Forward-looking seminars: AGLIN and HLA in Canberra

Glenda Browne[*]

Back-to-back one-day seminars were held by AGLIN (Australian Government Libraries Network) and HLA (Health Libraries Association) in Canberra in July 2011. Both seminars focused on current achievements and future possibilities. Much of what was discussed may not be immediately applicable for many libraries, but the information is important in helping to define the place of libraries in the future.

INTRODUCTION

The theme of the AGLIN forum, held on 27 July 2011 at the National Library of Australia in Canberra, was "New Technologies: Value and Practices in Libraries" (http://www.wiki.nla.gov.au/display/AGLIN2/Events+and+Training). Speakers at the forum presented examples of successful technological innovation in indexing, information presentation and the running of libraries.

The HLA forum, held on 28 July 2011 at the Canberra Hospital, was titled "Intersections – Health Librarianship and Informatics in an eHealth World". The forum looked at the field of health informatics and considered the place of librarians within this field.

In this article, I discuss highlights and general findings from the seminars, starting with the AGLIN forum.

AGLIN FORUM

Gov 2.0: Innovating with web technology in government

The keynote speech about innovative uses of web technology in government was presented by Peter Alexander and Tim Dale (http://www.tinyurl.com/AGLINGov2-0). They provided examples of innovation from Treasury and the Australian Government Information Management Office, which sits within the Department of Finance and Deregulation.

Treasury is encouraging staff to innovate with web technology. The presenters said better service delivery is giving people "what they want; when they want it; and how they want it". The internet is now the preferred channel for people to access government services. Web 2.0 technologies are a tool for improving communication. Having a social media policy in conjunction with other policies such as acceptable use, internet use and Australian Public Service values is important. A distinct aspect of these policies is distinguishing between official, professional and personal use of social media.

Two websites that have been established to assist government communication are Govspace (http://www.govspace.gov.au) and GovDex (http://www.govdex.gov.au). Govspace is an online communications platform that makes it easy for government departments to set up a blog or forum. GovDex (http://www.govdex.gov.au) is an online community for the sharing of ideas and data, with the aim of developing a more open form of government.

To enable open government, the principles of find, play and share are important. *Find* means that people must be able to locate data, *play* means they need to be able to analyse it and manipulate it with different tools, and *share* means they need to be able to share their work with others, eg through Creative Commons licensing.

Data.gov.au makes government data sets available. People are able to suggest datasets that they would like to see released by Australian government agencies. The most popular data sets currently are geographical ones such as electoral boundaries and public toilet maps.

Technology and talent: Towards a new paradigm

In his presentation, John Cooksey from Zenith, a sponsor of the forum, provided an overview of the development of awareness about knowledge work and the current workforce situation (http://www.tinyurl.com/AGLINZenith). He quoted Drucker, who said that measuring the productivity of knowledge workers is a challenge, and Davenport, who said that the challenge is turning knowledge into commercial benefit.

The most highly-ranked characteristics in job advertisements are for "broader information management skills including:
• understanding the interplay between information and business needs
• user analysis for digital media
• information design, including classification
• applying legislation and governance requirements."

The focus of the HLA seminar on medical informatics (see below) fits into this broader approach.

Cooksey suggested that organisations will need to enhance employee engagement, upgrade staff skills and build their brand towards being an employer of choice. When this is too hard, they can also build a sub-brand, eg a library within an organisation could be a sub-employer of choice.

Effective information management strategies with SharePoint 2010

Brian Farnhill and Suzette Bailey from Extelligent Design discussed new features of SharePoint 2010 of relevance to librarians and presented a case study (http://www.tinyurl.com/AGLINSharePoint).

Marist College, Canberra provides personalised content to people's homepages using managed metadata and document sets in SharePoint. Managed metadata can be applied across all Office 2010 applications. It can use both a centrally-managed taxonomy (formal thesaurus-type vocabulary) and an informal folksonomy (in which people add their own tags). For governments, the taxonomy is their Business Classification Scheme.

Document sets allow the grouping of documents for a specific purpose. Metadata and policies can be applied to all documents in a group.

