



JOHILA

Journal of Health Information and Libraries Australasia

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EDITORIAL

Vol 1, No 1, 2020

Welcome to the new decade! With the first issue for 2020, we are announcing that *HLA News* has come of age and we are making the transition from the familiar PDF newsletter style of *HLA News* to the newly titled online *Journal of Health Information and Libraries Australasia (JoHILA)*. After nearly fifty years and various titles as a trade publication, *HLA News* is evolving into a more scholarly journal.

The HLA Executive, past editors of *HLA News* and the Editorial Board have long recognised the need for a single, 'go to' location that is the definitive source of information about health LIS in our region.

Our aims remain similar – to record and showcase developments, progress and achievements of health librarians, and health library and information services – but we are widening the scope and reach to incorporate our regional audiences. *JoHILA* recognises that we are part of an international community, and seeks to advance knowledge about health library and information research and practice to improve health and wellbeing in our region.

It's an ambitious but timely leap, given the urgent and critical need for scientifically valid and evidence-informed decision making, and the connections of health to the sustainability of life on this planet. (For more on this topic, and the role of libraries in the UN Sustainable Development Goals, please see former IFLA Secretary General Jennefer Nicholson's article, "IFLA and the role of libraries in the UN Sustainable Development Goals:

We are indebted to those who have set up and maintained the publication over the years, past contributors in many capacities, our copy and production editors, proof readers, distributors, sponsors, authors, reviewers, readers, and editorial board members. The HLA website will record the historical details of names and dates of all these people, but I must acknowledge our most recent past editors, Melanie Foti and Jane Orbell-Smith, for holding onto their tenacious vision to develop a scholarly publication, and to Taryn Hunt who has taken up the challenge and is leading us through the transition.

So now it's over to you, dear readers – please sign up for the publishing notification service by using the [Register](#) link at the top of the home page for *JoHILA* – you will receive the Table of Contents by email for each new issue.

And an invitation to potential authors – please check out the section on 'Types of articles' to view requirements for research articles, practice-based articles, regular features and others - we encourage you to submit!

Ann Ritchie
Chair *JoHILA* Editorial Board

CONVENOR'S FOCUS

February 2020

Gemma Siemensma

HLA Convenor

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I can't believe we are only a few weeks into 2020 because it feels like 2019 was a decade ago...

There are lots of exciting changes happening behind the scenes with ALIA HLA and hopefully you've noticed straight away that it begins with *HLA News* transitioning to *Journal of Health Information and Libraries Australasia (JoHILA)*. You can check out the new Journal homepage here: www.johila.org

JoHILA publishes articles about health library and information research and practice in the Australasian region. *JoHILA* aims to record and showcase developments, progress, and achievements of health librarians and health library and information services in Australasia. *JoHILA* recognises that we are part of an international community, and seeks to advance knowledge about health library and information research and practice to improve health and wellbeing in our region.

If you are keen to be publish in *JoHILA* we would love to hear from you. Visit the website to find out more. A huge thanks goes to Taryn Hunt for her hard work and dedication in making the transition seamless. It has been many years in the making!

We closed 2019 with a bang. This involved the completion of the first intake of students in the Digital Health Information Services course run in partnership with The University of Melbourne. Feedback has been excellent and we are looking at how this subject can be run in 2020 so stay tuned for updates.

There were also some fantastic Julie Glanville events held in Melbourne, Sydney and Brisbane. Attendees walked away with some new knowledge and a long list of things to "chase up"!

Now we look ahead to 2020. We have locked in a venue and location for our PD Days. This year we are headed to Brisbane where the fabulous University of Queensland will host us on July 16-17 at the St Lucia Campus. More information will be available soon so stay tuned.

The PD Day coincides with the presentation of the MedicalDirector Digital Health Innovation Award. Applications close late March and I encourage you to visit <https://www.alia.org.au/about-alia/awards-and-grants/357/hlamedicaldirector-digital-health-innovation-award> for more information.

There is also plenty of work happening behind the scenes – consumer health literacy, updating of our guidelines, more professional development events and additional searches related to the National Safety and Quality Health Service (NSQHS) Standards so stayed tuned as these developments unfold.

Gemma Siemensma
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BRONIA RENISON'S

LIFE IN LIBRARIES, 1972-2019

Daniel McDonald

Darling Downs Health

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In 1997 Bronia Renison literally sailed into Townsville, coming from Melbourne in a boat she had built with her husband. Not long afterward she was appointed Director of Library Services at Townsville General Hospital. In July 2019 she retired from this position, capping a distinguished career in health and special libraries.

This career began well before Townsville. In Bronia's words, she became a librarian in part because fifty years ago there were very few career options available for girls who wanted to attend university. A high school librarian encouraged interest in practical ways, and after completing an arts degree she obtained a cadetship with the State Library of Victoria and commenced library studies. Bronia is pleased that cadetships are coming back into favour, with employers once again accepting responsibility for investing in people to develop skills which will be to the organisation's benefit, while recognising the mutual dependence of theory and practice.

Bronia always thought she would end up in a music library, but her first library job was in agriculture, followed by others in small special libraries. Her first health library job came in the 1980s in a small hospital which later became part of the Monash Medical Centre. She took several career breaks for children and travel, and while they resulted in financial and professional setbacks, she has no regrets. She considers health librarianship to be very rewarding. In particular, Bronia always enjoyed the close client contact and the autonomy associated with special libraries, as well as the collegiality inherent in networks of similar focus. She was also a staunch advocate of ensuring any special library was well-placed in the wider structure of the organisation. In her words "The library manager may have little influence in the decision, but every opportunity should be seized. Placing the library within the hospital's clinical structure gives the best chance of being given a sympathetic supervisor, one who uses the library for patient care, understands what libraries can provide and can lobby on behalf of the library at higher levels in the organisation"

Bronia saw many changes to health librarianship during her career, particularly with the advancement of technology. When she first started, she used the monthly *Index Medicus* in print or searched Medline via an expensive phone call to the National Library in Canberra. After a few days wait for the printed search results to arrive, she would take the abstracts selected by the requesting clinician and then consult holdings on microfiche to find which Australian library held a certain journal.

The request was then sent by snail mail, as was the photocopied article in reply, leading to a turnaround often measured in weeks, a far cry from today's ubiquitous access to PubMed and ease of PDF retrieval. Bronia also oversaw the construction of a new library as part of a Townsville hospital rebuild. The old hospital library had a beautiful view of Magnetic Island, but it was inaccessible and very few staff knew it existed. In the new hospital, an ideal location was secured overlooking the front entrance. In Bronia's words "The Douglas library has a wall of windows and is welcoming, visible and accessible; you can always see people studying here which is wonderful".

