LIHNNK UP

SURPRISE, SURPRISE

Valentine's Day is Over

Scribbling this before that annual cull of red roses and worship of the deity Hallmark, I figured I should share some of the perils of being a bloke over Valentine's Day.

Like the other 365 days in the year the whole thing gives you another opportunity to be wrong. Take the case of Eoin and Aoife. He being full of words he'd be at his work furiously scribbling letters to Aoife to tell her how he felt, despite the fact he'd be returning to her later in the day. Still it was kind of sweet and endearing. Then the issue of Valentine's day came up. Previous years Eoin had done the flowers, chocolate thing but as ever had always felt that pang of guilt that it wasn't enough. Mainly because it wasn't individualised. The year in question he was going to do it differently, he'd start by working out exactly who Aoife was before working out what to get her.

Now first port of call was the fact that Aoife was a librarian, so maybe something to do with that, maybe a 'Guide to Help Library Staff New to the NHS' from the **Helping Hands Group** would be just the thing. Maybe not, she had a bit of experience. Aoife loved travelling, so why not stimulate that with something like **Steve Glover's** experiences of working for WHO but then that might entice Aoife away from Eoin's side so perhaps not. She'd also

been involved in some marketing work so the experiences of **Mike Hargreaves** and **Linda Riley** with their 'Partnerships in Practice', **Jean Williams'** 'Health Libraries Week' or **Sue Taylor's** 'Health Libraries Week' in East Cheshire may have been valuable to Aoife. Eoin had a feeling he was close to the solution but not quite there, maybe the fact that Aoife would spend much of the evening glued to a PC monitor would help, reports from **Eileen Hulme** on 'e-learning Frontline Champions Course' or **Chris Thornton's** 'e-Folio ....some personal reflections' would just be the ticket. The thing was this was all so Aoife could ensure the use of what **Kay Bankier** would term 'Evidence Based Healthcare'.

Thing was although Aoife was definitely a librarian that wasn't her essence it wasn't what had attracted Eoin to her. Sure it was handy if you wanted to book a flight or find out some arcane piece of information about obscure indie bands but it wasn't the reason he'd fallen for her. No that was the long dark hair, the crushed velvet and that whole Goth look. Suddenly it dawned on Eoin, the ideal personalised valentines gift for any self-respecting goth girl…. a grave.

Keiran Lamb
FADE

Evidence-based healthcare

At the beginning of November I attended a course at CILIP headquarters called Evidence-based healthcare on the web: finding the information that matters. This one-day course was led by Alain Besson, Information Skills Librarian at St. Bartholomew's and the Royal London School of Medicine & Dentistry.

We started by discussing what is evidence-based healthcare. He quoted Sackett "The conscientious, explicit and judicious use of current best evidence (with the emphasis on currrent) in making decisions about the care of individual patients." BMJ 1996, 312: 71-2.

We then looked at the levels of evidence starting with synopses of several systematic reviews at the top of the pyramid through Randomised Controlled Trials to individual case reports. He emphasised that we should start from the top and work down, though the best available evidence could be lower down e.g. expert opinion of a colleague. He then gave examples of the various resources to use to find the evidence e.g. Bandolier, Clinical Evidence and Cochrane Database of Systematic Reviews.

We covered formulating a question using PICO by looking at various scenarious. The one my group looked at was the most complicated involving an elderly patient with various conditions. At least it made us appreciate how difficult deciding on the best treatment can be.

We then looked at various types of documents. We had to decide on whether this would be the best evidence, what type of document it was and who it was aimed at. The examples were an abstract, 2 web pages and a summary of a Cochrane Review.

In the practical session using the PCs (there were only 10 so we had to share) we looked at using PubMed clinical queries and the new interface for the Cochrane Library. I found this last part especially useful, though it would have been better with a PC each.

At the end of the course we were each given a disk containing links to various websites with summaries and comments.

The lunch was good (hot food for a change) and I enjoyed meeting other information professionals from so many different organisations, not just NHS but Academic libraries, charities and two staff from the European Medicines Agency. The presentation was clear and I would recommend the course to others despite the cost and inconvenince of going to London (though I was lucky in being able to stay with an Aunt in Reading the previous night).