Establishing the Victorian Government Library Service

Laurie Atkinson from the Victorian Government Library Service (VGLS) delivered a presentation about the merging of Victorian government libraries to form the VGLS (http://wwww.tinyurl.com/AGLINVGLS). The establishment of the VGLS involved 55 librarians, 15 clients, 14 sites, 10 systems and 1 library. With constant mergers (and occasional de-mergers) happening in corporate and government environments, this experience is relevant to many of us.

The VGLS split staff into three groups – resource identification, resource procurement and collection management – with the aim of providing access to the right information at the best price. The benefits of the new structure include buying power and reduced duplication of effort. About a third of the people are new, a third have moved jobs within the group, and a third have stayed in the same job. The VGLS has a budget for additional resources to backfill staff who attend training.

Innovation in a government library

Emma Banyer and John Shea from the FaHCSIA Library (Department of Families, Housing, Community Services and Indigenous Affairs) spoke about the FaHCSIA Library Services Innovations Taskforce Project, which was established to explore new technologies and innovative approaches (http://www.tinyurl.com/AGLINFAHCSIA). They identified three themes for the innovative provision of library services: accessibility, engagement and value.

Three projects the taskforce worked on were: putting their content on GovSpace (an information blog); mobile apps (increasing accessibility of government products from mobile devices using EBSCOHost mobile); and Indigenous iSpace (an interactive portal and subject guide for information for clients working in Indigenous Affairs).

While designing their GovSpace service, they encountered problems complying with ICT Security requirements. These problems meant that the email subscription functionality could not be fully employed.

Automated selection and subject indexing of newspaper clippings

Gaik Khong from the Commonwealth Parliamentary Library discussed the automated selection and subject indexing of newspaper clippings (http://www.tinyurl.com/AGLINAutoInd). Library staff get the clippings (already selected for relevance) from Media Monitors. They then use an automated system to ingest the clippings, select which clippings to keep, and to allocate subject headings from their thesaurus.

The system was "trained" using 100,000 items which were either positively or negatively associated with a thesaurus term. The clippings (2,000 per day) arrive in the early morning and are available on people's desks by 8 am. The automatically-generated results are manually checked.

In the future, staff plan to extend the process to journal articles, press releases, online content (eg blogs, newspapers) and rural and regional newspapers. A paper on this topic was presented by Hutchinson and Missingham at the ALIA Information Online 2011 Conference.[1]

Pay per view pilot for end users: Experience of TGA Library

Anne Slaney from the Therapeutic Goods Administration (TGA) discussed the experiences of the TGA Library in providing staff with pay-per-view journal articles (http://www.tinyurl.com/AGLINTGA). Staff who select an article with a cost attached are asked if they want to proceed. Even though the cost is paid by the Library, the TGA has found this approach to be cheaper than paying for journal subscriptions.

This process began when the TGA Library followed up on an offer from Nature Publishing Group. The benefits included:
- "no document delivery processes
- counter compliant statistics to measure usage
- end user satisfaction."

The risks included:
- overuse or inappropriate downloads
- multiple charges if downloads were not saved properly
- no library checks at the point of use.

The TGA Library assessed a positive return on investment, and later used the same model with Science Direct by Elsevier.

Web 3.0: An introduction to the Semantic Web

Paul Hagon from the National Library of Australia gave an introductory talk about Web 3.0 – ways of using marked-up data to better enable web transactions (http://www.paulhagon.com/presentations/AGLIN-intro-to-semantic-web.pdf).[2] He showed, as an example, Google recipe search, which uses facets to let you search structured data (eg http://www.google.com/landing/recipes). This search depends on mark-up added by the recipe webpage creators.

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[1] Hutchinson J, Missingham R and Anderson P, "Revolutionising Digital Content Ingest: Building a Newspaper Clippings Collection Using Practical Automation to Assist with Selection and Classification" (Paper presented at the ALIA Information Online 2011 Conference in Sydney on 2 February 2011), http://www.information-online.com.au/sb_clients/iog/bin/iog_programme_2011_C9.cfm?vm_key=F4337505-1422-0982- EBA6352B2186E53C.

[2] Note: This file can open quite slowly.

Schema.org is a collection of schema (HTML tags) which are recognised by major search providers including Bing, Google and Yahoo! Possible tags to be used with website data include "licence" and "friendofafriend".

A TED talk by Tim Berners-Lee called "The Year Open Data Went West Worldwide" (http://www.ted.com/talks/tim_berners_lee_the_year_open_data_went_worldwide.html) was recommended as useful viewing.

