Editorial

Welcome to the December issue of the HLG Newsletter! We have a packed edition this month to see you through the holiday season. Bookings for the HLG Conference 2018 are now open – please see page 3 for the brochure and booking links.

There is a fantastic spotlight piece on embedding library services within a specialist dementia team in an NHS trust, along with inspiring articles about health literacy and patient information, books for patients and the public, and new collaborations with the Society of Chief Librarians and The Reading Agency.

Meeting reports from MLA, IFLA and ICLC will whet your appetite for checking out the diary of events to see what conferences and shared learning days are coming up in 2018. There are also 5 excellent book reviews that may inspire some work-related buying (any excuse!)

If you have an initiative, idea, or meeting report that you would like to share, please get in touch with Joel or I and we'll be happy to include your contributions.

Wishing everyone a very happy new year.

Rachel Gledhill
Assistant Editor, HLG Newsletter

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Please make sure you have registered your email address with CILIP via the website otherwise you could be missing out on important HLG announcements.
It is not enough to have given your email address when renewing your CILIP subscription.
You need to register via the CILIP website: **http://www.cilip.org.uk/**

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HLG Conference 2018 Update

CILIP Health Libraries Group Conference 2018
13-15 June 2018, Keele University

REGISTRATION NOW OPEN

The CILIP Health Libraries Group Conference 2018 is now open for registrations, with **an early bird discount of 20% off before 23rd February**, so secure your place now!

Click here to register.

Don't miss your chance to join over 350+ health library professionals at Keele University, 13-15 June 2018.

Download the brochure here.

The CILIP Health Libraries Group Conference always has a programme that is at the forefront of current thinking. Many delegates remark each year that they learn more best practice in two days at the conference than they do in a whole year behind their desks. 2018 will be no exception, of course. Although the programme is still in production, the main themes are expected to cover:

- Examining the future workforce: What will it look like and how can you retain and grow your relevancy?
- Assessing professional skills and development: Stressing the importance of continuous self-improvement to stay a step ahead
- Connecting with like-minded professionals: Forming strong relationships to ensure career longevity and fulfilment
- Uncovering the latest technologies and innovations inside the exhibition hall to help you do your job more smartly

On the main agenda, CILIP's CEO Nick Poole will welcome you to the conference, along with Dr Mark Murphy, GP and Lecturer in the Department of General Practice in the Royal College of Surgeons, Ireland, who will discuss his work in encouraging clinicians to source evidence-based material and share decisions with patients.

For the breakout sessions and workshops, you can now submit your proposal to speak. **Click here to submit your proposal.**

The exhibition hall has also been booking out and, with almost half of the space sold already, delegates can be assured that the exhibition hall will be teeming with the latest technologies and solutions to help you do your job even better and with more ease. To book your space, download the brochure and booking form **here**.

You can follow #HLG2018 for updates on Twitter from either @NovusMEM or @CILIPHLG. For further information, please view the registration website **here**, or contact our event manager Carol Stevenson at Novus Marketing and Event Management, on **contact@novusmem.co.uk**.

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Spotlight

Embedded library services within the specialist dementia care team at James Paget University Hospitals NHS Foundation Trust

Knowledge for Healthcare states that "Embedding knowledge professionals in teams, clinical, outreach and commissioning librarians underpin best practice and patient care by providing the best available evidence, at the bedside and in the workplace." (Health Education England 2014, p.6)

The Sir James Paget Library team provides embedded services for the Dementia team. New innovative services for Dementia patients are based on empirical research provided through literature searches and article requests, providing current awareness, research, participating in initiatives and membership of the Dementia Champions group. A Dementia resources list based on Dementia team suggestions is given out at mandatory Dementia training sessions for all staff. One request highlighted by '**Memory Joggers**', a reminiscence based charitable trust that works alongside the Dementia care team, was for the addition of the Robert Opie "Scrapbook" series, showing everyday items from wartime to the 1970's.

Promotion, marketing and Library input has led to closer multi-agency working. For example, the inclusion of the local public library service, Norfolk Library & Information Service (NLIS), the Alzheimer's' Society and the constituency's MP all attending Dementia Awareness Week 2016 promotions around the Hospital. We have agreed a Memorandum of Understanding (MOU) with NLIS to consolidate our links. Cross collaborative integrated working has led to referrals onto relevant public library services e.g. Reading Agency Dementia information booklists, promoting Memory Clubs and loanable reminiscence packs. Public Library users are subsequently given JPUH Dementia team details, where applicable.

Following attendance at Dementia Awareness Week promotion, the local MP even raised a question with the Culture Secretary about the use of media resources to engage Dementia patients! An archival film of Great Yarmouth holidays from East Anglian Film Archive was shown in the Hospital foyer as part of a cinema presentation for dementia patients and their families.

Upon a recommendation from Imrana Ghumra, (Professional Advisor - Library & Knowledge Services - East of England), both Peter Ransome (Library Manager) and Ali Thayne (Dementia Care Lead) from the James Paget University Hospital, (near Great Yarmouth, Norfolk) have recently spoken at two conferences to highlight innovative services that have come

about as a result of collaboration between the Hospital's Library and Dementia Care team.

Developments such as researching the use of primary coloured walking frames for patients, using reminiscence aids, the introduction of Pets as Therapy dogs and the trial of dignity garments, alongside mandatory training for all Trust staff, have all led to improvements in patient care. Subsequently, both the Library and Dementia Care teams have taken enquiries from other organisations and acute care hospital trusts that are keen to learn more about the schemes.

Peter and Ali were speakers at the **joint International Congress of Medical Librarianship (ICML) & European Association for Health Information and Libraries (EAHIL)** in Dublin in June 2017 and also gave a presentation to the regional **East & Midlands Library & Knowledge Services Library Conference** at Peterborough in July 2017.

They spoke about the introduction of the initiatives and how awareness training at staff induction days was having a positive effect.

Ali says "***The presentation was well-received at both events and we gave more information about each of the schemes. We found the introduction of Pets as Therapy (PAT) dogs proved to be very popular with patients, staff and visitors alike and this along with the current trial of dignity***

garments for dementia patients have all led to significant improvements in patient care. The Library team have been providing embedded services for the Dementia Care team and have provided direct evidence-based research leading to these improvements for patients living with dementia, used both within the hospital and while patients are resident in the wider local community."

As a result there is a much greater awareness of Dementia issues and Library services around the Trust. Library research has enabled the Dementia team to incorporate Dementia training into Mandatory training in the Trust. We are one of the first Hospitals to have this mandatory policy. Copies of the Robert Opie "Scrapbook" series have been particularly well used by the cohort of 'Dementia apprentices' and are proving useful in unlocking memories of dementia patients. Use of the living dolls has expanded and is now used on many wards within the Hospital with patients with advanced stage dementia. Using these dolls can be controversial and initial reactions from family can be negative but with education can and do, work.

These initiatives have helped both the Library & Dementia teams being shortlisted in 2 categories each for the JPUH Trust "Remarkable People Awards" in 2016 and team members from both departments winning "Remarkable People Awards" awards in both 2016 and 2017. The Dementia care team were also shortlisted in 2 categories in the NHSFab 2017 Awards.

Raising awareness around the Trust is essential in providing direct positive impact, not only on patient care but a greater impact of both services within the Trust. Enhanced standards of care have occurred specifically helping patients both within and outside the Hospital due to the extensive collaboration between Sir James Paget Library and the JPUH Dementia team.

Peter Ransome, *Library Manager, James Paget University Hospitals NHS Foundation Trust*

(Peter won a CILIP Health Libraries Group Bursary to pay for his attendance at the ICML + EAHIL Conference in June 2017 in Dublin)

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Articles

Books for patients and the public launched at the Christie Hospital

Following the LQAF focus on making an impact on patients and the public, Ingrid Francis, Enquiries Service Librarian at The Christie NHS Foundation Trust was given the opportunity to work on an exciting project alongside the Library manager, Mary Hill. This culminated in the launch of book collections for patients at the Cancer Information Centre on the main Trust site in Withington, and at the Christie Satellite centre at Royal Oldham Hospital.

Mary initially applied for funding from HCLU to see if we could launch a new book collection for patients at the Christie. The hospital already has a Cancer Information Centre for patients and the idea was to keep the books there and administrate the collection behind the scenes.

The Cancer Information Centre staff were obviously delighted to hear that we would provide them with more resources at no cost to their department. They had their own suggestions for stock, particularly short stories and poetry for patients and relatives who were waiting around in between appointments and perhaps did not have a lot of time but needed a distraction. Meeting with them gave us a real insight into their role at the Christie and the support they provide for patients as well as the array of information and literature they have on hand.

We were successful in our bid and so I was given the interesting job of putting together lists of the books for ordering. I took inspiration from the mood boosting book lists on the **Reading Well website** as well as getting to do some legitimate book shopping at work! I also selected the books from the **Macmillan Cancer Books Core List** to make sure that informative and cancer-specific books were available for all reading ages. We also ordered some books for the Chaplaincy service at the hospital which had a specific request for adult colouring books and other books related to mindfulness.

When the books arrived sorting and labelling them was a long process. We sought the consent of the hospitals infection control team for the books before going ahead with the project. They all needed to be labelled with 'wash your hands after using', their locations and addresses for return 'if found'.

We intended from the start that patients should be able to borrow books and have no time limit for loans and no fine system and we planned to see how the project went on such a trust system. Not all of us were sure how well this would work but I am glad to say that the project has been going well and many books have been borrowed and a good amount have also come back

so far! We think this has been successful due to the culture of the Christie's positive relationships between staff and patients as equals. The nature of cancer care means that some patients visit very regularly for a course of treatment but some will come less regularly for a specialist appointment or check-up if they are based elsewhere and we wanted the system to be flexible to all.

In terms of monitoring the usage of the system, we considered setting up a Library Thing, but quickly realised that it would add too much work to the team in the Cancer Information Centre. Having spoken with them about their systems on the helpdesk, we came to a joint decision that they would send us a summary of the loans and returns once a week, and we would add the Centre as another library on to our catalogue and record the loans as if they were inter-library loans. This enables us to get statistics from the project and the usage averages at around 9 books borrowed per month so far as can be seen from the usage table.

