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Editorial

Hello everyone and welcome to the summer issue of HLG Nursing Bulletin, aiming to provide you with interesting pieces that inform your practice and how you go about this profession we call information. As we often find at the end of the summer, a number of conferences have been and gone, and people are anxious to tell all about their experiences.

The LILAC Conference is always a big draw for those in our profession, given how important the concept of information literacy is both to us, to ensure we are providing the best service we can for our users, but also to them to make sure they have the skills they need to find good quality information themselves. Here we have reflections from this year’s conference from three different perspectives, with Lisa Mason going at it as a newcomer to our sector, Sinead Stringwell as a newbie to LILAC, and Suzanne Toft as a first-time conference presenter.

The Evidence-Based Library and Information Practice (EBLIP) Conference is a gathering aimed at ensuring that we as information professionals are adept at collecting and using evidence, which becomes ever more important given the era in which we are living, with fake news, complex information environments and calls for accountability. Here, Gillian Siddall picks her stand-out moments from the conference, what she has taken from it, and her plans to incorporate it.

Leadership and Management is an inevitable, even in our profession, although the two terms are not always ones that mean the same thing. However, cutting through the waffle is important whether you are engaging in leadership or managing individuals or teams. Georgina Wildman gives us a review of Barbara Allan’s The No-Nonsense Guide
to *Leadership, Management and Teamwork*, newly released by Facet Publishing, as a resource that can be used by prospective leaders and managers to translate the theories into practical guidance and tips on how to succeed in the challenging arena of being the boss.

In case you hadn’t noticed, we are now less than a year from the Health Libraries Group Conference 2020, due to take place in the picturesque surroundings of the Cairngorms National Park in the Scottish Highlands. Not only have we put out our “save the date” call, but we’re also now calling for submissions for presentations, workshops, posters, and all of the other things without which we wouldn’t have a conference. We’ve put a little piece explaining about the venue and the conference, which includes links to registering for information about attending, as well as submitting your proposal. If you do have any questions, feel free to drop us a line.

As ever, we want articles from you. This publication wouldn’t exist without your contributions, so the more the better. Tell us if you’ve got a new service, or have obtained a new resource. Tell us if you’ve been to a study day or event. Tell us if you have some burning opinion about the profession that you really, really want to get off your chest. Tell us if you’re a first-time writer and would like to dip your toe into the water. We’d love to hear from you. Details on how you can contribute are at the end of the issue, and can be found on our website.

Phillip Barlow

HLG Nursing Bulletin editor
Reflections from 3 NHS Librarians regarding LILAC: The Information Literacy Conference held at the University of Nottingham 24-26 April 2019

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The health care newbie experience
I attended LILAC as a new(ish) recruit to working in the health library sector. I was lucky enough to have been awarded a bursary from Health Education England which enabled me to attend, and as I’d been in my Clinical Librarian post less than a year, it seemed like too good an opportunity to miss. My experience was overwhelmingly positive. I’m still sifting through the experiences and working out which of the many superb talks inspired me most, however some key themes have definitely stayed with me.
I was struck by the scaffolding that literacies give to people’s lives - there were statistics aplenty showing how great an impact literacy, information literacy and (no surprise I chose this one) health literacy have on people’s ability to thrive in the modern world. I was thrilled to find out that health literacy struck a chord with great numbers of the delegates, and it kept coming up in sessions after session as a place to start, something relevant to all. As a new health librarian, I found that us NHS librarians followed each other around, with the same workshops and talks attracting us. I was very pleasantly surprised by the number of sessions that were very relevant to a health setting. I was unsurprised by how inspiring many of them were.

So what have I brought back to my everyday practice? A few interesting tips and tricks - online voting in teaching, targeting evaluation of teaching to keep it on track, some great fake news cartoons. Also some ideas to develop - applying de Bono’s 6 hats theory to journal clubs, delivering critical appraisal training to patients, a new source evaluation tool. There’s a lot to do, one LILAC visit will give me food for thought for the year.

**Lisa Mason**

[@LisaSparkle](https://twitter.com/LisaSparkle)

**The LILAC experience**

Although I have attended other conferences in my role as a clinical librarian this was the first time I had been to LILAC. I was drawn to attending the conference because of the knowledge I could potentially gain to improve my teaching and training skills. Attending the keynote speeches and the sessions provided me with knowledge of other (non-health related) library services and practical advice on how to plan,
execute and evaluate any training undertaken. As well as that there were plenty of health related sessions and presentations that were really useful and relevant to my role.

