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NEWSLETTER

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Editorial

Hello and a very warm welcome to the June issue of the Newsletter.

We have two interesting articles in this issue. Chipo Msengezi who is Africa Coordinator for Partnerships in Health Information (Phi) reports on promoting partnership working and highlights what has been achieved already. The second article focuses on converting from Reference Management to EndNote software and provides some useful project management reflection. We have reports from the 11th LILAC conference and the UHMLG Spring Forum, and a guest editor for the Internet Sites of Interest column details useful sites for neurosurgeons.

If you would like to get involved or have ideas for columns/developments or if you would like to write a short piece (1000-1500 words) for the Newsletter then do please get in touch with me.

I hope you find this issue of the Newsletter useful, informative and enjoyable. See you next issue!

Elise Hasler, Editor, HLG Newsletter

Please make sure you have registered your email address with Cilip via the website otherwise you could be missing out on important HLG announcements.

It is not enough to have given your email address when renewing your Cilip subscription. You need to register via the Cilip website: <http://www.cilip.org.uk/aboutcilip/welcome>

Group news

Health Information and Libraries Journal

<http://wileyonlinelibrary.com/journal/hilj> @HILJnl

Writing for Publication: Getting Started, Getting Help and Getting Published

Maria J Grant, Editor-in-Chief of the Health Information and Libraries Journal, will be facilitating a workshop at the EAHIL/ICAHIS/ICLC joint conference in Edinburgh, 10-12 June 2015. This practical workshop will encourage participants to think about writing for publication as part of everyday library practice. It will facilitate participants in identifying potential writing ideas, consider how best to schedule their time, signpost resources to enhance the writing experience and explore what to expect on the journey through to publication. Web site: <https://eahil2015.wordpress.com>

The contents of the June issue are:

Editorial

Reporting statistical analysis in peer review journal articles

R. Stephens

Review

A review of competencies needed for health librarians: a comparison of Irish and International practice

A. Lawton & J. Burns

Original articles

Accounting for the role of stakeholders in systematic reviews: demonstration of a Tool for Recording and Accounting for Stakeholder involvement

M. Saan, H. Boeije, J. Sattoe, M. Bal, M. Missler & F. Van Wesel

Fear of cancer is associated with cancer information seeking, scanning and avoiding: a cross-sectional study among cancer diagnosed and non-diagnosed individuals

S. Nelissen, K. Buellens, M. Lemal & J. Van Den Bulck

Evaluating effectiveness of small-group literacy instruction for Undergraduate Medical Education students using pre- and post-survey study design

C. McClurg, S. Powelson, E. Lang, F. Aghajafari & S. Edworthy

Parents of children with disabilities in Kuwait: a study of their information seeking behaviour

S. Al-Daihani & H. Al-Ateeqi

Regular features

Dissertations into Practice

The health information seeking behaviour and needs of community health workers in Chandigarh in Northern India

S. Raj, V. Sharma & A. Singh

International Perspectives and Initiatives

Trends in health Science Librarianship. Part 14: East Africa (Kenya, Uganda, Rwanda)

N. Gathoni, N. Kamau, M. Singirankabo & J. Nannozi

Learning and Teaching in Action
Professional development through attending conferences: reflections of a health
librarian
R. Jenkins

Obituary
Peter Craddock

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HLG Wales

EAHIL Conference 2018

Sue Thomas, Librarian, Health Promotion Library at Public Health Wales (and Chair of the Local Organising Committee) submitted a proposal to the EAHIL (European Association for Health Information and Libraries) Board for Cardiff to host the 2018 EAHIL conference. This has been accepted, and so the conference will come to Wales for the first time in July 2018. It will be held at the Royal Welsh College of Music & Drama (RWCMD).

HLG Wales has agreed in principle to pay upfront for a deposit to secure RWCMD for the Conference and City Hall for the Gala Dinner.

Stephen Storey, Chair of HLGW
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International

For information about International matters, please see the featured article on the next page.

Hélène Goring, International Officer for HLG
Email: helene.goring@bsmhft.nhs.uk

Articles

PHI - Promoting partnership working in health information for development

Introduction

In the design and engineering sectors, one would not go about designing a new structure or service delivery system without considering and including others' ideas. Similarly non-profit organisations cannot implement development initiatives without collaborating with others who have the same or similar objectives. "Wouldn't it be so much faster and cheaper if I just did the project by myself?" - many would argue. Partnerships in Health Information (Phi) beg to differ. Collaborations need not be wasteful and tension-inducing initiatives. Rather they should be a strategic choice to achieve better outcomes, impact and cost efficiencies enabling greater depth and reach of interventions.