We created feedback forms to encourage patients to respond to the books and see if we can get some useful quotes and get a sense of the impact this is having on patients. These comments have given us a real sense of having made a difference through this project as can be seen from the feedback:

"Most people have been looking at the books while they are waiting for appointments and this has been very useful … The popular books have been health and beauty themes, stop smoking and poetry. Patients have enjoyed having books that give them some practical hints and tips and that are uplifting. The project suits our patients as they come to use for about 15 consecutive days, so they can pick up where they left off with the same book or take it home and return it when they are discharged. "

- Feedback from staff at the Oldham Christie Centre

The project has really opened up links between the staff in the library and the Cancer Information Centre, and we regularly email about the status of the books and feedback we are getting from patients on the resource. We also had the opportunity to visit Oldham for the first time and spend some time with staff there who may find the access to the Christie Library more challenging due to not being based at the main site.

Ingrid Francis, *Enquiries Service Librarian, Christie NHS Foundation Trust*

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NHSScotland Right Decision Campaign

As part of the NHSS Right Decision campaign (www.cilips.org.uk/advocacy-campaigns/campaigns/the-right-decision) to raise awareness of Library and Knowledge Services contributions in NHSScotland, Knowledge Services at NHS Education for Scotland ran an event on Twitter. We asked Library staff to use the #NHSSTheRightDecision hashtag to share their daily activities and how they support NHSScotland staff to make the right decision, for the right person, at the right time.

CILIP in Scotland, NHS Education for Scotland and Scottish Government eHealth jointly ran the campaign which was launched at the NHS Scotland Event on 20th June 2017 by Paul Gray, the Chief Executive of NHS Scotland. We were extremely lucky to have Paul's support, along with the support of other senior figures who provided us with excellent quotes, some of which are included below:

> *"I am delighted to support The Right Decision campaign. It affirms the key role that NHS librarians play in Realistic Medicine. They provide evidence that matters, when and where it is needed, to support professionals and citizens to work as partners, improve quality, reduce harm, waste, and undue variation in care." Gregor Smith, Deputy Chief Medical Officer in Scottish Government*

> *"Social Work Scotland is delighted that NHS librarians are extending their support beyond health into social work and social care. This will help to ensure that new roles, interventions and integrated models of support and care are based on the best available evidence." Elaine Torrance and Susan Taylor, Chief Social Work Officers, Social Work Scotland*

> *"We all want the best outcome for patients. This requires the best people, processes, and at the very core, knowledge. The best outcomes depend on access to the best in knowledge services!"*

> **Paul Campbell, Chair**, Clinical Change and Leadership Group

The focus of the campaign was closely linked to that of the 'A Million Decisions' campaign across England, aiming to raise awareness of the role of librarians in ensuring that decisions in the healthcare sector are fully evidence-based, to deliver best value and improve quality in health and social care.

The campaign was also supported by case studies, blogs, regular webinars and a range of promotional materials. Case studies included:

- Health Management Library (National Services Scotland): Development of a Skills Framework for Information Analysts in NHS National Services Scotland
- NHS Fife Library Service: Unavoidable pressure damage: criteria to support outcome determination

- NHS Lanarkshire Knowledge Services: Designing clinical pathways in collaboration with clinical colleagues
- NHS Health Scotland Knowledge Services: Embedding knowledge management in organisational improvement approaches
- NHS Education for Scotland and Scottish Government: How health literacy tools and techniques can be applied to Social Care choices

Details of all above as well as great work going on in all of the Scottish Health Boards can be found on the CILIPS website: www.cilips.org.uk/advocacy-campaigns/campaigns/the-right-decision.

You can also check out the storify of our Twitter event for a snapshot of all the interesting work NHS Librarians in Scotland do and how we support staff: storify.com/athain/the-right-decision or search for the hash tag to see for yourself what everyone was up to #NHSSTheRightDecision.

Following on from the campaign we will continue to use the @NESKnowledge twitter account for regular updates on resources and services offered by library services across Scotland, as well as to promote the details of local Library and Knowledge Services on the Knowledge Network (www.knowledge.scot.nhs.uk) and encourage staff to take advantage of their services to support their work.

Useful Links:
The Knowledge Network: www.knowledge.scot.nhs.uk

NHS Scotland Library and Knowledge Services: www.knowledge.scot.nhs.uk/home/help-and-training/library-services.aspx

CILIPS: Right Decision Campaign: www.cilips.org.uk/advocacy-campaigns/campaigns/the-right-decision

Full list of case studies: www.cilips.org.uk/advocacy-campaigns/campaigns/the-right-decision/case-studies-right-decision/

Twitter event storify: storify.com/athain/the-right-decision

@NESKnowledge
#NHSSTheRightDecision
twitter.com/hashtag/NHSSTheRightDecision

Kate Edwards, *NHS Education for Scotland*

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National Union List of Journals (NULJ) Interlibrary Loan Scheme

The National Union List of Journals (NULJ) interlibrary loan scheme is a co-operative document supply scheme allowing health related libraries and information services (NHS / universities / charities etc.) to share journal articles under current Copyright law.

We have redeveloped the NULJ and the website is at: **http://www.nulj.uk/** and includes a number of new features.
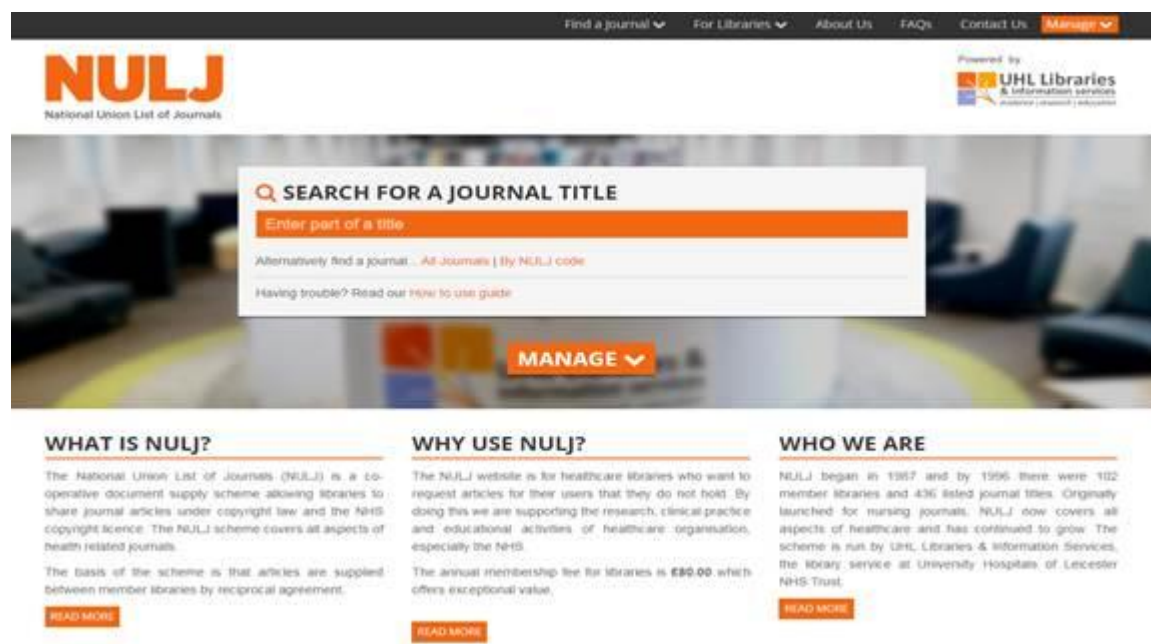
The scheme has grown over the years to incorporate a wide selection of health related journals, with around 1.500 unique journal titles and 155 member libraries. The basis of the scheme is that articles are supplied between member libraries by reciprocal agreement, sharing resources freely. Any UK and Irish library can join the NULJ scheme. The NULJ subscription per year is £80.

By facilitating the sharing of journal resources by health libraries throughout the United Kingdom and Ireland, the NULJ helps overcome the problems of tightening budgets and also encourages the dissemination of published information to support research, clinical practice and education.

If you are interested in joining or require log-in details to look at the site in depth, please contact Tanya McLaven, **tanya.mclaven@uhl-tr.nhs.uk** or (0116 2502303) or email us at **nulj@uhl-tr.nhs.uk** with Joining NULJ / log-in details in the subject.

Tanya McLaven, *Deputy Librarian, University Hospitals of Leicester NHS Libraries*

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"How to…" a guide to organising a conference

Having organised 3 annual conferences for the East of England, East & West Midlands we thought we'd share some of the things we have learned about organising a conference. It was a steep learning curve in event planning, and hopefully this will help you avoid some of the pitfalls so that your conference becomes a successful annual event. I've tried to arrange it in a logical order, but things do tend to overlap and crop up at different times, so bear with me. Firstly, start planning as early as possible, at least 4 months before the date, and check calendars to avoid clashes with things like LILAC and summer holidays. Get a good team of different skills together to help you. And remember, people love to chat, so make sure they have opportunities to network.

Venue - location, accessibility, transport links, where will people be coming from. Our first conference was in Newmarket which was fine for the East of England, when that expanded to encompass East & West Midlands we had to move it somewhere more central, Peterborough. You will need to arrange a visit to check out the venues facilities and meet some of the staff; most venues have a hospitality team for dealing with events. At least 2 people should go, make plenty of notes and take photos. Think about what rooms you will need, main hall for presentations, breakout rooms, sponsors room and lunch. Consider the flow of people between rooms, how easy will it be? Also accessibility for wheelchairs, and people that don't like lifts, are there stairs they can use instead? Signposting to the venue and at the venue is also important.

Catering – most venues have "delegate packages" see what is included, do they do NHS discounts? How many can they cater for, what is included in the package, teas/coffees, water etc. Ask if they can cater for food allergies and preferences such as vegan. We have tried hot meals and buffets, I think buffets worked better, it kept people up and talking rather than sitting at one table. Make sure the venue has a copy of the final programme so they know when to supply drinks and lunch.

Technical equipment – find out what they have for presentations and what is included in the package. Will there be IT support on the day, always have a plan B! Will you get speakers to bring presentations with them, or get them in advance and have them preloaded on a laptop?