One of Bronia's favourite memories was a phone call she received from a librarian in a major Sydney hospital. An anaesthetist was in theatre with an obstetric patient who'd had an uncommon reaction to a drug and the doctor urgently required a journal article to help him decide his next steps. Given it was daylight saving on the East coast, all the other hospital libraries were closed, so thankfully Bronia was able to locate the article quickly and fax it through. The patient and her baby had a positive outcome as a result. Though not every situation is as dramatic, this memory is in keeping with Bronia's overall commitment to evidence-based practice and person-centred care. She was a strong proponent of library staff becoming enablers by choosing to participate in general hospital business, arguing that most projects or committees could benefit from a quick literature search. She was an equally tireless advocate for a library's support of health literacy, arguing that even experienced clinicians can benefit from a librarian's assessment of the value of different information sources. Collaboration with public libraries (something she achieved with the "Words for Wellbeing" program) can then send this expertise out into the community and increase the visibility of the health library.

Support for education and research were equally strong passions throughout her career. Bronia was disheartened by the assumption that education can only be effectively delivered online, on-demand. She cared that too many students, international graduates and those returning to the workforce struggle without face-to-face tuition in the many new programs mandated for managing hospital business. She saw a real role in library staff stepping in and providing the missing educational support, earning the lasting gratitude of staff and students and providing further promotion for the library. Bronia also walked the walk, presenting numerous local and industry-wide education sessions, authoring a number of papers and contributing to several systematic reviews and serving on Townsville's Human Research Ethics Committee (a role she will maintain into retirement).

Bronia was also a dedicated contributor to the profession through ALIA and HLA. She joined ALIA as an associate on 29 November 1979 (author note - I may or may not have been born in 1979). She was a HLA committee member 2000-2018; a project team member on the ALIA HLA workforce education and research group 2009-2012; a HLA News editorial advisory group member from 2010-2018; a HLA portfolio leader (awards) 2014-2018 and Chair of the Anne Harrison award panel 2012-2018.

She was a past member of the information online committee; she coordinated events such as regional visits by Carol Lefebvre and Julie Glanville and for many years managed vendor relationships to generate considerable sponsorship for HLA events while ensuring fairness and value for money for industry partners. Bronia saw great benefit in networking – generating personal contacts both nationally and internationally; learning about others' solutions to problems; being exposed to different contacts and new trends. As Bronia neared the end of her career she was surprised, and no doubt quietly but rightly proud, of the apparent value of her corporate and professional knowledge.

As mentioned, Bronia found health librarianship to be very rewarding. In her words, she didn't need to know all the answers, but she enjoyed telling people (politely) where to go. She liked demystifying the databases and contributing to systematic reviews. She firmly believes that shared information enriches everyone, while hoarded information only benefits one person and hoarding can prevent the best solution being found. She found it most gratifying when she could correctly anticipate a client's needs, while the most challenging aspect was invariably prioritising the urgent and the important. There are always too many urgent tasks to allow proper attention to the important, but if there are too many things to do and not enough staff to do them it probably means the library is growing, which is never a bad thing.

In her words, Bronia was definitely ready for retirement and has settled into it seamlessly. For a start, she no longer falls asleep in front of the TV. She is still working on overdue maintenance and planned renovations for a new house she moved into a year ago. She has much more time for playing and teaching music, especially the accordion in two ensembles, and accompanying others (including some clinicians) on the piano. She can also visit family and friends outside of Townsville more frequently, especially the grandchildren in Melbourne, and is eager to head back to Europe, in particular, Bulgaria.

A friend and mentor, a confidante and innovator, a fierce advocate and inveterate interlocutor, a dedicated volunteer and skilled professional, Bronia will be greatly missed and fondly remembered by all in Townsville Health Service, Queensland Health Libraries Network, and Health Libraries Australia. If you wish to pass on your own message of farewell, please email tsh-library@health.qld.gov.au



FAREWELL GLENNYS POWELL



Ruth Lawrence, Acting Director Eastern Health

Glennys Powell retired on July 31st, 2019 after contributing to health librarianship in Victoria for more than 30 years.

Glennys initially trained as a diagnostic radiographer, completing her qualification at RMIT while training on the job at Geelong Base Hospital. While working as a radiographer Glennys continued to study and was conferred with an honour's degree from the University of Melbourne majoring in English and Russian. Returning to RMIT Glennys completed the Graduate Diploma in Librarianship and then, while also raising a family, gained experience working as a locum in several libraries including the Baker Institute and the Alfred Hospital. Locum work at the Caulfield General Medical Centre Library eventually led to a permanent position as Medical Librarian, job sharing the position with Veronica Delafosse through the 1990s.

In November 2000 Glennys left Caulfield to assume the position of Chief Librarian at Box Hill Hospital which by then had become part of the Eastern Health network together with Maroondah Hospital, Angliss Hospital and the Peter James Centre. One of Glennys' first tasks in her new role was to oversee the automation of library services with the implementation of DB/Textworks. A major review in 2009 led to the consolidation of library services and the formation of the Eastern Health Library Service. Glennys was appointed to the role of Director, Library Services, and was instrumental in transforming the individual site-based libraries into a single consolidated service. As Director, Glennys was able to manage and oversee the development of the library team and the growth and development of library resources and services. Particular achievements included the implementation of a new library system, Spydus, in 2013, and her role in the delivery of UpToDate across Eastern Health. One of Glennys' proudest achievements was the formal appointment of the Library Service to the role of the Custodian of Social and Cultural History of Eastern Health in acknowledgement of the work undertaken in the collection, storage and organization of historical and cultural resources.

Throughout her career in health libraries Glennys has been a regular participant in national and international conferences. Glennys has also been a long-standing member of the Clinicians Health Channel Reference Group, and is a former office bearer of Health Libraries Inc. In retirement she would be happy to maintain contact with the many colleagues she has had the pleasure to work with during her career and can be contacted by email at Glennys.lib@gmail.com.

The HLA Executive Board extends its warmest thanks to Glennys for her contribution to the profession and trusts that she is enjoying her retirement.