Trove: Bringing Australian resources to Australians

Alison Dellit from the National Library of Australia introduced Trove (http://www.trove.nla.gov.au), a federated search engine that provides access to a wide range of Australian materials including catalogue records, scanned newspapers and images.[3]

Trove encourages libraries to add records to Libraries Australia for rare materials, including theses and government publications, so they become visible in Trove.

In Trove, users can limit hits to selected libraries, so people are encouraged to keep their entries in Australian Libraries Gateway up to date (http://www.nla.gov.au/libraries/lib.html).

The Arrow service for research information (Australian Research Repositories Online to the World) has been rolled into Trove. Some functionality was lost (eg the ability to browse) but the content is now much more visible.

Beyond classification: Semantic techniques for connecting users to needed information

Scott Lewis from the Australian Taxation Office (ATO) described the semantic web and then provided a practical demonstration on what is possible now with a lot of time and thought (http://www.tinyurl.com/AGLINBeyondClassification). This paper was the highlight presentation of the seminar for me.

He noted that "less information, not more, increases use". The information should be contextual, targeted and layered. The ATO is using artificial intelligence (artificial neurological networks) to create staff current awareness newsletters targeted to specific users, and catering to their interests. Artificial neurological networks give good results with little training data, but are complex to set up and use.

The system is designed to prioritise and condense material, and to make it visually intriguing. The system selects the URLs to be presented, and extracts a few sentences to give an indication of the content. The topics it identifies as more important get bigger sections of the page.

Content is sourced from:
• "Factiva/CCH/Thomson-Reuters/LexisNexis
• Google searches – News, Blogs, Comments, Scholar, Books
• RSS feeds from key sites
• Mass aggregators –Moreover and Muse."

The extracts provide a link to the full text and to tools that allow users to email the URLs to other people and to tag them as they choose. Items are archived for long-term use and can be accessed via SPARQL (SPARQL Protocol and RDF Query Language) and Prolog queries.

Lewis noted that while Boolean search works well for formal topics, it is not as effective for retrieval of information on topics such as "people's attitudes to tax evasion". He recommended reading *The Inmates Are Running The Asylum* by Alan Cooper (1999).

HLA FORUM

The HLA forum aimed to connect people from the informatics and librarianship communities, and to alert librarians to the trends in informatics and the possible roles for librarians in the field. The forum included an inspired choice of topics, making it a memorable forum, as participants were introduced to ideas outside their main areas of expertise.

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[3] The presentation was not available online at 29 August 2011.

Abstracts and some presentations are available online at http://www.tch.anu.edu.au/hlapdday/index.php?option=com_content&view=article&id=3&Itemid=5.

The discussion below highlights some key points made at the forum. Background information on the Australian Health Informatics Education Council (AHIEC, http://www.ahiec.org.au) is available in an article by Kathleen Gray, who notes:

> Health libraries have a well-recognised and long history in hospitals and other healthcare agencies as centres of expertise in information, search and retrieval and other skills that will be central to the implementation of a national ehealth system.
>
> Health libraries are a gateway to the evidence base and knowledge resources that underpin clinical decision-making, biomedical and pharmaceutical research. They have an important role to play in the patient experience of the healthcare system and in empowering healthcare consumers.[4]

The National eHealth Transition Authority

David Bunker from the National eHealth Transition Authority (NEHTA) gave an update on its activities and spoke on opportunities for health librarians (http://www.tch.anu.edu.au/hlapdday/presentations/david-presentation.ppt). NEHTA's priorities are the development of systems for ePathology, eDischarge, eReferral and eMedications.

The requirements of eHealth are:
- identifiers (for individuals, health providers and organisations)
- authentication
- terminology
- secure messaging.

A law introducing individual health identifiers was passed last year. The identifiers will be operated by Medicare and made available on an "opt-in" basis. The Person-Controlled Electronic Health Records system will cost $466 million and is to be established by June 2012. Extra national infrastructure is needed to cater for summary event records including current medications, allergies and so on. Individuals can chose to opt-in and say what information should be shared with whom. The Australian Medical Association, Royal Australian College of General Practitioners and other associations have to be satisfied with the medico-legal aspects of the scheme.