Organisation – for your Team you need a mixture of skills, creative, technical, problem solving types that will have the free time to do this. Have regular meetings and teleconferences, we have a face to face meeting to start

with; it takes a good few hours to thrash out the main contents of the day and plan how we are going to achieve it with a time line of when things need to be completed by. Assign people specific tasks and give them deadlines, if you don't things won't get done in time. These could include designing flyers, contacting sponsors, contacting speakers, contacting venue, technical functions, monitoring booking system and printing lists. Then on the day again assign specific jobs, you will need at least 2 people to be there early to get people signed in, give out badges and direct them to the right rooms. This is also where your lists will come into their own; you will know who the sponsors are, who the speakers are and who has allergies that have been catered for. We found that speakers don't always make themselves known to you, so you need to direct them to the technical person that can make sure they have the presentation ready loaded and any other requirements are sorted out. Another thing you can find out is whether people need taxis booked to get back to the station, you can then get someone to do that once everyone has signed in.

Finance – Sponsorship is a good way of funding or supplementing your event, you can charge sponsors a set fee for the opportunity to have a captive audience of potential customers. Agree a budget up front and make sure you consider all the costs, not just the venue, will you pay travel expenses for speakers, do you need stationery or posters printed? Make a spreadsheet to keep a tally of costs and how much you can offset against sponsorship. Contact sponsors as early as possible as they get booked up quickly and some have an events budget which can get allocated early in the year. Also they often want to send material by courier the day before, arrange this with the venue.

Bookings – you will need to use a booking system, there are a few free ones on the market, I found them very helpful, as once you have set up the event on the site it runs itself. You get a link to put on flyers and it creates lists you can use for badges, signing in sheets and catering (especially for allergies). All you need to do is decide on a cut-off date, about 2 weeks before the event will give you chance to send final numbers to the venue for catering and make up badges etc. Send out timely reminders with your flyers to ensure maximum attendance, include speakers and sponsors so you have complete lists, and ask questions such as food allergies. One thing we hadn't thought of was managers doing group bookings, this makes it awkward as you don't have individual names, so dissuade group bookings.

Programme, speakers and comperes – Decide a theme for the day, it helps to identify content, possible speakers and subjects, i.e. collaboration or innovation; have high profile speakers as well as colleagues to give a broad spectrum of the subject. We did collaboration this year and had speakers from

public health libraries, and also colleagues from libraries that had collaborated with other hospital or community teams to provide a service. Contact potential speakers as early as possible to ensure they are free and have time to prepare. A compere is advisable as it helps keep the presentations flowing and they can make announcements if needed.

Icebreakers and interactive sessions – ice-breakers aren't everyone's favourite thing, but they are a good idea if you are covering large geographies like we do, or cross-sector organisations that probably won't know each other. Also try randomising the seating to encourage people to sit with new people. As we were at Peterborough Football Stadium this year, we randomly assigned them to football teams, that way you can also ensure key people are seated at the front. Our icebreaker was for each team to do a Mexican Wave, which was easy and fun.

Flyers & Programmes – get an initial flyer out as soon as you have a date and a venue, so people get the date in their diaries. Then send out successive flyers as you get more information, contents, the booking link, link to the venues website, travel information, competitions and a hash tag for tweeting on the day. These will act as reminders to people to book as well as sharing information about the event. Timings are important, consider how long it will take people to travel to the venue and get home, ensure you have comfort breaks and enough time for people to engage with the sponsors. You may want to make a slideshow to run whilst people are taking their seats and during breaks that has the programme and other useful information on it.

Oh, and you'll need to do a feedback survey afterwards, which you go through at your after action review meeting, so the next one is even better.

Hopefully we've covered most things that you need to consider. All you need to do now is find a group of energetic, enthusiastic people with some spare time. Good luck.

Beverley Walsh, *Librarian, West Suffolk NHS Foundation Trust*

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Hosting a Randomised Chocolate Trial to promote research

The Library & Knowledge Service (LKS) at Wirral University Teaching Hospital partnered with the Research Department to host a Randomised Chocolate Trial in celebration of International Clinical Trials Day on 19th May 2017.

The Randomised Chocolate Trial ran as a lunchtime drop-in event and aimed to raise awareness of research in general (and Clinical Trials in particular) in a way that was fun, accessible and interactive.

The LKS and Research Department worked closely together on planning, delivering and publicising the project. The Research Department drafted the initial research documentation (a study protocol, participant information sheet and questionnaire), with the LKS providing a literature search and additional documentation input.

During the event itself, staff from the LKS and Research teams guided participants through reading the information sheet, deciding whether they fitted the inclusion criteria, providing informed consent, being randomised and allocated the appropriate intervention (milk or white chocolate) and answering any questions. Participants then completed a questionnaire regarding their chocolate eating experience and its impact on their well-being and their understanding of clinical trials.

The findings were analysed by the Research Department and published on their web pages. The results were publicised via the LKS webpages, Facebook, the Library & Research Blog, posters throughout the Trust, via Trust meetings, LIHNN Clinical Librarians Blog, Twitter, the Academy of Fabulous NHS Stuff and the Trust communications e-bulletin.

The results of the trial showed that:

- 98 Trust staff and students on placement took part in the trial;
- 66% of staff felt that after eating the chocolate their wellbeing either greatly or slightly improved;
- 68% of staff felt that after taking part in the randomised chocolate trial their understanding of clinical trials either greatly or slightly increased.

The event strengthened the relationship between the Research Department and LKS, and helped to raise the profile of both our services in a way that was innovative and non-traditional.

The event was shortlisted for a FAB Academy Award in the TNT Award category which stands for 'Tiny Noticeable Things'; 'the small stuff that typically carries the biggest impact in day to day activities'.

The event was popular and attracted active participation from consultants, nurse leaders, team leaders and many other staff groups.

One of our Neonatal Consultants went on to replicate the initiative in a local secondary school to promote health research, highlighting the role of the LKS in sharing innovation.

We reflected that many clinical staff were concerned about their lack of knowledge regarding research and perhaps this impacted on their inclination and ability to support research initiatives and to recruit appropriate patients to Clinical Trials.

Incentivising the immediate return of the questionnaire with a chocolate based raffle ensured no loss of data collection.

We also discovered that it is hard to keep a straight face when a Gynaecology Consultant completed their informed consent form in the name of "Willy Wonka".

The event strengthened our partnership with the Research Department. Building on this relationship we have plans to host further events and have lots more ideas for the future!

Victoria Treadway, LKS Lead,
Wirral University Teaching Hospital NHS Foundation Trust,
 Victoria.treadway@nhs.net

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Dream, Dare, Do
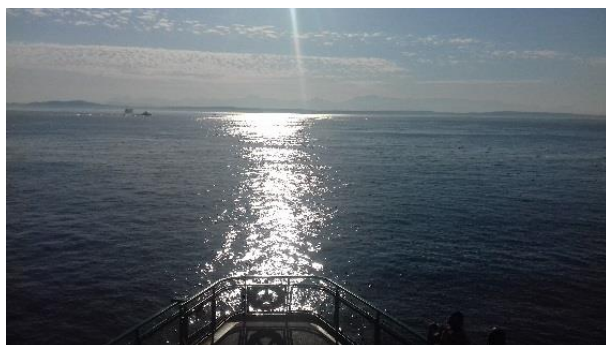
I had the good fortune of attending the **Medical Library Association (MLA) 117th Annual Meeting and Exhibition** at the Washington State Convention Centre, Seattle in May this year. The [John Campbell Travel](#) award and the Internationalisation Fund from the [University of Exeter Medical School](#) (UEMS) provided the financial support and the [Evidence Synthesis](#) and [Information Specialist](#) Teams from UEMS provided the personal support.

On arrival, the first thing that struck me, unsurprisingly, was its size; it's big! I believe the MLA has over 3,000 members and over 1,000 came to this meeting. Despite its size it was extremely friendly and welcoming. The first event I was booked into was chaired by a friendly librarian I had met in 2016 while attending a [workshop](#) at the [University of Michigan](#), so, from the outset I felt that I would not be lonely.

The conference started with three days of continuing education sessions, I attended a half day symposium on a librarian's role in the **reproducibility of research**. Shona Kirtley from the [Equator Network](#) at Oxford University gave us a call to action:

- Promote reporting initiatives
- Train on reporting guidelines
- Advise researchers on appropriate guidelines

Visit http://www.equator-network.org/librarians/ for more information .

Another presentation in this session which inspired me was from Moshe Pritskey on the innovative [JOVE Journal](#) which is an online peer reviewed scientific video journal.

I was still on BST so the 7am sunrise seminars suited me; they included a first-timers breakfast, an inspiring talk by the excellent Carol Lefebvre about the history of the [Cochrane Collaboration](#). **Point to note**: *at the start of the Cochrane Collaboration there were four people, one of which was an information specialist*. The final sunrise seminar was about Endnote so to a packed room they discussed new things but also included a case study in using Endnote for screening in systematic reviews (the University of Exeter Medical School happened to be said case study and they promoted our [screencasts](#) which was very encouraging).

I work as an information specialist so systematic reviews, searching and information retrieval methods are my bag. There were continuing education sessions on advanced searching by Carol Lefebvre and Mick Arbour which I didn't attend (fortunately I can attend their courses back here in the UK) but I did go to several sessions about systematic reviews. What struck me was that most of the presentations were from University librarians about setting up systematic review services and what constitutes a systematic review; perhaps what they really want is a rapid review, evidence map or scoping review. Or is it a review or reviews, literature review or overview?

Confused? Then have a read of [Maria Grant and Andrew Booth's](#) paper, it explains all.

One University presented on how they developed a paid for systematic review service which opened up an interesting discussion. The final one which intrigued me was from another friendly librarian I had met at the University of Michigan workshop about who was using their systematic review service and it included environmental and engineering disciplines.

I did wonder whether many UK University libraries were offering systematic review services and if so, how many offered the service outside of the traditional medical/health fields.

I found the lightning talks fascinating, there were a couple which directly related to my work: using visualization tools and developing a systematic review service outside of medicine. Others I just found interesting from a librarian's perspective, including hosting a hacker day and organizing a book drive for Malawi. Lightning talks are a great way for people to get a flavour of what you're doing and you can follow up afterwards if there is something that grabs your attention.

