to find it has moved elsewhere. Kate LeMay from the Australian National Data Service explains how DOI's can help.
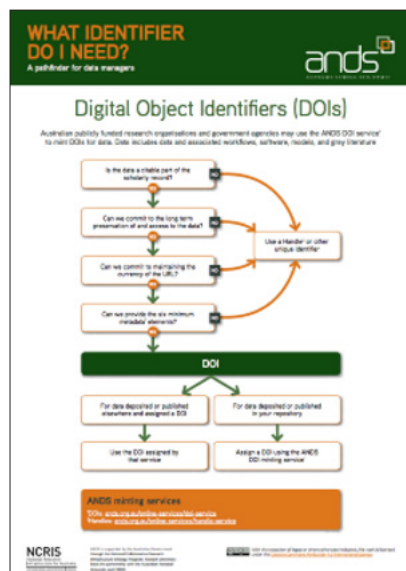


ABOVE – Find the Identifier Decision Tree (PDF, 0.2 MB) at http://www.ands.org.au/guides/persistent-identifiers-awareness

Librarians are familiar with DOIs being assigned to published research papers. However, did you know that they can be used for other objects? Digital Object Identifiers (DOIs) are unique identifiers that can provide persistent access (i.e. a 'persistent identifier'[1]) to published papers, but also datasets, software versions and a range of other research outputs.

Each DOI is unique but a typical DOI looks like this: http://dx.doi.org/10.4225/22/55BAE9DBD9670 (Population Health data collection for the City of Greater Bendigo). A DOI resolves to a landing page and always resolves when clicked, even if the resource it describes has moved location on the internet. This supports the discovery, linkage and citation of the research object (articles, data, software etc.) that the DOI is assigned to.

DOIs can be applied to "grey literature" too, such as reports like the Haefliger's cottage investigation with this DOI http://dx.doi.org/10.4227/11/50459F7BD4D0B in the New Archaeology Online: Grey Literature Archive.

ANDS is a member of the DataCite consortium, an international group of leading research libraries and technical information providers that aims to make it easier for research datasets to be handled as independent, citable, unique scientific objects. ANDS provides a service[2] for research institutions to mint and manage DOIs for research datasets and associated software, workflows, models and grey literature in partnership with DataCite. The free service is intended for use by publicly funded Australian research organisations and government agencies, and is available as a machine-to-machine or manual service.

DOIs also support data citation and can be used to collect citation metrics about the use of a dataset, which I will write about in a later edition of the HLA newsletter - stay tuned!

For more information on DOIs and data see the ANDS Guide at http://www.ands.org.au/guides/doi and the ANDS DOI FAQs at http://www.ands.org.au/working-with-data/citation-and-identifiers/data-citation/doi-faqs

A final thought: did you know there are also identifiers for researchers? Think about the many forms a person's name may take or common names. More than 38,000 Americans have the name James Smith! Universities, funders and publishers worldwide now use ORCID[3] to differentiate between people with the same name by assigning individuals with a unique identifier. Maybe you'd like to get one too!

Kate LeMay
kate.lemay@ands.org.au

## REFERENCES

1. http://www.ands.org.au/guides/persistent-identifiers-awareness
2. http://www.ands.org.au/online-services/doi-service
3. https://orcid.org/

ABOUT THE AUTHOR
Kate LeMay works in Canberra at the Australian National Data Service (ANDS) as a Senior Research Data Specialist, focusing on health and medical data. ANDS works with research institutions to increase their capacity in research data management and sharing.

# BOOK REVIEWS

*We've been listening to your feedback and are excited to present our new Book Review column. Book reviews are brought to you by HLA members and reflect their professional interests, and those of the HLA community. In this issue Teresa Beck-Swindale, reference librarian at the Dr Richard Butterfield Library in Burnie, Tasmania, shares her thoughts on two books that expose the underside of life as a health worker. Be inspired, surprised and amused!*

### This is going to hurt: secret diaries of a junior doctor
### by Adam Kay

DETAILS: Paperback: 288 pages. Publisher: Picador; Air Iri OME edition (September 7, 2017). Language: English. ISBN-10: 1509858652, ISBN-13: 978-1509858651.

I found this book to be comic, inspiring and tragic in equal measures. Written by an English doctor who has now left the health service and currently works as a comedian and writer for TV and film, he had the freedom to 'tell it as it is'. And he does.