Ruth Carlyle (Head of Library and Knowledge Services & Technology Enhanced Learning, Midlands and East) gave a thought provoking keynote speech on health literacy. Ruth explained how health literacy matters as we are all likely to access health information about ourselves, our friends or family at stressful points in our lives. So to be able to easily access quality and trusted information is vital. The information from this presentation has helped to shape our proposed activities for Health Information Week and has formed the basis of a themed library newsletter based around health literacy.

There were some great sessions run by health librarians or colleagues that work in medical libraries / health care settings. I have obtained some useful presentation slides and tips for running courses that we had not considered previously but will in the future (e.g. how to create conference posters and how to write to get published).

One of the learning points I took away from the panel discussion at the end of the conference was the different perspectives that could be placed on training. Rebranding the promotion and content of training to focus on the why and not the how could be more productive. It is easy to get into the same routine for journal clubs and critical appraisal sessions in which just one paper is evaluated. So like Lisa, I also found the session applying de Bono’s 6 hats theory to journal clubs something new and interesting to consider. This session showed me how multiple articles can be evaluated but under different perspectives, using the 6
hats theory, in order for a group of clinicians to create a plan which they can then apply to their service or client group.

In several of the sessions I attended the issue of white, male, Eurocentric information being the majority of what was available to learners arose. This has definitely made me think about the potential impact on selection of resources for training and also the language that should be used in sessions.

Although not healthcare related I found a session on failing really helpful. In this there was a very constructive small group discussion about what to do if you feel that your teaching was a failure. It was a reminder that even with the best-laid plans sometimes training sessions do not go as expected and there is always room to improve and learn so that next time it will be better!

**Sinead Stringwell**

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**The first-time presenter experience**

This was the first time I had attended LILAC. It was also the first time I had been asked to present at a conference, so it was a voyage of discovery.

As a training librarian, a large part of my role is providing information skills training to staff and students within an acute hospital Trust, so I was very keen to attend LILAC, especially as there was a larger health component this year. Despite delivering training sessions on a regular basis, the thought of presenting at a conference felt very different. Unfortunately (or fortunately, depending on how you look at it!), I was
assigned the graveyard shift, the Friday afternoon of a 3-day conference. This is, understandably, not a popular slot. However, it did have the advantage that by then I knew where the room was. I also thought that it might help my nerves if the attendees were half asleep!

So, for the first day of the conference I put my session to the back of my mind and enjoyed myself. As the conference progressed however, my presentation slot loomed. The presentation had already been emailed to the organisers, so was ready to be uploaded. Even though I was apprehensive about speaking to a room full of people, I was equally worried that no one would come; people may have left the conference early or my presentation would be too clinical or health-related. It was encouraging that most of my fellow health librarians came along to support me.

As the presentation began my confidence grew and I relaxed into it, despite a mini mid-presentation ‘rabbit-in-the-headlights’ moment when I lost my train of thought. However, I was able to get over this hurdle and felt that my presentation went well, despite my nerves. I even had the presence of mind to incorporate the health literacy theme from Ruth Carlyle’s keynote speech into my session! The timing of my session was good and the feedback was very positive. I was even asked to submit my abstract for consideration for the forthcoming International Clinical Librarian Conference.

So, what are my learning points for next time? I will definitely ask my colleagues to have a read through my presentation beforehand, as I did before LILAC. In hindsight, having a test run in front of a few colleagues would also be a good idea. This would then help me to become more familiar with the presentation and will iron out any issues before the big
I would encourage any of you who have not submitted a presentation before to give it a go. Yes, it's nerve-wracking, but you'll be proud of yourself when you've achieved it!

Suzanne Toft
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This was my first time attending the EBLIP (Evidence Based Library and Information Practice) Conference. I have to admit I’ve always been intimidated by the name as I’ve always felt that my work was far from evidence based. I do my best to explore and understand user perceptions, I certainly reflect on how my work is going – but I couldn’t stand up and say everything I do has evidence to back it up. This conference, which travels the globe and takes place every two years, was a great opportunity for me to learn more. Thankfully all my reservations were unfounded and I found the conference a really great opportunity to learn from experts and meet colleagues and be reassured that I am not alone. Even more importantly, that there are people interested and willing to answer my questions!

