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Reminiscences of Shane Godbolt

The work of PHI

Partnering between UK and Tanzania

Current Awareness and Professional Literature
Shane Godbolt in December 2018 alongside HLG Co-Chair Imrana Ghumra and CILIP Chief Executive Nick Poole
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**#shanegodbolt**

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Editorial

In November 2019, HLG and the wider world of health libraries were saddened to hear of the passing of Shane Godbolt. A formidable advocate of the benefits of our profession, Shane had worked in the field of health libraries since 1972, first in higher education, and then in the NHS, before moving her efforts to the wider community of health librarianship, particularly in Africa. This issue of HLG Nursing Bulletin is dedicated to her and the work that she passionately continued to do.

Many in the profession now will remember Shane from her work with Partnerships in Health Information (Phi), and other organisations advocating for the leadership role that libraries can take in improving health outcomes, particularly in Sub-Saharan Africa. But, like many of us, she started out working in libraries themselves. Here, her former colleague Howard Hague reminisces on their time working together in the library of Charing Cross Medical School (subsequently Charing Cross & Westminster).

There have been many tributes to Shane written, and so, to follow on from Howard Hague’s recollections, we thought it would be nice for Shane herself to tell the stories of her work. So, with grateful thanks to Health Information and Libraries Journal, Focus on International Library and Information Work, and the International Federation of Library Associations and Institutions, we’ve reprinted three pieces that Shane co-authored over the last decade.

From 2015, Shane and Jackie Cheesborough discuss the role that UK health librarians can play in the support of their colleagues in developing Shane Godbolt in passionate mood at the 2014 HLG Conference in Oxford

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countries, with particular reference to the various organisations that undertake this work.

From 2014, Shane, alongside Lucy Reid, look at the work done by Phi in setting up a partnership between libraries in the UK and Tanzania over 10 years as a means of improving public access to health information through aiding in the professional development of Tanzanian librarians, with a focus on two librarians undertaking the Commonwealth Professional Fellowship.

From 2010 is a piece Shane authored with Emma Stanley and Paul Sturges discussing the wider role of partnerships, in relation to Public Access to Health Information, based around work done by Freedom of Access to Information and Freedom of Expression (FAIFE), part of IFLA, to develop workshop materials on health issues for libraries to use as part of their public health work.

On 2 December 2019, CILIP’s *Information Professional* published an interview that Shane gave the previous October, when she discussed the work that she had done within the international community, dating back to her time as the Librarian of Charing Cross Medical School. You can read this interview can by clicking here. Tom Roper, the Clinical Librarian at Brighton & Sussex NHS Library and Knowledge Service, has published his own memories of working for, with and alongside Shane, which you can read by clicking here.

I never had the opportunity to meet Shane, but I know a number of people who worked alongside her and knew her well. The work she began, and so passionately followed through, even to the end of her life, continues with people as passionate about it as she was.
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
Working with Shane Godbolt at the Charing Cross Library 1976-1992

Howard Hague

Former Reader Services Librarian

Charing Cross Hospital Medical School

I started in the library at the Charing Cross Hospital Medical School in the autumn of 1976, having spent the previous five years working in Nigeria, originally as a VSO volunteer. I was very lucky that Shane (the librarian at Charing Cross) was prepared to take me on, since many employers might have thought that the experience of running several scattered hospital libraries in a developing country might not be entirely relevant for work at a London medical school. By a strange coincidence my boss in Nigeria, Brian Armitage, had been librarian of the old Charing Cross Hospital near The Strand in central London, before he had sought new challenges in Africa in 1970. Shane had been appointed Deputy Librarian at Charing Cross in 1970, shortly before the hospital and medical school were due to move to west London. The library in the Reynolds Building at the Charing Cross Hospital site in Fulham was brand new in 1976, only having opened a few months before, and Shane
had been instrumental in planning its services and facilities. It occupied most of the top two floors of the medical school building, and in many ways became something of a show library, with numerous visitors coming from this country and abroad to look at its excellent facilities. It was always Shane's philosophy to look and reach outwards, and indeed to 'think outside the box'.

From the start the emphasis was on new technology and new developments in medical education. One example was the promotion of audio-visual materials in the library. We were fortunate in the staff appointed to do this, originally Paul Valentine and later Carl Clayton. Shane developed close links with the very active Department of Medical Illustration at Charing Cross, as indeed she did with many hospital and medical school departments, and she was greatly respected by the staff in those departments. Later a television studio was created next to the library, and medical school lectures were recorded and made available for the benefit of the students. As can be imagined this proved a popular service, not least in the run up to exams. From an early stage the library was involved in training medical students in the use of Index Medicus (originally a printed tool, of course). Second-year students came to us in groups of eight or ten, and all the senior library staff took part in these sessions. I seem to recall it wasn't always easy to convince the students that they would get better results if they used the MeSH Thesaurus first, to find the most specific search term for their particular subject. These training
sessions were quite a challenge for the library staff, but we believed they were useful for the students. After a while Index Medicus became available in its computerised form as MEDLINE, which revolutionised the way that searching could be done. Library staff carried out hundreds of literature searches on MEDLINE for hospital and medical school staff, and we also offered a monthly updating service against subject profiles. I believe Charing Cross was only the second UK site to introduce the use of MEDLINE on CD-ROMs. It should be remembered that these early days were well before the Internet had been developed as the universal tool it now is, eventually allowing staff and indeed students to conduct literature searches from their own computers.

Shane always had a keen interest in library staff training and development, which took many forms. Each year we had a new graduate trainee. They all made a great contribution to the running of the library and many went on to have very successful careers in the field. In the early 1980s Shane organised a course in 'Medical Librarianship and Bibliography' in association with the local Hammersmith and West London College. This was designed to prepare students for the Library Association C508 exam – the Bibliographical Organisation of Science and Technology, and sessions took place weekly, spread over three terms. I still have a copy of the course prospectus for 1982/83. As was typical she involved all the professional staff at the Charing Cross library in this, as well as bringing in outside speakers. I see that I was involved in talking about: MeSH and Index Medicus, medical reference works, alternatives to the periodical, British statistics and government publications, and international statistics and the work of the World Health Organization. I found these sessions very enjoyable, and they did keep
you up to speed in the topics that were being discussed. I remember feeling at the time that 'alternatives to the periodical' was quite advanced thinking for 1982! The topics also tied in with some of my other professional interests. For many years I represented medical, health and welfare libraries on the Standing Committee on Official Publications (SCOOP), which had changed its name from the old Library Association/HMSO Services Working Party in 1983.

