LIHNNK UP

LIHNN

by Health Libraries, For Health Libraries   **ISSUE 12   WINTER 2004**

a world of new opportunities

Welcome to this first LIHNNKUP issue of 2004. It seems appropriate that it should contain stories of success in promoting our services to staff and in developing new spaces, ways of working and welcoming staff to new posts.

Both the 1829 building library and Isle of Man Keyll Darree library held successful and enjoyable open days as described in turn by **Neil Foley** and **Christine Sugden. Lorraine Fazakerley** reveals Blackpool Education Centre Library's involvement in NeLH awareness week where a free draw for a bottle of wine was used to entice staff to register for a tutorial on getting the best out of using the electronic library – highly unlikely after a bottle of wine!

Kathy Turtle questions **Mandy Beaumont** about their new Education Centre and Library at Lancashire Teaching Hospitals NHS Trust. Mandy reveals the rewards of a long period of planning and hard work; an exciting new facility and staff structure encompassing two new staff **Andrew Craig** (Electronic Resources Officer) and **Debra Thornton** (Clinical Librarian). Andrew and Debra outline their new roles and reveal how it's all going so far.

Graham Titley continues to keep us up to date with copyright news, for which we are ever grateful, providing details of the impact of the new European Union directive on the copyright status of various media.

From EU to WHO, **Steve Glover** and **Colette Cleghorn,** our people in New Delhi report back on a fantastic opportunity; an International training course on HINARI (Health InterNetwork Access to Research Initiative) an initiative to provide greater access to major healthcare journals in developing countries. A participant, **Rakhee Joshi**, of the Nepal Health Research Council, provides a summary of the course.

Happy reading!

IN THIS ISSUE

Library Open Days - Open House

On the 18th and 19th November last year, almost as a warm-up to NeLH Awareness Week, the 1829 Building Library flung open its doors to its users between 12 and 2pm - on two Open Days - one just wasn't enough! (Yes, free coffee and nibbles can be - but isn't necessarily - an incentive to attend such an event).
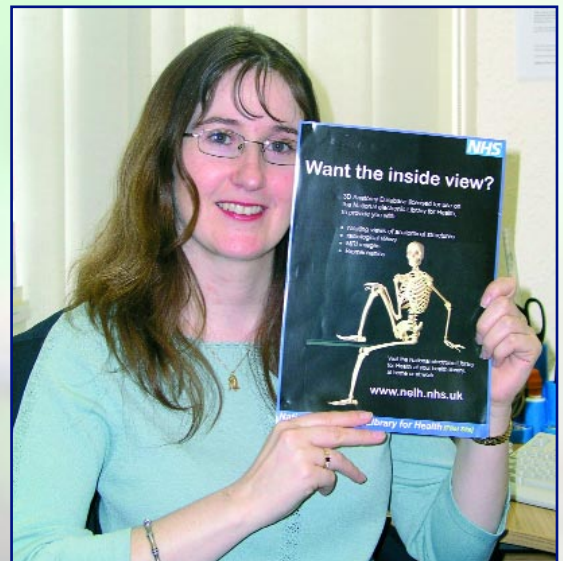
Many of the library's users are distributed across Cheshire and have never visited us before. They normally access us remotely and have no idea what the library looks like. Therefore, it was a chance to showcase what the library can do for its existing users, and importantly, its potential users, supporting their learning needs:

- Demonstrations of ADITUS and electronic journals
- Searching NeLH and the Heritage catalogue
- Searching evidence-based information sources on the Internet
- Full range of services on display
- Setting-up current awareness bulletins
- Books, journals and reports
- Picking-up handy IT tips ….and more!

On the two days, staff were able to answer a wide range of users' enquiries; those staff being Gill Swash, Carol Coles, Anne Griffiths, Neil Foley and Alison Paul. Alison is in fact a former member of the Informatics Department. You may recall reading in the Spring 2003 edition of LIHNNK-UP (p.2) that Alison had won the NeLH's national competition and with it £1000 worth of Primal Pictures Anatomy software. We were very pleased to have that software available for visitors to the library to use.

Not only were the Open Days an enjoyable experience but as a marketing exercise they were successful as we were able to identify potential new members of the library and also recruit staff to attend information skills training workshops. Overall, the Open Days reflect the proactivity within the

Alison Paul

Knowledge and Library Services which has resulted recently in the significant achievement of a grade 3 Accreditation!

Neil Foley

Gill Swash

Copyright for Information Providers

Aslib, London, 14th & 15th January 2004.

Graham Titley Library Services Manager, Rochdale Pennine Acute Hospitals NHS Trust

I know what you're thinking! Why does he have to go to a Copyright training course?

