



# Focus on the User Environment: Techniques and Technologies

Hosted by **Northern Sydney Central Coast Health**  
Gosford Hospital Conference Centre  
8-9 November 2007  
<http://nswhlf2007.blogspot.com/>

## Focus on the User Environment: Techniques and Technologies *explore > experiment > engage > evaluate*

On **Thursday 8 and Friday 9 November 2007** health librarians from NSW and beyond will gather at Gosford on the Central Coast for the annual **NSW Health Libraries Forum** - an opportunity to network, catch up, exchange ideas and be inspired in our professional practice.

At Westmead in 2005 we focused on ourselves, with sessions on professional development, career management and how to have fun at work. At St Vincent's Hospital in 2006 we focused on the electronic information resources we purchase, catalogue, administer and use. **At Gosford in 2007 we will be focusing on our users, in particular the techniques and technologies we can use to enhance and add value to the user environment.**

Increasing numbers of library users inhabit a **Web 2.0 environment** both at work and outside work, as they discover and use social software in a collaborative, dynamic and interactive way. Dean Guistini's recent editorial in the British Medical Journal (Vol.333, 23-30 Dec 2006, pp.1283-84) highlights the way in which Web 2.0 is changing medicine.

"Information pushing devices, like RSS feeds, permit continuous instant alerting to the latest ideas in medicine.... Multimedia tools like podcasts and videocasts are increasingly popular in medical schools and medical journals.... The notion of a medical wikipedia - freely accessible and continually updated by doctors - is worthy of further exploration. Could wikis be used, for example, as a low cost alternative to commercial point of care tools like UpToDate?"

However our users' environment also comprises busy wards with not enough PCs, emergency departments with too many patients needing attention, increasing incidence of complex and chronic disease in the community, merged health services encompassing large geographic areas, continuing professional development and so on. As health librarians **we need to engage with our users' physical environment as well as their virtual environment**, experimenting with and evaluating new approaches to outreach.

**Northern Sydney Central Coast Health** is pleased to be hosting the **NSW Health Libraries Forum 2007** (NSWHLF2007). We look forward to a practical yet innovative event for those working in the health libraries of NSW.

**Suzanne Lewis & Lisa Cotter**  
Co-Convenors, NSWHLF2007

## Registration

<b>Early bird</b> (until 28th September 2007)	\$100 inc. GST	<b>**INCLUDES ENTRY INTO PRIZE DRAW**</b>
<b>Standard rate</b> (after 28th September 2007)	<del>\$125 inc. GST</del>	<i>early bird rate extended!</i>
<b>Accepted speakers</b>	\$75 inc. GST	

**win this!**

Registration fee covers the two day program (including morning/afternoon tea and lunch both days) and the Forum Dinner (*proudly sponsored by Ebsco*). Single day registrations are not available, however registrations may be shared between colleagues. Extra tickets to the Forum Dinner are available at \$40 per head.

**REGISTER ONLINE** via <http://nswhlf2007.blogspot.com/> or **fax the form on page 4 to (02) 4320 3860**  
Upon receipt of registration, an invoice will be posted out for payment of registration fees, and you will receive a confirmation pack via email including directions, map and a parking permit.



**REGISTER BEFORE 28<sup>th</sup> SEPTEMBER AND GO IN THE DRAW TO WIN A PDA\*!!!**  
*Proudly sponsored by ProQuest.* \* HP iPAQ rx4540 is pictured (RRP \$499), however, the prize may be a comparable model.



**REGIONAL LIBRARIANS/TECHNICIANS HAVE THE OPPORTUNITY TO ATTEND NSWHLF2007, ALL EXPENSES PAID !!!**  
*Proudly sponsored by Ramsay Medical Books & More...* For details, and to apply by 7<sup>th</sup> Sept, see <http://nswhlf2007.blogspot.com/2007/08/regional-health-librarian-attendance.html>

## Keynote Speakers

**KAREN JOC.** Business Development Manager, Softlink Australia. *Proudly sponsored by Softlink*

### **Shifting Sands through Innovation – the Qatar Experience**

The Weill Cornell Medical College in Qatar (WCMC-Q) is a joint venture between Cornell University and the Qatar Foundation for Education, Science and Community Development. The Foundation's premiere project is Education City, a multi-institutional campus which aims for progressive education, state of the art technology and cutting edge research. WCMC-Q is part of Cornell University, and the first American medical school to offer an American MD outside of the US. The college is housed in a state of the art facility which opened in 2002 and the college's mission promotes the development and use of technology in this deliberately digital environment. WCMC-Q's Distributed eLibrary directive is to provide both services and resources beyond the confines of the traditional library space and plays an integral role in contributing to the college's mission.

This address will outline the experience, opportunities and the challenges of working as a medical librarian from within this deliberately digital environment. Some areas of discussion will include: the challenges of a start up environment; living and working in a developing country; idiosyncrasies of a diverse student population; the impact of the technological drive of the college on library services; librarian class attendance, clinical librarianship and outreach from beyond the library's walls; the realities of virtual reference, roving reference, chat and IM and the role librarians play in curriculum integration and evidence based medicine.