About Phi

Phi is a UK charity, founded in 1992. In the 23 years of Phi's existence the organization has acknowledged the phenomenon of parallel working in the developing world, specifically Africa. To counter this lack of coherence and collaboration Phi has sought to develop relationships and increase coordinated approaches to development initiatives. Strategic alliances ensure that objectives are met and limited resources are utilised in a manner that allows for more to be achieved.

These alliances are having a significant impact in making health information available to people who need it and are contributing to a better understanding of global health information issues. Phi's work is guided by the following principles:

- Promoting African leadership in health information
- Supporting evidence based practice
- Improving public access to health information

Phi/ITOCA/AHILA Memorandum of Understanding (MoU)

In November 2011 a two year Memorandum of Understanding (MoU) was signed involving Phi, the Information Training and Outreach Centre for Africa (ITOCA) and Association for Health Information and Libraries in Africa (AHILA). The longstanding relationships across the three have become increasingly strategic and mutually beneficial.

The signing of the MoU enabled the appointment of a Phi Coordinator for Africa in January 2012, based in South Africa. The same officer provides AHILA with a Secretariat. The renewal of the MoUs are in progress.



MoU signing, December 2011.
Gracian Chimwaza and
Blessing Chataira, ITOCA



MoU signing, December 2011.
Shane Godbolt and Nick
Naftalin, Phi

AHILA

The Association for Health Information and Libraries in Africa was founded in 1984 and aims to be a leader in promoting access and use of health information in Africa.

The goals of AHILA are to:

- Improve the provision of reliable and relevant health information
- Encourage professional development of health librarians
- Promote resource sharing in Africa and exchange of experiences
- Promote closer association among health information professionals in Africa

ITOCA

ITOCA is a non-profit organization, headquartered in South Africa with a vision of improving the quality of life and sustainable development in Africa through enhanced research and education. The organization works to provide, promote and build capacity for scientists, researchers and information professionals on the use of electronic resources in Sub Sahara Africa (SSA). ITOCA, through strategic collaborations, provides vehicles aimed at bridging the digital divide between the developed and developing countries in the fields of health and agriculture and related sciences.

Phi Coordinator's role in Africa



As coordinator my main role is to identify opportunities for collaboration in Africa according to the priorities of the partnership and to facilitate the partnership's involvement or representation in those opportunities. This requires me to understand what each partner is working on and where the potential for collaboration lies. Some of my responsibilities include ensuring and maintaining the communication within the partnership and serving as the key internal information point person and liaison. I support each partner's individual as well as mutual

annual work plans. Monitoring and follow up of progress against agreed objectives, activities and commitments is also a key area for the role.

I have learned that valuable synergies can be created through the respective roles and shared vision of the three partner organisations with AHILA leading in promoting access and use of health information; ITOCA building capacity for using knowledge systems amongst the research and education communities and Phi promoting African leadership in improving the flow of health information.

This opportunity has provided me with professional growth, through the visits I make to the UK for the annual Phi strategic meeting. During these trips I have also had the opportunity to visit and learn from institutions like the Open University, the Royal Free Hospital Medical Library and from members of the Health Libraries Group, CILIP.

Highlights of what has been achieved

1. Promoting African leadership in health information

Towards standards for resource management in Schools of Nursing in Zambia

In November 2012 collaborating partners AHILA, ITOCA, Phi, University of Zambia (UNZA) and the charity Teaching Aids at Low Cost (TALC) held a workshop titled "Towards standards for resource management in Schools of Nursing in Zambia". The workshop was a success having participants from various health professions joined by invited health professional experts on the final day.

On the final day, then AHILA President, Nasra Gathoni gave a one-day workshop on **Building Strong Library Associations**. One of the recommendations from the workshop was that focused leadership and coordination should be developed to create and sustain a consortium of health information libraries, librarians and health information users in Zambia (as part of the broader organisation AHILA). As a result an interim Steering Committee for the Zambian Chapter of AHILA, to be known as ZAHILA was set up. There is now for the first time in Zambia a professional body on health information.