Well, the answer lies in the impact of the European Directive. To us, in our everyday working lives, the Directive has come to mean the insertion of 'non-commercial' into Fair Dealing, Library Privilege and Licensed copying. However, the Patent Office document that enacted the Directive is 69 pages, so when the opportunity to attend a course run by Graham Cornish was offered it seemed an ideal moment to refresh my understanding of copyright and how it will affect us in the electronic era.

Day 1 covered the background and basic issues and problems. Copyright is a moving target, as soon as you legislate there is pressure from all sorts of groups to change. These groups include authors, publishers, libraries, businesses, website managers and lawyers.

Copyright is but one part of legislation covering Intellectual Property (Patents and Trade and Service Marks are the other two groups). It is, however, split into two types. The moral rights of the creator of the work, and the economic rights of the owner of the work. It is the economic rights that legislation mainly seeks to protect and only offers in passing protection of a creator's moral rights. This might sound stupid – surely the author 'owns' the copyright? In most cases, unfortunately, this is not true. For example, are you aware that any work created by yourselves in the course of your work belongs to your employer (economic rights) rather than yourself (moral rights)! Or, as a student or pupil, unless you sign a declaration to the contrary, any work you produce at school or college is in your ownership (economic and moral rights) and is not the property of the university or school and cannot be used without your permission (or the permission of a parent if under 18)! Or, as a writer, you can 'sell' some or all of your economic rights to a publisher, who would then also gain copyright rights on the book produced.

The legislation itself is not simple. Although the Copyright Design and Patents Act 1988 was written mainly without reference to technology (so that it remained valid regardless of technological advances) it did flag certain sections for additional guidance from the Secretary of State, i.e.: the Statutory Instrument 89/1212 that allows libraries to provide copies to each other. However, not flagged, and ultimately more difficult to keep track of, are the Statutory Instruments that have been enacted as a result of EU Directives in 1992, 1995, 1996, 1997 and 2003. So if your copy of the 1988 Act is not heavily emended it is not worth the paper it is printed on!

Apart from the legislation, complications are also introduced because certain key terms are undefined: original, substantial(ly), reasonable(ly), librarian, fair dealing, periodical and commercial. All of these have been the subject of, or are awaiting, a judges definition/interpretation in case law. Copying, however, is defined as "…reproducing the work in any material form." This includes storing the work in any medium in electronic form.

What is covered?
Please note: the quality of the work is not a criteria!

ANY LITERARY WORK – book, poem, periodical, report, words of a song, manuscript, electronic text, directory, computer programs.

It is worth noting that article abstracts, when published with the article, are outside copyright and can therefore be reproduced freely. However, that same abstract scanned into a database (with permission) has copyright rights and database rights and cannot therefore be reproduced without permission.

ANY DRAMATIC WORK – instructions for a play, choreography, dance, mime.

ANY MUSICAL WORK – musical scores of any kind (the musical notation not words).

ANY ARTISTIC WORK – paintings, drawings, engravings, maps, sculptures, photographs, architecture, works of artistic craftsmanship, advertising logos.

SOUND RECORDINGS, films (including videos or other media), broadcasts, websites, email messages.

TYPOGRAPHICAL RIGHTS

DATABASE RIGHTS – a database is defined as "A collection of works, data or other materials which are arranged in a systematic or methodical way and which are individually accessible by electronic or other means".

(Note: this right covers the arrangement not the contents, which in themselves may be copyrighted material).

This means that any one item may have several copyright rights holders. For example, a vinyl record of a pop song will have Sound Recording rights (disc itself); Literary rights (words of song); Music rights (musical notation); Performing rights (of the individual or band as well as the backing musicians and singers); the cover or sleeve would also have Artistic rights (in any art work or photographs or logos) and Literary rights (any words). Phew! and we thought copyright was easy!

There are also rules governing qualification for copyright protection. Principally, the work must be original and fixed in some form/format. Even the typography has to be different if a work is republished. A mere facsimile of an earlier work does not receive any protection. Also the creator must be a national of a country with reciprocal protection rights. For example, a Tuvoluan national publishing in the UK would not receive protection, except, indirectly, if the work is published by a UK publisher. In regard to databases, substantial investment must have taken place in obtaining, verifying and presenting the contents for it to qualify. (An interesting aside, a power point presentation could qualify for database rights as well as other rights!).

The situation was further complicated by the 1996 SI which extended the copyright term for works to 70 years after the end of the year of the author's death. It was previously 50 years, so this meant that some works received extended copyright (because author had been dead less than 50 years) whilst other works previously out of copyright suddenly became revived (author dead over 50 years but under 70 years).

There are also different duration periods depending on the work. For instance, in a database the copyright remains as a work (70 years), but the database right is reduced to 15 years from the creation or it being made available to the public. However, this right is renewed each time a substantial (remember this is not defined) new investment is made. So in the case of a library catalogue, each time you add or delete a record, potentially, you start a new period of 15 years protection.