**JENNIFER PEASLEY.** Deputy University Librarian, Macquarie University. *Proudly sponsored by Thomson Gale*  
**Responding to the Future**

Macquarie University is currently undergoing a number of significant changes, including a review of the academic structure of the University, the establishment of a new medical school and planning for a new Library building. The challenge for Macquarie University Library is to focus on the future as well as the present – to anticipate the impact of these changes and the needs of current and future users in planning our service model, so that we can provide the services and support required.

One of the biggest challenges is planning for a new building which will not open until 2010: what environments will our users want to work in and how can we capitalise on technological developments to deliver quality services when, where and how our users need them? Working through the possibilities provides us with an opportunity to explore how we might structure and develop our workforce, ensure quality, and develop and trial new services and delivery methods, making use of Web 2.0 technologies. This paper will explore the potential requirements of our users, their physical and virtual environments and how the Library is planning to develop new approaches to service delivery to meet their needs.

The full program, including abstracts, is available at <http://nswhlf2007.blogspot.com>

## Planning Committee

### CONVENORS

**Suzanne Lewis** (PROGRAM)

(02) 4320 3856 [slewis@nsccahs.health.nsw.gov.au](mailto:slewis@nsccahs.health.nsw.gov.au)

**Lisa Cotter** (PROJECT MANAGEMENT)

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### REGISTRATIONS

**Suzanne Reith-Wood**

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**Mary Grimmond**

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### POSTER SESSION

**Ingrid Tonnison**

(02) 4320 2090 [itonnison@nsccahs.health.nsw.gov.au](mailto:itonnison@nsccahs.health.nsw.gov.au)

### VENUE

**Larnich Harije**

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### FINANCE AND SPONSORSHIP

**Suzanne Lewis**

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**Verena Hunt**

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### PUBLICITY

**Suzanne Lewis**

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**Lisa Cotter**

(02) 4320 3859 [lisa.cotter@newcastle.edu.au](mailto:lisa.cotter@newcastle.edu.au)

### AFTER HOURS PROGRAM

**Judy Warren-Smith** (VISITOR INFORMATION)

(02) 4393 8269 [jwarrensmith@nsccahs.health.nsw.gov.au](mailto:jwarrensmith@nsccahs.health.nsw.gov.au)

**Ingrid Tonnison** (FORUM DINNER)

(02) 4320 2090 [itonnison@nsccahs.health.nsw.gov.au](mailto:itonnison@nsccahs.health.nsw.gov.au)

## Our Sponsors

**EBSCO** – dinner sponsor

**Softlink** – keynote speaker sponsor (interstate)

**OVID** – invited speakers sponsor (interstate)

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**Ramsay Medical Books & More...** – regional librarian/technician attendance opportunity sponsor

**Gale - a part of Cengage Learning** – keynote speaker sponsor (local)

**ProQuest** – major prize sponsor

**Northern Sydney Central Coast Health** – facility sponsor

**Co-op Bookshop** – sponsor of participation prizes

**Inbooks** – sponsor of participation prizes

**HCN** – speaker gifts sponsor

**Blue Pod Coffee Co** – sponsor of a Lavazza coffee from the vending machine for each delegate

**ALIA** – sponsor

**M&L Medical Books** – morning tea sponsor

**Swets** – morning tea sponsor

**SPP** – afternoon tea sponsor

**Serials Solutions** – afternoon tea sponsor

## THURSDAY 8th November, 2007

8.30-9.00 **REGISTRATION** (including tea/coffee)

### KEYNOTE SESSION 9.00-10.30 *Sponsored by Softlink*

- **Opening address** (Suzanne Lewis, Forum Co-Convenor. NSCCH)
- **Welcome** (Anne-Marie Hadley. Acting CIO, NSCCH)
- **Keynote address – Karen Joc** (Softlink). *Shifting sands through innovation – the Qatar experience*
- **Revolutionising consortium access with Athens single sign-on** (Robin Sewell, University of Arizona and Shannon Sweeney, Ebsco)

10.30-11.00 **MORNING TEA** *Sponsored by M&L Medical Books*

### MORNING SESSION 11.00-12.15

- **Focus on the user environment: increase your library's usability** (Suzanne Lewis, NSCCH)
- **EBLIP in the 2.0 world – reflective practice unlocking the door to innovation** (Lisa Cotter, NSCCH/The University of Newcastle, and Gillian Wood, NSW Health Department)
- **OVID New platform and document delivery demonstration**

12.15-13.00 **LUNCH**

### AFTERNOON SESSION 13.00-14.30

- **Early-bird registrations major prize draw - WIN A PDA!** *Sponsored by ProQuest*
- **How healthy is your blog?** (Nicky Hayward-Wright, Alzheimer's Australia)
- **CRGH Medical Library Wiki – improving staff communication and interaction to enhance user services** (Julia Philips and Kaye Lee. Concord Repatriation General Hospital Library)
- **Poster presentations** Featuring posters by Kate Jonson, Donna Robertson & Mary Grimmond, and Don Keast.