Lead facilitator Blessing Chataira-Mawire with participants during a session



Presentation of certificates by Mrs Mirabo, Chief Nurse Education Officer at the MoH and Ms Nasra Gathoni, President, AHILA

CABI Prize 2014



Dr Kinengyere receiving her award for first prize from the Vice President of Tanzania.

Phi and AHILA collaborated on the Short Report on Health Information Activities competition, which was generously sponsored by CABI publishers for £500. The winners were Dr Alison Kinengyere & Ms Glorias Asimwe, Uganda. The winning report highlighted all the health information activities that had taken place in the Uganda Country Chapter of AHILA since the AHILA 11 Congress in 2010. There were two very highly commended entries from Mrs. Symphrose Ouma & Ken-AHILA, Kenya and Mr. Masimba Muziringa and colleagues, Zimbabwe.

2. Supporting evidence based practice

Commonwealth Fellowships and CASP training courses

Between 2012 and 2015, thirteen emerging and established health and information professionals across Africa have benefited from Commonwealth Fellowships and training in the Critical Appraisal Skills Programme (CASP) in the UK. During the fellowships, members have been exposed to work practices in various library and research institutions in the UK. The CASP training workshops provide critical appraisal skills training and tools.



(Left) From Tanzania: Charles Marwa & Emily Meshack, Commonwealth Professional Fellows 2014 with Dr Tandilwoga, Library Director, Muhimbili

The skills gained through the CASP training grants have had a cascading effect, seeing the recently awarded Elsevier funding for the Muhimbili University of Health and Allied Sciences (MUHAS) and ITOCA's project titled "Evidence based health care practices and information seeking behaviour of health care professionals in Tanzania". The project is ongoing.

3. Improving public access to health information

PAHI Grants

The Public Access to Health Information (PAHI) grants were introduced in 2013, and a second round was sponsored by Phi for £1,000 in 2014. The grants support health librarians/ health information professionals in carrying out a small project of their choosing which will promote public access to health information in an AHILA member country. The winners for 2014 were Mr. Gilchriste Ndongwe and Mr. Ronald Munatsi, of Zimbabwe. Their project is titled "Meeting Minds": Stakeholders' workshop on Health Information Kiosks.



Blessing Chataira-Mawire receiving first prize for the PAHI grant on behalf of Gilchriste Ndongwe and Ronald Munatsi, Zimbabwe 2014.

Conclusion

Information for health care and research can save lives and prevent suffering. Improving the distribution of timely, relevant and appropriate information in Africa is thus a necessary foundation for improving people's health. Local health information professionals are key to the creation of new and innovative ways of making appropriate information available. Phi makes a case for collaboration, networking and strategic alliance in health information. In Helen Keller's words, "Alone we can do so little; together we can do so much". There is also an African proverb that says "To go fast, travel alone; but to go farther travel together." Phi will continually aim to bring people together and to work with others in order to be part of broader agendas addressing the crucial issues in Africa.

Chipo Msengezi, Phi - Africa Coordinator

Reference management software: Converting from Reference Manager to EndNote

RefMan and EndNote are pretty similar – right? How hard can it be to convert from using one to the other?

Well, a bit harder than first seems. Having supported EndNote use in a similar agency between 2004 and 2011, I thought the change from RefMan would be straightforward and take 3 months. I'd heard about other agencies' plans to change and seen online technical guides for the change, but never read any details about the practicalities. It took a year, during which our plans changed on how to use the software, and I dealt with being absent for 6 weeks after an accident.

We use reference management software all the time: to organise references for import, sifting and keywording for relevance, document supply, reference tidying and citations/bibliographies. Multiple information specialists and analysts share libraries to produce evidence review reports for external clients to tight deadlines. There was no good time to pause and change everyone over to EndNote.

Who this is for: other LIS project managers who have some experience in project management, in a small to medium sized research agency. This case study might not be so relevant for change in an institution such as a university library or hospital, where users are 'devolved' and use the software separately, although there may be transferable messages.

The key learning points were: to allow enough time for the software changeover task, to turn unexpected delays to advantage, and to smooth the transition for LIS and analyst colleagues.