There are hilarious anecdotes, stories to make you gasp and truths which certainly make you wish were not true. Here's a sample:

*"Moral maze. In the labour ward dressing rooms after a long shift. I'm leaving at 10pm rather than 8pm thanks to a major obstetric haemorrhage ending up back in theatre. I'm meant to be going to a Halloween party, but now I don't have time to go home and pick up my costume. However, I'm currently dressed in scrubs and splattered head to toe in blood. Would it be so wrong?"*

Tales of examining a corpse sit alongside the joy of delivering babies and the terror of delivering bad news. Shocking statistics of medical errors follow pages of real life anguish and stories of relationships ending through the pressure of work. Ultimately though, this is a tale of human kindness and we empathise with the young doctor as he hurtles through the pressures of learning, caring and crises.

This should be recommended reading for all interns and beyond, with true life anecdotes both frightening and uplifting. Certainly it's the only book I have ever added to this health library collection needing a language warning on the cover!
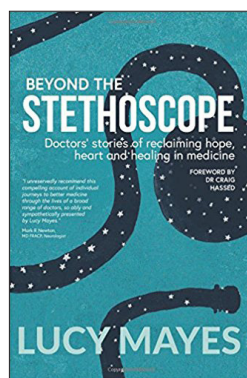
### Beyond the stethoscope: doctors' stories of reclaiming hope, heart and healing in medicine
### by Lucy Mayes

DETAILS: Paperback: 330 pages. Publisher: Heart Works Press (October 29, 2017).Language: English. ISBN-10: 064818272X, ISBN-13: 978-0648182726.

*"Artistic storyteller Lucy Mayes has spent eight years listening with doctors: communing, story catching, learning, celebrating and mourning. Beyond the stethoscope reveals varied experiences in medicine. Here are 'back stage' vulnerabilities of ordinary, extraordinary humans; oath-bound bearers and givers of state-of-the-art medical knowledge, who choose to pour out life daily. I am awed, as I was absorbed, reading this astonishing tapestry".*

One of the many testimonials praising this intense and very readable book, which could be the most valuable book health practitioners ever read. Highly recommended.

Both of these books deserve a place on the shelves of the general public library as well as the health library as they need to be read widely by clinicians and lay people alike. Do yourself a favour and add them to your collection.

# CATALOGUING RESEARCH
# – a collaborative project

Suzanne Hannan, Library Manager at Southern NSW Local Health District Library Service takes us through the development and results of a project to develop a catalogue of local research.

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Our rationale for establishing a catalogue of research projects was to acknowledge and provide access to a significant body of local research that was available to guide and inform new research, projects and initiatives in clinical care.

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## INTRODUCTION

Research is conducted within Southern NSW Local Health District (SNSWLHD) as a component of clinical improvement and redesign projects, by participants in Health Education and Training Institute (HETI) courses, leadership and management courses, and by internally and externally funded grant recipients. External researchers also conduct research in SNSWLHD facilities and with patients. The volume of research within SNSWLHD is comparatively small but of high value to the organisation, staff and patients as the research is translated into improved patient care and service delivery.

The SNSWLHD Health Services Library supports research conducted within the Local Health District (LHD) through the expert searching of databases and grey literature, advice on writing for publication, education and guidance on databases and information resources, and the supply of documents.

## OBJECTIVE OF THE LIBRARY CATALOGUE OF RESEARCH PROJECT

During discussions with the District's Research Support Officer, it was identified that there was a need to establish permanent records of completed projects and enduring links either directly or indirectly to the project documentation and any associated publications. This would help ensure that the research projects were identifiable, accessible and available to guide future research, initiatives and programmes. A discovery platform for these records would help acknowledge the presence and value of research within the LHD. In 2017, it was decided to commence a catalogue of research projects, which would provide a permanent record of, and access to, completed research projects conducted either within the SNSWLHD or by SNSWLHD staff.

The Library Management System (LMS), Koha (Prosentient), is currently used for cataloguing and circulation of library resources, including electronic resources. This functionality made it suitable as a discovery platform for SNSWLHD's research projects.

## ISSUES AND ACTIONS

Discussions between the Library Manager and the Research Support Officer helped identify issues and associated actions relating to research project records.