Kay Bankier
ASSISTANT LIBRARIAN
ROYAL PRESTON HOSPITAL

e-Learning Frontline Champions Course

Want to live the feeling "No gain without pain"? Well Lorna Clarke and I certainly experienced this when we attended the e-Learning Frontline Champions course run by Cheshire and Mersey SHA in Warrington on the 27th and 28th October 2004.

The demographics of the group were very diverse, trainers, lifelong learning co-ordinators, information governance staff, podiatrists, and social workers to consultants. Lorna and myself were the only two librarians to attend though.

The course was delivered/facilitated by Robin Hoyle from EBC; his rather grand job title was Chief Learning Architect, wow could we learn something from this in libraries? I felt this was one of the best courses I had ever attended. The pace was very fast on both days with concentration required 100% of the time since there was a great deal of group activity.

The aim of the course was to enable the participants to be able to demonstrate an understanding of the "Challenges and Benefits of using e-Learning from a learners perspective". Organisational constraints, barriers and opportunities that may impact on the implementation of e-Learning were also explored. Drivers for e-Learning were identified as well as examples of good practice within the development and implementation of e-Learning projects were discussed. Appropriate evaluation methods were examined and lastly in one particular exercise lasting one and half hours we had to produce a workmat for implementing e-Learning in your own organisation.

The course as I said was very enjoyable with the various groups soon interacting with both each other and Robin. For me it highlights a way that libraries and librarians can be involved at this groundbreaking stage of development and can have a real input into the learning needs of our organisations. Libraries will be natural conduits to disseminate this type of learning. After all we are in many ways the "gatekeepers" to knowledge and learning. So if you get the opportunity please attend one of these courses and get involved. It seems appropriate that librarians take on this role as e-Learning Champions in this exciting time of learning development.

Useful web addresses:
www.elearningchaampions.co.uk
www.nhsu.nhs.uk
www.masie.com
www.e-learningguru.com
www.trainingzone.co.uk

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e-FOLIO...
some personal reflections

Along with 46 other keen librarians, I eagerly signed up for the latest FOLIO1 course developed & delivered by ScHARR (School of Health and Related Research) at Sheffield University.

I say 'eagerly', but those of you who know me well will know that I am exaggerating. I had had some previous experience of e-learning both through ECDL (European Computer Driving Licence) and one of the pilot FOLIO courses and was not convinced this was the best learning method for me. However, as a member of the Greater Manchester Strategic Health Authority's Local Development Group for e-learning and one of my Trust's e-learning champions, I thought I had better do more than just 'walk the talk'. This course on e-learning seemed ideal as it would enable me to explore both the medium and the message....

Course structure and content

The course was delivered over a two month period (November – December 2004) and was structured around a series of tasks which included guided reading, competitions, quizzes, the production and evaluation of e-resources, online guest lectures and self reflection activities. Topics covered included definitions and methods of e-learning, how to carry out an e-learning needs assessment and how to facilitate, support and promote e-learning. Most tasks were completed alone but there were also a number of 'buddy' exercises carried out in groups of five to six people.

Plus points ?

- As anticipated, the content was very interesting and well delivered.

- There was a good variety of activities

- Most of the tasks could be done at a time to suit you (although some items were time limited)

- No need to attend an external venue

Minus points ?

- Rather time consuming. Although the course was designed as the equivalent of a two day course, delivered face-to-face, I am sure it would be easy to spend much longer than that on the exercises. So no good for perfectionists.

- Quite stressful. If (like me) you are a bit nosey, it is very difficult to ignore the daily task as it arrives. I found that even if I didn't open it, I knew it was there 'waiting for me'. This was even worse when I had been out of the office for a few days.

- Buddy groups. These were meant to offer peer support and to a certain extent they did. However, the initial 'ice-breaker' exercise, which can work well in a face-to-face situation, felt very artificial. The buddy exercises were also rather laborious, with e-mails winging their way back and forth and with people replying to them at different times of the day and sometimes in the wrong order which was even more frustrating.

So would I sign up for another online course...?