The real purpose of legislation is not only to set out rights, it is also to define what uses of material are allowed without the owner's permission. These include Fair Dealing, where an individual may make a copy for their own use; Library Privilege, which allows libraries to copy for each other and certain prescribed libraries to archive those copies; Educational copying; and Public administration. However, the most significant change introduced by the Directive is the allowing of a temporary copy. This was specifically outside allowed activity in the 1988 Act. Now, a temporary copy is not an infringing copy if that copy is transient or incidental and is an integral and essential part of the technological process, the sole purpose of which is the transmission in a network between third parties; is a lawful use of the work; and has no independent economic significance. Basically, every time you go to a web site your computer caches the page (makes a temporary copy, just as it is doing to this document as I write it). Also, because the information is often passing through other computers to get to you, each of those is making a temporary copy. This action was always perceived as an 'implied

> ## As a library, for your user or for another library, you can make one copy of one article from any issue of a periodical.

licensed action', because the web would not work if your computer was not allowed to perform the transient copying. This 'implied licence' has been removed by the allowing of temporary copies. Now, everything that is written or produced, wherever it is recorded, placed or printed is covered by copyright. Just because it is on the web, does not mean it is free to use. Unless you are clearly told otherwise, everything will have an author and a rights holder somewhere.

What can I copy?

As an individual you can copy for your own non-commercial private study, or research for a non-commercial purpose, or for criticism or review, or for reporting current events. This is termed Fair Dealing. But fair is not defined. It is certain that there must be no economic damage to

> ## Given the morass of ownership, copyright, and complications... the paperless office is further away than ever!

the rights holder. Any other guidance is subject to case law. You may copy one article from any issue of a periodical (an article is an item of information of any description e.g.: an article, a letter, an advert, or an editorial. You may not copy or scan the contents page, but you could rekey the information). You may make one copy of an insubstantial part of a book (this is generally taken to mean around 5%, but, for instance, the last page of an Agatha Christie novel where the murderer is revealed would be considered a substantial part!)

As a library, for your user or for another library, you can make one copy of one article from any issue of a periodical (an article is an item of information of any description e.g.: an article, a letter, an advert, or an editorial. You may not copy or scan the contents page, but you could rekey the information). You may make one copy of a reasonable portion of a book. Reasonable is not defined, but can be assumed to be greater than substantial as given under Fair Dealing. In general, publishers have let it be known that they consider 10% or not greater than one chapter to be 'reasonable'. Your reader must sign an appropriate declaration form before being given the item, and must pay an appropriate sum. Please note, a reader cannot claim library privilege for copying done by themselves at a library photocopier. This copying must be for a non-commercial purpose. In regard to non-commercial there are as yet no definitions. However, it is certain, anything done for profit or financial gain would be commercial. Your declaration form must also contain, for you own protection, a caveat along the lines of 'I understand that if the declaration is false in any material particular the copy supplied to me will be an infringing copy and that I shall be liable for this infringement of copyright as if I had made the copy myself.' Do not offer advice as to what is commercial or not. Library staff are not competent persons to interpret the law, the individual must make up their own minds. If the user signs the declaration that is good enough for us to provide the copy. It should also be noted that action is not retrospective. So should work be done for an article for which

the author later receives a payment that he was not aware of, his/her declarations would not be false.

Electronic signatures are still not allowed under the changes. The law still states that it must be the personal signature of the requestor. An unofficial view is to install a reasonably secure system (say PIN and staff number) and see if anyone objects. However this would be a risk assessment exercise.

The librarian also has a duty of responsibility to ensure that the law is not broken. In particular we are meant to ensure that no one individual receives more than one copy of the same material, or more than one item per issue of a periodical, or that a request is neither similar (substantially the same material for the same purpose) or related (education delivered at the same time or place). This means we should probably be storing our declarations bibliographically and checking our stored files every time we receive a request!

Over and above this we now have management complications. The Directive means that our copiers should have two systems for charging for copies made by users themselves, and two systems for charging for copies supplied by the library to the user. One rate for non-commercial, the other for commercial.

These issues are why libraries or groups of libraries buy Copyright Licences. For the NHS, not only do we get an increased allowance (2 articles per issue, or all articles on the same theme, and up to 15 copies rather than one) we are also released from the need to use declaration forms, pro-viding the item is sourced within the NHS for a NHS member of staff.

Electronic issues

As stated above, copyright exists in all works regardless of where they are placed or published. In the electronic world, though, complications are multiplied. Computers process material regardless of whether it is under copyright or not, and digital technology has given a lot of power to the information user, who can now download, or scan, and manipulate information instead of just reading and/or copying it. Copyright should still be a handcuff on activity, but it is extremely difficult to apply - just look at the difficulties the music industry is having with MP3 downloading!

Using the web is also rife with 'urban' myths about copyright:

If there is no symbol, it is not protected --- copyright is automatic.