In more detail:

Project management experiences

I tried a formal project management approach (using a project charter and Gantt chart). However,

- The time for the whole project lengthened to a year
- How we planned to use the software (and therefore the project plan) changed while the project was in progress
- The number of Gantt chart tasks multiplied by five during the project: tasks which I had assumed would be no-brainers turned out to require time consuming troubleshooting. For example the tab delimited export didn't work properly when we needed to produce a deliverable.
- I found a homemade Gantt chart hard to use. Tasks hung for ages at 90% finished, and it was difficult to capture the parallel nature of many tasks. Specialist software may have solved this, but the time taken to learn it would have been significant for a relatively small, stop-start project.
- I discovered that 'To do' lists integrated with email were easier for task management than using a Gantt.

From learning to doing: Putting it into practice

- Software training needs to be timely and relevant, but in a busy work programme there is no ideal time to switch everyone over, worsened by

project manager absence. Luckily EndNote is sufficiently similar to RefMan for our team to pick up most of the basics with minimal support.

- I used my own and near team members' work to carry out 'live pilots'. This helped me spot critical issues and troubleshoot them as soon as possible, e.g. risk of mis-tagging by dragging references into adjacent groups by mistake.
- Based on experience from 'live pilots', I designed appropriate standardised processes. These covered folder locations, output style, and version control, rather than how to use the software, as there is comprehensive online guidance.

Keeping the project on track while busy doing other work

Despite good project documentation, it took ages to 'get back in the zone' when any time became available to work on process development and project management.

- A 'What to do next' text file reminded me where I was up to.
- Having resolved initial process problems, I supported my information team colleagues to carry on and help the analysts.
- I saved time by using my actual work to carry out pilots.

Changing your plans: when you get 'knocked off course'

The process was nearly ready to roll out to analysts when I broke my arm in an accident and was off work for 6 weeks, returning shortly before Christmas.

- A benefit of delay was having time to realise that EndNote's new online functionality would not best suit the way we shared libraries - so I changed the project plan.
- My IS team members carried on in my absence, supporting analysts and helping fine tune the best approach for our organisation as we went along.

Delegation and help

Before my unexpected break, I had already enlisted the help of internal champions. Some members of staff preferred RefMan, although they could see the reasons for changing to EndNote. To overcome this, I offered as much help as possible, and used their comments to enhance the process (critical friends).

- The information team got on with helping analysts in my absence, and the analysts got on with adopting EndNote.
- When I resumed work, I learned how to produce screencasts, and used these and an online guidance document to roll out our standardised approach in a convenient, time-saving way.

To conclude, changing from Refman to EndNote in a busy research agency wasn't a piece of cake. Project management techniques can be helpful, but the greatest need was to be flexible and prepared to change goals and plans. A simple tool like a To Do list may be better than a Gantt for day to day use. The project may take much longer and involve many more steps than first envisaged, again flexibility helps. Delay may not be a bad thing, allowing more learning en route. Finally, it helps to have a strong team, for delegating support.

Janet Clapton, Senior Information Specialist, Bazian Ltd (part of the Economist Intelligence Unit) Email: Janet.clapton@bazian.com

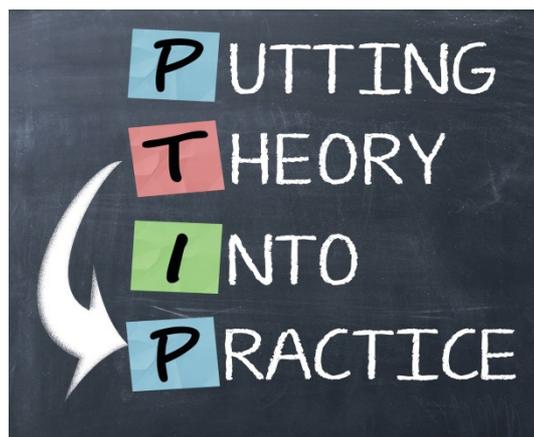
Event title: **Putting theory into practice: How to empower patients through high-quality health information and support**

Subtitle: 10th Annual Conference for People Working in Patient and Health Information, held by the Patient Information Forum

Date: Wednesday 1st July 2015

Venue: The Royal College of Surgeons of England, 35-43 Lincoln's Inn Fields, London WC2A 3PE

Website: www.pifonline.org.uk/2015-conference



Words like self-management, patient involvement, shared decision-making and patient-centred care are abundant. With the emphasis firmly on the patient, the need for top-quality consumer health information has never been higher. We know you want to rise to the challenge, and find practical solutions to make your information more usable, accessible and patient-led.