Probably not. Don't get me wrong, e-learning (and the FOLIO courses in particular) are excellent in certain contexts and for certain learners. It's just that I don't think they really suit me. I like being with people too much and prefer a face-to-face course any day. But these are personal preferences and reflections and shouldn't dissuade anyone else from signing up to such courses. In fact, perhaps everyone should try at least one. Then we would all know how if feels to be an e-learner and would be better able to support those of our users who are or might become future e-learners. To parody a well known advert, *the future is here, the future is FOLIO.*

I passed the course with honours !

Chris Thornton
CENTRAL MANCHESTER & MANCHESTER CHILDREN'S UNIVERSITY HOSPITALS NHS TRUST
December 2004

1 FOLIO Facilitated Online Learning Interactive Opportunity

Introduction

One afternoon in September of 2003 I received a telephone call from Barbara Aronson who works for the World Health Organization (WHO) in Geneva [1]. Barbara is the programme director of the Health InterNetwork and Access to Research Initiative (HINARI) [2]. HINARI gives access to over 3000 journals to institutes in low income countries at little or no cost. Earlier in the year we had discussed the possibility of my helping out with the training aspect of HINARI and in particular, training on PubMed [3]. Barbara was planning a regional training workshop in November 2004 and asked me to update her PubMed material and deliver two days of training on PubMed in India, needless to say I didn't take much persuading to agree to get involved. The Christie Hospital agreed to let me go on a secondment, and I was left to sort out flights and a visa which involved a couple of trips to the Indian Consulate in Birmingham with a 30 day deadline fast approaching.

November 2003 – New Delhi, India. Regional Training workshop

The regional training workshop took place at the WHO South East Asian Regional Office (SEARO) in New Delhi. The training was funded by the UNDP-World Bank-WHO Special Programme for Research and Training in Tropical Diseases (TDR) [4]. Participants came from Bangladesh, Bhutan, Cambodia, Lao PDR, Maldives, Nepal, Sudan, Timor Leste, and Viet Nam. Most of the participants where librarians but the representative from Lao was a medical doctor and the representative from Bhutan was a computer analyst who also looked after the library. The workshop was run over five days. The programme covered the following topics

Day 1 – *The Internet and free medical resources*
Day 2 – *The HINARI website and publishers resources*
Day 3 – *Introduction to PubMed*
Day 4 – *Advanced PubMed and group work*
Day 5 – *Managing References and the work of TDR*

Although the workshop was held in New Delhi, India do not have access to many resources provided through HINARI. The messages from

most of the participants was that there are not many paid journal subscriptions in medical libraries in the SEARO region and HINARI is an important initiative in bridging the digital divide that exists between developed and developing nations. The biggest obstacle to using HINARI in developing countries is Internet connectivity, bandwidth, and reliability.

January 2004 – May 2004 – Geneva

Following the success of the New Delhi training workshop the WHO contacted me in December about the possibility of working for 5 months at their library in Geneva. Once again the Paterson Institute allowed me to undertake the work as a secondment. This produced another 30 days of panic fitting in a medical and all the upheaval preparing to live in Switzerland for a temporary period. I was taken off payroll at Christie and duly received my P45 with an option to stay in Switzerland If circumstances presented themselves. Whilst I was in Switzerland Anne Webb covered the post of Library manager at Christie.

■ The United Nations & the WHO in Geneva

Geneva is a strange city, sited on the French border it is untypical of the rest of Switzerland. Geneva became the last Canton to join the Swiss Federation in 1911 and has a long French history as part of Haute Savoir under the administration of Annecy. French is the official language of Geneva and also of the headquarters of the WHO. Over 38% of the population of Geneva are non-Swiss, this is due to the large number of International organizations who have their headquarters in Geneva. The International Red Cross Red Crescent and FIFA being just two. The United Nations was founded in Geneva in 1946 following the demise of the League of Nations. There are a number of UN organizations in addition to the WHO based in Geneva, some of these include the UN High Commission for Refugees (UNHCR), The International Labour Organization (ILO), the World Trade Organization (WTO), and the World Intellectual Property Organization (WIPO). The United Nations headquarters know locally as the Palais de Nations is also in Geneva.