The plenary speakers were inspiring and informative, they included the adventurer Julie Angus, the new Director of the NLM Patricia Flatley Brennan, and Hope Jahren a professor from the University of Hawaii-Manoa. Apart from the great stories told by these great storytellers, the two things which interested me most were the NLM project [Big Data 2 Knowledge](#) project which aims 'to do for data what PubMed did for literature' and the new [Research Training Institute](#). The Institute is just part of their Research Imperative Task Force's efforts to create and sustain a research culture within medical librarianship and provide librarians with "…research competencies, tools, support and commitment to enhance their libraries through evidence-based librarianship". I would dearly like to see something similar here in the UK. If big data is something you'd like to know more about then have a read of the [recent paper](#) in JEAHIL.

I met and spoke to many people and it was all fascinating and friendly.

My final thoughts about the MLA meeting and exhibition was about access to information for those working in hospitals. The NLM provides PubMed freely worldwide which is amazing, however, from talking to people it seems that not all hospitals have equal access to information with some having no library or librarian. This made me, not for the first time, thankful for the NHS and the equitable access it provides to information via libraries and librarians.

I would encourage anyone to attend an MLA conference as it was interesting, inspiring and informative so go and dare, dream, do.

Alison Bethal, *Information Specialist, University of Exeter*

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International Clinical Librarian Conference (ICLC) 2017
21st-22nd September 2017 – Leicester Racecourse

Thanks to a CILIP HLG bursary, I was able to attend the ICLC conference in Leicester this year.

We have been trying to develop a clinical librarian service for some time in our library service, but don't seem to be making much headway, so I was keen to attend the conference and to bring some ideas back to our library service.

The purpose of the ICLC Conference was to share best practice on clinical librarianship with colleagues – many from the UK, but also from America, Iran and Denmark, adding an international dimension to the conference.

For me there were two main themes running through the conference.

The first was systematic reviews, as this is something that many clinical librarians are involved with. The keynote speaker was Margaret Foster, Associate Professor from Texas A&M University, who shared her experiences of doing, and now teaching how to do systematic reviews. Her passion and enthusiasm definitely come across in her keynote. There were follow-up workshops across the two days.

The second theme was very much around sharing best practice on how to develop a clinical librarian service: what has been successful, the skills you need to be a clinical librarian, the tools you can use to increase your efficiency, and the variety of roles which fall under the 'clinical librarian' title. This was where my main interest lay, as it was the most relevant to our library service.

I learnt so much from the conference - it was really inspiring to hear how other library services have developed their clinical librarian services, from chance meetings in car parks, to eye-catching posters, and most of all from sheer determination!

The principal take-home message for me was that we're on the right track. Although we're not currently embedded with any teams or groups, there are many aspects of a clinical librarian service that we're already fulfilling:

- Popular literature search service
- Current awareness (via KnowledgeShare)
- Subject resource hubs & 'named' librarians
  (using LibGuides: http://exeterhealth.libguides.com/)
- Supporting research (Research Hub, and RD&E Research Repository).

Another take-home message was not to feel pressured into producing a fully embedded clinical librarian service – the conference showed that one size does not fit all, and you have to adapt to the particular needs of your Trust/departments – at the end of the day, the goal is to meet *their* needs, and they may not necessary want a clinical librarian on their ward round, but they

might need help with their journal club, or finding evidence for an audit. Be prepared to be responsive and adaptive.

At the same time we shouldn't be afraid to be pro-active - if we come across something which we think might be useful to a clinician or team, we shouldn't be afraid to send it on to them. This is something our clinical librarian has already started doing. We need to keep gradually raising the profile of the library.

The final take-home message for me was around the skill-set required to be a clinical librarian. In our library service we're not in the position of recruiting a clinical librarian from scratch; we're having to adapt our existing roles and skills. Personally, as a shy and retiring type I find it challenging to be outgoing and self-promoting (desirable qualities for a clinical librarian) but as one person said in the skills workshop, sometimes you have to "fake it till you make it!", which is good advice!

After taking into consideration everything that I learnt from the conference, as a result I think we will keep doing what we're doing (and do it well!), and keep trying to make those meaningful connections by attending meetings and getting out there and talking to people. We've already had a successful meeting with our Speech & Language Therapy team which has led to increased use of our literature search services, which we can build on. "Don't underestimate the power of envy" was something that was mentioned in one of the presentations – word of mouth is a powerful thing and if we can get one clinical department or team engaged, then more will follow…

In conclusion, the ICLC conference was well worth attending, as seeing what other librarians have done in clinical librarianship, both in the UK and abroad, was encouraging and inspiring and the highlight for me was the generosity of healthcare librarians willing to share their stories and experiences to help each other – there is plenty of support out there to help you establish a clinical librarian service, in whatever form it may take.

Cate Newell, *Reader Services Librarian*
Exeter Health Library – Royal Devon & Exeter NHS Foundation Trust

Follow up resources:
Presentations will be made available on the UHL website after a 6 month embargo period:
http://www.uhl-library.nhs.uk/cl

Here is my Twitter Storify for ICLC 2017:
https://storify.com/cate_newell/iclc-2017-tweets

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IFLA World Library and Information Congress: 83rd IFLA General Congress and Assembly

19-25 August 2017, Wroclaw, Poland

I was fortunate to attend this year's Congress after receiving the HLG Leslie Morton Bursary. I applied for the bursary after reading about the conference's themes of libraries, solidarity and society. I was attracted to attending a conference which seeks to highlight the benefits of international relationships and the role that libraries can play in sharing information and supporting collaboration and solidarity. I'm so grateful to HLG for offering me the bursary, without which I wouldn't have been able to attend such an inspiring congress.

Wroclaw's central square

The conference was held in Wroclaw in Poland this year: an attractive city with a tapestry of rivers woven throughout and a brightly coloured market square. The bulk of the congress was held in the historic Centennial Hall, a short distance from the city centre where the many thousands of attendees were staying.

It was cheering each day to see hundreds upon hundreds of library and information workers from well over a hundred nations all sporting the red IFLA lanyard as they made their way to and from the venue. It was common to strike up conversation with other attendees on the tram or whilst out for dinner and I really felt a sense of solidarity with all those attending.

The Centennial Hall

The conference is a full seven days of activities including cultural, social and educational events. Many of the larger events on the programme also had a range of interpreters. I was at the conference principally to attend the Health and Biosciences Libraries (HBS) section. However, I did also take advantage of the various open events on offer from other specialist library and information sections. I was interested to find how linked-up the different facets of IFLA and its many member organisations are and how

many overlapping concerns and ideas are circulating in these different groups. For me, this was the heart of the conference – finding the connections between diverse and global sections, members, sectors and attendees. This fed into a key aspect of the conference, which was looking at developing a Global Vision for IFLA. This is an ongoing project and more information can be found on the IFLA website.

On the first day that I arrived I attended the UK Caucus which was a great opportunity to meet other UK delegates. I was particularly interested to hear CILIP's Nick Poole talk about the growth of interest in research to support an evidence base for library services. I currently work in an academic and health library where the need for research to support evidence based practice is widely recognised and encouraged. Nick's comments led to a wider discussion around how these ambitions could be achieved, including collaborating more with academics and research students in the information field.

Early in the conference I also attended the LGBTQ+ Users Special Interest Section. Papers presented discussed a wide array of topics which I was interested in from a multitude of perspectives, including as a health librarian. Raymond Pun presented a paper about how libraries can support transgender and gender neutral users through providing inclusive bathroom facilities and not having prescriptive male and female categories on membership forms. Martin Morris discussed how public sexual health information could better take into account the intersectional identities of LGBTQ+ Deaf people. Morris argued that Librarians are more comfortable with covert rather than overt information exchange. I came away from this feeling that I should make more of a conscious effort to make library services, space and resources as accessible and inclusive as possible.

Live tweet and screenshot of Tooey's paper

The HBS section was the highlight of the conference for me. I found M. J. Tooey's paper very motivating. Tooey works in the health library at the University of Maryland. The team there has transformed their service so that librarians are collaborators of the research faculty. This means that the focus is as much, if not more so, on the expertise of the librarians as it is on the resources. Through these efforts the library has raised its profile within the university and found ways to not only align with the strategic plan but also add significant value. Another paper looked at how social media could be used to disseminate accessible information about HIV/AIDS in Rwanda and Uganda. It's clear that libraries and information workers can play a key role in creating and opening access to accessible, digestible and factual public health information.

After the HBS section session I observed their open business meeting. The group discussed their unique role of having a global perspective within health librarianship. I found them to be a passionate and dedicated group of individuals. It was interesting to see how much hard work goes into facilitating an international group who live in different time zones – the IFLA congress is one of the only opportunities that a special interest group might have to meet all together and is therefore a highlight of the year for many. After the meeting the group were kind enough to invite me to their informal cake and coffee afterwards. Many of them told me about their interesting work

HBS post-meeting coffee and cake

lives, from research they are involved in to coordinating international healthcare projects. I came away inspired and excited for what might be in store during the rest of my own career in health librarianship.

I would strongly encourage all readers to apply for next year's Leslie Morton Bursary and to consider attending next year's IFLA conference, which I hear is going to be in Kuala Lumpur!

Catriona Robertson, Liaison Support Librarian @RabCShell
St George's, University of London

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My experience of #AMillionDecisions

The #AMillionDecisions campaign was a really effective tool when promoting LKS at Trust Board level.

In 2017 I had been in post as Library and Knowledge Lead at Leeds and York Partnership NHS Foundation Trust less than a year, and I had yet to meet the Trust's newly appointed Chief Executive, Sara Munro. Towards the end on 2016 I had invited Sara to visit the Library and Knowledge Services and a date was being planned.

At the end of January when #AMillionDecisions launched, I saw it as a great opportunity to engage with staff at Board level. When the meeting with Sara went ahead on the 1st March I was well prepared to discuss LKS and how we work from bedside to boardroom to support evidence based care. Alongside Knowledge for Healthcare, I was confident that we would impress Sara.
I wasn't aware that Sara was bringing our new (started that very day) Medical Director, Claire Kenwood, with her. Clinical effectiveness is a key part of the Medical Director role and Claire would be chairing Trustwide Clinical Governance meetings.