I thought this would be a good opportunity to share my experiences of this conference and give you the highlights which might tempt you to go next time. This was an interesting conference looking at how evidence is explored and applied in institutions across the globe. I’ve highlighted the main messages from the keynotes at the conference and a few messages that I think can be useful for those of us working in health-related libraries. A key message that appeared multiple times throughout
the conference was that managers may ask for statistics, but there’s no reason why you can’t give statistics AND a story.

**Headlines from the keynotes:**

- **Dr John Scally:**
  - In his work raising money for libraries explained that stories beat statistics every single time.

- **David Stewart:**
  - Said that one of the biggest frustrations of the LIS sector is that someone may have done the research in 1974, but no one ever looks back that far, so they repeat it again. We shouldn’t ignore existing evidence, just because it’s over ten years old.

- **Dr Frankie Wilson**
  - Explained that you can’t always be evidence based, certainly from a strategic or management point of view, sometimes you must do something the evidence says you shouldn’t, whether for financial or institutional reasons. We shouldn’t berate ourselves for it, we should aim to be evidence-informed instead.

- **Donna Scheeder:**
  - Made a very interesting point in her talk reflecting on her time at IFLA and working with the UN. As library and information professionals, we need to keep changing or live with the changes made by somebody else!

Although there were a range of interesting talks and posters I wanted to highlight the ideas and messages that struck a cord with me. I know we are all busy people so I thought I would keep it short and to the point.
Beware the paralysis of perfection: Research is often stopped before it gets started because we want it to be perfect. Dr Frankie Wilson encouraged us to work towards reliable and useful evidence, rather than perfect research data and outcomes.

Use their language: Loyola Marymount University in California did research into LibGuides. They amended their database description to reflect the keywords students look for e.g. scholarly, full text and supplier e.g. EBSCOHOST. There is no point using library language or promotional text from publishers, if it doesn’t speak to what our users want. We should translate our language into theirs. An example is available by this link: http://bit.ly/dblibguide, which includes the complete Qualtrics form. One warning is that you need to have standardisation when there are hundreds of databases.

Communicating Cancellations: This presentation on research about communicating cancellations from Canadian libraries was very interesting. They researched 29 CARL librarians/collection managers (Canadian association of research libraries), looking at how the libraries communicated resource cancellations to their institutions. The research emphasised the need to link into the university management team and highlight the stewardship and expertise of the library in managing collections. It must be transparent and Librarians need to be armed with relevant statistics that they can share on demand. Front facing library staff need to be fully briefed and ready to direct queries to relevant person. Everyone needs to be speaking with one voice.
Cancellations are often seen as a library problem, rather than a university or institutional problem. Their advice is to:

- Start early and keep communicating.
- Use different channels and tailor your message to different audiences e.g. Student or staff, humanities or stem subjects.
- Be transparent and track/log your communications, so if someone says they haven’t been informed, you can track back, point to the log of communication. Be trustworthy.
- Make sure front-line staff can reassure and redirect queries.
- Be as clear and concise as you can. Have a sound bite and remain calm.
- Keep your chin up.
- Keep communicating.
- BE SIMPLE, CLEAR AND CONCISE in your message.

**Avoid Library bias, take it out of the research:**

An interesting idea that came from Christine Wolff-Eisenberg at ITHAKA-S.R. They removed the Library from the research to avoid bias towards / against the library (telling us what they think we want to hear). A research project looking at student support, invited and conducted research with students outside of the Library to see what they believed were the most important aspects of support. They conducted the research outside of the library context, invitations came centrally and interviews were conducted in non-Library buildings. This meant they could explore everything, without prejudice and hopefully gave them a much more balanced view of their users and non-users.

**Project Management:**
David Morgan from Royal Holloway looked at project management for collections. A key lesson I took from his talk was the importance of good estimation for project management and how all estimation requires some data or evidence from previous projects. It’s useful to write project reports so you have something to build on. A decent project report would include: aims, achievement, progress, accurate time scales (how long it took), cost and resources, a narrative about what went right and wrong. This could be a great knowledge resource for a department to build on.

I hope this short overview was an interesting read and perhaps encourages you to explore EBLIP in the future. It was great to see so many health librarians and experts at the conference. There really was something for everyone, whether you are from an academic or health library.