Everything on the net is in the public domain --- public domain, in law, means only those items which are freely available and free of restrictions.

Material can be used because there is an implied licence -- doesn't remove copyright. Free use if stated on the site, otherwise restrictions apply. Owners should however use all means (especially digital) to protect their rights, otherwise it may be difficult to defend rights in court.

You can make copies for your own private use --- Private use is a myth.

Fair dealing allows use for some purposes. Rights less likely to be enforced if private use rather than commercial, which would have economic damage.

Issues are further muddled by licences, assignments and contracts. A rights owner may assign some of their rights to a third party (must be in writing), i.e.: author gives publisher rights to hardback but not paperback. They may also sell rights under contract (does not have to be written down, but a fair exchange of money or goods should take place), or issue a licence to allow certain uses. Licences also do not have to be written down, but often are, especially if an activity is restricted.

Given the morass of ownership, copyright, and complications, the lecturer at this point stated that, in his opinion, the paperless office is further away than ever!

In the electronic world the licence is king, and copyright a poor surf. If the licence, you sign or agree to, says you cannot supply a copy in any form to anybody who is not a member of your organisation, then regardless of copyright you must not supply.

Websites provide their own complications. If you create one using other people's material, are you sure you have permission from all the rights holders. If you view a page are you sure they have permission from all the rights holders. Is the ownership acknowledged and clear. Is the information protected (this can easily be done using programming code – but if it is not, there is still no implied licence to use). Whose law applies, the country where the material was mounted, or the country where the material is viewed. In Hungary, for instance, it is legal to create and host explicit pornographic acts and images; but in the UK it would be illegal for you to view those sites because your computer would automatically cache the information and you would be deemed to be 'in possession'.

Hypertext linking also brings its problems. If you use a hypertext link, is it clear you are being taken to a new site, or are you being kidded into thinking the new site is endorsed or related (known as passing off). Linking can also bypass conditions of use of a site, avoid its advertising, affect 'hit' registration and be economically detrimental to the linked to site. There are three main types of links: surface links (to home page, uncontroversial and okay to use); deep links (to exact page,

A new area of protection has been introduced as a result of the Directive.

controversial and some owners object); and embedded links (image or text from elsewhere embedded in your information. Worst scenario, breaking copyright of text and/or image as well as implying a relationship).

Liability for infringing information on the web always lies with the person who places the information. It only becomes the responsibility of others if they are informed of an infringement and do not act (usually a request to an ISP to remove infringing material which they then do not act upon and therefore become the subject of legal action themselves). Liability for infringement of use of information always lies with the person who uses it. This is worth noting if you act on behalf of others (if, for instance, you burn a CD using infringing material for a user, you would be liable). Please note, it has always been held that you are not liable if you provide the facilities, liability would only arise if you operate the facility on behalf of the individual.

A new area of protection has been introduced as a result of the Directive, covering technical measures

and rights management information. This is largely a new area of law in the UK, and is intended to protect the access controls placed on material by rights holders to protect against misuse. A technological measure is defined as any technology, device or component which is designed to protect a copyright work. To qualify the measure must be effective, to be effective the device must allow use of the work to be controlled by the rights owner through either an access control process (e.g.: encryption or scrambling) or a copy control mechanism. It is now an offence (civil and possibly criminal) to interfere with or circumvent those devices. However a serious problem has been created. How can you obtain access for legitimate use? As stated earlier a computer cannot distinguish between legitimate and illegal use, and although recognised as a potential problem the only solution offered is an appeal to the Secretary of State, which is not going to be quick enough for information needed today!

Finally, the legislation has been supplemented with a new act - Copyright (Visually Impaired Persons) Act 2002. This was implemented on 31st October 2003 and for the first time allows a copy of a literary, dramatic or musical work to be made by, or for, a visually impaired person in a format they can use. The format is unspecified, so it can cover sound, Braille, large print and any future developments. The only provisions are that the required format must not be available commercially, and that the person concerned has lawfully obtained access to the original (which includes access via a library or archive). To assist in provision, the definition of VIP is also rather broader than you might think. VIP is defined as 'one who is blind or partially sighted or has uncorrectable sight-loss or who has a physical disability which makes it impossible for them to hold a book or move their eyes'. This makes it possible to provide alternative formats to people with, for example, chronic arthritis who cannot hold a book.

This report is a distillation of a two day training course and provides an outline of the provisions of copyright as affected by current legislation. If you come up against a tough question you should always seek specialist advice. A more detailed report will be lodged with HCLU or can be obtained from myself. The LIHNN Copyright Standing Group is also preparing a brief handbook of guidance, which will be distributed in late Spring. I hope the above assists in understanding the current position, but remember copyright is never static. Not only does the law change, but also the technology and the dynamics and expectations of information supply. Keep yourself informed.