Our rationale for establishing a catalogue of research projects was to acknowledge and provide access to a significant body of local research that was available to guide and inform new research, projects and initiatives in clinical care. This research contributes significantly to professional practice and to the culture of a learning organisation, but without visibility or ready access, its value is unrealised.

A Research Catalogue of completed research projects, using a discovery platform accessible to all staff would disseminate the research more widely. The Koha LMS (Prosentient), currently in use for library resource management, seemed most suitable as the preferred platform for the Research Catalogue, as it was already established within the

District's information technology network and had the functionality required for recording project elements and linking to project output. Koha has the capacity for growth and flexibility to easily amend records to reflect changes in organisational infrastructure such as unit realignment, email address changes, or changes to open access journals.

System permanency was an important consideration as there needed to be a platform that would outlast changes in staff or organisational structures, although continued access to, and growth of the Research Catalogue is based upon the assumption of an on-going Library Service and catalogue.

It was important to establish inclusion criteria for the Catalogue. Research projects that involved Southern staff, patients or sites were eligible, regardless of principal researcher affiliations, as it was decided that we wanted a comprehensive record of projects that were specific to our LHD.

Once our rationale for this project was articulated, we then examined the methods we could use to add the research records to Koha. It was important to see the searching process from a user's perspective, and this determined the key elements for each record's entry, including links to full text articles. Defined search points, such as project numbers and subjects, were considered essential to efficient retrieval.

We then devised procedures, using existing sets of information and established systems to minimise workloads and to be as cost effective as possible.

Our procedures are:

- Records of projects are supplied by the Research Support Officer to the Library Manager in Microsoft Word and Excel formats. Each record contains key data elements, such as researcher details, project name, affiliations, and citation details of published projects, research aims and key findings.
- The Library Manager is responsible for extracting data from Word and Excel files and inputting this to the LMS, Koha, according to established cataloguing guidelines to ensure consistency and quality of the records, and to account for unique features, such as Project Numbers and contact details.
- Preferred links are to open access versions of published research where possible. For paywalled articles, the availability of an abstract is noted and linked to, along with the directive to email requests for the article to Library Services.

## RESULTS AND REFLECTION

To date, twenty research projects have been added to the Library Catalogue. A list of research projects resides in the 'Lists' section of the catalogue, ensuring easy access to a complete and up to date catalogue of projects. Searching points are effective, and provide reliable retrieval of the projects. Electronic links to online journal articles are stable, and any challenges, such as access limitation for some publications and variations in the personal names of researchers, have been resolved.

As new research is completed within the LHD, it will be added to the Catalogue using the established guidelines and procedures. It is intended to extend the content eligibility criteria to include Redesign Projects, which are separate entities to the Research Unit output.

The Koha LMS has proved very suited to purpose. Each record has multiple searchable access points, is permanent, and provides comprehensive information about each project. The records are accessible from all workplace computers via the Library Services page on the staff intranet and from the LMS website, and standards for each record field have been established.

The functionality of the LMS as a recording and retrieval system for research projects has been tested by the Librarians from Murrumbidgee

LHD and Albury Wodonga Health, and their input is appreciated. The Research Support Officer has significantly contributed to the realisation of a Catalogue of Research Projects, and this activity further strengthens linkages between Library Services and the Research Unit.

The profile of Library Services has been raised within the LHD as we publicise this catalogue and promote the collaboration as a quality improvement activity to senior management. This project demonstrates a library service's unique contribution to a health district, utilising a librarian's cataloguing and information management skills that cannot be found elsewhere within the organisation. The value of a library to a research culture and the parent organisation is clearly articulated in the initiation and progress of this project.

## CONCLUSION

The addition of projects to the library catalogue is an example of effective professional collaboration to improve an existing recording process for research. It has formalised the recording and retrieval of research output, increased the availability of projects to all staff of the SNSWLHD, and initiated guidelines for the management of research data within the LHD. It is envisaged that more advanced technology for data management will be adopted by the LHD in the future, and this work by Library Services and the Research Unit is foundational for SNSWLHD's contribution to research and data management in Australia.

Suzanne Hannan
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**ABOUT THE AUTHOR**

Suzanne Hannan is Library Manager at the Health Services Library for Southern NSW Local Health District, located in Goulburn NSW.