Claire was particularly interested in #AMillionDecisions – it struck a chord with her. The #AMillionDecisions campaign was really powerful to start a more meaningful relationship at Board level than the service had had in the past, and led to...
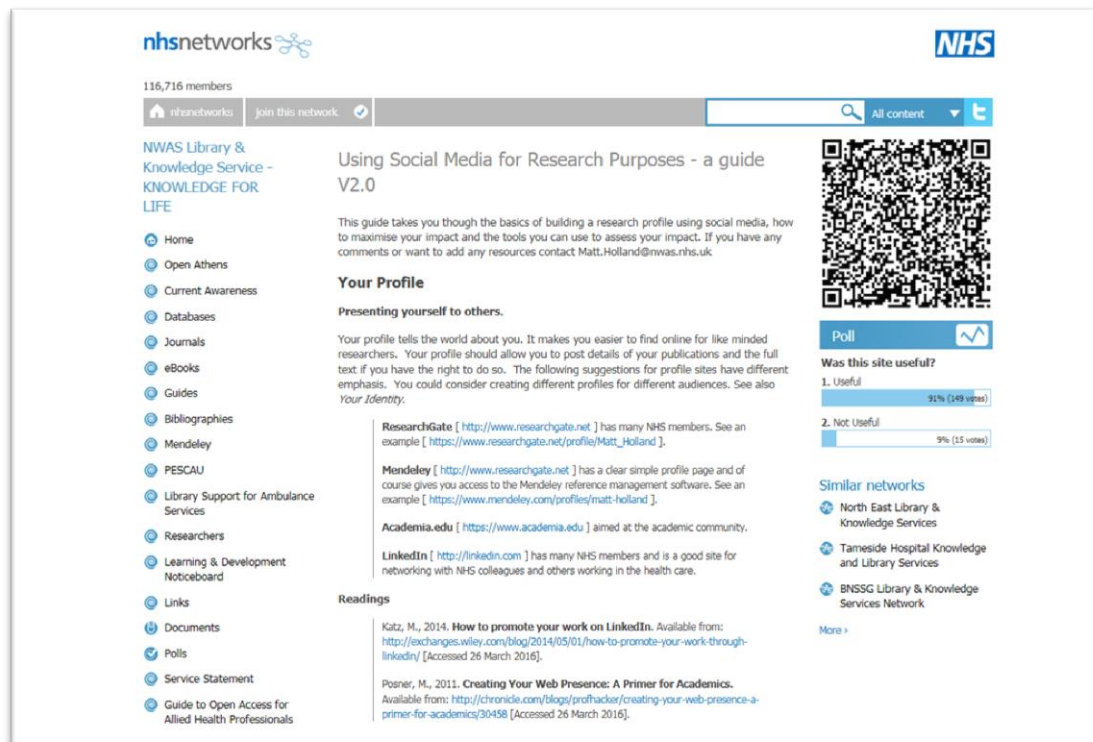
For example, soon after this initial meeting and introduction to LKS, I was invited by Claire to attend Trustwide Clinical Governance meetings. We have also had an increase in the literature searches for use at board level, worked with the Serious Incident Investigation Team to assist with lessons learned from serious incidents (a direct referral through Claire), written an evidence summary to support safeguarding supervision improvement, and been invited to learning from incidents meetings. All in order to advise and provide an evidence base for each discussion.

This type of work is growing monthly, and we hope to see an impact in due course when time has passed to make it observable.

Heather Steele, *Library and Knowledge Lead, Leeds and York Partnership NHS Foundation Trust*

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Twitter: A Guide for Research Purposes

Twitter is a great source for researchers for all kinds of information: discussions about research, news on live research stories, unpublished and never to be published events, Tweet Chats, signposts to other content and access to PR and corporate communication. Possibly not an exhaustive list! NWAS LKS has put together a guide for Paramedic and Prehospital Researchers to help them exploit Twitter more effectively as an information source.

The guide is available to download online. You can get a copy of the guide here: **https://www.networks.nhs.uk/nhs-networks/nwas-library-and-information-service/documents/twitter-a-guide-to-searching-for-research-purposes**

If you would like to use or customise it for your own purposes, please do, with an appropriate acknowledgement.

Matt Holland, Librarian, North West Ambulance Service LKS
Supported by HCLU North

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Delivering a Patient Information Service
Tuesday 17 October 2017 - CILIP HQ

I attended the Delivering a Patient Information Service, a Patient Information Forum (PIF) and CILIP Health Libraries Group (HLG) event. Previously I had had contact with PIF in my old position and I am now looking to involve PIF in my present role as Deputy Library Manager. When I saw the event advertised I was intrigued and wanted to find out more.

The first presentation was from Dan Livesey entitled '**Making a difference – the benefits and values of providing high-quality health information'**. Dan talked about health literacy and how people with low literacy levels were less likely to make good health decisions but are more likely to account for health costs. Dan suggested that if we can improve the way patients navigate our health systems we can save the NHS money. Dan talked about the Recovery Academy, which carries out shared reading to increase participants' literacy and address stigmas participants may have around mental health. It was interested to learn how patients/public and staff were working together seamlessly to aid mental health and overcome health literacy problems

Theresa Sullivan, Macmillan Patient Information Lead, discussed '**Implementing innovative ways to give patients access to your information**'. Theresa highlighted how questions from patients are not always clinical and the patient therefore needs access to an Information and Support Centre. An information pack can be given to patients by Clinicians, it will have all the charities listed and there will be suggestions of what needs to be discussed with the patient. Be.Macmillan can provide information for patient or staff in translations, audiobooks, British Sign Language (BSL), video animations, e-books, large print and braille. Theresa really helped me to see the information needed and provided from a patient's point of view. Theresa once again picked up on health literacy and how we must make sure that patients and carers are getting the right information, at the right time and in a

format in which they can access. The emphasis on team work was very timely.

Holly Case presented on 'Innovative ways to give patients access to your information'. Holly brought to our attention Knowledge for Healthcare's Patient and the Public Information toolkit; Holly made us ponder what health libraries are being asked to do in regard to helping patients. It was good just to take a few moments to consider this. Holly showed me the importance of the collection of books we receive from the public library with different themes, which we can highlight in our Trust and within our library service. Holly also reinforced to me the value of making every contact count.

Deena talked about managing challenging enquiries from the public and signposting the public to correct information. I really enjoyed this presentation because Deena showed us how the King's Fund enquiry service sifts through lots of information and data to get the correct answers for the public. Deena picked out some queries that she had received from the general public and asked us to work in groups to discuss which resources we would search. It was interesting to consider widening the remit and not just searching HDAS and Cochrane.

Caroline Debrun and Natasha Howard presented 'What is high quality health information and where do you find it?' Caroline demonstrated how we could use NHS Choices, behind the headlines, clinical trials on A-Z topics and case studies to help find patient information. Caroline went on to demonstrate how NICE evidence includes a folder providing information for the public and patient decision aids; this was very interesting because although I use the NICE evidence search, I normally never venture to the public folder. Caroline also introduced us to the Pubmed health plain summaries, which I will start to use. We searched specific queries on these

resources. This was a fun exercise and I will consider these resources in future searches.

In conclusion, I think the key piece of information for me was to have an idea of health literacy and use this to guide information which is given to the user, the format of the information and how and when the information is supplied. PIF can aid librarians to empower the patient with the right information.

Lesley Allen, *Library Services Manager, Birmingham Community Health Care NHS Trust*

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Shared Leadership Reflections: building skills and strengthening our network

It's now been a few months since the end of our System Leadership Course for Senior Librarians, which was supported by Health Education England, CILIP & the NHS Leadership Academy. It's given the northern participants on the course some time to reflect on the work and share some of the learning we got from the course.

Leadership courses are usually highly interactive, full of personal discoveries and can be very intense. Networking is definitely a key factor of these courses and help you to develop professional relations which support you throughout your career. They give you the opportunity to interact with some really inspirational people, all from very diverse background, but at some point they have been in a similar situation to yourself.

There is a lot of research out there on what makes a good leader. Some of the personal leadership journeys exhibit often what is considered luck & serendipity. This is something you actually create for yourself. The more you put yourself out there and connect with different types of people, the more opportunities seem to open up to you. There is however skill behind how you do this.

One of the most useful techniques around communication we were shown was the concept of Chunking Up. It is a negotiation tactic. Sometimes when communicating we are so specialised in our field that we use our own terminology. Things we take for granted, others don't. This means that you need start thinking in broader categories, to bring the level up to some degree of common understanding. Often this can be something abstract and seem far from practical. Once you have common ground, you can slowly start to go down to the specifics. This technique has been put to use by a number of us to great effect when dealing with senior management.

Many in the North will be familiar with courses run by Amanda Stearn. She ran a plan on the page workshop as another way of improving communication with senior staff.

It's not all plain sailing though. What are your personal perceptions of what a leadership course should be? Some thought this was going to be a really business orientated course, with lots of theory and application. Some of it seemed rather soft and fluffy. To only focus on techniques and theories grossly misses the point. Leadership comes from within, and to be able to lead with skilful intentions and integrity, you must be able to understand and be compassionate to yourself.

There were certainly some surprising personal discoveries, not all of them comfortable. It also is difficult to balance this with the pressures we are all facing at work to meet deadlines, service transformation and staff shortages. The session on compassion leadership, exploring the meaning of it, how we can better make time for others and also be more forgiving and compassionate to ourselves provided us all with powerful messages.

Testimonies:

Caroline Storer: *"I would definitely recommend the course to others, it was a great opportunity and I think undertaking a leadership course with others in my profession was beneficial and provided a different approach to leadership courses within organisations."*

David Low: *"The value of this course is immense, and it has certainly shifted and expanded my paradigms on the leadership subject. It is certainly a journey I look to be on for the foreseeable future."*

Susan Smith: *"It has provided me valuable time out in a supportive environment and access to tools which have given me understanding of personal strengths and development needs."*

Hugh Hanchard: *"It was a brilliant opportunity to step outside of the day job, to reflect and learn about your own leadership style and why you*

behave in the way that you do. Ultimately, being a better leader is down to you but this course gives you the understanding and the tools to make those changes in your behaviour."