An event summary will be like an index to lots of information. The challenge is finding the best way to bring sets of heterogenous information together. Data which is easy to integrate includes organ donor choices, the Medicare Benefits Schedule, the Pharmaceutical Benefits Scheme and the Australian Childhood Immunisation Register. There is an option for consumer-entered information, but this raises the question of what happens if a clinician does not act on information entered by a patient. The summary can also include advance care directives. Doctors will have desktop products to render documents from the system (ie to take the data from this scheme and create an easily readable document).

David Bunker said terminology is "the thing that keeps him awake at night". It is difficult to get information into a semantically clear form as different encoding standards are used throughout the health care system. NEHTA uses SnoMED, an international standard, localised for Australia as a reference set (eg terms such as "Shuttle Disasters" are removed). Coding (eg ICD10) has to be mapped to SnoMED. SnoMED is very long, so they will use subsets of the possible terms to minimise the length of dropdown lists (eg showing nursing terms to nurses).

Information about the *National Health Reform Agreement* is available at http://www.yourhealth.gov.au.

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[4] Gray K, "The Australian Health Informatics Education Council", *HLA News* (March 2011) p 16, http://www.alia.org.au/groups/healthnat/hla/HLA-news-March11.pdf.

AHIEC (Informatics Workforce)

Heather Grain is the Honorary Secretary of AHIEC.[5] Its mission is "to address the supply of health informaticians and to increase the information management skill and knowledge of health workers across the sector".

Informatics is the convergence of technology, clinicians and administration/governance. Librarians could have a role in this field. They are currently underrepresented, although ALIA is a member of AHIEC.

There is a need to identify, assess and certify skills in the medical informatics field:
* describing and finding people is difficult
* the need for people outstrips the number of people with skills.

Intersections: Librarians + health informaticians = disruptive innovations

In her presentation, Cheryl Hamill from Fremantle Hospital and Health Services recommended the book *The Medici Effect* by Frans Johansson (2004), which is about role ambiguity and role expansion (http://www.tch.anu.edu.au/hlapdday/presentations/cheryl-presentation.ppt). She explained that innovation happens at the intersections of different groups – these are called "disruptive innovations".

Kill as Few Patients as Possible by Oscar London (2004) was also recommended as it is relevant to cost-cutting and eHealth.

Hamill listed the following barriers that "clinicians encounter in seeking and using evidence:
* Plethora of products of varying quality and relevance and also inequity of access
* Paywalls
* Time
* Information seeking skills
* Useability issues with some sources, and lack of integration to clinical systems
* Receptiveness to the message
* Organisational inertia and lack of focus on knowledge translation."

The role of clinical librarians needs to be embedded. Available roles include: evidence navigators, metadata managers, eResources licensers, electronic services support, e-learning support and educators in evidence-based research.

The scope of practice for health informaticians includes: clinical terminology, health information management (including medical record management, coding and case-mix management), information system informatics and biomedical informatics. There are competency overlaps between these fields. The book *Health Informatics for Medical Librarians* by Ana Cleveland and Donald Cleveland (2009) covers this topic.

Health Workforce Australia (http://www.hwa.gov.au) is a Council of Australian Government initiative to provide a central hub with information on all things health workforce related. Health workforce issues are detailed in the *Work Plan – April 2011*. Library staff are not listed in the mix.

The Australian Health Practitioner Regulation Agency (http://www.ahpra.gov.au) is a regulatory body for health professionals. Professionals are expected to keep up to date. The speaker showed "information and library service competencies" from the United Kingdom and did not think these competencies reflected the value of library staff. Librarians need to better show their skills and how these skills apply to different fields. Identity management (eg authorisation/authentication for electronic journal access using systems such as Shibboleth) is a common library skill that has broader applications.

Hamill asked what the opportunities for collaboration in librarianship and informatics in health will be, and considered:
* "Shared education in common competencies?
* Role expansion and diversification?

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[5] The presentation was not available online at 29 August 2011.

- Skills transfer to new environments?
- Shared pursuit of input into workforce planning and census taking?
- Forming strategic alliances on issues of common concern?"