QUEENSLAND HEALTH LIBRARIES NETWORK

PROFESSIONAL DEVELOPMENT DAY

Daniel McDonald

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On 18 November 2019 Queensland Health Libraries Network (QHLN) held its annual professional development day. Hospital librarians from across the state converged on Gold Coast University Hospital where Jasna Romic and her team were very kind, considerate, and capable hosts. Gold Coast University Hospital is one of Queensland's newest and largest public health facilities. Costing \$1.3billion, it opened in September 2013 on a greenfield site in Southport, adjacent to Griffith University's Gold Coast campus and a short stroll away from the main Commonwealth Games village. Health services are spread across six buildings and 170000 square metres. There are 750 overnight beds, 70% of which are in individual rooms. The library is situated in the pathology and education building which also houses lecture theatres, seminar rooms, simulation rooms, and a student common room.

The great feature of this PD day was input from, and engagement with, speakers not directly aligned with the health library sector. While it is always good to learn from one another within health libraries, occasionally it is helpful to widen the "gene pool" and hear from those who use health libraries, or those whose services health libraries frequently use. The day began with an overview of Micromedex, in particular, the fascinating work it is doing with artificial intelligence with its parent company IBM and Watson Health. After morning tea a Q&A session was held with representatives from eHealth, Queensland Health's computer and information technology support service. It is very easy to grumble and complain about IT, so it was great to hear the perspective of those at the other end of the helpdesk line. The presenters did their best to provide comprehensive answers to questions from the floor and expressed how valuable it was for them to hear the broader context from end-users. A further education session was also held on "Microsoft Teams", which offers great potential for ongoing QHLN collaboration.

Beyond IT, the audience heard from a representative of Queensland Health's data and statistical services branch. This was an excellent session, providing new knowledge to all participants and offering a clear overview of how patient data is collected and flows at the corporate and inter-government level. It also showed the scope and breadth of reporting available which libraries can access as part of literature searches and on behalf of clients.

At the other end of the spectrum, an equally excellent presentation was given by two emerging allied health researchers on how they use the Gold Coast library's content and services. Unsurprisingly they were thrilled with the library's comprehensive and evolving support on the thorny road to their PhDs but were also able to offer some "blue sky" wishes which gave all something to contemplate as research support increasingly demands the attention of health libraries.

While venturing away from libraries for much of the day, our professional development concluded with some more familiar voices and themes. Jessie Donaghey from Bond University Library spoke about efforts to improve resource discovery and supply by examining user behaviour through analytics garnered from surveys: Primo, Alma, and Google. The growth in usage statistics was quite astonishing and offered strong evidence for the veracity of Bond's approach. Finally, Justin Clark provided an update on Polyglot version 3 and the broader work being done by the Institute for Evidence-based Healthcare to improve the speed and automation of searching for studies for a systematic review.

Many thanks again to Jasna Romic and the library team at Gold Coast University Hospital for providing the Queensland Health Library Network with a thought-provoking and eye-opening day of professional development.



Figure 1: Attendees at 2020 QLD Health Libraries Network PD Day

ACTIV LIBRARY CLOSES IN WA

Disability services provider, the Activ Foundation recently made the difficult decision to close its library service (effective 13 December 2019). The Activ Library was established by a group of parents in 1951 and had grown into a significant collection of specialist disability books and resources. We offer our best wishes to Karen Holder and the Activ Library Team in their future roles.



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LEADERSHIP EXCHANGE BURSARY: HEALTH LIBRARIES AUSTRALIA (ALIA/HLA) AND THE UK HEALTH LIBRARIES GROUP (CILIP/HLG)

HLA has a Memorandum of Understanding with the CILIP Health Libraries Group that promotes collaborative projects where the outcomes will be of mutual benefit or value. The MoU stipulates that we will each offer the delegate of our partner association a complimentary registration to our conference.

This year we have gone one step further with an inaugural leadership exchange bursary. Leadership development is one of HLA's strategic priorities, and the initiative has the endorsement of the ALIA Board aligning with the ALIA President's current leadership theme.

The bursary offers funding for a mid-career health librarian to learn from international colleagues through conference attendance and visits to health libraries en route. The scheme is open to ALIA/HLA members, and applicants must already have some leadership/management experience and a track record that demonstrates their professional commitment and leadership aspirations in health librarianship.

Conference events in 2020 are:

16-18 July 2020 – ALIA/HLA Professional Development Days, and HLA Executive Strategic Planning Day – Brisbane, Queensland – details to be confirmed – <https://www.alia.org.au/groups/HLA>

22-24 July 2020 – CILIP/HLG Conference – Aviemore, UK – <https://www.cilip.org.uk/events/EventDetails.aspx?id=1264061>

Applications opened on 6th February and close on 2nd March. Further information may be obtained by contacting Ann Ritchie – ann.ritchie@alia.org.au

Ann Ritchie,
National Manager, ALIA/HLA
February 2020

12 November 2019

**Re: Open letter to Health Libraries Australia (HLA) from Serena Griffin,
Librarian, Barwon Health Library Service**

Dear Ann, Gemma and the HLA Committee,

Thank you for awarding me the scholarship for the unit of study, HLTH90020 Digital Health Information Services, facilitated by the University of Melbourne.

As you are aware, as a mature aged student I successfully completed the Master of Information Management (Libraries, Records and Archives), graduating in March 2018. I believe the Digital Health Information Services unit has built upon learnings from the Master course.

I am very impressed with how many guest lecturers have been involved with the unit and the variety of backgrounds of lecturers. I found the lectures very practical and relevant to my work in a health library. The resources provided have been very useful and I have regularly been consulting my lecture notes at work, for example, when conducting literature searches. The unit assignments were very practical, especially the last three assignments, which I felt were examples of real-life tasks that a person working in the field may be asked to undertake.

I would like to thank all who have been involved with the development and delivery of the unit; as well as fellow students. I feel that this unit of study is the 'icing on the cake' for me, with regards to specialising in health librarianship.

Yours sincerely,

Serena Griffin

IFLA AND THE ROLE OF LIBRARIES IN THE UN SUSTAINABLE DEVELOPMENT GOALS

Jennefer Nicholson
Former Secretary General, IFLA

Adopted by the UN in September 2015 the UN 2030 Agenda is an inclusive, integrated framework of 17 Sustainable Development Goals (SDGs) spanning economic, environmental and social development. It is for all nations, unlike the Millenium Development Goals which were focused on developing nations. The aim is that by achieving this Agenda, no one will be left behind.

The Agenda includes 17 Goals; 126 targets [+ 43 sub-targets]; and 230 global indicators for periodic reporting by Member States to the UN.