■ The WHO Executive Board & the World Health Assembly

The WHO is a member of the United Nations but unlike most of the other member organizations the WHO is funded by its member states. The 192 member states each donate a biennial contribution to the running of the WHO. The United States and Japan are the two largest contributors. The WHO is governed by an elected Director General. The current Director General is Dr Lee Jong-wook who will complete a five year term of office.

The Executive Board is composed of 32 members technically qualified in the field of health. Members are elected for three-year terms. The main Board meeting, at which the agenda for the forthcoming Health Assembly is agreed upon and resolutions for forwarding to the Health Assembly are adopted, is held in January, with a second shorter meeting in May, immediately after the Health Assembly, for more administrative matters. The main functions of the Board are to give effect to the decisions and policies of the Health Assembly, to advise it and generally to facilitate its work.

The World Health Assembly is the supreme decision-making body for WHO. It generally meets in Geneva in May each year, and is attended by delegations from all 192 Member States. Its main function is to determine the policies of the Organization. The Health Assembly appoints the Director-General, supervises the financial policies of the Organization, and reviews and approves the proposed programme budget. It similarly considers reports of the Executive Board, which it instructs in regard to matters upon which further action, study, investigation or report may be required.

■ The World Health Report & The WHO as a publisher

The WHO is a major publisher of health information, some statistical and some technical. The WHO annually produces the World Health Report [5], this report is usually themed in addition to the comprehensive health indicators in the statistical annex. The WHO also publishes a number of periodicals, the most notable being the *Bulletin of the World Health*

Organization [6] which is indexed in Medline and the *Weekly Epidemiological Record* [7]. Both of these can be accessed free online. The WHO bookshop is the main distributor of WHO publications and can be contacted and searched on the WHO Bookshop website [8].

The WHO Library

The WHO Library is a working archive of WHO publications. The library contains the minutes and resolutions of the Executive Board and World Health Assembly since 1948. The Library's collection can be searched on the Internet via the WHO Library Catalogue WHOLIS [9]. Many of the records in WHOLIS have been digitized and are available to be downloaded free of charge. The library has an extensive collection of medical journals from all five continents with a focus on public health. The WHO library provides staff of the WHO with a reference service and training in the use of library services and databases.

PubMed

During my five months at the WHO library one of my main tasks was to deliver a PubMed training programme to as many HQ staff as possible. Working with Tomas Allen of the WHO reference team we put together a programme that covered all the HQ divisions and clusters, which meant delivering a two hour class on a twice weekly basis. During my final week we managed to schedule 8 classes. When I returned to Manchester Riz Zafar came over to Geneva from Christie Hospital to continue working in the reference team at WHO and running the PubMed tutorials for another 8 weeks over the summer.

Avian Influenza

The WHO works best when it faces a crisis situation as seen with the way the SARS epidemic was controlled in 2003. During my five months at WHO another emerging disease was the focus of the WHO disease surveillance and response team (CSR) [10]. I arrived in Geneva on 18 January 2004, on January 14 the WHO confirmed the first deaths in Viet Nam from avian Influenza A (H5N1). Throughout the year the virus has continued to infect humans in Thailand and Viet Nam with a high mortality rate. By 30 December 2004, in Viet Nam there had been 28 confirmed cases

of human infection with avian influenza A leading to 20 deaths. The WHO Library provided the CSR team with a high volume of literature and research on avian influenza as the WHO was concerned about previous cases of transmission of avian flu to people and cats.

June 2004 – October 2004 – TDR/HINARI Training CD-ROM

When I returned to Manchester in June I was contracted by TDR to format the week long HINARI training we had carried out in New Delhi in November 2003 so as it could be used as an interactive CD-ROM tool for training. This involved the creation of CD-ROM based tutorials to be used in conjunction with workbooks for online practice. TDR agreed to sponsor my attendance at the Association for Health Information and Libraries in Africa (AHILA) congress in Malawi. Thus the training CD-ROM was to be launched at AHILA 9 in Blantyre, Malawi at the pre-conference workshops.