Vicky Bramwell: *"The shared experiences of the speakers and those in the group allowed me to inwardly and outwardly explore leadership from my own and other perspectives. It was very thought provoking. The time to reflect away from the office to consider the approach of other colleagues and their interpretation of situations has provided additional and varied viewpoints to draw on."*

Jackie McGuire: *"The quality of the facilitators and speakers on this course was excellent and I learnt a lot from them and also my colleagues on the course. I have shared both my experiences and some of the tools and techniques with my own team and beyond in my organisation since finishing the course and continue to do so. Do the course to increase your knowledge, explore your own motivations and to build your confidence!"*

Susan Smith, Senior Librarian, Mid Cheshire Hospitals NHS Foundation Trust
Caroline Storer, Knowledge Manager, NHS Digital
Dr David Low, Knowledge and Innovation Programme Manager, Pennine Care NHS Foundation Trust
Hugh Hanchard, Library Services Manager, South Tees Hospitals NHS Foundation Trust
Vicky Bramwell, Library Service Manager, Cheshire and Wirral Partnership NHS Foundation Trust
Dominic Gilroy, NHS Library and Knowledge Service Development Manager, Health Education England - Yorkshire and the Humber
Joanne Naughton, NHS Library and Knowledge Services Development Manager, Health Education England - North East
Jackie McGuire, Library & Knowledge Services Manager, Northumbria Healthcare NHS Trust

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Health Education England collaborates with library and reading experts to improve patient choice

Health Education England (HEE) has signed a memorandum of understanding with leading organisations in the library and reading arena in a bid to promote greater and more personalised healthcare literacy across the population.

HEE will work with the Society of Chief Librarians and The Reading Agency to promote the importance of health literacy. The three organisations will work together to devise and launch programmes that allow people to access personalised information that allows them to make more informed choices about their care and treatment and improve the quality of their life.

The Society of Chief Librarians leads and manages public libraries in England, Wales and Northern Ireland and advocates continuous improvement in the library service. Its membership is made up of heads of service at each library authority.

The Reading Agency is a national charity inspiring people of all ages and all backgrounds to read for pleasure and empowerment. Working with partners, their aim is to make reading accessible to everyone.

The provision of high quality, evidence-based, accessible health information is an important driver in HEE's Knowledge for Healthcare Framework for NHS library and knowledge services, published in 2015. The framework was developed to enable NHS bodies, staff, learners, patients and the public to use the right knowledge and evidence at the right time and place to enable better clinical decision-making.

Patrick Mitchell, Director, South of England, Health Education England said:
"I am delighted to sign the Memorandum of Understanding with the Society of Chief Librarians and The Reading Agency. It is a very positive step towards collaborating across sectors to underpin health literacy, ensuring people can access high quality information to assist them to make informed choices about their care and treatment."

Sue Wilkinson, Chief Executive of The Reading Agency, commented:
"It is with great pleasure that we are able to formalise this important new partnership with Health Education England. We look forward to using the MOU to activate an exciting programme of activity supporting our shared work with the Society of Chief Librarians on Reading Well and the Universal Health Offer as well as HEE's ambitions for the delivery of Patient and Public Information."

Neil MacInnes, President of The Society of Librarians, added:
"It's wonderful news that SCL and The Reading Agency's work with HEE has now been formally ratified. Our partnership will strengthen the delivery of Reading Well and the Universal Health Offer through public libraries –

keeping people in our communities active and engaged as we continue to support their health and wellbeing."

Further information on the campaigns and initiatives to be created following this agreement will be released by HEE.

Health Education England
HEE was established on 28 June 2012, working as a shadow Special Health Authority from 1 October 2012. It took on its full operational responsibilities from1 April 2013. It has five national functions:
- providing national leadership on planning and developing the healthcare and public health workforce;
- promoting high quality education and training that is responsive to the changing needs of patients and local communities, including responsibility for ensuring the effective delivery of important national functions such as medical trainee recruitment;
- ensuring security of supply of the health and public health workforce;
- appointing and supporting the development of LETBs; and
- allocating and accounting for NHS education and training resources and the outcomes achieved.

For more information on HEE visit our website – www.hee.nhs.uk or follow us on Twitter- @nhs_healthedeng or Facebook- www.facebook.com/nhshee
For further information contact **HEE.pressoffice@nhs.net**

The Society of Chief Librarians
The Society of Chief Librarians (SCL) is a local government association made up of the chief librarian of each library authority in England, Wales and Northern Ireland. SCL takes a leading role in the development of public libraries, through sharing best practices, advocating for continuous improvement on behalf of local people, and leading the debate on the future of the public library service. **www.goscl.com**
For further information, contact: Marsha Lowe at
marsha@realismworks.co.uk or 07939 121414.

About the Reading Agency
The Reading Agency is the leading charity inspiring people of all ages and all backgrounds to read for pleasure and empowerment. Working with our partners, our aim is to make reading accessible to everyone. The Reading Agency is funded by the Arts Council. **www.readingagency.org.uk**
For more information about The Reading Agency's work, contact Samantha Cox on **Samantha.cox@readingagency.org.uk** or 020 7324 8909.

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Internet sites of interest

Statistics

Here are some sites and article series with information on statistical methods or using statistical software. They are not sites containing actual health statistics (morbidity, mortality, that sort of thing).

This list is based on help sheets I made for University Hospitals of Leicester libraries, in response to enquiries we were getting about statistics.

All links were checked on 9th November 2017.

If you are in the NHS, you might have access to a statistician. UHL does not have any trust-wide statisticians, but I am aware some trusts do. If you are in higher education, check if you have a maths help centre (for example, http://www2.le.ac.uk/library/about/news/maths-help-centre-now-open) that can advise students. At the University of Leicester, we would also advise student enquirers to ask their personal tutor, module leader or supervisor for help with statistical methods, or IT Services colleagues for advice on what software is available.

Useful sites

Coursera - Math and Logic
https://www.coursera.org/browse/math-and-logic?languages=en
A MOOC. In Coursera you may be able to access some course materials for free, but may need to pay to access everything. The courses at this link include courses on statistics and on R.

eLearning for Healthcare
https://portal.e-lfh.org.uk/OpenAthensDiscovery
E-learning for the NHS (NHS Athens needed). Some courses contain modules or sessions on statistics – use the search box to find what you are looking for.

FutureLearn
https://www.futurelearn.com/courses
Another MOOC. FutureLearn courses are free (although you pay for a certificate of completion and some courses may be free only for a fixed period). Set Categories to Science, Engineering and Maths to search.

OpenLearn
http://www.open.edu/openlearn/science-maths-technology
From the Open University. This link gives featured content, but click Free Courses or All Content (to get television programmes and other things too) and then Mathematics and Statistics. In addition to the modules, there are short videos to explore issues. There are also some materials on working with data at http://www.open.edu/openlearn/skills-for-study, (scroll down to see "Maths and data").

Statstutor
http://www.statstutor.ac.uk/
A site compiled by mathematics support centres in UK universities, with resources for over 16s wanting help with statistics. You can browse by topic. There are also tutorials on SPSS.

University of Nottingham – HELM Open – Learning Objects for Healthcare
http://www.nottingham.ac.uk/helmopen/
Some RLOs on statistical topics. Search or click Explore Keywords and choose Statistics.

Information about the statistical techniques used in systematic reviews can be found in the Cochrane Handbook, http://handbook.cochrane.org/, and in the Centre for Reviews and Dissemination's guidance, https://www.york.ac.uk/crd/guidance/.

Software

SPSS
SPSS is not free but many institutions have it. Dr Patrick White of the University of Leicester has some SPSS tutorials on his YouTube channel at https://www.youtube.com/user/patrickkwhite.

RevMan
Cochrane Collaboration's RevMan software will perform some statistical operations and can be downloaded for non-commercial purposes from http://community.cochrane.org/tools/review-production-tools/revman-5/revman-5-download.   Support from RevMan is not available unless you are part of a Cochrane Review Group.

Freely available statistical programs include:

- **OpenEpi** (http://www.openepi.com/Menu/OE_Menu.htm)
- **OpenStat** (https://openstat.en.softonic.com/)
- **PSPP** (http://www.gnu.org/software/pspp).
- **R** (www.r-project.org)

There are examples of how to use OpenEpi, OpenStat and also OpenOffice Calc (open source spreadsheet software) in the book Statistics at square one by Campbell and Swinscow.

SISA (http://www.quantitativeskills.com/sisa/) will perform certain specific tests online.

Wikipedia has a list of programs, paid for and free, at https://en.wikipedia.org/wiki/List_of_statistical_packages.

Journal article series

Articles on statistical methods may appear anywhere, of course, but some journals have series on the subject. I know of these (*which may need a subscription*):

Advances in Physiology Education
http://advan.physiology.org/collections
Three collections, on "explorations in statistics", general statistics and reporting statistics. Articles are free to read when they are 12 months old.

Annals of Oncology
https://www.ncbi.nlm.nih.gov/pubmed/?term=statistical+controversies+ann+oncol
The journal publishes a series called "Statistical controversies in clinical research". I saw these listed in the Equator Oncology project's Quarterly Current Awareness Bulletin (http://www.equator-network.org/library/equator-oncology/equator-oncology-current-awareness-bulletin/) but the PubMed link above finds at least some of them.

BMJ
http://www.bmj.com/uk/research/research%20methods%20%26amp%3B%20reporting
This includes articles in their Statistics Notes series.

CMAJ
http://www.cmaj.ca/collections/statistics_and_research_methods

JAMA
http://jamanetwork.com/collections/5916/research-methods-statistics.

Statistics in Medicine
http://onlinelibrary.wiley.com/journal/10.1002/(ISSN)1097-0258/homepage/tutorials.htm This is the journal's "Tutorial papers" series. Access to the series is free till the end of 2017.

Cochrane Methodology Register (CMR) is part of the Cochrane Library, and contains articles on statistical methods.   However, it has not been updated since July 2012, so will obviously not include more recent articles.

If you are higher education and have access to mathematics databases like **MathSciNet**, they can be used to locate articles in the maths and statistics journal literature.

The next column:

Is there a topic you think I should cover? Is there something on this topic that you have found useful? Is there a topic for which you would like to compile a list of resources?