Shane's international interests have been well documented (including her later close involvement with Partnerships in Health Information), and we used to receive a steady stream of international visitors to the Charing Cross library. Quite often she was involving in helping to organise their study programmes in Britain, not least because she had so many contacts in the medical and health library field. I shall always be grateful for the way she supported me when I received invitations to visit libraries abroad. In 1978 I spent four weeks in Bangladesh at the request of the British Council to help run a course for medical librarians in that country, and in 1983 I was able to visit Kumasi in Ghana to carry out in-service training with the newly-appointed medical librarian there. In 1984 I was able to visit Kuwait as course tutor at a training course for health care library staff at the invitation of the World Health Organization. None of this would have been possible without Shane's enthusiastic endorsement. She herself had been invited to visit India in October 1982, along with Ena Chakrabarty, to run a course based at the National Medical Library in Delhi, though this particular trip had to be postponed at a late stage due to organisational problems in India. I would guess it took place the following year.
One of the most enjoyable aspects of my job as Reader Services Librarian was the opportunity to mount small displays or exhibitions of material in the library about a particular topic. Sometimes these focused on important developments in medicine, such as when the World Health Organization certified the global eradication of smallpox in 1980, or the development of CAT scanning. Sometimes I indulged myself and chose a historical theme, using material from the library's fairly extensive historical and archive collections. One of Charing Cross's most eminent students was Thomas Henry Huxley, who had been admitted as a free scholar in 1842 and who published his first paper in 1845 at the age of 20. This was about a hitherto unrecognised layer of the inner root sheath of hair, and it is still called 'Huxley's layer'. On another occasion the Dean of the medical school sent down a note to the library, asking whether it was true that David Livingstone had been a medical student there – it was true, though he was only at the hospital for a year and then went back to Glasgow to graduate, before going out to Africa. These small exhibitions in the library caused some interest amongst readers, and of course had Shane's full support. However one of the few controversial occasions that I recall during my time at Charing Cross was when it was proposed by the medical school that the library's collection of historical books should be sold off. In due course this did happen, sad though it was for many people at the time. Also I seem to recall that the money raised went to the school and not the library! Much later the hospital and medical school archive collection was moved to Imperial College Archives in South Kensington, where I had a hand in its cataloguing. This followed the establishment of the Imperial College School of Medicine in 1997, some years after Shane had left.
I never ceased to be amazed by Shane’s capacity for hard work and for taking on new projects. In 1984 Charing Cross had merged with the Westminster to form the Charing Cross and Westminster Medical School, which was of course a major development for everyone. At about this time Shane became joint editor with Leslie Morton of the major reference work *Information Sources in the Medical Sciences* (3rd ed 1984, and 4th ed 1992). At the same time Shane was editing the MHWLG Newsletter, and she played a key role in developing this into the professional journal *Health Libraries Review* (now *Health Information and Libraries Journal*). She was editor from its launch in 1984 until 1998. Just as Shane herself had been inspired by the generation of John Thornton and Leslie Morton, so she in turn became an inspiring figure for many other librarians, myself included. It was a privilege and a pleasure to have worked with her. In many ways her philosophy is contained in one of the earliest articles she must have written, in the Library Association Record for February 1977, namely ‘At the end of all our work is a patient’. This contains a lot of background to the library at Charing Cross and what she was trying to achieve there, and concludes “The heart of the library is in the services it offers, not its premises.”
Getting involved in international development activities: UK initiatives and hidden benefits

Jackie Cheesborough
Trustee and Past Chair of Phi

Shane Godbolt
Director of Phi

Abstract
Jackie Cheesborough and Shane Godbolt describe the role that UK health information professionals have in global health and in supporting colleagues from developing countries to continue to develop as a provision. They give an overview of a range of organisations working to improve access to health information in developing countries and in particular Sub-Saharan Africa including Book Aid International, HIFA, INASP, ITOCA, Phi, TALC, THET and Research4Life. Even in a recession, many UK health librarians are choosing to get involved in international development activities in low-resource countries by volunteering, and discovering hidden benefits for their own organisations, and their own continuing professional development.

Speedy access to reliable health information for the public and health workers in developing countries remains as necessary as ever and is highlighted by the current Ebola virus disease. In the United Kingdom, we have a role in supporting our international colleagues, particularly those in developing countries, to continue to develop as a profession,
and for them to nurture influence with senior management in their own organisations and at broader governmental level. This editorial provides an overview of a range of organisations working to improve access to health information in developing countries including Book Aid International, HIFA\(^1\), INASP\(^2\), ITOCA\(^3\), Phi\(^4\), TALC\(^5\), THET\(^6\) and Research4Life.

Saving lives through health information is the vision of Partnerships in Health Information (Phi), a charitable organisation working in partnership with African health librarians and others to improve access to accurate, relevant and up-to-date evidence for health professionals and the public in Sub-Saharan Africa. The emphasis is on sustainable results, empowering individuals, continuing professional development and broadening of horizons for all concerned. Phi has three guiding principles: promoting African leadership in health information; supporting evidence-based practice and improving public access to health information and works directly with African organisations and networks to further these aims. Phi collaborates with the Association for Health Information and Libraries in Africa (AHILA) and the Information Training & Outreach Centre for Africa (ITOCA), South Africa, to further the profession and facilitates local training in leadership and management. Like, Phi and ITOCA, the Tropical Health and Education Trust (THET) works with a variety of partners in Africa, including Ministries of Health,
Schools of Nursing and Midwifery and Medical schools to improve training for health workers.

A slightly different type of organisation is Health Information for All (HIFA), which campaigns for the right of everyone to have access to reliable, relevant health information, and its vision is that every person and every health worker will have access to the health care information they need to protect their own health and the health of those for whom they are responsible. HIFA connects anyone interested in health information in developing countries with each other via its five active discussion lists, including one in Portuguese and one in French. There has been a great deal of HIFA discussion on the merits of publishing health information on Wikipedia, and although it is not possible to prove direct influence, the open access journal, Open Medicine, has recently published a formally peer-reviewed and edited Wikipedia article on dengue fever, and Maskalyk (2014) describes the process that has been and will be followed and believes that this innovation could increase the amount of free and reliable health information available to clinicians.

The International Network for the Availability of Scientific Publications (INASP) works with a global network of partners to improve access, production and use of research and information in Africa, Asia and Latin America, so that countries are equipped to solve their development challenges.

Book Aid International works in partnership with libraries in Africa providing books, resources and training including on medicine, nursing and health. Research4life facilitates access to research for the
developing world and its health programme, Access to Research in Health Programme (HINARI) was set-up by the World Health Organisation (WHO) in collaboration with major publishers in 2002 and provides free or low-cost access to major health and social sciences journals to not for profit organisations in developing countries. Anyaoku and Anunobi,(2014) in their study, which measured HINARI use in Nigeria, speak of the positive impact of this initiative, which was set-up to improve health research in low income countries. Another small charity which makes material available to low income countries is TALC (Teaching-Aids at Low Cost), which aims to improve the health of children and increase medical knowledge in developing countries by providing and developing learning materials in the local languages and relevant to the local context.

Skilled health librarians are extremely important, as much in the UK as in developing countries. During a recession, it can be easy to become inward looking, but as a profession we have to be outward looking and, despite decreasing budgets and increasing workloads, many health librarians in the UK continue to choose to engage with supporting developments in low income countries and discovering mutual benefits. In 2012, Longstaff (2012) published the results of research commissioned by the NHS North East Strategic Health Authority, which found that health professionals returning from developing countries came back motivated to develop new approaches to service delivery, approaches which would be better value for money, and felt that the experience gave them professional development they could not get elsewhere. Those working overseas developed higher level skills relevant to the NHS Knowledge and Skills Framework (NHS, 2004) and
the NHS Leadership Framework. (NHS, 2011) The Public Health Directorate, International branch (Department of Health, 2014) has recently published its framework for voluntary engagement in global health by the UK health sector. This report highlights the value of international volunteering for everyone involved, for host institutions in low and middle income countries, volunteers and their UK health organisations.