So how do you turn all these words into practical ways to help patients feel informed and engaged in their healthcare? The answers can be found at the **Annual Conference for People Working in Patient and Health Information, taking place on Wednesday 1st July 2015 at The Royal College of Surgeons of England, London.**

This conference is about putting theory into practice. It will introduce practical ways to maximise the impact of health information, so the goal of meaningful patient empowerment becomes a reality.

By attending this conference you will:

- Get practical advice that will help you do your job, so you don't have to reinvent the wheel.
- Share best practice, via examples and case studies that have improved patient experience, and learn from the experience of others in a range of sectors.
- Have the opportunity to ask all your burning questions on the key challenges you face – both in small groups and during keynote conversations with our invited guests.
- Take part in dedicated speed networking and focused group work, so you leave the conference with a range of new contacts to follow up.
- Find out more in our themed zones on key topics including, and discover how others have tackled issues and challenges in health information.
- Feed into discussions about how, and whether, the health information workforce should be professionalised, and how we can promote the value of health information.
- Debate the funding of information and the financial challenges you face.

Everyone attending this conference will have a diverse range of opportunities to be inspired, discover good practice and find solutions on topics such as behaviour change, measuring the impact of information, targeting your audience, health literacy, producing health information on a budget and much more.

Our **'Question Time' style Keynote Conversations** will allow you to interview our invited guests live on stage by submitting your questions via Twitter, text, email or from the audience.

Themed Interactive Shared Learning Zones on key topics - hosted by experts and patients – will enable you to gain practical help and advice and give you the chance to discuss the issues relevant to you, collaborate and come away with practical solutions to take back and implement straight away.

All this will ensure you leave the conference able to **put theory into practice** with a wealth of practical advice, a collection of business cards in your pocket, and really feel that you can implement best practice in your work.

Our 10th Anniversary Conference is about providing practical solutions for everyone working within the field of consumer health information. This is the 2015 conference you can't afford to miss.

This event will be of interest to individuals and organisations working in the following areas:

- Advocacy
- Clinical Commissioning Groups (CCG)
- Governance
- Communications and engagement
- Customer insight
- Digital content
- Equality and diversity
- Health improvement
- Health policy
- Health promotion
- Information and support
- Library and knowledge services
- PALS
- Patient and public involvement
- Patient experience
- Policy
- Primary Care Commissioning (PCC)
- Public health
- Publications
- Service development and improvement
- Writers of health information

To register, or for more information, visit www.pifonline.org.uk/2015-conference

Internet sites of interest

Useful sites for neurosurgeons

I am very grateful to Gloria Innocenti, Documentalista at the Centro Documentazione Biomedica, Ospedale Niguarda Ca' Granda in Milan(o), for suggesting and compiling the column this time. Grazie mille, Gloria!

I however am responsible for the final arrangement and wording of the entries and I checked all the links on 14th May 2015.

If you would like to suggest or compile a column, please do contact me – details at the end.

American Association of Neurological Surgeons (AANS)

<http://www.aans.org>

Founded in 1931 as the Harvey Cushing Society, the AANS is a scientific and educational society. The site includes several sections of interest such as educational and meetings, career opportunities, legislative activities, guidelines, and even a specific section for young neurosurgeons.

AANS Neurosurgeon

<http://www.aansneurosurgeon.org/>

The “official socioeconomic publication” of the American Association of Neurological Surgeons (AANS), and features information and analysis for contemporary neurosurgical practice. It focuses on topics related to legislation, workforce issues and practice management as they affect the area of neurosurgery.

CNS pathology index

<http://library.med.utah.edu/WebPath/CNSHTML/CNSIDX.html>

The site is edited by the Utah University library; it presents images and captions about pathologic findings for a huge assortment of disease processes.

Congress of Neurological Surgeons

<https://www.cns.org>

The site provides news, guidelines, CME activities and Online learning (requiring a fee).

Digital Neurosurgeon

<http://blog.digitalneurosurgeon.com/>

This blog, created by Pieter Kubben, a neurosurgeon in Maastricht, provides mobile apps for clinical decision support, with a focus on neurosurgery. The apps are NASCIS, a calculator for that protocol, used in traumatic spinal cord injury, NeuroMind, interactive clinical decision support, and OrthoRef, clinical scores and classifications for orthopaedics.

European Association of Neurosurgical Societies (EANS)

<http://www.eans.org/pages/home/>

EANS is an independent, supranational association of European neurosurgical societies that arranges congresses, scientific meetings and symposia. Accessible E-learning section for members.