If the answer to either (or both!) of those things is "yes", then please contact me:

Keith Nockels
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Clinical Librarian, University Hospitals of Leicester NHS Trust, Leicester,
keith.nockels@uhl-tr.nhs.uk.

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Book reviews

December's book reviews range widely, over expert searching, information literacy, performance indicators, clinical informatics and health systems. I am grateful to all reviewers for their hard work and helpful reviews.

Bradley, P. *Expert Internet Searching*, 5th Edition
London: Facet Publishing, 2017
ISBN 9781783302475. 248 pages. £59.95

There is an argument that any book about the internet - particularly one describing tools and resources - is out of date long before the ink has dried. Information and the resources to manage it are so volatile that it is a serious challenge to pin down any online topic and deliver it effectively in print. Not a problem here. Written by a leading information professional for the benefit of all information professionals, this title continues to deliver in its latest edition. Phil Bradley's enthusiasm and commitment to keeping abreast of new search resources makes him the perfect guide to this crowded world of competing services.

Phil does of course cover the tips and tricks of advanced Google search. However, of more use is the reminder – hopefully, not the revelation – that Google is as interested in maximising views and monetising its results page as in delivering a 'perfect' set of search results. This doesn't necessarily make Google any less useful or dominant, but it might just help manage the searcher's expectations. Google remains the dominant player in this volatile environment, and this book offers a multitude of alternatives and supplementary options for specific search topics.

This reviewer was initially concerned at the inclusion of An Introduction to the Internet as the first chapter. Surely we have moved on by now? And yet… this section provides a useful reminder of the Internet's strengths and weaknesses, its lack of central control or ownership, its essential lawlessness.

As well as solid coverage of Google's features and tools, the book's chapters include coverage of search tools for people, images, news and multimedia. Search engines for the Hidden, Deep, Dark and Invisible Webs are – briefly – explained. Free text, clustering, directories and similarity search are explained. Metasearch and multisearch are described and discussed, as are social media and specialised search engines. Each chapter includes an in-depth look at the leaders in that field, as well as a list of others worthy of examination. A final chapter offers hints and tips to hone your research skills, as well as a realistic, if slightly depressing, prediction of a future where search

functions are progressively removed from the leading search engine in the pursuit of a mass-market approval at the expense of expertise and accuracy.

I have to be confess that I have been teaching Internet searching (and reading Phil's books and columns) since the mid to late 1990s. Surely I know it all by now? This book makes it all too clear that there is always more to learn – obscure and specialist search resources, useful tips and tricks to improve our search experience, an understanding of the effect of mobile and social media on searching are just some of the topics that Phil covers and masters. Testing and comparing the resources in this book would exhaust the most enthusiastic searcher, but there is enough added value here to ensure that time spent exploring a sample of them would be time well spent – particularly by those who teach others to search.

If there is a criticism, it is on the production side - slightly blurred screenshots do little to illuminate and enhance a technical topic, but this may be more a function of printing process than editorial input. That said, there are very few illustrations, and they do not detract from the overall benefits of this well-researched and useful book. One other question is simply whether there is too much to describe and discuss in a single volume – this book is worth reading, worth using as a reference and reminder, and above all worth using as a launchpad to further – and hopefully happier – searching.

Mark Kerr, Clinical Librarian, East Kent Hospitals University NHS Foundation Trust.

Forster, M (ed). *Information Literacy in the Workplace*
London: Facet Publishing, 2017.
ISBN 9781783301324. 189 pages. £64.95.

Information Literacy in the Workplace is a professional looking book, with a well-designed cover and it is mostly well-edited. I was expecting a very practical book, explaining how to introduce information literacy to colleagues and managers at work: how to sell information literacy. I have to say it is a far more theoretical and academic text than I had hoped for, so excuse my bias. It is likely to be of great value in theoretical discussions within information professional circles but it is not as supportive with practical examples and case studies of taking information literacy into the world of work as I would have liked. There are surveys and studies within the text of information literacy targets and measures of these within work environments. For instance, on page 51, there are evaluations of 'information exchange and knowledge generation', 'knowledge curation and management capabilities' and 'professional practice and workplace learning'. There are also references

to hospital information management practices and studies (p. 87) with reference to evidence based practice in the use of information within a nursing setting. The examples given seem quite theory heavy though.

There is a good mixture of contributors to the text and there is little overlap between chapters (often a problem with edited collections). The editor and many of the contributors are from the UK and there are also writers from Australia and the USA. There is a chapter from Stephane Goldstein who readers may recognise as the architect of the SCONUL 7 Pillars Employability Lens. I have used the Employability Lens and found it very useful for scaffolding information literacy support in the workplace. The Lens focusses on adding value to graduates' understanding of information literacy so that they can be more effective in the workplace. Stephane's chapter discusses the Determining the Value of Information Literacy initiative (DeVIL) and puts forward some practical means of assessing information literacy in the workplace. Measures include profit, efficiency, customer service and improved compliance with regulatory standards.

My favourite chapter was that written by Bonnie Cheuk on the hidden value of information literacy and how to unlock it. She writes: 'Let's be honest, we have a problem with information literacy in the workplace context'. She raises the fact that information literacy is an information professional's concept and that we need to translate this into workplace values and language. She lists different targets in the workplace where information literacy can have dividends for the employer. These include efficiency, effectiveness and innovation (p.132). She also discusses the 'chaotic zone' of work, where decisions need to be made immediately and there is no time to conduct research. Making judgements based on incomplete information, using colleagues as information sources, the 'messiness' of many situations at work, was also described by R. Hall in 'The real world: information in the workplace versus information in college' LILAC 2017. These are important issues for working with information in the workplace and could be discussed at more length.

There are many definitions of information literacy contained in the text, and various theoretical discussions regarding information literacy. I didn't feel it met employers' or managers' needs closely enough in selling the benefits of information literacy in lay language.

This is a very useful book for those studying information literacy, and does lay out the theoretical framework for information literacy in the workplace. There is scope, though, for a more practical guide, outlining ways of introducing and promoting information literacy in the workplace from a less theoretical viewpoint.

Dr Jane Mansfield, *University of Leeds*

Appleton L. *Libraries and Key Performance Indicators: A Framework for Practitioners*

Oxford: Chandos, 2017.
ISBN 9780081002551, 164 pages. £46.71.

The title suggests a book focused on the topic of key performance indicators with an intended audience of library practitioners. The author creates a discussion around impact and value measures in libraries. The author is the Director of Library Services at Goldsmiths, University of London. He has held previous managerial roles in several other higher and further education institutions. He is part of the SCONUL transformation group and is currently pursuing a PhD on the value and impact of UK public libraries on citizenship development. The author's purpose, although not expressed until the final reflective chapter, is to produce a book that will be a helpful guide to all interested in library performance.

The readership of this book should attract library staff at all levels: library assistants who are often tasked with gathering statistics, librarians who may question what measures are required and library managers who strive to coordinate the process of performance measurement so that it is meaningful. Finally students of library and communication studies will find this a useful exploratory textbook with up-to-date examples from a variety of library environments.

The book is organised into 13 chapters, which are not explicitly linked or grouped. Depending on the reader's approach, it is possible to read chapters independently of each other; however there appears to be some logic to the sequence of chapters. It begins with 2 introductory chapters, followed by 2 chapters on the history and evolving culture of performance measures in libraries. The author brings the reader into the current digital age and discusses key performance indicators in this context. This is followed by 4 chapters giving an overview for methodologies for performance measurement. The final 4 chapters are practical in nature, combining the author's own experience with case studies from university and health service libraries as well as some implications for public libraries.

The book addresses a hot topic for all those in managerial and leadership roles in libraries. Being able to demonstrate value and impact is a must for any library leader, in both good times and bad. It is a constant which is a requirement of all well run library services. The content fits well into the general field of library management. It is written from the point of view from a

library manager and the vast experience of the author comes across strongly in the narrative. Using a formal style the book suits its intended audience. The concepts of KPIs and performance management are traced back to their origins in managerialism, the consumer society of the 1970s and eventually taking on a customer service approach from the 1990s onwards. The book is well referenced throughout with extensive research evident from the use of examples and citations. The book is a little dense in parts and may have benefited from some illustrations to lighten the load of the reader.

As someone tasked with coming up with KPIs for a national health library service, the title of this book immediately appealed. However I found that it wasn't until I reached chapter 9 that the real discussion began and the practicalities of performance measures were thoroughly investigated. I found the checklist for KPIs on pages 93-94 helpful and using indicators to measure value on pages 81-82 useful. All of the case studies provided excellent insights into real life library performance scenarios. On page 99 real changes as a result of a review of longitudinal balanced scorecard data are revealed. This includes for example hiring a public relations manager, redesigning a library website and adding silent seating areas. It is one concrete example which should justify to all those capturing KPIs that it is worth the administrative effort. I would recommend this book to all those with an interest in demonstrating the value of their library and to those responsible for strategic plans for libraries as a well-researched practical guidebook.

Aoife Lawton, National Health Service Librarian, Health Service Executive Ireland

Sheikh, A., et al., (eds.) *Key advances in clinical informatics.*
London: Academic Press, 2017
ISBN: 9780128095232. 334 pp. £78.95

Clinical informatics is an interesting area, relevant to health librarians, intersecting with what we do, and one where published evidence can be applied to practice. And this is an interesting book, but also a frustrating one. It seems not to define "clinical informatics", in the introductory chapter, pointing instead to a range of definitions. It is a good overview, with chapters on topics, including inpatient and outpatient systems, electronic documentation (patient notes), interoperability and security, and chapters on improving quality of care through health information technology. This last encompasses clinical decision support, mobile health and apps, and precision medicine.

Medical librarians get a quick mention in the introductory chapter, in the list of people who are interested in clinical informatics. Topics in our domains, like MeSH, the International Classification of Diseases, clinical guidelines and meta-analyses, are mentioned but not in detail.

I found it frustrating that, despite two of the editors and some of the authors being based in Edinburgh, most of the examples are from the USA. The chapter covering privacy and security, for example, does not mention the Data Protection Act, or the forthcoming GDPR regulations and their (as I understand it) European precursors. A majority of the case studies are from the United States.