HINARI International Training Course on Health InterNetwork Access to Research Initiative

WHO Regional Office for South East Asia
New Delhi, India 3-7 November 2003

**Steve Glover &
Colette Gleghorn**
Christie Hospital NHS Trust &
Paterson Institute for Cancer Research

Rakhee Joshi
Information and Publication Officer,
Nepal Health Research Council
Ramshah Path, Kathmandu, Nepal

Introduction – Steve Glover

Recently I was invited by The World Health Organisation (W.H.O.) [1] and the UNDP – World Bank – WHO Special Programme for Research and Training in Tropical Diseases (TDR) [2] to take part as Lead Trainer/-Facilitator for an International Training Course on HINARI taking place at the WHO South East Asia Regional Office (SEARO) in November 2003. The Paterson Institute for Cancer Research agreed for me to participate on a seconded basis, with TDR funding the expenses.

The Health InterNetwork Access to Research Initiative (HINARI) is a new initiative to provide free or virtually free access to the major journals in biomedical and related social sciences to public institutions in developing countries. Starting in January 2002 with over 2000 journals from the world's leading biomedical publishers, HINARI is part of the Health InterNetwork, which was introduced by the United Nations' Secretary General Kofi Annan at the UN Millennium Summit in the year 2000. [3]

Led by WHO, the Health InterNetwork aims to strengthen public health services by providing public health workers, researchers and policy makers access to high-quality, relevant and timely health information via the Internet. It further aims to improve communication and networking. [3]

To qualify for the first phase of HINARI, a country must have a Gross Domestic Product (GDP) of less than $1000 per head.

The Special Programme for Research and Training in Tropical Diseases (TDR)

The Special Programme for Research and Training in Tropical Diseases (TDR) is an independent global programme of scientific collaboration. Established in 1975 and co-sponsored by the United Nations Development Programme (UNDP), the World Bank and the World Health Organization (WHO), it aims to help coordinate, support and influence global efforts to combat a portfolio of major diseases of the poor and disadvantaged.

Workshop Participants

Although the training was held in New Delhi, India at the SEARO offices, India does not qualify for access to HINARI, due to the strength of its existing journals market. Participants came from Nepal, Bhutan, Bangladesh, Viet Nam, Cambodia, Lao PDR, Maldives, Sudan, and East Timor. All of the participants came from public health or tropical disease institutes.

The Programme

The workshop was held over 5 days Monday – Friday and followed the following programme:

Day 1 – Monday 3 November 2003

08.45 - 09.00	Registration
09.00 - 09.15	Inaugural session
09.15 - 10.00	Introductions
10.30 - 17.00	Review of Internet concepts

Day 2 – Tuesday 4 November 2003

09.00 - 17.00	HINARI Overview
	HINARI Website
	Publishers' Websites
	(Blackwell Synergy)

Day 3 – Wednesday 5 November 2003

09.00 - 17.00	How to use PubMed

Day 4 – Thursday 6 November 2003

09.00 - 15.30	Advanced PubMed
16.00 - 17.00	About TDR

Day 5 - Friday 7 November 2003

09.00 - 10.00	EndNote
10.30 - 11.00	Discussion & Feedback
11.00 - 12.00	Conclusion & Certificates

The Workshop – Steve Glover

The workshop began with an introduction from Steve Wayling, Manager – Research Training capability Strengthening WHO/TDR, who explained why TDR was funding the training as part of its capacity-building initiative. Barbara Aronson gave an introduction from the HINARI perspective. I was introduced as a WHO Temporary Advisor and I stressed the importance of getting the most from HINARI's access to a core of journals (most of which would be the envy of many "Western Hospitals" and research institutes).

The participants then made short introductions which described the type of institute they were representing and the level of Internet access available onsite. Internet access in Asia and the developing world is very variable; even in New Delhi we experienced three or four power cuts per day which I am told is the norm. This can be very frustrating as users are often halfway through a literature search and, consequently, lose all information. Access is usually by dial-up with fixed lines being the exception.

The first day concluded with a long session on Internet basics such as how to use the browser, download files, organise favourites etc. This was followed with a review of Medical websites and free electronic journals. We also covered initiatives by Biomed Central, PubMed Central, AGORA and the Public Library of Science (PLoS).

Day two covered the HINARI initiative, The HINARI website and the use of publishers' resources. The Blackwell Science Synergy product was chosen as a demonstration model.
Institutes eligible for HINARI receive a Username/Password and login to the HINARI website, from here they can go to participating journals either directly from an A-Z list, or as a Link-out option from PubMed.

HINARI offers access to over 2200 journals from a number of major publishers such as Elsevier's Science Direct, Wiley Interscience, Springer-Link, Kluwer online journals, Blackwell Synergy, Lippincott and Nature Publishing Group Journals.

Days three and four mainly covered how to use PubMed more effectively for searching, and how to link from PubMed to Full Text via Link-out. Advanced PubMed covered MeSH, limits, Clipboard, SDI Searches on PubMed, emailing results and downloading to EndNote.