IFLA (International Federation of Library Associations and Institutions) has affiliation status with ECOSOC (UN Economic and Social Council) which had responsibility for conducting the process for SDGs – so IFLA could ‘get into the room’. It collaborated with civil society, professional and other organisations, and was able to represent them throughout the nearly three-year process. IFLA was also engaged in numerous other lead up activities through other UN organisations such as UNESCO. IFLA was a strong activist with its capacity to develop the strategy for success and implement this with great support from members and other organisations globally.

IFLA’s advocacy focused on three areas that are fundamental to a sustainable society, and to the library profession and library services:

- Public access to information;
- Universal literacies;
- Recognition of the importance of culture, and cultural heritage in all formats.

Advocacy and lobbying were about the importance of these three areas being included in the SDGs, and activities illustrated how the library profession and library services contribute to these being achieved by UN Member States.

Public access to information

Specific reference was achieved in:

- **Goal 16.** Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels:
16.10 Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements.

The importance of access to information is included in many targets for other Goals, such as:

- **Goal 5.** Achieve gender equality and empower all women and girls:
5b. Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.

Though not always specified, the success of all Goals is enhanced through having public access to good information, content and infrastructure – through libraries.

Universal literacy – in the vision statement

IFLA believes that if you cannot read or write you cannot fully participate in society. If you cannot understand what you read, you cannot fully exercise your democratic rights. Librarians have long been advocates for the importance of literacy, media and information literacy skills, and have great expertise in teaching these within libraries worldwide.

Extensive advocacy resulted in universal literacy being embedded in the 2030 Agenda and its Goals and targets, within the Vision statement for the 2030 Agenda which states:

*“In these Goals and targets, we are setting out a supremely ambitious and transformational vision. We envisage a world free of poverty, hunger, disease and want, where all life can thrive. We envisage a world free of fear and violence. **A world with universal literacy.** A world with equitable and universal access to quality education at all levels, to health care and social protection, where physical, mental and social well-being are assured.” [par 7]*

Recognition of Culture and cultural heritage

Culture is a sensitive area of debate within the UN, as recognition of culture can be used to justify some actions or practices that may conflict with other UN instruments such as Declarations and Treaties that encompass human rights.

IFLA advocates that culture is a basic need; that a community thrives through its cultural heritage, it dies without it. This has been incorporated in:

- **Goal 11.** Make cities and human settlements inclusive, safe, resilient and sustainable:
11.4 Strengthen efforts to protect and safeguard the world's cultural and natural heritage.

The statement in the Narrative was one of the last to be agreed. It acknowledges culture:

Narrative: "We pledge to foster inter-cultural understanding, tolerance, mutual respect and an ethic of global citizenship and shared responsibility. We acknowledge the natural and cultural diversity of the world and recognize that all cultures and civilizations can contribute to, and are crucial enablers of, sustainable development."
[par 36]

The knowledge, expertise and practice of the library and information profession are embodied in the SDGs. The profession contributes to achieving the targets, and takes a leading role in assisting governments to meet and measure the indicators, through for example:

- standards, regulations, policies, guidelines;
- educational and practice requirements;
- ethics;
- programs and initiatives;
- statistics, research; areas of excellence;
- national, regional and global collaborations.

PARTNERING WITH CONSUMERS THROUGH NSQHS STANDARDS

Report on the digital health literacy train-the-trainer pilot in Cooktown

Fiona Jensen
Library & Knowledge Centre
Cairns Hinterland Hospital and Health Service

Background

The current [National Safety and Quality Health Services Standards](#) (NSQHS) have a renewed focus on partnering with the patient as consumer. Cairns and Hinterland Hospital and Health Service (CHHHS) undertook accreditation in early 2019, and the Cairns Hospital Library and Knowledge Centre (LKC) has been increasingly proactive about finding opportunities to contribute to the Partnering with Consumers standard and improving the patient experience. The [Digital Health Literacy project](#), as funded by a grant to ALIA from ADHA, is relevant to this safety standard and therefore the LKC was interested in exploring what this project could offer CHHHS.

Pilot Training Session

Cooktown was nominated as one of the locations for a pilot Train the Trainer workshop, and the closest opportunity for LKC involvement. With funding from HLA, a staff member was able to attend.

The attendee group at this workshop was very lively and engaged and asked the presenter a wide variety of in-depth questions. In several instances these were difficult for the trainer to answer. There was a representative from the ADHA also in attendance who was able to answer most of these questions, though some research was needed at times.

One significant issue that arose was the lack of phone reception in large areas of Far North QLD. This lack of phone reception makes it impossible for people to access

their account due to the authentication requirements to log in. Internet connectivity can also be problematic, especially in rural and remote locations.

The training didn't take as long as previously indicated, so time was also spent looking at sources of digital health information offered via the State Library of Queensland (who was contracted by ALIA to deliver the training). A lot of this information was only relevant to people directly liaising with the public, though it did provide the LKC staff member with an opportunity to showcase some resources the LKC team has created to support consumer health literacy.

Next Steps

As a result of the training, the LKC is going to discuss further involvement with the CHHHS Executive Director of Medicine. With support, opportunities the LKC may investigate include:

- Dissemination of information to rural/remote healthcare facilities for staff information
- Facilitation of sessions with/dissemination of information to staff at larger facilities e.g. patient liaison officers
- Facilitation of sessions with independent health providers e.g. Indigenous healthcare organisations, Primary Health Networks etc.
- Partnering with neighbouring public library networks to deliver information sessions to relevant groups

Attending the session in Cooktown was beneficial for the LKC. Making connections with the other participants was useful, as was attending in a town that experiences the same tech and tele issues as so many communities in the Far North. The LKC is very appreciative of the financial assistance HLA provided to enable one of our staff members to attend, and we hope to utilise our learnings in ways that are practical, useful and support the NSQHS standards.

MY HEALTH RECORD: TRAIN-THE-TRAINER OPPORTUNITIES

Daniel McDonald

Librarian, Darling Downs Health

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Abstract

Opportunities will exist in 2020 for Health Library staff to attend train-the-trainer education sessions regarding "My Health Record". These are library focused, with funding available, and are potentially very beneficial as health libraries consider ways to expand their contributions to consumer health and digital literacy efforts.