A book can go out of date before it is published, and that has happened to the mention of the Precision Medicine Catapult (which is, or was, a UK initiative) in the precision medicine chapter. That catapult closed earlier this year. There is however no mention of the 100,000 Genomes project, which although only it has only very recently started recruiting, was announced back in 2012. The US bias shows again in the chapter on outpatient care systems, where outpatient care seems to mean care delivered outside hospitals, more perhaps like general practice to a UK reader.

I could not see any mention of point of care systems like DynaMed or UpToDate and how they might be integrated into electronic health records. I wanted the IT systems that I see used at UHL to be named, but there is so much geographic variation in how health care is provided, and so many systems, that maybe that is unreasonable!

Some chapters read as if they need more editing. The referencing for one chapter suggests it was written in late 2015, but other chapters look more recent. Some chapters are better than others at putting dates accessed in references to websites, and chapter 4 has inconsistencies within the reference list, with some authors' names given with punctuation (Nockels, K.H.) and others not (Nockels KH), while others look as if produced by reference management software with badly formatted information. The "blurb" on the back cover has as a selling point the fact that there are summary boxes at the start of each chapter, but these are not always provided.

So, it is an interesting read, and a good overview, but only an introduction to clinical (or medical) informatics. For British readers, it may be too biased towards the USA.

Keith Nockels, *University Hospitals of Leicester NHS Trust and University of Leicester*

Bendaoud, ML and Callens, S. *New Health Systems: Integrated Care and Health Inequalities Reduction*
London: ISTE Press/ Elsevier Ltd, 2017
ISBN 9781785481659. 174 pages. £94.95

Part of the Health Industrialisation Set coordinated by Bruno Salgues, the book presents a report of different health systems including primary research in Haiti and northern France. It covers health inequalities, whilst giving a comprehensive background and overview of different health systems. The authors are both professors in the field of economics at Artois University in Arras, France, and bring this perspective to this study, looking at the economic theory of healthcare networks and transformation and innovation in health systems.

The book is aimed at health professionals as well as students undertaking the training courses in this field including specific courses at the authors' institutions, according to Elsevier's own information. It would no doubt also be of interest to those looking to learn more about the field of health inequalities and the international sphere of health systems. Whilst it is clearly an academic study for a specific audience and not aimed at the general reader, it was engaging enough to hold my interest throughout and consider the broader context of health and inequalities – those working in public health would no doubt find it an interesting study to consider the background and wider global context of their field. The title does perhaps suggest it is more of a study of integrated care on an organisational level (and as it is understood in the NHS in England at the moment), and while it does give the economic and philosophical background to integrated healthcare as a concept, this would not be the first port of call for an NHS trust looking to develop better integrated services themselves.

The book is structured into two main parts, consisting of concise chapters. The first half gives an overview of inequalities in health, covering the economic, psychological and social factors and a concise history of the developments of inequalities throughout history. This section draws on a variety of literature and discusses various different theories of inequality and disease. In the second part, current and developing international health systems are discussed with an overview of the impact of these systems, and how they can be developed and sustained.

Various tables, diagrams and flow charts throughout the book help interpret some of these points, including mapping out inequalities and expenditure of healthcare in various countries, and helping illustrate the different models of behaviour and optimism bias for the original research studies presented. Although it is not an introductory level text, it does clearly explain concepts

and definitions where appropriate – giving concise explanations of some of the terms around behavioural psychology, for example. A complete novice wanting an introduction to the concept of behavioural factors in health might be better served elsewhere, but for a reader with some understanding this book helps contextualise and expand further.

The first section in particular draws on a wide body of literature and the book includes an extensive bibliography, giving extra reading which may be useful to students. The synthesis provided in the text provides a comprehensive summary of the literature and gave me a greater appreciation of the theories and complexities of health inequalities and how these relate to health systems.

Anyone wanting to expand their public health or global health collections may wish to consider this title. For those looking to develop their collections on integrated care to support trusts in developing this, this book may not be the best title unless you are actively looking for literature on the economic and global context and history of integrated health services, and a more practical guide may be a better choice for your collection.

Emily Hopkins, *Knowledge Management Programme Manager, Health Education England*

If readers are interested in being a reviewer for this column, do get in touch. Reviewing books keeps the reviewer up to date with the professional literature, not just in health librarianship but across the wider profession. It gives the reviewer valuable experience of writing for publication, and a published book review can be powerful evidence for professional registration portfolios. And reviewers can keep the book!

If you would like to be added to the register of reviewers, contact me at **tom.roper@bsuh.nhs.uk** with your preferred contact details, and tell me of any particular areas of interest or expertise you may have.

Tom Roper
Book Reviews Editor

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Diary of events

Contributions about future events should be sent to **j.garthwaite@ucl.ac.uk**

19-21 January 2018
HEALTHINF 2017: 11th International Conference on Health Informatics
Funchal, Madeira - Portugal
http://www.healthinf.biostec.org/
Range of package options

22 March 2018
Introduction to Critical Appraisal workshop
Royal College Of Physicians, 11 St Andrews Pl, Regent's Park, London
https://www.rcplondon.ac.uk/events/introduction-critical-appraisal-220318
£300 (incl VAT)

22 and 23 March 2018
Introduction to Critical Appraisal and Systematic reviewing and Meta-analysis in Action (Combined Courses) workshops
National Guideline Centre (NGC), Royal College of Physicians, 11 St Andrews Place, London
https://www.rcplondon.ac.uk/events/introduction-critical-appraisal-and-systematic-reviewing-and-meta-analysis-action-combined-1
£500

23 March 2018
Systematic Reviews and Meta-analysis in Action workshop
Royal College Of Physicians, 11 St Andrews Place, Regent's Park, London
https://www.rcplondon.ac.uk/events/systematic-review-and-meta-analysis-action-workshop-23032018
£300

4-6 April 2018
LILAC 2018
Liverpool
http://www.lilacconference.com/lilac-2018
Range of package options

18-23 May 2018
MLA '18: 118th Annual Meeting and Exhibition
Hyatt Regency Atlanta
Atlanta, Georgia
http://www.mlanet.org/p/cm/ld/fid=1280
Fees to be announced. Registration opens January 2018

1-5 June 2018
HTAi 2018 Annual Meeting: Strengthening the Evidence-to-Action Connection
Vancouver, Canada
http://htai2018.org/
Fees to be announced. Registration opens January 2018

13 June 2018
Health Libraries Group Conference 2018
Keele University

https://www.cilip.org.uk/events/EventDetails.aspx?id=1002573&group=200697
Fees to be announced.

15-18 June 2018
CHLA-ABSC Conference 2018
St. John's, Newfoundland
https://www.chla-absc.ca/annual_conference.php
Fees to be announced.

4-5 July 2018
CILIP Conference 2018
Brighton
http://cilipconference.org.uk/
Fees to be announced

9-13 July 2018
EAHIL 2018
Cardiff, Wales
https://eahilcardiff2018.wordpress.com/
Fees to be announced.

12 July 2018
Introduction to Critical Appraisal workshop
Royal College Of Physicians, 11 St Andrews Pl, Regent's Park, London
https://www.rcplondon.ac.uk/events/introduction-critical-appraisal-120718
£300 (incl VAT)

12 and 13 July 2018
Introduction to Critical Appraisal and Systematic reviewing and Meta-analysis in
Action (Combined Courses) workshops
National Guideline Centre (NGC), Royal College of Physicians, 11 St Andrews Place,
London
https://www.rcplondon.ac.uk/events/introduction-critical-appraisal-and-systematic-reviewing-and-meta-analysis-action-combined-2
£500

13 July 2018
Systematic Reviews and Meta-analysis in Action workshop
Royal College Of Physicians, 11 St Andrews Place, Regent's Park, London
https://www.rcplondon.ac.uk/events/systematic-review-and-meta-analysis-action-workshop-13072018
£300

24-30 August 2018
World Library and Information Congress 84th IFLA General Conference and
Assembly: Transform Libraries, Transform Societies
Kuala Lumpur, Malaysia
https://2018.ifla.org/
Early registration until 15 May 2018. Range of package options

8 November 2018
Introduction to Critical Appraisal workshop
Royal College Of Physicians, 11 St Andrews Pl, Regent's Park, London
https://www.rcplondon.ac.uk/events/introduction-critical-appraisal-08112018
£300 (incl VAT)

8 and 9 November 2018
Introduction to Critical Appraisal and Systematic reviewing and Meta-analysis in Action (Combined Courses) workshops
National Guideline Centre (NGC), Royal College of Physicians, 11 St Andrews Place, London
https://www.rcplondon.ac.uk/events/introduction-critical-appraisal-and-systematic-reviewing-and-meta-analysis-action-combined-3
£500

9 November 2018
Systematic Reviews and Meta-analysis in Action workshop
Royal College Of Physicians, 11 St Andrews Place, Regent's Park, London
https://www.rcplondon.ac.uk/events/systematic-review-and-meta-analysis-action-workshop-09112018
£300

Julia Garthwaite, Deputy Site Librarian, Cruciform Library, UCL

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Newsletter editorial notes

CILIP is the UK's professional body for library and information professionals and includes the Health Libraries Group (HLG) as one of its subgroups. HLG has two regular publications: the Health Information and Libraries Journal (HILJ) and the HLG Newsletter. In a collaborative approach, they provide their joint readership with a comprehensive coverage of the health and social care information sectors. The HLG Newsletter is freely available to all across the globe and is posted quarterly on the HLG web site. Published by Blackwell Publishing Ltd., HILJ is the official journal of the HLG. Reduced subscription rates are available to members of HLG, the European Association for Health Information and Libraries (EAHIL), the Medical Library Association (MLA) and the Australian Library and Information Association (ALIA). Members wishing to subscribe to the journal should order direct from Blackwell Publishing Ltd., 9600 Garsington Road, Oxford OX4 2DQ, quoting their CILIP membership number.

Contributions to the Newsletter should be sent to:

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Diary of Events	Julia Garthwaite **j.garthwaite@ucl.ac.uk**

Next Copy dates:

2018 Issue dates	Deadline for content
March **35** (1)	16th February 2018
June **35** (2)	25th May 2018
September **35** (3)	24th August 2018
December **35** (4)	23rd November 2018

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Sign up today by going to **http://www.jiscmail.ac.uk/hlg-members** and following the onscreen instructions.

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