Trialling iPads for medical students and clinicians

Saroj Bhatia from the Australian Capital Territory Health Library spoke about a trial the Library performed for the Australian National University medical school, in which five iPads with resources loaded on them were lent to students (http://www.tch.anu.edu.au/hlapdday/presentations/saroj-presentation.ppt). This technology was especially good for e-books, multimedia for anatomy matters, and procedural videos (medical YouTube). The advantages of iPads are that they are portable and have a good battery life. The Library uses iTunes gift cards to purchase content.

Feedback was positive. Students want easier-to-read texts and content that is useful for patients and internet access.

In future, this approach could include medical records and the direct connection of iPads to machines, eg to record blood pressure measurements. CITRIX software for remote access could be used for connecting with home. In addition, iCloud is used to store content.

La Trobe University library guides

Sharon Karasmanis from La Trobe University spoke about the information literacy health science modules which have replaced face-to-face library training at La Trobe University.[6] These online modules (and others) are available around the clock, and allow for live chatting. Academic staff embed links into the guides at subject level, and the guides are then embedded in Moodle (an open source software package for producing internet-based courses). The Library has "sticky blocks" that link users to the library page.

The general Library Skills module (http://www.latrobe.libguides.com/health_sci) is heavily used. The Reflective Practice module (http://www.latrobe.libguides.com/reflectivepractice) is useful for nurses, allied health staff and others for whom this is part of professional development for ongoing registration. The Evidence-Based Practice module (http://www.latrobe.libguides.com/ebp) is crucial for all health staff who have to understand this field.

Library staff found that the left to right tabs across the top are not well used; the alternative is for people to navigate within the page. Sub-tabs lead to menu dropdowns.

CNnecting with Moodle

Graham Spooner from the Katie Zepps Nursing Library, College of Nursing, talked about Info CNnect – the College of Nursing's online learning space (http://www.cnnect.nursing.edu.au).[7] Info CNnect uses Moodle and has a link to the Library on the first page after login.

The Library has found that the use of online, instead of face-to-face, teaching leads to less students on the physical site, and therefore less visitors to the Library. With the increased spending on electronic resources, the Library needs to maximise its use and support students in their online research. Many of its students come from older demographics, who need more support in their academic endeavours.

Maintenance of online content is time-consuming because of vendor upgrades leading to hyperlink problems and the need to update multiple versions of content. Continuing Professional Development course reading lists include RSS and Table of Contents features that are time-consuming to create. The site uses EBSCO Permalinks (persistent links to particular articles or publications in EBSCOhost databases) to avoid some hyperlink problems.

Evaluation of the service is based on examining logs to determine access (at the whole book level) and anecdotal feedback from users and teachers.

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[6] The presentation was not available online at 29 August 2011.

[7] The presentation was not available online at 29 August 2011.

Informatics and eHealth highlights from the MLA '11 Annual Meeting, Minneapolis

Rolf Schafer from the Walter McGrath Library at St Vincent's Hospital in Sydney, provided a summary of points made at the MLA '11 (Medical Library Association) annual meeting held in Minneapolis (http://www.tch.anu.edu.au/hlapdday/presentations/rolf-presentation.ppt). You can get an overview of the content by reading the abstracts online at http://www.mlanet.org/am/am2011/pdf/mla11_abstracts.pdf.

Quick Response (QR) codes are barcodes that can be scanned for instant mobile access to information, eg consumers scan them on advertising billboards to find out more about the product being advertised. The San Diego State University Library uses QR codes for self-service checkout.

Discovery tools for single-point access that were discussed included:
- Serials Solutions Summon
- EBSCO Discovery Services
- Ex Libris Primo Central.

Point-of-care resources mentioned included DynaMed, Clin-eguide, BMJ Best Practice, Up to Date and First Consult. There is a move towards more integration of information resources with individual patient medical records.

E-books are transitioning. Speakers noted that librarians need to be rethinking references, managing multiple access points, and using evidence-based collection development (eg using statistics on article usage).

There were some interesting projects using technology. A few libraries had lent iPads loaded with applications as a way of providing electronic content along with the technology to use it. A technology "petting zoo" set up in a heavily trafficked corridor was used to display new technologies in a prominent place so that people could become familiar with new tools and experiment with them.

One of the major themes that came out was that library staff need to show they have an active role to play in the new electronic environment. The demographics of the profession and skill levels will be important in future staffing decisions.

And finally, some new words for me – the human part of technology setups is known as PeopleWare or WarmWare.