Text

An overview (Smith, 2009) into the state of consumer health information in the UK observed that "Health literacy is not just about reading, writing and numeracy ability or applying literacy skills to a healthcare setting. Health has its own specific language, environment and processes; so, an understanding of everyday information is not necessarily enough to enable an individual to make sense of their health needs, treatment and choices. It is important to also remember that even literate people may have trouble understanding or interpreting some aspects of modern health care." This overview concluded that "Communication between health professionals and patients, and between health educators and the public, is critical in order for consumer health information to have the ability to improve health outcomes. Further, especially local, investment into the production, distribution and delivery of consumer health information is recommended".

Understanding health's language, environment and processes... interpreting modern healthcare... communicating health to the public at the local level. These are all principles which are central to ALIA's current partnership with the Australian Digital Health Agency (ADHA). In 2019 around \$1 million in funding was granted to the Australian Public Library Alliance and Health Libraries Australia to run train-the-trainer programs targeted specifically at increasing awareness of, and functional use with, the federal government's "My Health Record". My Health Record is an online summary of an individual's key health information. It may contain information from healthcare professionals such as hospital discharge summaries, reports from tests and scans, medications prescribed, referral letters; information from Medicare or the Pharmaceutical Benefits Scheme, organ donation decisions, immunisations; and information from individuals such as emergency contact details, allergy information, or an advance care plan.

Though not without some controversy and reservations, My Health Record has the potential to improve care integration, enhance health information flow, and enable Australians to be more literate about their health and the care they receive. As such, it is important for individuals to be aware of, and to be able to access and use, My Health Record.

The ADHA, who are responsible for My Health Record, have recognised through their grant funding the unique capability the library sector has in reaching and educating the wider community, particularly those who may find it challenging interacting with digital and/or health and/or government information. The State Library of Queensland (SLQ) has developed a one-day train-the-trainer session, with the primary intention of upskilling public library staff to answer rudimentary questions about My Health Record, and to incorporate training about My Health Record into their current and future slate of classes offered to their local users. In late 2019 SLQ conducted six pilots for this training, two in Western Australia and four in Queensland. The sessions cover in some depth what My Health Record is and is not, and how best to communicate to the public how and why they might use My Health Record. Print and electronic brochures are also provided as complementary education and information sources.

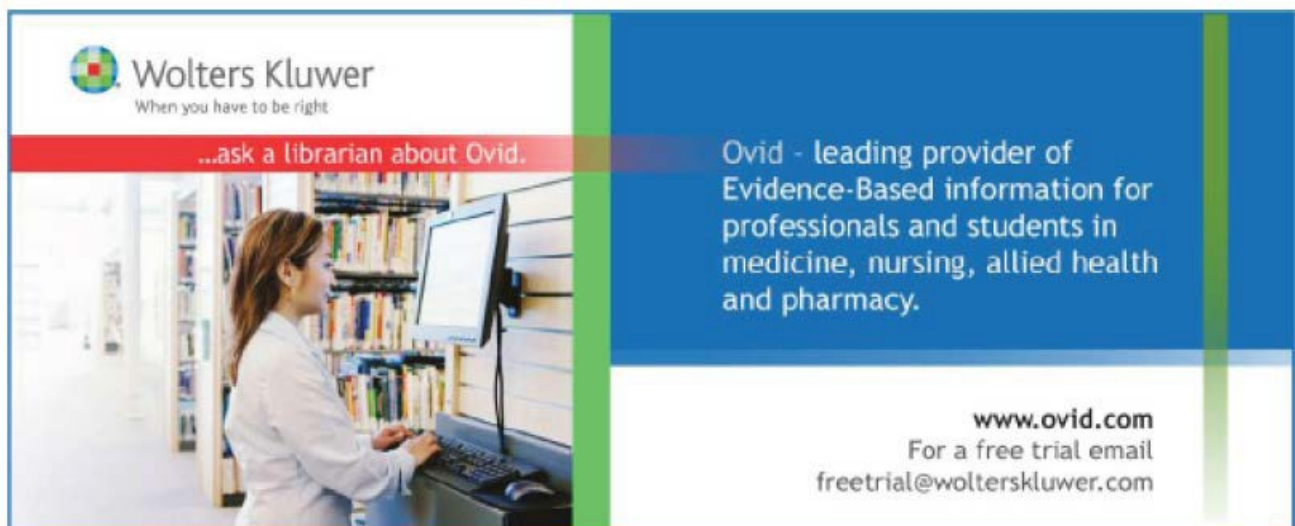
Though this training is aimed primarily at the public library sector, health and hospital librarians, alongside staff from Primary Health Networks, public health units, NDIS agencies and the like have all attended some of the pilot training sessions. Attending these sessions is potentially very valuable for health librarians, whether they are located in hospitals or government health agencies or community health information agencies. Health librarians can offer significant input during the workshop discussions, providing a richer and more detailed context about hospitals and how the wider health service industry works. They can also provide insight into the complexities of health data and health information and health evidence and how they are generated and distributed and interpreted.

As well, health librarians often have access to different sections of the community than even public libraries. As such they can work with consumer liaison or clinical governance colleagues to deliver programs which ensure those from the community engaging with hospitals are aware of, and upskilled in, My Health Record. This can have flow on benefits for the institution as well as the community, generating evidence in support of strategic goals and accreditation requirements concerning consumer health literacy. On top of all this, opportunities for intra and inter professional education are rare. Taking advantage of training like this almost always has merit, providing cross-fertilisation of ideas and experiences and the sharing of frustrations and solutions.

My Health Record train-the-trainer training (pause to untie tongue) will continue to be rolled out through 2020 and is most likely coming to a public library service near you. Funding is available through the ADHA grant for health library staff to attend a session. Keep an eye on ALIA/HLA communication channels for specific details when they become available. The author can also be contacted for more information.

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The advertisement features a woman in a white lab coat working at a computer in a library setting. The Wolters Kluwer logo is in the top left, with the tagline 'When you have to be right.' Below it, a red banner reads '...ask a librarian about Ovid.' The right side of the ad has a blue background with white text describing Ovid as a leading provider of evidence-based information for professionals and students in medicine, nursing, allied health, and pharmacy. At the bottom right, the website 'www.ovid.com' and a free trial email 'freetrial@wolterskluwer.com' are provided.

Wolters Kluwer
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A NEW COLLABORATION:

Consumer health information training for Queensland's Moreton Bay Region libraries

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Introduction

Redcliffe and Caboolture Hospitals' Librarian identified an opportunity to deliver a program in support of *National Safety and Quality Health Service Standard 2: Partnering with Consumers* (Australian Commission on Safety and Quality in Health Care, 2017b). The program entailed the development and delivery of training in health information and consumer health to the public librarians employed by the Moreton Bay Region Libraries (MBRL). The program aimed to improve MBRLs' public librarians' health knowledge and, in turn, their ability to support their clients; the general public and health consumer.