BELOW – Library Catalogue: http://gsahs.intersearch.com.au/cgi-bin/koha/opac-main.pl



**South West NSW Health Services Libraries**

incorporating Murrumbidgee LHD, Southern NSW LHD and Albury Wodonga Health

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UpToDate

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Agency for Clinical Innovation. Innovation Exchange

Understanding Health Research

**Welcome**

*Welcome* to the Libraries of Albury Wodonga Health, Murrumbidgee & Southern NSW Local Health Districts.

We support clinical practice, education, and research through the delivery of books, journals, articles and reports, and connect you to information and literature through database and literature searching.

Search the Catalogue to find what is available to you, then contact your Library to request the resources.

The Libraries are located at,

Albury Base Hospital, AWH. Phone 6058 4588 library.albury@awh.org.au

Goulburn Base Hospital, SNSWLHD. Phone 4827 3163 SNSWLHD-LibraryServices@health.nsw.gov.au

Wagga Wagga Base Hospital, MLHD. Phone 6938 6360 mlhd-libraryservices@health.nsw.gov.au

(published on 20/03/2018)

🔲 RSS feed for system-wide library news.

**Quote of the Day**

"Getting rid of librarians because everything is online = getting rid of accountants because everyone has a calculator on their desk." ~ Stephen Abram, VP strategic partnerships & markets, Gale

New title **Community health and wellness : primary health care in practice** / by McMurray, Anne, Community health & wellness.
Publication: Tower 1, 475 Victoria Avenue, Chatswood, NSW, 2067 : Elsevier Australia, 2015. . xxi, 565 pages : 28 cm. ISBN: 0729541754

**Log in to your account:**

Login:

Password:

Log in

You can search the catalogue without a password.

Contact your library to apply for a password to place holds or access additional features of the catalogue.

# IMPORTANT UPDATE
# HLA PD Day 2018...
## What's new, exciting and/or controversial?

This year the HLA PD Day will be held at the Kolling Institute, Royal North Shore Hospital, Sydney on the 19th July. Here is the detail that will inspire you to shift your diary note from 'draft' to 'confirmed'...

### THEME
Our theme is **Contemporary and future issues – what's new, exciting and/or controversial?**

Ann Ritchie (Convenor, HLA) will start the day by initiating a discussion on what members are seeking in terms of strategic directions for health libraries. This discussion will be followed up later in the program in a session reporting back on HLA projects and advocacy work. Ideas generated by attendees will also inform discussions at the HLA Executive Board meeting the following day.

The keynote address this year will be given by Lisa Kruesi from the University of Melbourne. Lisa will talk about the prospects for an Australasia PMC and whether this will or will not happen here as it has in Europe.

Aileen Weir from the National Library will be presenting on the future of collaborative digital services and what this means for health libraries and Cheryl Hamill will report back on the recent Share it Conference at the National Library on resource sharing futures.

### LIGHTNING PRESENTATIONS
The committee was extremely pleased to receive a good number of abstracts from health librarians from both the academic and hospital library sectors. Presentations this year will take the form of 10 minute lightning presentations which allow for more health librarians to share their recent innovations.

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

There will be a focus on new ways to engage and inform clients, new ways to conduct searches and we will be given an update on our colleagues' innovative work on search filter development.

### HLA PROJECTS
One exciting achievement that will be 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.

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 and there will be an opportunity at the PD Day to find out more about the course content and starting dates.

### AWARDS
Two awards will be presented at this year's PD Day. The first is the HLA/MedicalDirector Digital Health Innovation Award which this year was won by Justin Clark from Bond University. Justin will be presenting an outline of his innovative work on a Polyglot Search Translator: a tool for translating search strategies. 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.

We trust that it will be a day of great networking, inspiration and sharing and that attendees will join with us for a celebratory drink at the end of proceedings!!

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**View the draft program for the HLA PD Day and register online here**

**Ticket prices** (GST excluded)
**ALIA member: $130; Non-member: $190**
**ALIA member student: $100; Non-member student*: $115**
**Speakers*: $100**

*Please note, non-member students and speakers will need to contact groups@alia.org.au for assistance with registration.