On Thursday afternoon participants gave short presentations in English, with each group performing a different set of tasks ranging from logging into HINARI to downloading full text articles. All the training examples were geared towards tropical diseases with participants supplying plenty of relevant training scenarios. Steven Wayling closed the afternoon session with an overview of the TDR programme, covering the 10 diseases they support and how to apply for funding grants.

Friday was a short day with the workshop closing at lunch time. The morning was spent on feedback and discussion with a short demonstration of EndNote. This was following by a ceremony to close the workshop and to award participants with attendance certificates.

Perspective from HINARI participant – Rakhee Joshi

HINARI is an initiative aimed at bridging the underlying, digital divide between high income and low income countries. It has been significantly successful in addressing the gaps and constraints often encountered when accessing health information in low income countries such as Nepal. Today we are fortunate enough to have access to more than 2,000 scientific publications online. This is one of the world's largest free collections of biomedical literature.

Subscribing to international peer-reviewed journals has always been a big challenge for most of the health libraries in Nepal. Libraries depended largely on external funding for their journal subscriptions. Once this funding was exhausted, subscriptions were, consequently, discontinued. As a result, a lot of health libraries accumulated piles of old stock. As most health libraries in Nepal have no subscriptions to any printed journals, HINARI provides Nepal with an open gate to information and resources.

One of the major problems faced by libraries in our country is the allocation of fund/budget for

library operations. With the advent of modern communication facilities, libraries today have multiple roles to play. In order to make the best use of the resources supported by HINARI, libraries at least need a computer with Internet access. Yet this, in itself, needs attention. Although some libraries have this facility, information retrieval is unreliable and time consuming. Most libraries have a dial-up connection which gets slower as the day goes on and, ultimately, ends in disconnection. Nevertheless, the initiative made by HINARI has really helped in uplifting the status of many

health libraries in Nepal. Most libraries now have computers with an Internet facility which is a step in the right direction.

The Kathmandu valley now has a rich reservoir of information, yet most of Nepal does not even have the basic facilities for computers, let alone internet access. Having access to further resources would enable scientists and researchers to promote quality research and build scientific capacity. HINARI, in covering such a wide range of health materials, opens the door for so many to do so much.

I consider myself very fortunate to have attended the international course on HINARI organized by WHO/TDR at SEARO, New Delhi 3rd to 7th November 2003. This recent training has instilled in me more confidence to carry out literature searches in a more effective way, as I am now aware of various techniques and strategies used in conducting such searches.

On a regular basis, I conduct two hours of practical classes to doctors, researchers and health professionals on "How to access Health information." This is one of the components of our Health Research Methodology Workshop. Every month the Nepal Health Research Council organizes such training programmes where we brief participants on designing a research proposal and performing literature searches.

Having completed the HINARI training I am planning to organize similar training for other libraries in our country and to help them become more aware of online resources. I would also like to train our decision makers and policy makers, so that they can support the library and information field.

As of now NHRC library has already tried to cover various categories of users. Apart from its regular training in NHRC, many doctors and students from Public Health have also been trained on using HINARI resources by conducting a session in their respective institutes.

NHRC library also aims to add a paragraph about HINARI resources to its brochure and to disseminate this information to health sectors in Nepal. If given the opportunity, I would love to conduct training sessions throughout Nepal. I believe the learning process is continuous and there are still many things to learn in the years to come.

Summary – Steve Glover

The workshop was a great experience for me to work with people from other nations who are faced with some different and yet some familiar problems to those of us in England. It also gave me a chance to study tropical diseases before leaving for Delhi which I found fascinating. I think the group worked well and I feel everyone left with 15 new friends and contacts for information sharing.

Summary – Rahkee Joshi

The whole training period was very effective and fruitful. Learning and practising new concepts and using knowledge was just wonderful. All the resource people cooperated with us throughout the session and we could call on them to sort out even minor problems and they responded very efficiently. Five days passed so quickly and we all felt the training period should have been extended for a few more days. I also want to express my sincere thanks to the organizers for conducting such a well-run workshop. The presenters were all well prepared and very professional and the opportunity to learn and work with participants from other nations and cultures added quality to the learning experience. The venue and the SEARO facilities were more than adequate.

Sightseeing – Steve Glover

On the final Saturday and Sunday we got a chance to see a few things around Delhi. A group of us took a day trip to Agra to visit the Taj Mahal and Agra Fort. Sunday we hired a taxi and driver and took a tour of New Delhi and Old Delhi. Shopping was an experience with lots of bargaining and street markets. Needless to say the Indian food was fantastic.

Blackpool Victoria Hospital

Staff from the Blackpool Education Centre Library took part in promoting the National Electronic Library for Health during the Awareness Week in November.