October 2004 – 9th Congress of AHILA, Malawi

The Association for Health Information and Libraries in Africa (AHILA)[11] held their ninth congress on the shores of Lake Malawi in October 2004. The congress is held every two years. The intervening period since AHILA 8 in Bamako, Mali, has seen some major initiatives impact throughout the continent, and has also seen the familiar problems of finance and infrastructure continue to hold back the flow of health information to health practitioners and the public. This congress presented the theme of providing health information to rural communities. Rural communities in Africa face major barriers in language, culture, and infrastructure in which many of the population cannot read or write, or have safe drinking water or electricity.

The main conference was held in Mangochi District from 25-29 October and featured four days of oral presentations given in English and French. The final day was given to the AHILA business meeting and elections.

The pre-conference workshops were held in Blantyre on the 22nd & 23rd October. The

HINARI workshop was focused on training librarians and end users on making the most of the resources provided through the HINARI programme. The training was CD-ROM based and was given in an offline environment. Connectivity and reliability of access to the Internet can provide problems in training on Internet resources. The HINARI training CD-ROM provides librarians, trainers and trainees with a number of offline resources in the form of PowerPoint presentations, CD-ROM based HTML tutorials, and workbooks for practice.

Summary & 2005 ?

From that first September 2003 telephone conversation the last year seems to have been a blur. Working with the WHO has been a rewarding experience and I have brought back some new concept and plans for the library at Christie Hospital. As for 2005 there are two more workshops planned, one in Bangkok and one in Ghana. The Bangkok workshop will be similar to the workshop held in Delhi in 2003. The workshop in Ghana will see scientists paired with a librarian from their own research institute, the scientist – librarian team will work together on accessing full text information via the HINARI programme.

Steve Glover
KOSTORIS LIBRARY
CHRISTIE HOSPITAL

References
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2. HINARI Website URL http://www.healthinternetwork.org
3. PubMed URL http://www.pubmed.gov
4. TDR Website URL http://www.who.int/tdr
5. World Health Report URL http://www.who.int/whr/en/
6. Bulletin of the World Health Organization URL http://www.who.int/bulletin/en/
7. Weekly Epidemiological Record URL http://www.who.int/wer/en/
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9. WHOLIS WHO Library Catalogue URL http://www.who.int/research/en/
10. Communicable Disease Surveillance and Response (CSR) URL http://www.who.int/csr/en/
11. AHILA URL http://www.ahila.org/

GUIDE AIMS TO
Help Library Staff New to the NHS

By the Helping Hands Group

(John Addison, Lisa Anderson, Norma Blackburn, Marie Ford, Mary Hill, Michele Hilton Boon, Liz Stitt, & Alison Thompson)

Think back to the time when you started working in NHS library and information services, whether that was years ago or yesterday. Did you ever wish you had a manual to tell you the difference between an SHO and an SHA? What about some information on data protection, accreditation, or how to manage your budget?

The Helping Hands Group was formed to address the information needs of new staff in NHS libraries. Together we have drafted a document called *Helping Hands (2nd edition): A Practical Guide for Librarians New to the NHS*. This guide is an expanded and updated version of a draft guide that was produced in 2000, but never circulated.

The new guide covers the following areas:

- Key organisations, legislation, funding streams and resource providers, including NLH, NeLH, and Aditus
- Practical aspects of running the library, including budgets, cataloguing, interlibrary loans, IT issues, and security
- Professional development and user education
- Policies, procedures, and marketing
- Data protection, Freedom of Information Act, and copyright
- How to select and obtain books, journals, and other types of materials, including electronic resources
- Common acronyms used in the NHS
- Important organisational and external contacts
- Where to go for further information

Library assistants, assistant librarians, and library managers will find some sections more relevant than others, according to their different responsibilities.

The second draft of Helping Hands was completed in January 2005 and circulated for comments via the LIHNN listserv, with the consultation process scheduled to end on February 25, 2005. All comments received will be incorporated into the final version of the document, scheduled to be available via Aditus (www.aditus.nhs.uk) in March 2005. The LIHNN Committee will then update Helping Hands on a yearly basis.