Background

The Australian population has "poor" health literacy at 60% (Australian Commission on Safety and Quality in Health Care, 2017a). Within the Moreton Bay Regional Council (MBRC) area, socio-economic indicators show the local situation is even worse (Redcliffe Hospital, 2017). The MBRC area has one of the fastest growing aging populations in Queensland at 11.1%, compared with the average of 8.2% and 15.2% of Redcliffe Hospital's catchment (Redcliffe Hospital, 2017). This increases the likelihood of "poor" health literacy levels for the area's residents.

Health librarians are trained in consumer health and health literacy. As evidenced in the literature, the public library is the place where many consumers go to find health information (Flaherty, 2013, and, Yi, 2015). With this in mind, the Health Librarian was concerned at the level of health information knowledge of the public library staff supporting these clients. Review of the MBRL's website also caused concern due to some of the links and websites recommended.

While public librarians are not specifically trained in health, they are at the forefront of the provision of reference (information) services to their clients (members of the public). (Flaherty, 2013, and, Yi, 2015). The public library role with health literacy may include areas such as:

- Direct support through reference services (answering health information queries from members of the public),
- Providing resources to support health literacy (including information communication technologies, print and/or media resources),
- Teaching and supporting health information literacy skills to library staff and clients,
- Teaming with health advocates to improve information provision,
- Teaming with health librarians to collaborate on projects and develop staff health literacy skills,
- Hosting health information sessions for clients in conjunction with health advocates and specialists,
- Mounting displays to promote health literacy and health topics; and,
- Developing websites to direct clients to high quality and reliable sources.

The Health Librarian drafted a training outline and then contacted senior staff at the MBRL offering to provide on-site staff training; MBRL accepted the offer. The Health Librarian developed a presentation (with handouts) and presented it over two sessions.

Uptake of Training

A total of sixteen librarians participated in the one-hour training, six at the Caboolture Public Library, and ten at the North Lakes Public Library sessions. The Librarians attended from libraries across the MBRL; eight libraries of the eleven MBRL were represented. The Librarians that participated were required by MBRL to share their newly gained knowledge with their own staff and colleagues on return to their respective workplaces.

The training was also an opportunity to discuss the MBRL's website and recommended health links. It also enabled the introduction of the *Words for Wellbeing* program developed by Ipswich Hospital and adapted by Redlands' Hospital Library; a series of flyers and materials aimed at health consumers.

Evaluation

Pre and post training surveys were conducted to assess the training outcomes.

Survey results:

- 94% showed increase in their confidence to provide reference services on health information.
- 100% had a greater understanding of health information and their ability to assist their clients.
- 100% had their training goals met or exceeded.
- 100% had learned something new.
- 94% would use what they had learned.
- 100% rated the usefulness and content and resources provided as useful to extremely useful.

Comments and responses from participants also highlighted the value of this program. Sections of note were the introduction to *My Health Record*, websites including *HealthDirect* (an Australian website), *Health on the Net* (as an evidence based search engine and independent verification of health websites), the UK National Health Service's *Behind the Headlines*, and, the health advocacy and information on support groups (e.g. Diabetes Australia, etc.).

The participants' responses are indicative of the value of this training program. Follow up with participants in six months to see if the training and learnings were put into daily practice would add to the evidence of this program's worth.

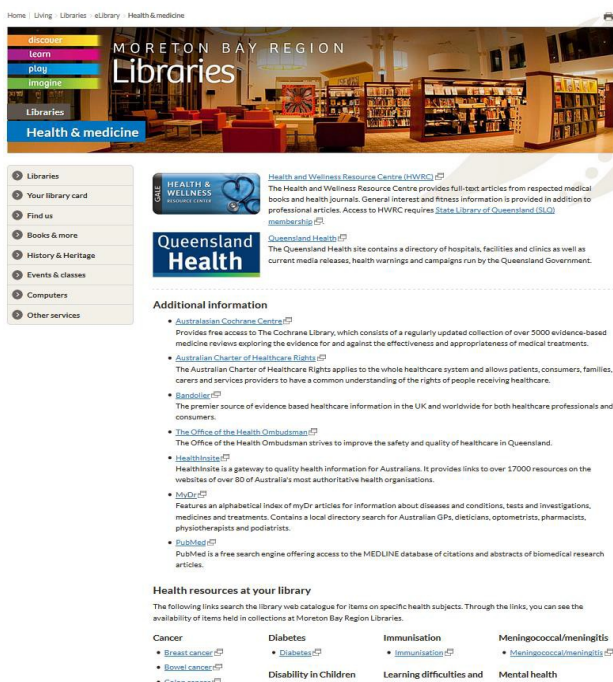


Figure 1. Moreton Bay Regional Council Libraries website November 2017.

Website Changes:

Changes to the MBRL website are further evidence of the value of the program. These changes include the addition of the Queensland Health website and a range of high-quality evidence-based consumer health websites and topical links.

Linked topics now include:

- Cancer
- Children's Mental Health
- Diabetes
- Disability in Children
- Heart disease
- Immunisation
- Learning difficulties and disorders
- Meningococcal/meningitis
- Mental health
- Pregnancy and childbirth

Future Collaboration

Linkages with the MBRL will be maintained and strengthened in the coming twelve months through an offer to answer staff health information queries. If required, the Health Librarian is also willing to run the training session on site again.

The participating librarians were supplied with the slide-based training program to enable sharing of relevant sections with their own staff. The presentation was aimed at the highly skilled reference librarian level. Select sections from the presentation could be used to present in smaller segments for other staff employed within the libraries (e.g. useful websites, scope of practice: i.e. when not to give advice, etc.)

It would be preferable to extend the time allotted for the training plus valuable for the sessions to have a "hands-on" component to allow participants to discover and explore the websites presented. This would depend on availability of computer training rooms.

The Health Librarian will share the results of this program with the other Queensland Health Librarians. The training will further be offered to the State Library of Queensland "Public Libraries Connect" program, responsible for supporting all Queensland public libraries.