14.30-15.00 **AFTERNOON TEA** *Sponsored by SPP Books*

### MEETINGS 15.00-17.00

- **Gratis Meeting** (3-4pm) (Chair: Margot Drake)
- **NSW Health Librarians Meeting** (4-5 pm) (Chair: Gillian Wood)
- **University Medical Librarians Meeting** (3-5pm) (Chair: Anne Robinson)

18.00 **FORUM DINNER (Gosford Golf Club)** *Sponsored by EBSCO.* Included in registration.

## FRIDAY 9th November, 2007

8.30-9.00 **TEA / COFFEE UPON ARRIVAL**

### KEYNOTE SESSION 9.00-10.15 *Sponsored by Gale – a part of Cengage Learning*

- **Welcome to Day 2** (Karen Adams. Knowledge Manager, NSCCH)
- **Keynote address – Jenny Peasley** (Macquarie University). *Responding to the future*
- **Developing library services for the new Australian School of Advanced Medicine at Macquarie University** (Mary Simons and Karen Marks. Macquarie University)

10.15-10.45 **MORNING TEA** *Sponsored by Swets*

### MORNING SESSION 10.45-12.15

- **Librarians' story of the PDA service at the University of Queensland Rural Clinical School** (Kaye Lasserre, William Chun and Lisa Kruesi. University of Queensland). *Sponsored by OVID*
- **PDA software demonstrations** [11.30-12.15] Dynamed, PocketConsult, eMIMs

12.15-13.00 **LUNCH**

### MEETINGS 13.00-14.30

- **UNSW Teaching Hospital Librarians** (Chair: Kate Dunn)
- **University of Sydney Teaching Hospital Librarians** (Chair: Jill Denholm)
- **The University of Newcastle Teaching Hospital Librarians** (Chair: Anne Robinson)

14.30-15.00 **AFTERNOON TEA** *Sponsored by Serials Solutions*

### AFTERNOON SESSION 15.00-16.30

- **A practical demonstration of EBSCO's A-Z Journal List** (Larnich Harije, NSCCH, John Holgate, St George Hospital, and Arno Roosink, EBSCO)
- **"I am your outreach librarian": new ways of delivering services at the UNSW Library** (Neil Hinsch and Kate Dunn. University of New South Wales)
- **Closing Address** (Lisa Cotter, Forum Co-Convenor. NSCCH/University of Newcastle)

The full program (including poster presentations, abstracts, and updates) is available at <http://nswhlf2007.blogspot.com>

## Registration Form

▪ Complete the **online** registration form at <http://nswhlf2007.blogspot.com>

or

▪ **Fax** this page to Gosford Hospital Library at **(02) 4320 3860** (enquiries to Suzanne Reith-Wood Ph. (02) 4320 3610)

### REGISTRATION FEES

- Early bird rate (until 28<sup>th</sup> Sept 2007) \$100 inc. GST **\*\*INCLUDES ENTRY INTO PRIZE DRAW\*\***
- Standard rate (after 28<sup>th</sup> Sept 2007) ~~\$125 inc. GST~~ *early bird rate extended!*
- Accepted speakers \$75 inc. GST

### DELEGATE DETAILS:

<b>Name:</b>		<b>Preferred name on badge:</b>	
<b>Organisation:</b>		<b>Phone:</b>	
<b>Email:</b>			

Attending the NSWHLF2007 as a:

Delegate

Speaker

Other. If other: \_\_\_\_\_

### WHICH SESSIONS WILL YOU BE ATTENDING? (registration fee does not change)

	YES	NO	
<b>Day 1</b> Thursday 8 <sup>th</sup> November 2007	<input type="checkbox"/>	<input type="checkbox"/>	<i>Please note: the forum dinner is included in the registration fee, proudly sponsored by <b>EBSCO</b></i>
<b>Day 2</b> Friday 9 <sup>th</sup> November 2007	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Forum Dinner</b> - Thursday 8 <sup>th</sup> November 2007	<input type="checkbox"/>	<input type="checkbox"/>	

Do you have any special dietary requirements?

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### WHO SHOULD THE TAX INVOICE FOR REGISTRATION FEES BE MAILED TO?

Payment is **not** required now (although your authority to request an invoice to your organisation is). NSCCH will send a tax invoice for payment of registration fees within 2 weeks of receipt of your form.

<b>Contact Name:</b>			
<b>Organisation/Area Health Service:</b>			
<b>Mailing Address:</b>			
<b>Phone:</b>		<b>Fax:</b>	
<b>Email:</b>			
<b>Order number:</b> (if required by you)			

*Declaration:*

I have sought permission to attend the NSWHLF2007 and request an invoice for the registration fee.

*Your registration will be confirmed within 2 business days. Your tax invoice will be posted within 2 weeks*