CILIP’s Health Libraries Group (HLG), the University Health and Medical Librarians Group (UHMLG) and Scottish Health Information Network (SHINE) are all institutional members of Phi, demonstrating our need to remain aware of global health, work collaboratively to help save lives and learn from each other. The websites of the organisations listed below give information on how you and your library and information services can get involved.

For more information on the long and distinguished history of Phi’s work in partnership with health librarians and libraries in Sub-Saharan Africa, read Shaw. (2013)
References


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Partnerships in Health Information: sharing knowledge, ambition and passion to deliver improvements in health information

by Shane Godbolt and Lucy Reid*

Abstract

This article describes the setting up and development of a library partnership between the United Kingdom (UK) and Tanzania over some 10 years. At its core is the passion of the partners to make a difference and improve health in Tanzania by improving public access to health information in one of the world’s poorest nations. In the current phase of this partnership, two young Tanzanian librarians are in the UK for three months on Commonwealth Professional Fellowships to consolidate the partnership’s achievements and develop improved governance, management and staff training tools to implement on their return.

How it all began

History is fascinating! What can grow from seemingly chance and insignificant beginnings! A young Tanzanian, Alli Mcharazo, consumed from childhood with a great love of books, was sponsored by the then Overseas Development Administration (forerunner of the Department for International Development) to study for a BA Information Management at Ealing College of Higher Education (predecessor to Thames Valley University and now the University of West London) in 1991. Graduating in 1994 with a first class degree,

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Lucy Reid is the UK lead for the Tanzania /UK partnership and a Trustee of Phi. She is Head of Library and eLearning Services at South London and Maudsley NHS Foundation Trust where Charles and Emily are based. email: lucy.reid@slam.nhs.uk.
he stayed on to complete both an MA and then a doctorate at Thames Valley University (TVU) with a thesis on Aspects of distance education and its implications in information provision. To help fund his postgraduate studies, Alli was a part-time lecturer with the department and during this time a strong friendship was forged with his supervisor and mentor, Dr Tony Olden. The young Dr Mcharazo returned home in 1997 to become a Principal Librarian, a senior role within the Tanzania Library Service Board (TLSB). In 2000 he moved to the higher education sector as Librarian at the University College of Lands & Architectural Studies before joining the health sector as Librarian to the prestigious Muhimbili University of Health and Allied Sciences (MUHAS) in 2004. The University faced many challenges not least the knowledge and skills gap amongst the profession in the provision of information services in the electronic information age. In Tanzania as in the UK, there was a need to move a traditional medical library into an era undergoing a paradigm shift in access to information with information and communications technologies (ICTs) that redefined the role of librarians and library service development. Health librarians are crucial to providing access and training for users as their institutions develop infrastructure to open windows on the world of electronic information beckoning their users. Alli settled into his new role with great energy and enthusiasm, tapping into his well-established networks of UK friends and colleagues.

Partnerships in Health Information (Phi) is a UK charity, founded in 1992, which works in Africa to promote partnership working and development projects. In the mid-2000s, Phi was expanding its work having appointed a full time, salaried Programmes Officer in 2006 through a generous grant from the Sir Halley Stewart Trust. Tony Olden was an expert on aspects of information, education and development in
Africa and was a member of Phi’s Board. Through Tony, Alli expressed an interest in forming partnership links with UK organisations to share knowledge and expertise. Around this time, Lucy Reid also expressed an interest in establishing professional links through Phi. Lucy had recently been appointed Head of Information Services at the Royal College of Obstetricians and Gynaecologists (RCOG) and, inspired by a Phi presentation at a Health Libraries Group conference, thought that such a partnership would be in keeping with the College’s strong international development agenda.

Forming the partnership

The challenges of partnership cannot be underestimated. Nancy Kamau, Chair of Ken-AHILA and President of the Association of Health Information & Libraries in Africa (AHILA) 2006-2008, spoke from experience about the Kenya/UK partnership which had evolved since 2004. In a co-authored paper, presented in Brisbane at ICML 2009, she identified the following factors:

- Finding the right partners
- Cultivating mutual trust and understanding
- Coming up with mutually agreed work programmes
- Bringing all the partners to the same level of interest
- Effective Information communication technology

In 2006 Phi put Alli (MUHAS) in touch with Lucy (RCOG) and our experience certainly reflected the challenges identified by Nancy with the notable exception that from the outset bringing all partners up to the same interest was not an issue. We were all equally committed and in...
no doubt the partners were right but building the understanding of the local need, of the how Phi might contribute and of the roles each partner would play took time. MUHAS urgently needed a computer laboratory and at one meeting we spent some time discussing an excellent submission setting out the requirements and budget for this (25k) and explaining that Phi UK has always been focused on capacity building, advocacy and coordination. It was and still is not a grant giving body!

At that time, Alli was visiting the UK on average twice a year so we were able to build the partnership through face to face meetings. Opportunity knocked on our open door when, in 2006, the British Council announced the Development Partnerships in Higher Education (DelPHE) programme which offered funding for higher education institutions in Africa and Asia. This aimed at building capacity in institutions and was focused on achieving the United Nations’ Millennium Development Goals (MDGs). We decided to focus on 3 key strands:

- Development of MUHAS library
- Delivery of good quality health information to members of the public in Tanzania
- Supporting the improvement of health across the country as a whole

The UNESCO statement Access to relevant information is crucial to the economic, political, and social well-being of any community was useful in building a case as well as highlighting the health needs in Tanzania evidenced in the statistics below.
• Maternal death = 6 women/1,000 live births (NBS 2007). Lifetime risk = 1/24
• HIV/AIDS prevalence = 6 % (15-49 year olds)
• Malaria, cholera and TB affect significant numbers of people

We also knew that while there was some access to health information in urban areas it was very poor in rural areas. We were convinced that we could make a strong case for the value of reliable health information and the role of librarians and their services in contributing in partnerships to deliver this. Developing the proposal was hard and time consuming work. We met several times over many months. All partners recognised the key role that Emma Stanley, Phi Programmes Officer, played. The British Council locally in Dar es Salaam referred back the first DelPHE application but with the useful feedback they gave we were able to improve on this for the following round and were successful. 

In summary the objective of the project proposed was the improvement of health in Tanzania focusing on maternal and reproductive health and communicable diseases including HIV/AIDS, TB, malaria and cholera. To achieve this, the project would deliver a programme of work over three years which would involve:

1. Embedding information skills training in the MUHAS curriculum
2. Developing a health information module for library students at the School of Library, Archives & Documentation Services (SLADS)
3. Developing a network of Health Information Corners for members of the public to access good quality health information through the public library network in Tanzania.