**Useful resources:**


EBLIP journal: [https://journals.library.ualberta.ca/eblip/index.php/EBLIP](https://journals.library.ualberta.ca/eblip/index.php/EBLIP)
The No-Nonsense Guide to Leadership, Management and Team Working

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When I was offered the chance to review a book called “The No-Nonsense Guide to Leadership, Management and Team Working” I was immediately interested and keen to start reading. As a new manager nearing the end of my second year in the role, while I’ve almost completed my University’s management development programme (which has been very helpful), I have found that training and information on this subject can be heavy on the theory and not always totally suitable for a library context.

I was hoping the book’s claim that it provides a “straightforward and pragmatic guide to leadership, management and teamwork in contemporary library and information services” would be correct.

Barbara Allan’s background experience in Libraries, education and business schools seems well suited to this subject. She has written
several other books for Facet (CILIPs publishing arm) on project management, learning and teaching, research student support and supervising and leading teams, some of which have also been part of the “No-nonsense” series. I have not read any of these titles so I’ve judged this book very much on its own merit.

Each chapter of the book focuses on a general area relating to leadership and management.

The scope is wide and chapters span material aimed at the brand new or not yet started manager, to guidance on quite high level strategic leadership. It covers everything from budgeting to managing a virtual team to PRINCE2® to performance reviews (and everything in between, including crowdfunding and how to network at cocktail receptions!).

Obviously leadership and management is a huge topic in itself, even if we just look at it in a library and information management context, and as I began to read I was worried it would all be a bit “once over lightly”. And it is, but in the best possible way and in serving its intended audience, probably really couldn’t be elsewise.

This is because the book’s promised pragmatism is definitely rooted in an understanding of the huge variety of library management roles out there. For instance the Strategic Leadership chapter addresses managers leading whole public Library systems, to those working as part of a parent organisation such as universities and schools to solo librarians. Solo librarians are even treated to a small section on strategic planning just for them, addressing the difference in scale. In this chapter there are case studies from university, public and school libraries, as well as the National Library of Scotland and ALA.
The wide scope again reflects pragmatism in that many managers are specialists with management responsibilities as only part of the role, and these responsibilities could include management of work, people and physical space. This means the content is very diverse and meant for me there were some sections I only skimmed through such as those relating to planning for incidents/emergencies and recruitment. As I work in a university library service, these procedures are in line with wider institutional policies. However, I’m sure for other readers in smaller libraries this could be really useful.

The book is short (245p) and this makes it accessible and quick to read and refer to, but given the wide scope also means that some sections or subjects lack a little depth. However Allan doesn’t waste too much time on theory, instead giving a clearly explained and referenced theoretical underpinning and back ground. She then provides charts and diagrams that translate theory into possible practice and many of these are either given as examples or as templates for the reader to use or adapt. There are often list of ideas to try or questions the reader can use for reflection on their practice or workplace. Each chapter has a short summary and a list of references and further reading and many of these point to practical “how to” type resources, as well as opportunities to explore aspects of the subject in more depth if desired.

Again, this is useful for those who must have other parts of their role aside from management. The book focuses on giving you quick practical advice and clear guidance to help you become an effective leader and manager. For instance there is a helpful checklist provided for to examine your practices in terms of diversity and inclusion for your communities, the profession and your physical and digital spaces. These closed questions are clear and give you an action to take, for instance, if
you answered no to “do we use Universal Design principles when producing content” or “are we promoting books, articles, videos and other resources by and about people in marginalised groups”.

Overall I found it a very accessible book, in that it’s not difficult to read, and structured so you could read it at length or dip in and out. Another feature of its accessibility is its wide scope in subjects, sectors and level of management experience. I think most readers will see themselves or their libraries reflected and represented in the book. The author and her personal experience and context is British, but case studies are included from other countries and Librarians in other regions could easily use this book.

While I think I’ve made it clear that I don’t consider the huge range of topics and contexts addressed within leadership and management a weakness, the book may be less helpful if you are looking for a deep dive into a particular aspect of the subject eg: teamwork or project management and will really only serve as an introduction or guide to start you off.

The one negative for me is the price. I was given my copy to review and the price of around £49 with a CILIP discount/via Amazon would’ve given me pause if I was looking for a book on this topic, especially seeing many other books (although perhaps not as focused on Librarians) are available for much less.