Michele Hilton Boon
NATIONAL PRESCRIBING CENTRE

HEALTH L

PARTNERSHIPS IN PRACTICE

The week beginning 16th November was designated National Library for Health week, and several events involving the NHS / UCLAN partnerships took place to celebrate the launch of the new service.

In Burnley, staff from the NHS and UCLAN libraries hosted a promotional coffee morning at the Mackenzie Healthcare Library, which was well received by the substantial number of guests in attendance. A similar event was held at the Medical Education Centre library in Wigan, once more featuring contributions from both the NHS and UCLAN staff, working in partnership for the first time since the new joint access agreement was put in place at the Site.

In Blackburn several display stands were prominently positioned around both the BRI and Queen's Park Sites, with NHS and UCLAN staff working together to ensure the success of the promotion. Similar displays were maintained at five sites around the Blackpool and Fylde Trust, and a promotional event was held in the dining room at Victoria Hospital.

All of these promotions were supported by an array of free National Libraries for Health items, and various library-themed raffles, quizzes, tombolas and lucky dips were held at all the participating libraries.

The National Library for Health, which is currently in development, will give 'Clear, safe knowledge on tap' to clinical staff and will include both physical, locally-situated resources as well as virtual resources. The virtual resources will include specialist libraries, summaries of evidence based on clinical questions from Clinical Evidence, electronic databases, full text electronic journals and a Care Pathways Library.

Find National Library for Health at
www.library.nhs.uk

Mike Hargreaves
UNIVERSITY OF CENTRAL LANCASHIRE
& Linda Riley
BLACKBURN ROYAL INFIRMARY

NHS

UNIVERSITY
— OF CENTRAL —
LANCASHIRE

Wigan: *The coffee morning in the Medical Education Centre library. Cheryl Dagnall (NHS) and Hilary Petherbridge (UCLAN) in the right foreground.*

Blackburn: *Sarah Glover (NHS) and Vanessa Booth (UCLAN) staffing a display stand at Blackburn Royal Infirmary.*

www.library.nhs.uk
Clear, safe knowledge on tap

HEALTH LIBRARIES WEEK AT EAST CHESHIRE NHS TRUST

The staff of the Health Sciences Library at East Cheshire NHS Trust were out and about during Health Libraries Week in locations such as the main hospital restaurant at Macclesfield, Congleton War Memorial Hospital and Knutsford Clinic. A series of Breakfast Briefings highlighting the latest electronic resources was also held, to which we were pleased to welcome the Chair and Clinical Director of the Trust. We also seduced a few hungry staff by providing tea and toast. Our photographs show some of the lucky winners of the USB pen drives and other prizes kindly provided by our suppliers.

Sue Taylor
LIBRARY SERVICES MANAGER
EAST CHESHIRE NHS TRUST

Fay Moulana

Sue Taylor (Library Services Manager) presenting prize to consultant anaesthetist Dr S Rawal

From left to right, Jan Read (Library Services Trainer) with prize winners Linda Worth, Chris Bagshaw, Jenni Templeman and Janet Marsden

HEALTH LIBRARIES WEEK 15TH -21ST NOVEMBER

As part of the promotion for Health Libraries Week, displays were held in the staff restaurant, B2 and in the library. A Treasure Hunt was set that necessitated visiting all three sites to solve clues relating to finding evidence based health information resources. Prizes of £30 & £20 book tokens were on offer to lure staff into completing the hunt for answers.

A 20 question quiz attracted more entries, as all the answers were available on the library web page. The winners were,

Treasure Hunt:
Winner: **Andrew Jelly,** H2 Eye Uni
Runner Up: **D Gopalakrishnan,** A & E

Quiz:
Winner: **Deborah Clempson,**
Clinical Effectiveness Dept
Runner Up: **Claribel Cardoza**
Histopathology

Jean Williams
ROYAL BOLTON HOSPITAL

Karen Woodward seeks the skeleton's assistance to solve a clue in the library room on the B2 training area

"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.

contributions should be submitted to:

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Lihnn is on the web via Aditus at www.aditus.nhs.uk. Click on Communities, then By Profession, to the Lihnn link.