In 2007 the project received a huge boost when Alli was appointed Director-General of Tanzania’s public library system, the Tanzania Library Services Board (TLSB). This enabled us to expand the scope of the partnership to include public libraries formally – a huge bonus, especially for goals 2 and 3 above. A further opportunity arose when the Commonwealth Scholarship Commission offered the developing country partner involved in a DelPHE programme the possibility of a split site scholarship enabling a member of the partnership, registered for a PhD in their home country, the chance of UK study for one year provided a suitable candidate could be identified and both universities were in agreement. The new Director of MUHAS Library, Rehema Chande-Mallya was accepted for a scholarship and this enriched the whole project.

**Delivering the project; the partners**

Partnership working is complex. Good communication is essential and co-ordination is vital. The partners now formally engaged in a funded partnership were:
• For Tanzania
  o MUHAS – a public medical university delivering education and training for doctors, nurses and allied health professionals and holds the national medical collection.
  o TLSB – a network of public libraries in major towns providing a mechanism for delivering library services to members of the public. TLSB also hosted SLADS, training librarians to certificate and diploma level.

• For the UK
  o Phi – supports and co-ordinates the partnership and drives funding applications.
  o RCOG – a UK-based professional body with an international membership of doctors specialising in women’s and reproductive health, delivering information services internationally through its library.
  o TVU (now UWL) – was the university partner which hosted a one year PhD candidate for the Split Site Scholarship

Delivering the project; partnership activities
Year 1 - 2008/9
A baseline study was carried out which identified needs of library staff at TLSB. Resources available for Health Information Corners were also mapped. Exchange visits enabled:
• Sharing knowledge about local needs (staff and users) and facilities
• Learning from existing services with similar aims
• Workshops on delivering information to members of the public
• Training on health information skills
• Introductory presentation to library students at SLADS
• Developing a training manual for postgraduate students at MUHAS, SLADS and TLSB staff in information literacy skills
• Establishment of Health Information Corners at the pilot public libraries for easily accessing health information within the community for preventing communicable disease (malaria, HIV/AIDS, TB, cholera)

Year 2 - 2009/10
Exchange visits to the UK and Tanzania enabled:
• Developing information skills programmes for undergraduates and postgraduates at MUHAS
• Improving infrastructure at MUHAS
• Developing partnership working between MUHAS (appraising health information) and TLSB (network for dissemination)
• Split site scholarship PhD study on Effectiveness of communication channels in disseminating HIV/AIDS information

Welcome additional input to the project came via Phi’s partnership with the International Federation of Library Associations and Institutions (IFLA) Freedom of Access to Information and Freedom of Expression (FAIFE) project. Following the success of IFLA/FAIFE’s Learning Materials for workshops on Access to information on HIV/AIDS through Libraries, FAIFE developed materials within a broader programme around health issues which provided learning materials for workshops for librarians on Public Access to Health Information (PAHI). As Phi was supporting active networks of health librarians with UK partners in East Africa we were invited to partner with FAIFE in the testing and refining of these materials. In Tanzania we were able to deliver the workshop within the framework of the existing DelPHE activities. The Dar es Salaam workshop was hosted by MUHAS, with planning and organisation also
contributed by Alli on behalf of TLSB. Participants included librarians from the health sector and public libraries, health NGO (Non-Governmental Organisation) personnel, and lecturers from Departments of Library and Information Sciences at three universities.

**Year 3 - 2010/12**

The Project was extended by a further year due to personnel changes. Information literacy training was embedded as a mandatory component of the undergraduate curriculum at MUHAS. The curriculum for diploma students at SLADS was submitted for approval by the National Council for Technical Education. The first pilot Health Information Corners were established at MUHAS and the National Central Library (TLSB) as well as at its branches in Morogoro and Dodoma. There was a visit in 2010 by UK partners including Phi’s Programmes Officer, Emma, and Phi’s Chair, Nick Naftalin OBE, a Fellow of the RCOG and a senior clinician of national standing. Dr Tandi Lwoga, recently appointed Director at MUHAS and Dr Alli Mcharazo hosted this visit. The visitors were extremely impressed at the evidence-based practice training/information literacy embedded within the MUHAS curriculum.

**What had we learnt?**

The final Report concluded that

- Tanzania faces significant health challenges
- Access to health information for members of the public is difficult
- Libraries are ideally placed to deliver health information to members of the public
• Institutions working in partnership have resources and skills to deliver health information in a way that is suitable for members of the public
• Librarians need to re-package information and develop ways of disseminating it to the community

Sustainability

How to maintain momentum and ensure sustainability is the most challenging issue in international development. Health librarians in Tanzania had formed a country chapter of AHILA and were becoming more active professionally. At the AHILA Biennial Congress in Cape Verde in 2012, Phi & AHILA sponsored a PAHI workshop for all delegates co-ordinated by Phi. Rehema Chande-Mallya from MUHAS was elected Treasurer of AHILA and the General Assembly accepted the offer of hosting the 2014 Congress in Dar es Salaam. In 2013 Phi offered two small grants for improving Public Access to Health Information (PAHI). One of these was won by an attendee at the PAHI workshop of 2009 with a project for Promoting and Improving Public Access to Nutrition and health related Information in Health Facilities which was successfully delivered through a partnership of the local branch of AHILA with MUHAS and the Tanzanian Food & Nutrition Centre as part of the Ministry of Health & Social Welfare.
Commonwealth Professional Fellowships

The Partners agreed that the Commonwealth Professional Fellowships scheme offered a great opportunity to move PAHI in Tanzania into the next phase. A successful application was made in 2013 for two Fellows:

- Emily Meshack, from the National Central Library in Dar es Salaam who is Head of the Information Desk, which deals with all enquiries including health
- Charles Marwa, who is Head of ICT and information literacy training at MUHAS).

Emily and Charles are responsible for the development and management of the Health Information Corners programme in Tanzania and will be engaging with health libraries of national importance to broaden their experience of health information in the UK. Lucy, now Head of Library and e-Learning Services at South London and Maudsley NHS Foundation Trust (SLAM) is hosting their programme and they are based at SLAM where they are doing project work relevant to the purpose of their Fellowship.
Charles and Emily’s Fellowship programme focuses on three main activities. Most importantly, Charles and Emily have received invaluable leadership and strategic management mentoring from Ray Phillips. Ray is a very experienced health information professional who has previously worked as Head of Information Services at The King’s Fund and, prior to that, held senior roles in various National Health Service (NHS) organisations. Ray’s focus has been to help Charles and Emily review the current Health Information Corners, carrying out a Strengths Weaknesses Opportunities and Threats (SWOT) analysis, and draft a memorandum of understanding that will provide a formal grounding and mechanism for partnership working which will take Health Information Corners forwards towards a national roll-out across Tanzania.

Charles and Emily have also benefited from the excellent Critical Appraisal Skills Programme train the trainer course which is designed to give learners the knowledge to cascade critical appraisal training to their organisations. For Charles, critical appraisal training is an important component of the information skills training offered to MUHAS students and staff. Critical appraisal is also essential for selecting good quality health information resources for members of the public so the skill set is important for Emily and her team at TLSB. In addition, Charles and Emily have been working with Ray on creating a local, Tanzanian implementation of the PAHI training package which will give all professional and para-professional staff of
TLSB the knowledge of health information they need to be able to support users of the Health Information Corners.