Learnings for the Health Librarian

Several learnings came from the program including:

1. The sessions need to be longer; it is a lot of information to share within one hour;
2. Sessions would best be presented in a computer training room to allow hands-on access and experimentation with the resources presented. (Attendee numbers may be limited.);
3. Continue to build relationships with the MBRL (with a focus on consumer health and health literacy);
4. Look at initiating the *Words for Wellness* program with MBRL;
5. Provide advice on website links for the MBRL website (if/when changes are required);
6. Create "bite-size" sessions for non-professional staff;
7. Develop relationship with State Library of Queensland Public Libraries Connect Program Coordinator (with possibility to deliver training);
8. Follow up with MBRL to see if the program has made a difference in day to day reference services to clients requiring health information.

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ALIA HLA COMPETENCIES REVIEW 2018

Ann Ritchie

National Manager ALIA/HLA

What is a health library and information professional? What do they do and why do they do it – now and into the future?

The initial response to these types of 'who?', 'what?', 'when?', 'where?', 'how?' and 'why?' questions might be that a health librarian is any librarian who works in a health library and finds information for clients in a timely way. But does that define our role sufficiently? Does where we work differentiate us from anyone (or thing) performing a quick internet search on a health-related topic?

There is no doubt that AI (which in many cases refers simply to machine learning) is challenging many transactional and repetitive processes in all fields of work.

So in the not-too-distant future, will there be any need for information professionals who design and execute literature searches, or create metadata schema and text mining techniques for retrieving information and data hidden in multi-layered, opaque electronic documents and databases? In an 'internet of things' ehealth information environment, will anyone need the human communication skills to connect with health professionals to quiz them about the real intent of their queries?

Health professionals in a variety of roles are highly skilled at treating patients; they have great depth of knowledge and their teaching skills have been honed through a long tradition of professional learning and specialist education; and many have expertise in conducting research, including systematic reviews. Will they need to talk to someone to refine their clinical queries or translate their research topics into answerable questions? Will they also be adept at or have the time to update their knowledge about sources of health information and the intricacies of literature searching?

We grappled with these types of future-oriented questions in the process of revising HLA's Competencies.

We envisioned that the health library professional of the future would be a dynamic, innovative, tech-savvy, evidence-based practitioner with advanced health information knowledge, skills and attributes.

Our challenge was to describe as comprehensively as possible, the competencies that health librarians need to do their jobs now, as well as fashioning a template that would frame emerging roles and evolving job descriptions, and direct the education of our future workforce.

Definition of competencies

Competencies are generally described as integrated sets of Knowledge, Skills and Attributes (KSAs) that are needed to perform tasks in a particular field or circumstance. Competencies are also said to be observable, measurable and able to be taught. Some competency frameworks have basic and advanced levels of practice, and performance measures by which these can be measured.

HLA's eight Competency Areas describe the KSAs that health library and information professionals need to perform in their jobs in the health sector.

The Competency Areas cover:

1. The health environment
2. Reference and research
3. Resources
4. Leadership and management
5. Digital, ehealth and technology
6. Health literacy and teaching
7. Health research
8. Professionalism

Each Competency Area provides a general description, a statement about the level of proficiency that may be demonstrated, as well as an expandable list of dot points which comprise that area. It is not expected that everyone will be highly skilled in all of the areas, but at least have a basic understanding of them. It is likely that job descriptions will define the scopes of practice and depth of knowledge of particular roles and focus on a few key areas.

For a full description of each of the Competency Areas see https://www.alia.org.au/sites/default/files/HLA%20Competencies_0.pdf

ALIA/HLA Competencies. History

Before 2009, there were no Australian health librarianship competencies and no specialised education pathways for health library and information professionals to follow. The HLA Competencies were created as part of HLA's Workforce and Education Research Project (ALIA, 2011). The project team adapted the US Medical Library Association's (MLA's) set of seven competencies (2007) to suit the Australian environment. At this time, HLA designed the eighth Competency Area relating to 'being a health professional' as this was recognised as an essential domain of competence for all health professionals.

The HLA Competencies review was conducted in 2018, and led by Ann Ritchie, with the support of the HLA Executive and many others from the health library community.

The main objective was to update the initial HLA Competencies in line with the changing health services environment in which health library professionals practised, and to compare and learn from equivalent international and national health information professional competency sets.

It was intended that the revised competencies would provide a comprehensive and future-oriented framework that could inform strategic workforce planning as well as guide the development of post-graduate education and professional development for the specialist health library and information profession.

How did we do it? Method

The first stage in reviewing the HLA Competencies was to compare the current set with those of our international equivalents, including the health/medical library associations of the US, UK, New Zealand, Ireland, and Canada. This was done using a literature review, desktop research and personal communications.

In May 2017, MLA published their newly revised *Competencies for Lifelong Learning and Professional Success*, the result of a two-and-a-half-year consultative review project by a special task force (Medical Library Association, 2017).

The MLA Competencies were reduced in number from seven to six (the specific competency areas covering 'technology' and 'the health environment' were removed, and following the lead of HLA, the domain of 'professionalism' was added).

In examining the full set of MLA competencies, it appeared that the technology competency area had been absorbed into several other areas. The HLA Executive decided that with the growing importance of digital and ehealth (especially following the 2018 release of the Australian Digital Health Agency's *National Digital Health Strategy*) we needed to strengthen the informatics/technology-related competency area as an essential skillset for all health information professionals, rather than diminish its prominence.

In the UK, the Health Libraries Group of CILIP and the NHS Health Education England endorsed a health version of the generic librarian competencies, known as the Professional Knowledge and Skills Base (2014). Comparing these with the HLA Competencies, it was found that information resources and collections featured prominently in many of the UK competencies. The HLA Executive's view was that our corresponding 'resources' competency area needed to be maintained as a single, essential skillset. It was recognised, however, that the trend towards 'library as service' rather than 'library as collection' or 'library as place' meant that the health librarian's professional expertise (rather than the resources themselves) is the *sine qua non* of the service.

In New Zealand, LIANZA's competencies (Bodies of Knowledge) are not specific to health librarianship, and while the *Standards for New Zealand Health Libraries* (developed by LIANZA's Health Special Interest Group, 2008) has a section on Human Resources, the document does not mention competencies.

Lawton and Burns (2014) compared the competencies of international health library associations with the practical experience of health librarians in Ireland. At the time of the HLA Competencies review, there were no updated competency sets for Irish health librarians.

A representative of the Canadian Health Library Association advised that Canadian health libraries used the MLA competencies (personal communication, 2018).

