

# Library & Information Service

**AUTHORS | GILLIAN DORAN & PATRICIA PATTON, ICGP  
LIBRARIANS, [WWW.ICGP.IE/LIBRARY](http://WWW.ICGP.IE/LIBRARY)**

## INTRODUCTION

The ICGP Library and Information Service continues to play a pivotal role in many aspects of College work and research.

## USERS OF THE ICGP LIBRARY AND INFORMATION SERVICE 2009-2010

The users of the ICGP Library and Information Service are varied as evidenced from the list below. Their information needs are also as diverse covering personal interest, clinical knowledge, education and professional areas:

- ICGP members (including CME tutors, trainees, trainers).
- ICGP course participants (particularly our E-learning section).
- ICGP project directors.
- ICGP staff.
- Other Irish general practitioners.
- Health Service Executive staff.
- Healthcare professionals
- Irish Health Sciences Libraries around the country.
- Students from universities conducting general practice research.
- General public.
- National media.
- Pharmaceutical companies.
- Other professional organisations.
- Other commercial organisations conducting general practice research.

## SERVICES PROVIDED BY THE ICGP LIBRARY AND INFORMATION SERVICE

- Telephone, fax and email requests for information are received and answered.
- Literature searches on specific topics for private research, clinical queries and academic research are conducted.
- Ordering of materials e.g. articles/reports/books etc.
- IT training.
- Assistance with referencing of research and online survey development and implementation.

## ACTIVITIES DURING 2009-2010

### Presentations and Training

We had many requests to present at a range of College activities throughout the year.

We delivered presentations and training to:

- ICGP E-Learning course participants on their workshop, days in both October 2009 and January 2010. These participants included those undertaking Medical Education, Therapeutics, Occupational Medicine and Women's Health courses.
- GP trainees in the Midlands GP Training Programme. Those undertaking research projects were given individual sessions relating to their proposed research and tips on online searching for relevant information.
- Individual ICGP members who booked appointments with Trish and I for IT training throughout the year.

### Courses Attended

In the interest of continuing professional development and as an opportunity to meet and discuss issues with our library colleagues, Trish and I attended several courses throughout the year, which are listed below.

- European Association for Health Information Libraries (EAHIL) Continuing Education Course – Marketing and Communicating Your Service Value Brand – 2<sup>nd</sup> June 2009.
- European Association for Health Information Libraries (EAHIL) Workshop – The Conference was held in Dublin for the first time so Trish attended a workshop on 4<sup>th</sup> June 2009.
- Library and Information Research Workshop - Health Information Resources: Using and Evaluating – 14<sup>th</sup> December 2009, UCD.
- Academic & Special Libraries Seminar – E-magination: Sourcing, Evaluating & Delivering Electronic Information Resources – 9<sup>th</sup> February 2010.

- I attended a Health Sciences Libraries Group Statistics Committee meeting in October.

## ICGP LIBRARY & INFORMATION SERVICE & FORUM

I am a member of the Forum Editorial Board as of 2009 and as a result I decided to look at measures to improve our interactions and services with Medmedia and Forum. From this review, I suggested several ways in which ICGP Library could contribute to Forum and thereby provide additional resources/services to ICGP members.

This has resulted in ICGP Library and Information Service providing access to a broader range of articles every month for reviewers of the Clinical Review Service and also providing those full-text articles directly to ICGP members on request. Also, every month we provide a list of additional resources on each Distance Learning Module topic published in Forum.

## ICGP PUBLICATIONS

The ICGP celebrated 25 years in 2009 and as a result I was responsible for producing a publication in association with Medmedia to commemorate this. This primarily involved providing, organising and proofing material as well as liaising with our publishers Medmedia to produce the publication.

Trish and I produced a Guide to ICGP Publications which is an in-house guide recommending how reports etc should be produced in terms of layout, referencing etc. It is to be circulated to ICGP Project Directors once formally reviewed and approved.

## ICGP LIBRARY & INFORMATION SERVICE AND ICGP WEBSITE

Trish and I produced documentation and guides for the ICGP Intranet and provided them to Neil Carrick who is in charge of implementing this project.

I requested and provided a mock-up of a “new-look” format for the homepage of the ICGP Library and Information Service to freshen-up the homepage and hopefully make navigation of the resources more user-friendly. Our ICGP Web Manager (Angela Byrne) put my design into practice. We aim to continue to develop the Library and Information section of the website throughout 2010.

Trish and I continue to facilitate the discussion board and online cataloguing of BIDs for CME Tutors. Trish attended a CME Workshop in February 2009 to provide another demonstration of the online features available.

## ONLINE SURVEYS

2009 - 2010 has seen a busy time in relation to the use of online surveys by the College. These are delivered via the subscription service SurveyMonkey™ which allows us to create easy to use online surveys which collect responses quickly and produces easy to read reports with basic analysis.

Various College activities have been facilitated online in this manner including:

- Course evaluations (for some e-learning courses and practice staff courses).
- Training requirements.

- An update of ICGP NEGs via SurveyMonkey to over 1,000 names on the NEGs database.

Currently I am facilitating an online questionnaire regarding Practice Staff Health - managing dilemmas of being doctor, employer and work colleague. This is on behalf of Dr Charles McManus who aims to run a workshop on this topic at the upcoming AGM.

## FUTURE PLANS

- To produce a Guide to Resources for the online Core Curriculum.
- To collaborate with the ICGP E-Learning Department to facilitate online cataloguing of their material.
- To continue to develop the Library Catalogue and to promote its usage by general practitioners and their staff.
- To promote the usage of the Research Listing by general practitioners, GP registrars and other researchers throughout the country.
- To further develop electronic resources and their usage within the College.
- To develop a Retention Policy for ICGP documentation.