# MEMBER
# SPOTLIGHT

## MELISSA de KLERK

### FAST FACTS

| |
|---|
| **HLA member since:** |
| 2015 |
| **First professional position:** |
| Library Technician Academic, Edith Cowan University |
| **Current Position:** |
| Library Technician Health at Joondalup Health Service in Perth, WA. |
| **Education:** |
| BA (Multimedia Design), Curtin University; Post Grad Info Science, Edith Cowan University |
| **Favourite Website or Blog:** |
| Junkee.com |

**What do you find most interesting about your current position?**
Helping people in my role is what gets me out of bed in the morning. I love the positive feedback I get from the staff after I have assisted them in finding valuable resources. It is so rewarding when a staff member comes back to the library to announce I helped save them so much time in their initial research stage. I also find it rewarding that I am indirectly helping to improve the health of the patients at my hospital.

**What has been your biggest professional challenge?**
Adapting to a career change. It was difficult, as libraries are made up of so many systems and it was hard to learn them in a short space of time. The job is very different from the studies, as is most cases.

**How did you join Health Librarianship?**
I started working at a university and acted in a Health Subject Librarian role. This lead to my current position..

**What was your previous employment background?**
Designer and a wildlife carer.

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

**What do you consider the main issues affecting health librarianship today?**
Respect and value towards library workers still seems lost on many people in this country. It is difficult to prove our worth.

**What is your greatest achievement?**
Holding my own art exhibitions and winning awards.
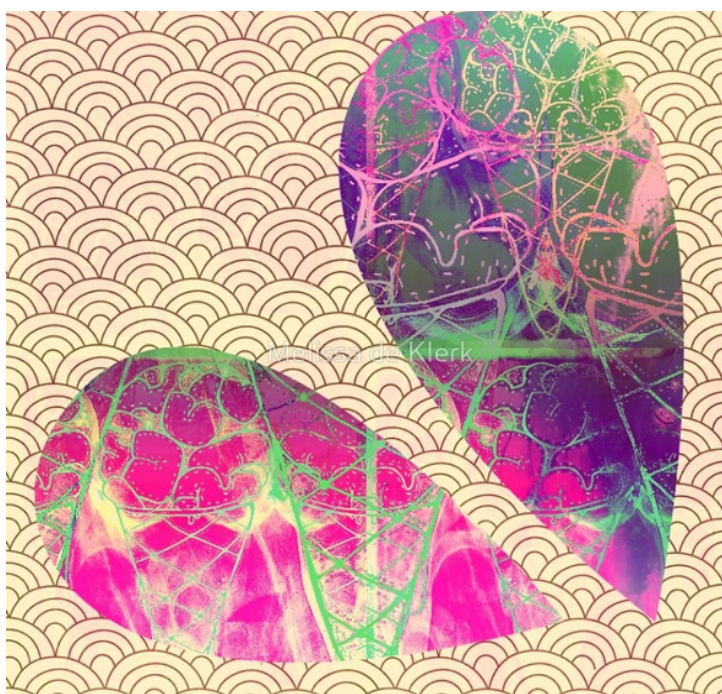
**What is your favourite non-work activity?**
Either Karaoke or collecting antiques.

**What advice would you give to a new member of HLA or a new graduate information professional?**
Volunteer as much as possible. I volunteered at the Sexual Health library and at a public library to gain experience.

**Anything else you would like to share about yourself?**
My work as an artist...

## EVENTS TO SUPPORT YOUR PROFESSIONAL DEVELOPMENT

| | EVENT | LOCATION | DATE |
|---|---|---|---|
| **Have you mapped your professional development calendar for 2018 – get these dates in your diary ...** | | | |
| | Health Libraries Group (CILIP UK) | Keel, UK | 13-15 June |
| | EAHIL 2018 (European Association for Health Information and Libraries) | Cardiff, Wales | 9-13 July |
| | HLA PD Day (keep a watch for further information) | Sydney | 19 July |
| | Asia-Pacific Library and Information Conference | Gold Coast, Qld | 30 July – 2 August |
| | IFLA World Library and Information Conference (Including Health and Biosciences Libraries Section) | Kuala Lumpur, Malaysia | 24-30 August |
| | 15th HLinc Conference | Melbourne, Victoria | October (TBA) |
| | HLA sponsored Carol Lefebvre events | TBA | November/December |

# See you in Sydney in July?

## We're counting the days to our HLA PD Day – see update page 16.

**You can also view the program and register** `HERE`