The third element of the Fellowship programme is for Charles and Emily to contribute to the delivery of library services and consumer health information to the South London and Maudsley Recovery College. The recovery model in mental health care focuses not simply on symptom reduction but on rebuilding lives, including providing routes back into education. Recovery Colleges follow an educational model with classes aimed at service users, carers and staff providing a range of knowledge and skills linked with recovery from mental ill health. Access to information about mental health conditions is an important part of this model as individuals learn to manage and participate in their own care. During the Fellowship, Charles, Emily and the Reay House Library team at SLaM will be piloting a hands-on information literacy session for the Recovery College and developing ways of providing access to good quality printed literature on mental health conditions, both activities which have a direct relation to the Health Information Corners project in Tanzania.

“Commonwealth Professional Fellowships are highly regarded and the opportunity that we have been given will benefit our careers and impact on the development of health information services in Tanzania. The knowledge we gain through CASP training, conferences, study tours to different health libraries, and our work with Ray will be invaluable. Our Fellowships have allowed us to gain experiences that would otherwise have been impossible and will increase our ability to influence and make changes at our workplaces.”

Charles Marwa and Emily Meshack

National Central Library Health Information Corner
Conclusion

Tanzania continues to face significant health challenges. Easily accessible reliable health information can make a difference and even save lives. Passion and commitment is an attribute of individuals. The difference individuals can make is immeasurably enhanced when they work in partnership; and can advocate successfully within their organisations for partnership. Of course their organisations are vital too but it is the individual in the organisation that makes the contribution. Margaret Mead the celebrated cultural anthropologist (1901 – 1978) said “Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it’s the only thing that ever has.” We can all play our part and join in with others. The final word goes to Neil Pakenham-Walsh, founder of the Healthcare Information For All by 2015 campaign, “Let’s build a future where people are no longer dying for lack of healthcare knowledge”.

Thanks to Tony (Dr Anthony Olden), Charles Marwa and Emily Meshack for their input into this article.

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Public Access to Health Information: how partnerships can strengthen the role of librarians in developing health

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Partnerships in Health Information

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Abstract:

Following the success of IFLA/FAIFE’s “Learning Materials for workshops on Access to information on HIV/AIDS through Libraries”, FAIFE developed materials within a broader programme around health issues. Phi, a UK charity, supporting active networks of health librarians with UK partners in East Africa was invited to partner with FAIFE in the testing and refining of the materials. The project involved the most extensive partnership working ever undertaken by FAIFE or PHI and was dependent on working closely with local partners to host, plan and deliver each of the workshops. The commitment of all partners7 in Africa and the UK demonstrates the crucial role that partnerships can play in strengthening the role of librarians in developing health.

7 KENYA: Ken-AHILA (the Kenyan Chapter of the Association for Health Information and Libraries in Africa) with the Ken-HP (Kenya Health Information Partnership). Ken-HP is a consortium of libraries and librarians from across the South West Strategic Health Authority (SWSHA) in the UK.

TANZANIA: Muhimili University of Health and Allied Sciences (MUHAS) and the Tanzania Library Services Board with The Royal College of Obstetricians and Gynaecologists (RCOG) Information Services and Thames Valley University

UGANDA: The Albert Cooke Medical Library, Makerere University with Ug-AHILA (the Ugandan Chapter of the Association for Health Information and Libraries in Africa) and the African Prisons Project (APP) with The Surrey and Sussex Healthcare NHS Trust Library and Information Service in the UK.
1. Introduction
Public Access to Health Information (PAHI) is of vital importance to the developing world, especially Africa, where societies grapple with daunting health problems. Health messages even at government level are often confused and unreliable. Indeed on health issues at all levels, from the point of care through to policy level communities lack access to reliable and appropriate health information and are often unable to make informed health decisions for themselves or those they care for. Communities in rural settings in Africa are very numerous and especially disadvantaged. It is significant that the first resolution passed by delegates at the close of the 10th AHILA (Association of Health Information and Libraries of Africa) Congress stated:

_Recognizing the significance that access to health information plays in the realization of the MDGs, delegates resolved that AHILA members through their country chapters closely work with Public Libraries and other stakeholders to ensure that health information is disseminated to rural populations._ (Mombasa 2006)

Thinking in the highest echelons of the international world of libraries and librarians was following a similar pattern. Following the success of the International Federation of Library Association Committee on Free Access to Information and Freedom of Expression’s (IFLA/FAIFE’s) _Learning Materials for workshops on Access to information on HIV/AIDS through Libraries_, FAIFE developed a broader programme around key health issues to alert librarians in developing countries to the potential for contributing to the enhancement of public access. These materials needed to be tested and refined through pilot workshops in Africa prior to their launch on the IFLA/FAIFE website.
Partnerships in Health Information (Phi), a UK charity already supporting active networks of health librarians with UK partners in East Africa, was invited to partner with FAIFE to deliver pilot “training of trainers” workshops in three East African countries in August 2009. A fourth workshop was subsequently given by Phi in Ethiopia working with other partners. The project involved the most extensive partnership working ever undertaken by FAIFE or Phi and was dependent on working closely with local partners to host, plan and deliver each of the workshops. Without the commitment of the Kenyan Chapter of the Association of Health Information and Libraries in Africa (Ken-AHILA), the Muhimbili University of Health and Allied Sciences (MUHAS), Dar es Salaam and the Tanzania Library Services Board (TLSB) and The Albert Cooke Memorial Library (Makerere University) with the Ugandan Chapter of the Association of Health Information and Libraries in Africa (UG-AHILA) and the African Prisons Project(APP) working together with their UK counterparts the project could not have been delivered. The following case study seeks to demonstrate the value of partnerships in strengthening the role of librarians in developing health. Through discussing the collaborative nature of this project, the process involved from the inception of the project through to its delivery, and the role of the partners, this paper offers a model for strengthening and charting new roles for librarians in developing health. Calling upon the experiences, lessons learnt and outcomes of this project, this paper concludes that libraries of all kinds need to make clear their commitment to the welfare and concerns of their users by strong commitment to key issues especially health and that forming successful partnerships underpins such activities.
The paper will give an overview of:

- The Partners
- Brief background on Phi & IFLA/FAIFE’s work
- Drivers for collaboration
- The PAHI project; managing the process
- Workshop highlights
- What makes a successful partnership
- Conclusions and reflections

2. The Partners

The story begins one cold winter evening in January 2009 in the UK when an email popped up on Shane Godbolt’s (Director of Phi) computer screen late one night. It was addressed to the owner of the International Library and Information Group email list from one R.P.Sturges.