Despite the price, I’d definitely recommend the book to new and early career managers or those with a supervisory role. It’s worth a read for
those who are actively planning to move into management and has value for experienced managers moving into a new role at a different library, or taking on new or unfamiliar projects, responsibilities or leadership roles. I can see it acting almost like a mentor that you could have alongside you as you grow and change in your career.

I think librarians of all stripes would find it useful and it will be a permanent fixture on my desk for the next few years, as I'll be referring to it very often.

_The No-Nonsense Guide to Leadership, Management and Team Working_

Written by BARBARA ALLAN

Apr 2019 | 208pp

Paperback,

ISBN: 9781783303960

Price: £59.95

CiLIP members price: £47.95
Current Awareness

Within our profession, we’re always emphasising to our users the importance of maintaining their current awareness of what is going on. And that is no less true for us, so here we present a small sample of recent articles that have caught our eyes. Of course, being a small sample, there is much more out there. So, if you do see something that you think has been of use to you, and would be of use to all of us, let us know and we’ll include it in subsequent issues. Whether it’s a journal article, web page, tweetchat or any other type of media, don’t keep it to yourself. You can find our contact details on the HLG website at goo.gl/uxx75n.


Irving, D (2019) *Tell me and I'll forget; show me and I may remember; involve me and I'll understand: a review of the Teaching and Learning in Action feature*. Health Information and Libraries Journal. DOI: 10.1111/hir.12259


Tolland, A, Mogg, D and Bennett, A (2019) Using learning diaries to evaluate and improve online information literacy and academic skills provision. Journal of Information Literacy. DOI: 10.11645/13.1.2519

SAVE THE DATE: CILIP Health Libraries Group Conference 2020

Thursday 23rd July – Friday 24th July 2020

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and Amsterdam. The resort is just a picturesque 40 minutes’ drive from
the airport and CILIP HLG will arrange a shuttle bus service for you.

**Register your interest now**

[Click here](#) to ensure you are the first to know when registrations open in
January 2020. You can follow [HLG2020](#) for updates on Twitter from
either [@NovusMEM](#) or [@CILIPHLG](#). For any further information, please
contact our event manager Carol Stevenson, of Novus Marketing and
Event Management, at [contact@novusmem.co.uk](mailto:contact@novusmem.co.uk).

To be considered as a speaker, [click here to submit your abstract](#) (this
submission form **closes** 1st October 2019).
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How to contribute to HLG Nursing Bulletin

HLG Nursing Bulletin is your bulletin and we welcome articles and items for inclusion. It is your chance to get published and share your ideas, experience and research with colleagues in the nursing and health field and the wider profession.

The Bulletin is indexed by CINAHL and the British Nursing Index and soon by Proquest. We are investigating inclusion by both the LISA and LISTA databases.

Some ideas –

- Review of electronic sources or books
- Details of user surveys or other research
- Report on new initiatives or services
- Share practice of evidence based library and information practice (EBLIP)
- Disseminate research findings
- Conference reports
- Current awareness
- User education initiatives / experiences
- CPD / training activities

Please contact Phillip Barlow for more information about the Bulletin and send articles to:

Phillip Barlow – p.barlow@imperial.ac.uk
Instructions for authors

We welcome articles of any length that would be of interest to fellow health information professionals. We also welcome reviews of books, electronic resources, training events, conferences etc. and training guides or materials.

Formatting

• Please supply an electronic version of your article
• Manuscripts should be typed in Arial font, size 14 point and using one and a half line spacing
• Authors should include their names, current position, work address and email address if applicable.
• Please include a short abstract c. 150 words for your article

Open Access

At present, there is no policy as regards Open Access for HLG Nursing Bulletin. Therefore, if you wish to make your article available on an OA basis, you are free to deposit it in your organisation’s OA repository. If your organisation does not have its own repository, we recommend using a resource such as Research Gate as a way of allowing open access to your article (https://www.researchgate.net/home).
Get yourself published!

Write a short, medium or long article on any topic, for example:

- Reviews of electronic resources
- Details of user surveys
- New initiatives
- Introduce your service to the Libraries for Nursing community
- Conference reports

Please contact Phillip Barlow for more information about the Bulletin or send any articles to:
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