Publicity materials were displayed at Devonshire Road, Fleetwood, South Shore and Victoria Hospital. This literature illustrated desktop access to a wide range of quality, evidence-based, electronic health resources.

Leaflets and Helpsheets described the many resources, including the Guidelines Finder, the Protocols and Pathways Library, and the National Service Framework Zones. Good quality evidence was demonstrated featuring Clinical Evidence, the Cochrane Library and Bandolier. Databases for clinicians and managers, full-text journals, and electronic textbooks were highlighted. Of interest to staff were the individual professional portals providing links to specialist resources in their field of practice.

Staff were also given an opportunity to enter a free draw to win one of the twelve bottles of wine sponsored by the National Electronic Library for Health. To enter the competition, staff were invited to register for a 15

Lorraine Fazakerley

minute tutorial on getting the best out of using the electronic library.

Lorraine Fazakerley
Deputy Library Services Manager, will provide the training, and can be contacted on 303831.

Isle of Man Keyll Darree Library Open Day

Tuesday, December 9th saw the library at Keyll Darree host its first Open Day between 12noon - 8pm.

The idea was to give people an opportunity to look round our new premises in an informal, relaxed manner and for them to discover the range of services the library can provide. Specifically, electronic information displays on ADITUS and the National Electronic Library for Health (NeLH) were exhibited, with accompanying "freebies" such as pencils, computer "mice" and a new library bookmark showing where particular subjects are located on the shelves.

A lovely buffet provided by Greshams, accompanied by a home-made, non-alcoholic punch started the proceedings off on the right foot, and staff were soon in demand for copies of the punch recipe!! Lexicon bookshop brought along an extensive collection of books and other gifts which provided a timely opportunity to buy those last minute Christmas presents. Lexicon also kindly sponsored a £25 gift token as a prize for the Christmas quiz we

were also running - many were taken away but not so many returned! Whether this was a reflection on the toughness of the questions or more a case of post Christmas/New Year lethargy is unknown!

As we had joint winners of the quiz, the £25 prize gift voucher donated by the Lexicon bookshop has gone to Dot Bronte-Hearne, a tutor with the Centre for Nurse Education at Keyll Darree; with the other prize going to our own Shan Annis from the Health Care Libraries Unit at Warrington, who flew over to represent the Unit for the Open Day. Shan has received the recent Manx videos on Curiosities on the Isle of Man, also generously donated by Lexicon. Congratulations to both of them and thanks for everyone who took part in making the Open Day so enjoyable and successful.

We had 105 people through the doors as indicated by signatures in our visitor's book - an under estimation of actual numbers as we know severa "escaped" without signing in!! Attendance ranged from Nobles hospital staff, student nurses and managers, including a visit

by our Chief Executive Officer, David Killip. From the library staff's perspective, we judged the Open Day a success. It achieved our objective in encouraging people to come to the library for a look around and go away not only having been fed, but with a little more knowledge of what services we provide. Hopefully, the next time someone needs information, they will think of trying us out! Reaction from those attending was also positive and seemed to bear this out - we had comments such as informative, enjoyable, excellent (and not just about the food and punch!) Perhaps the most touching comment was from a doctor whose first UK Christmas it was - "Very special and beautiful for me, because it was a new experience as it is the first time I have been in the UK to attend a Christmas celebration. I like it". Watch this space - this could become an annual library event!

Christine Sugden
Library and Information Services Manager
Keyll Darree, DHSS Education
and Training Centre

Lancashire Teaching Hospitals NHS Trust opens its new Education Centre and Library

It was a proud moment when Mandy Beaumont, Library and Information Services Manager and her team, who after years of planning and weeks of sheer hard graft, finally moved into the new library in the purpose-built education centre at Royal Preston Hospital.

Realising that Mandy hadn't just waived a magic wand to bring about this momentous change, I asked her to sum up the experience with a few pertinent questions!

1. When was the centre first planned?

The move to a new library facility was first mentioned in 1994. However due to lack of funding the proposal was shelved until 1998 when a series of developments were proposed. The first development was the site rationalisation initiative between the Royal Preston Hospital and Sharoe Green Hospital sites. One of the major components of this process was the relocation and replacement of the two existing Trust medical libraries i.e. the main site library at Royal Preston Hospital and the satellite library at Sharoe Green Hospital, into one joint library facility.

The second development concerned the change in status for the Trust, from a District General Hospital (DGH) to a teaching hospital and the amalgamation of Preston Acute Hospitals NHS Trust with Chorley and South Ribble NHS Trust to form Lancashire Teaching Hospitals NHS Trust.

2. What major compromises did you have to make?

The first compromise came early in the project and involved the design of the library counter. The construction and design of the library counter had been included as part of the building contract without any consultation with library staff. However, the architects did make changes to the initial design after length discussions with library staff about how the counter area needed to function.