**Hi Doug**

*I seem to have lost the announcement of a meeting in London about Health Information in Tanzania, to be held in London probably next Wednesday… I really should try to attend this.*

As the reference was to a Phi partnership meeting Shane Godbolt replied immediately little realising how auspicious this friendly exchange of emails with this unknown gentleman would eventually turn out to be. Paul Sturges is Professor Emeritus, of Loughborough University and has a wealth of experience in developing countries, especially Africa. As Chair of IFLA’s Freedom of Access to Information and Freedom of Expression Committee since 2005 he had already begun to make an
impact on the health and information issues through leading the successful project creating *Access to HIV/AIDS through Libraries Learning Materials*, a freely downloadable web resource. This first meeting between Phi and IFLA/FAIFE took place in London in January 2009 at an event addressed by two of Phi’s East African partner countries, Tanzania and Uganda, which provided an opportunity of learning more about the respective areas of work in which IFLA/FAIFE and Phi were involved. The Tanzania/UK partnership talk given by the Director General of the Tanzanian Library Service described an ambitious and innovative DelPHE (Development Partnerships for Higher Education) funded partnership. An important aim of this project was to increase public access to health information through the creation of ‘health corners’ at the leading academic medical library in Tanzania and the cascading of these ‘health corners’ via the public library service network across the country. The UK partner in the Uganda Makerere University/UK partnership described the achievements of the partnership in meeting the needs and priorities for expanding provision of health information in Uganda. These presentations indicated the success of Phi’s work in facilitating and supporting partnerships between UK libraries/librarians with their counterparts in developing countries.

Professor Paul Sturges was sitting with fellow academic and Phi Trustee, Dr Tony Olden from Thames Valley University who introduced him to Shane Godbolt. Thus began an exciting and dynamic partnership between IFLA/FAIFE and Phi which was to embrace many other partners and their networks in its delivery.
3.1 Phi
Phi is a UK based charity which has almost 20 years experience of partnership working, with a focus on supporting health library and information partnerships between the UK and Africa. Phi’s aims are:

- Facilitating partnerships between health libraries in the UK and those in developing countries
- Building the capacity of librarians and other health information professionals to develop innovative information services
- Working collaboratively with others to increase the flow of timely, reliable and appropriate health information

3.2 FAIFE
FAIFE is IFLA’S Freedom of Access to Information and Freedom of Expression core activity. The FAIFE Committee set up in 1997 seems to have been originally conceived as a watchdog on censorship issues affecting libraries. In the period 2003-9, with generous funding from the Swedish International Development Cooperation Agency (SIDA) and the cooperation of a range of partners, it has developed a broader programme to foster access to information, with workshops to alert librarians in developing countries to the potential for contributing to the enhancement of public access to various types of content.

The idea for a public access to health information programme was first discussed at a meeting called by FAIFE at IFLA Headquarters in The Hague in October 2008, which drew up a specification for the materials working with IFLA’s Health and Bio-Sciences section. Building on this in 2008/09 FAIFE, under the leadership of Professor Paul Sturges and Professor Marta Terry, began to develop materials to improve PAHI in other medical and health related areas.
4. Drivers for collaboration

Since Phi’s aims aligned with FAIFE’s intention to support librarians in positioning themselves and their services, working in partnership with other agencies where possible and appropriate, to improve public access to health information Phi was delighted to be formally invited to partner with FAIFE’s PAHI workshops project. Both Phi and FAIFE were experienced at partnership working and were keen to work with others to add value, drawing upon an existing network of partners who could contribute local knowledge, access to a wider network of information and health professionals, and in terms of the efficiency and effectiveness of the workshops deliver the project to budget. FAIFE had the funding and workshop content commissioned from Cuba but lacked in country contacts which gave Phi a strategic opportunity to build on and enhance existing projects and programmes where its networks were most active in East Africa, while at the same time working with a new and valuable partner.

The UK/Africa partners chosen were also highly experienced in partnership working. They were familiar with many partnership activities including arranging exchange visit programmes, organising local workshops, managing budgets, project management and ensuring effective communication for a wide range of activity. For both Phi and FAIFE the workshops programme involved the most extensive partnership activity as yet undertaken by either. It was vital that effective coordination was put in place so that all were clear on roles and responsibilities. On behalf of FAIFE the project was led by Professor Paul Sturges and on behalf of Phi by Shane Godbolt. Following January’s meeting a date was set for February 2009 to get down to the
serious business of planning. It was agreed that the proposed cooperation between IFLA/FAIFE and Phi should be put in writing before the meeting to inform the collaborative process. This confirmed that a two day PAHI pilot workshop would be held in Kenya, making use of Phi’s existing network of contacts and FAIFE would support the travel and accommodation for two trainers (one from FAIFE and one from Phi). An observer from Cuba would also be included in the team and funding would be allocated towards workshop costs in Kenya so a suitable group of trainers could be invited and a suitably equipped venue booked.

Two Access to HIV/AIDS Information Workshops, due to be carried out by FAIFE in 2009, would be held in Uganda and Tanzania in association with the PAHI pilot proposed for Kenya. Bearing in mind Phi’s currently active networks in East Africa these were all highly suitable countries to host the proposed workshops and there would be financial savings by attaching the workshops to the Kenyan pilot workshop. At this stage it was also agreed that Phi would explore delivering the workshop in Ethiopia with partners at Jimma University, supported by the Tropical Health and Education Trust (THET) and the Leicester/Gondar Universities Health Link in order to maximise savings on time and travel.

5. The PAHI project; managing the process

5.1 Content

It was confirmed that the project aimed to increase public access to health information in developing countries through ‘train the trainers’ workshops, emphasising the important role libraries can play. By prioritising access to health information, libraries can provide an important support to the health services provided by doctors, clinics, hospitals and others. They can do this by empowering people with information that will enable them to:
• Avoid the circumstances that cause health problems
• Take advantage of preventative health programmes
• Obtain and take the best advantage of treatment programmes

The new project was intended to build on the success of existing HIV/AIDS information materials. In addition to materials suitable for any PAHI workshop there would be sub modules on specific health related topics. The task of drafting the materials themselves was to be entrusted to a working group of Cuban professionals under the direction of Professor Marta Terry of the University of Havana. The purpose of the Training of Trainer workshops was to test and refine a final version of these learning materials for use by professionals for:

• Training their colleagues to develop Access to Health Information programmes
• Studying health information as part of their own continuing professional development) or as part of their programmes of study
• Putting on workshops on health information for their users or the general public

5.2 Partners roles and responsibilities

It was agreed that:

• FAIFE would organise and oversee the commissioning of the additional materials from the Cuban team to be ready for piloting in late July/early August 2009.
• Phi would assist with advice and comments as appropriate
• Professor Paul Sturges would be the FAIFE presenter/facilitator accompanied by Shane Godbolt as Phi representative/facilitator
• Phi would approach the partner leads for each country and the UK partner leads to seek their views and support
• Phi would work in close liaison with a local representative in each country who would also input to the programme.

• Professor Marta Terry, leader of the Cuban team, would attend the Kenya pilot workshop as an observer.

• Target audience for workshops would be local library associations and should be wider than health librarians, including public librarians and others for example health professionals who may wish to study topics independently.