The next stage of the review was to consult with a broad audience of health librarians on a draft of the revised HLA Competencies in light of international comparisons. The draft was structured to maintain the set of eight competency areas, with some re-naming and revisions to the detail of the descriptions. Circulation via e-lists and discussions with key informants took place over the next months, as the Competencies were gradually refined to become more precise, comprehensive and forward-looking.

At the same time that the HLA project was occurring, the Health Information Workforce Alliance (HIWA¹), comprising the five professional groups representing health librarians, health information managers, clinical coders, and various groups of health informatics/systems practitioners, managers and educators, had been mapping the competencies of each group. This will result in a national capability framework for all Australian health information professions.

The results of the comparison of the revised HLA Competencies with the competency frameworks of international health library associations (US and UK) and the HIWA members are outlined in a poster (EAHIL, Basel, June 2019; also presented at the HLA PD Day; Ritchie, 2019) The Tables in the poster show that there are only minor differences in the broad competency areas amongst the international library associations. The comparison of the domains illustrates that health librarians are unique amongst all the health information professions in their provision of reference and research services (HLA domain number 2). While the detailed descriptions reveal that many of the areas are complementary, there is overlap in some aspects of other areas. There is, however, considerable variation amongst the groups in their methods for attaining and maintaining specialist certification or credentials.

What next? Education

Ma et al's (2018) scoping review of emerging roles in health librarianship found that the foremost roles emerged as nine distinct categories. The HLA Competencies can be mapped to all nine of these. The authors are critical of current health librarianship education in the US, stating that 'outdated curricula and nonspecific learning outcomes often neglect current emerging demands and challenges that health sciences libraries face'. They refer to 'the disconnect between the general knowledge base of librarianship and the specialized competency requirements for HIPs.'

As a set of specialised skills, the HLA Competencies build on and extend the basic KSAs that an entry-level librarian or library technician learns in their studies. It had long been recognised that an initial qualification was not enough to work in the health sector as a specialist health information professional. No library schools in Australia prepare graduates to practise in a health sector job in a systematic or competency-based curriculum. On the job

¹ HIWA was formed in 2017 as a forum for sharing and advocating for the health information workforce. It comprises representatives from ALIA/HLA, the Health Information Management Association of Australia (HIMAA), Health Informatics Society of Australia (HISA), the Australasian College of Health Informatics (ACHI), and the Australasian College of Health Service Management (ACHSM).

training has been the only avenue for gaining a health specialist skill set, extending the basic KSAs gained through generalist education.

To bridge this gap, HLA partnered initially with QUT to create the Health Librarianship Essentials online course, which ran in 2015 and 2016 with more than 50 participants. With the unfortunate demise of the QUT library school, we had to find a new home. We have now transformed, updated and added to the original content in line with the newly revised competencies. The Digital Health Information Services unit is now being presented in partnership with the University of Melbourne's Health and Bioinformatics Centre (HaBIC). HLA and ALIA have provided scholarships for several deserving health librarians who have demonstrated their commitment to our profession.

Throughout the year, HLA also delivers specially designed professional development events focusing on prioritised competency areas. These have included the 'All about data' PD Day and workshops held in July this year, and previous events focusing on systematic reviews; research data management workshops run in conjunction with the Australian Research Data Commons (ARDC), and advanced searching workshops delivered for the past four years taught by Carol Lefebvre and Julie Glanville.

All health library and information professionals who are ALIA members can become certified in the health specialisation. The HLA Professional Development website (<https://www.alia.org.au/groups/HLA/hla-professional-development-education-and-training>) is the source of information about the Competency framework, and tools such as the Skills Audit Checklist and the list of courses mapped to the competency areas.

Conclusion

The ALIA/HLA Competency review project has delivered a roadmap for the future health library and information professional workforce, in which our knowledge, skills and attributes are key components of health information professional teams.

Australia's *National Digital Health Strategy* is a 'framework for action' to 2022. It is critical that health librarians have the digital, e-health, health informatics and data science knowledge and skills base to contribute effectively to the *Strategy*.

We know that simply promoting the HLA Competencies is not enough! To re-invent our workforce and enable individuals to build professional development portfolios for careers that are relevant in the context of the

evolving health workforce, we need to work with educators to offer high-quality micro credentialled education opportunities that develop these prioritised and unique competency areas.

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MEMBER SPOTLIGHT

- MEENA GUPTA -

Meena Gupta has kindly agreed to feature in our long running "Member Spotlight" section, in our very first JoHILA issue. Welcome Meena and thank you for sharing your story with us.

<i>Name:</i>	Meena Gupta
<i>HLA Member Since:</i>	2019
<i>First Professional Position:</i>	Science, Engineering and Built Environment Librarian at Deakin University
<i>Current Position:</i>	Senior Librarian at Australian Catholic University
<i>Education:</i>	Bachelor of Business, Information & Knowledge Management, Masters of Business Information Technology (RMIT), Certificate III in Library Information Studies (Box Hill Institute)
<i>Favourite Website or Blog:</i>	https://thesiswhisperer.com/

Where do you currently work?

I'm a senior librarian at Australian Catholic University.

What do you find most interesting about your current position?

It's a dynamic position that involves liaising with academics, students and researchers; learning on the job and being always on a quest for new ways to find, use and share data, information and knowledge in ways that are manageable and comprehensible.

What has been your biggest professional challenge?

Conducting information literacy sessions online versus face-to-face. It's difficult not knowing whether what I'm delivering is making sense to the online attendees. I guess its fear of the 'unknown'.

How did you join Health Librarianship?

It came about due to an organisational restructure.

What was your previous employment background?

I worked in various roles within marketing, market research, note-taking for students with special needs and corporate law libraries.

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

I would still be working as a discipline specific librarian. I did want to explore being an Archaeologist once, I blame Indiana Jones! "Professor of Archaeology, expert on the occult, and how does one say it... obtainer of rare antiquities."

What do you consider the main issues affecting health librarianship today?

In health and any area of librarianship, I feel there are issues of self-advocacy and information overload. Whether it is about finding, using or choosing where to look, I feel it is always 'how' you look for information to reach efficacy and efficiency that matters!

What is your favourite non-work activity?

My hobby is photography, of landscapes, historic places, or anything that I find unique.

What advice would you give to a new member of Health Libraries Australia or a new graduate information professional?

Network, attend Professional Development events, volunteer on any organisational internal or external professional committee! Welcome to a life dedicated to life-long

learning opportunities for personal and professional development while working within an inclusive environment.