The other major compromise was the loss of a second storeroom. This came about due to the expansion of the Departments that were relocated into the Education Centre, which resulted in a pressure for office space.

3. Best Moments?

One of the best moments of the project was when I was told that the staffing structure I had submitted to run the new library service had been accepted. This was a defining moment and provided me with the staffing I needed to provide the type of library services we would all like to provide.

The very best moment was the first day we opened the library and the positive comments we received both from our regular library users and staff who were visiting the centre. This feedback gave me a great deal of satisfaction and made all the hard work over the last five years on the planning, the negotiating, the compromises and implementation all worthwhile.

4. Worst Moments?

There were a number of worst moments. These usually involved the funding of equipment which to all intense and purposes had been included in the initial bid but near the completion of the project appeared never to have been included i.e. a new security system for the library and no funding for computers in the computer suite. This was particular frustrating when periodically I had raised these issues in meetings and confirmation had been given that they had been included and not to worry!!!

5. What are the main tips you would have for anyone going through this process?

■ Keep extensive documentation on all aspects of the project.

■ Double check that all points and issues you have raised are included in minutes along with any agreements to provide resources. (Get every thing in writing).

■ Make sure that you see copies of any revised plans otherwise you may discover that square meter age you had shrinks or is redesigned into something that is not workable.

■ Be tenacious and stick to your ideals but be willing to compromise at the same time.

■ Exploit the process to achieve the types of facilities you want.

■ Don't forget the old adage "If you don't ask you won't get".

The creation of the new teaching trust was the result of the merger of two existing trusts, Preston Acute Hospitals NHS Trust, and Chorley and South Ribble NHS Trust.

This was a prestigious coup for all staff involved, and for the libraries it meant a golden opportunity to develop a well-funded and staffed resource and service. As part of this development, the library team was expanded to include two much needed posts, those of clinical librarian and electronic resources officer. To our pride and delight, we recruited two stalwarts from within the region, who are already making an impression with library users.

Debra Thornton, who has previously worked at St Mary's and Royal Bolton Hospital, describes her role:

One of the new services offered by the library service is that of Clinical Librarian. Debra Thornton has been appointed to provide literature searching to support patient care and clinical governance. Debra's main role is to develop close contacts with clinical teams – either on ward rounds or at clinical meetings, to provide the evidence base for new treatments or guidelines or to answer questions which may arise relating specifically to patient care. 'This is a very exciting role and I have found that clinicians are eager to request literature searches as it saves them a great deal of time and they can be sure that the search covers a comprehensive range of sources.' Debra also runs training courses on literature searching and these have proved to be very popular.

This is what Andrew Craig, Electronic Resources Officer, has to say about his career and the new role:

I have three and half years experience in working in Health Libraries. My first job was Assistant Librarian at Kostoris Medical Library, a job that involved document delivery, cataloguing and acquisitions. I was also involved in beta testing WinCHILL, which helped in my next position as Systems Librarian at South Manchester. The role of systems librarian involved the development of South Manchester's Internet and intranet page, liasing with IT departments and training of staff and students in searching databases.

In many respects my job as Electronic Resources Manager at Lancashire Teaching Hospital NHS Trust is similar to the position I held at South Manchester. I have only been in post since November so it is relatively early days, but my responsibilities includes the development of the library's web pages, maintenance and development of the library's housekeeping system (Heritage), the development of user guides, newsletters and generally to promote the use of electronic resources throughout the Trust. At the present moment the majority of my time is spent on activating access to electronic journals and developing a database to hold information on the library's electronic resources.

It's still early days for the library team, and we are all still settling into our new posts. There are plenty of exciting challenges ahead, not the least of which will be the steady increase in the number of medical students who will be with us, full-time, from their third year onwards. The trust is currently planning to apply for foundation trust status, and in the library service, we are working on various initiatives including knowledge management, eresources, quality, marketing, and literature searching training. Exciting times ahead!

**Mandy Beaumont,
Andrew Craig,
Debra Thornton**
and **Kathy Turtle**
Lancashire Teaching Hospitals NHS Trust

"editor's column"

notes for contributors

1. Articles and news items are welcome from all members of Lihnn, including support staff and staff in higher education institutions.

   Lihnn members are actively encouraged to write up accounts of events and courses attended. Articles on new developments and projects successfully managed are also welcome.

2. News items and short pieces, which can range from factual to amusing, are also welcome.

3. All items can be submitted in print or electronic format.

please abide by the following points:

Don't forget your name, location, title of article and date of article.

All acronyms should be written out in full for the first occasion they are used in the text. Please give full details of events, courses and conferences attended. This should include:

- The name of event and location

- Date of event

- Name of organizing or sponsoring body

- Details of how support materials can be obtained (where necessary)

- Full references to any published reports, articles, etc.

Items not submitted in time for the publication deadline will be published in the following edition.

Guidelines for contributors are also available on the Lihnn website.

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