On practical issues especially funding it was agreed that this was the remit of IFLA’s Senior Policy Advisor. It was agreed that Phi would draw up the budget and liaise with him and once this was agreed Phi would begin consultations with partner networks in the UK and East Africa. The budget was agreed in April and the workshop schedule was set for three workshops to be delivered in the first half of August 2009. The timetable was unbelievably tight, and the budget even tighter, especially considering the number of partners and individuals that would ultimately be involved. An early challenge was the request by Ugandan and Tanzanian partners to extend their proposed one day workshop focused on HIV/AIDS to the two day model piloted in Kenya. Fortunately IFLA HQ was very supportive and a small of additional funding was allocated. Phi took responsibility for all matters regarding liaison and coordination of workshop arrangements. The FAIFE role was equally demanding as it involved coordinating all the workshop materials emanating from the Cuban team. Local partners took a heavy load being responsible for preparing and controlling the local budget, making all arrangements for venue, equipment, catering, selection of participants and the programme.
Consultation and communication were key to this part of the process. Initial exploratory emails were sent to the UK and local partner network leads in Kenya, Tanzania and Uganda. Following positive responses from all a briefing paper for each workshop was written. This covered the background to the project, roles and responsibilities of the partners involved, workshop aims and content, facilitators, guidance on number and type of participants, requirements for venue and equipment, the budget and general planning and communication. The briefing stressed that FAIFE and Phi would depend on working closely with local partners to host, plan and deliver the workshop. A separate one page briefing paper which could also be used as an adjunct to the local invitation was also sent to aid planning and communication locally (see Appendix 1). This covered practical details as well as workshop purpose and objectives, learning opportunities and intended outcomes. The amount of work and decision making locally cannot be overestimated and the contribution made by local partners and their networks to achieving well attended, successful workshops was vital. Finally in August 2009 two day workshops were held in Nairobi, Dar es Salaam, Kampala and Jimma (Ethiopia). Jimma University hosted the workshop in Ethiopia which was arranged by Phi in partnership with the Tropical Health and Education Trust’s Leicester/Gondar link health information specialist. The workshop was a specially tailored one at the request of the local partner, who was Head of the Dept of Information Studies at Jimma University.

Between August and December 2009 Professor Paul Sturges took responsibility for amending and refining the materials in the light of feedback and suggestions made during the workshops. The final version of the Learning Materials for workshops on public access to health
information was completed on the basis of the lessons learned from the pilots and was posted to the IFLA/FAIFE website in December 2009.

6. Workshop highlights
It is impossible to give more than a taster here:

Kenya

• Hosts arranged visits to a hospital and rural health centre in the Ngong area to refresh the presenters’ awareness of the local environment for the delivery of health messages to the public
• Four high quality presentations by local speakers formed part of the workshop
• The Director of Family Health Options and a representative of the Ministry of Public Health and Sanitation gave detailed and revealing speeches about the problems of public access to health information and challenged librarians to do more

Tanzania

• Participants represented the unique model where the Tanzanian Library Services Board not only runs the public library network across the country but also the School of Libraries, Archives and Documentation, known as SLADS, at Bagomoyo. These are partners with the Library of Muhimbili University of Health and Allied Sciences effectively Tanzania’s national medical library. The UK partners are the Library of the Royal College of Obstetricians and Gynaecologists and Thames Valley University
• We were intrigued to find detailed depictions in local art about health issues and had an interesting discussion with the artist
Uganda

- Ugandan chapter of AHILA, which is in early stages of being revitalized, was represented at the Workshop which enabled further progress to be made with the organisation of the chapter
- The African Prisons Project first professional librarian attended the Workshop; a key aspect of APP’s work is prison libraries and prisoners’ access to health care information

Ethiopia

- Brought in other partners including the Tropical Health and Education Trust and the Leicester Gondar THET supported Health Link
- Broadened the scope of the workshop content to include an overview of health information literacy
- Collaboration led by Jimma University’s Department of Information Science brought together twenty two professionals including health librarians, health information professionals and health professionals, journalists, media presenters, nongovernmental organisations, HIFA2015 (Healthcare Information for All by 2015) members and other representatives from all over Ethiopia
- The workshop, which throughout emphasised the need for partnerships in tackling health problems, focused on the topic of health information literacy and looked at a framework for understanding the need for this at all levels of society

The quality of participant involvement across all four workshops was extremely high, not only in the sessions designed to elicit discussion and debate, but at all stages of the programme. We are deeply grateful to our local partners for gathering so many well-informed and highly committed participants. Special mention should be made of Kevin Henderson of Handicap International whose interventions on
disablement-awareness enriched and extended the scope of discussions in the Kenya Workshop. On arrival in each country a planning meeting was held with the local organiser to finalise the detail and programme for the workshop. Lists of participants, and a summary of responses to the feedback questionnaire distributed to all participants were also collated for evaluation purposes. The appreciation with which the workshops were received was gratifying and the following comment was echoed in different ways by many participants:

*The workshop was an eye opener. It has made me realise that there is so much an information officer can do to enhance information access and provision to the needs of the community.*

7. **What makes a successful partnership?**

It is vital to ensure adequate funding and resources to support delivery of any project. It is important to plan openly and carefully and be clear on budgetary constraints. Trust is built over time and the partners must trust each other. Communicate effectively and frequently and always respond to emails as quickly as possible. Involve others as widely as possible. This assists sustainability through creating a broader base of knowledge, understanding and ownership. Be flexible, open and willing to learn. Good partnerships offer mutual benefits.

8. **Summary and Conclusion**

We believe that this project has demonstrated unequivocally that partnerships have a vital role to play in strengthening the role of librarians in developing health. We found that having two facilitators adds enormous value:

- In added learning and reflection
• In different skills and approaches enhancing value and impact of workshops and interactions with participants
• Provide a more coordinated and coherent approach
• Assist with practical aspects when travelling

We also found the project was cost effective as it reached between 125/150 people per workshop (each workshop was two days) in the four countries visited for approximately £8000 (pounds sterling). This is equivalent to £8 per workshop participant per day of attending the workshop.

People’s health matters as much as any other basic need (such as food and shelter), especially when it is threatened by disease and other conditions, whatever their causes. Libraries of all kinds need to make clear their commitment to the welfare and concerns of their users by strong commitment to key issues such as health. There is a need for locally tailored solutions which the workshops showed librarians can deliver. What we have learnt above all is that partnerships depend on individuals and their commitment and enthusiasm but that sustainability and roll out depends on networks.

Further information
1. To download the learning materials visit
http://www.ifla.org/en/publications/learningmaterials-for-workshops-on-public-access-to-health-information-through-librari
2. To find out more about Phi
http://www.partnershipsinhealthinformation.org.uk
3. To find out more about AHILA [http://www.ahila.org](http://www.ahila.org)

**APPENDIX 1 ‘Train the trainers’ - Public Access to Health Information project: a pilot workshop sponsored by IFLA/FAIFE and Phi with Ken-AHILA (MUHAS and TLS)/(Makerere University Library)**

Date: Aug TBC Time: as advised by hosts. Venue: TBC

**Introduction**

IFLA/FAIFE has prepared materials for improving Public Access to Health Information (PAHI). These take a similar form to those already available via FAIFE’s pages on the IFLA website[^8]. Partnerships in Health Information (Phi), together with its local partners, has been invited to partner IFLA/FAIFE in this project. The PAHI materials need testing. Ken-AHILA (MUHAS and TLS/ (Makerere University Library) have been invited to be the local partner to enable a ‘train the trainers’ workshop aimed at training in the materials and maximising benefits from their use. Other East African colleagues in X and X have also been invited to participate in testing.

**Purpose/aim**

The main aim of the workshop is to work with local librarians to introduce the PAHI materials and to discuss the role librarians can play in improving public access to health information

**Objectives are to**

- Introduce the PAHI materials

• Draw on skills, knowledge and expertise of workshop participants to evaluate materials
• Share ideas and learn from each other about the roles librarians can play in improving public access to health information

Learning opportunities

BY the end of the session participants will have had an opportunity to

• Consider and contribute to detailed guidance for local library associations and other bodies who may wish to deliver this workshop to alert and inform health professionals on the importance of active promotion of public access; and also how it might be used to assist individual professionals wishing to study the topic independently
• Gain new insights into ways of improving public access to health information
• Consider any potential role that local groups (Ken-AHILA/ Ug-AHILA/others?) might play

Methods Presentation; discussion; group work

Participants Librarians, health information or health professionals, including journalists and media presenters chosen by local partners. Ideal numbers 12/15 with a maximum of 25 including facilitators

Facilitator/s: Professor Paul Sturges and Ms Shane Godbolt

Cost: Free to participants

Pre-course Requirements: None

Pre-course arrangements: All local arrangements co-ordinated by (Ken-AHILA/local organisers)
Outcomes sought from training

- Participants increase their understanding of the relevance and importance of public access to health information; take useful knowledge back to their workplace for sharing
- Increased knowledge and understanding of the role of librarians in enabling public access to health information
- Local ability and confidence to cascade learning and roll out workshops nationally in a gradual and appropriate way
- Potential for enhanced leadership/change management/collaborative roles within the profession for participants/local organising bodies

DRAFT Outline of programme content

1) Welcome, Announcements. (30 Minutes)

2) Presentations (One hour)
   a) IFLA FAIFE and its work (15 minutes)
   b) Intellectual Freedom and Access to Information (15 minutes)
   c) Health Information (30 minutes by invited presenter from Health NGO or local health services).

3) Break (15 minutes)

4) Case Study and Discussion (One hour)
   a) Case study story (See suggested story in Appendix)
   b) Role of 5 Ps (or equivalent) in the case
      i) Partnerships (of patients, clinical staff, health NGOs etc)
      ii) Presence (of librarians)
      iii) Participation of all
iv) Protocols (setting out how librarians should deal with individual information requests, as opposed to matters of general importance to the community)
v) Privacy (for individuals)

5) Participants’ own experience and stories of health information problems and solutions.

6) For discussion (Thirty minutes)

7) Lunch Break

8) Presentation of Sub-module (or modules) by Facilitator. (One and a half hours)

9) Sub-modules
a) HIV/AIDS Information
b) Infectious diseases and Immunisation (to include TB, Malaria etc)
c) Nutrition for Good Health
d) Drink and Drugs as health problems
e) Accidents and Prevention (particularly road accidents).

10) Sub-modules will provide
a) Information on the health problem
b) Preventive measures, with the emphasis on the role of information
c) Role of libraries and other information institutions
d) Preparing events and materials in the library (visits by health practitioners, posters, other forms of awareness training and information).

11) Group Work on Programmes for PAHI in libraries (One hour, plus 30 minutes for Report-Back)

12) Groups could work on the same or different topics. Some examples are below

13) A strategy to identify, contact and involve stakeholder groups and organisations
14) A strategy to promote community engagement/participation

15) How to identify and use the best media and materials to publicise PAHI programme (paper, radio, Internet, etc)

16) Identifying information delivery methods (discussion groups and meetings, street theatre, support groups, etc.)

17) Short Report-back by groups to all participants

18) Final Message from Facilitators. (Ten minutes)

Appendix: A case study story (as example)

An NGO organised a malaria-prevention programme in a lakeside area of Malawi. The programme included free distribution of mosquito nets. The NGO reported excellent take up of the programme, with large numbers of nets requested. Later assessment of the programme reported disappointing effect on rates of infection. Further investigation revealed that many nets were being used for fishing in Lake Malawi. In addition to low impact on malaria infection rates, the fine mesh of the net was catching immature fish and contributing to the fishing-out of the lake.

Lessons?

- Potential beneficiaries had not been effectively consulted on their perception of community needs.
- The programme had not been contextualised in relation to the economic situation of the population.
- There was insufficient ongoing supervision/reporting of the programme.
- Potential partnership arrangements had been neglected
- The programme was top-down, non-participatory
Questions?

Could libraries and librarians have played roles in a project of this kind?

This article was originally published following the IFLA Conference held in Gothenburg from 10-15 August 2010. The original version can be accessed at https://www.ifla.org/past-wlic/2010/100-godbolt-en.pdf
#shanegodbolt

We invited you to send in your tributes to Shane via Twitter using the hashtag #shanegodbolt. Here's a selection of the ones that we received. Keep sending them in, as we plan to archive them using Wakelet.

sangeeta narang
@sangeeta11

Your fond memories are locked in my heart #shanegodbolt. #RestInPeace. You have been so kind and affectionate to me that I will cherish your memories forever.

10:52 AM · Nov 27, 2019 · Twitter for Android

1 Retweet 2 Likes

Nicholas Poole
@NickPoole1

Shane meant a lot to me in my work @CILIPinfo. From the first time she collared me at a House of Commons reception to the last time I saw her, when I was proud to present her with her Presidential citation, she never missed a chance to build bridges & partnerships #shanegodbolt

6:52 AM · Dec 18, 2019 · Twitter for Android

4 Retweets 11 Likes
#shanegodbolt Shane was so generous of spirit and connections. She helped me organise a webinar, was so excited to learn how webinars worked. She brought joy and enthusiasm to the collaboration.

11:26 AM · Dec 18, 2019 · Twitter Web App

6 Retweets 7 Likes

Emily Meshack
@Eminayla04

It is a disbelieve that Shane Godbolt is no longer with us, we shall remember her for her kind heart that she was ready to assist anybody at anytime #shanegodbolt

HLG Nursing @libs4nurs · Dec 21, 2019

We’re still hoping to get lots of tweets from people that knew or worked with #shanegodbolt - do send your thoughts about her and what she did

4:53 PM · Dec 21, 2019 · Twitter for Android

1 Retweet 5 Likes
Annette Thain
@athain

I first met Shane in early 80s when working at Chelsea and Westminster hospital library, she inspired an enthusiasm for health librarianship that I have never lost. I was fortunate to meet her again a few years ago through work with Phi and @ScotsHealthInfo #shanegodbolt

6:13 PM · Jan 1, 2020 · Twitter for Android

1 Retweet 3 Likes

Caroline Papi De Brún
@DeBrun

In Nov 2019, we lost a truly wonderful person, #shanegodbolt. An inspirational professional & immensely kind & thoughtful. One of my fondest memories was when we were on a work trip together & she made me roast pork & apple sandwiches for the trip. RIP lovely Shane. I miss you❤️

11:05 AM · Jan 9, 2020 · Twitter Web App

2 Retweets 5 Likes
I first met Shane through @CILIP_ILIG and on many occasions enjoyed watching a master coordinator and strategist at work. Shane made projects happen through her insight, passion & determination, whether planning an overseas study visit or an HonFCLIP nomination #shanegodbolt
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.


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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.

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