Internetmedicine.com: Neurosurgery

<http://internetmedicine.com/neurosurgery>

Includes blogs, apps, hangouts, devices, web sites, podcasts, videos and news.

Medi-Fax Atlas Series

<http://www.medi-fax.com/atlas/>

Series of clinical cases with radiologic images, case histories, management steps, and treatment descriptions.

Medscape: Neurosurgery

<http://www.medscape.com/resource/neurosurgery>

A branch of the bigger section "Neurology" organized in three topics: News, Perspective and Journal. The site requires a free registration for access to its materials.

Medscape: Neurosurgery articles

<http://emedicine.medscape.com/neurosurgery>

Collection of articles on topics in neurosurgery: Functional, Miscellaneous, Neoplasm, Spine, Trauma, Vascular.

Neurocirurgia

<http://neurocirurgiabr.com/>

Edited by some Brazilian neurosurgeons, this English language blog provides a network of information including videos, abstracts, discussion groups, and calendars of the main courses in the area, and apps, developed by the very same surgeons.

Neuroexam

<http://www.neuroexam.com/neuroexam/>

An interactive site providing video demonstrations of the main components of the neurologic exam with explanations including the anatomical basis and explanation of each part of the exam itself. Requires QuickTime.

Neurosurgical TV

<http://www.neurosurgical.tv/>

This site was created with the aim of connecting neurosurgeons from all over the world in order to create a community and to exchange experiences, using Google Hangouts.

Society of British Neurological Surgeons

<http://www.sbns.org.uk/>

News, conferences, E-learning, list of neurosurgical units that includes England, Scotland, Wales, Northern Ireland, and the Republic of Ireland.

Videoneurosurgery

<http://videoneurosurgery.com/>

Developed by an Italian neurosurgeon, Paolo Regolo, this site contains videos of surgical procedures divided in two main categories: "Brain" and "Spine", both of them providing brief descriptions of their topic. The site has a HONCode certificate, valid until August 2015.

Web Surg-Neurosurgery-ENT-Skull base

http://www.websurg.com/Neurosurgery_-_ENT_-_Skull_base-spec12.htm#spec=12&organ=&patho=&reslg=en&viewMode=dataList&keywords=&topic=

Websurg itself covers all surgical areas. This section includes videos of surgical procedures, lectures, operative techniques, case reports and experts' interviews.

Whole Brain Atlas

<http://www.med.harvard.edu/AANLIB/home.html>

Provides clinical data accompanied with magnetic resonance, x-ray computed tomography, and nuclear medicine images. The Whole Brain Atlas is supported by the Departments of Radiology and Neurology at Brigham and Women's Hospital, the Harvard Medical School, the Countway Library of Medicine, and the American Academy of Neurology.

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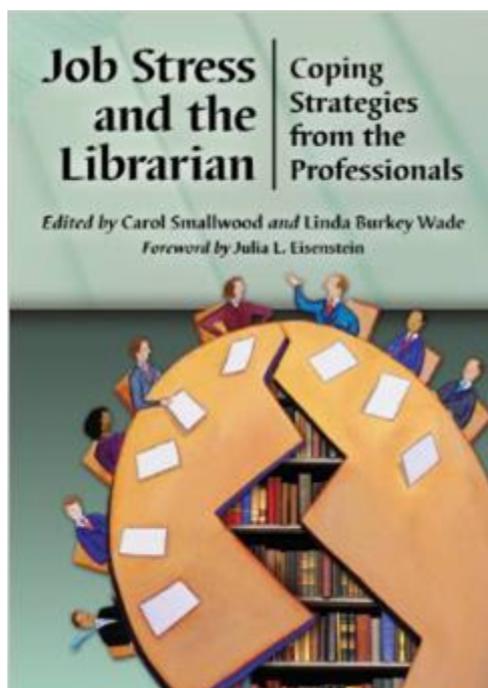
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Book Review



Edited by Carol Smallwood and Linda Burkey Wade
Job stress and the Librarian: coping strategies from the professionals
MacFarland: Jefferson, North Carolina and London
ISBN: 9780786471805 201 pages £44.51

With more and more library staff expected to work to shorter deadlines and smaller budgets, dealing with stress in libraries is an increasingly important topic. As the foreword written by Julia L. Eisenstein states “*the chapters collected here in this tome reflect multiple sources of stress that come with being a librarian and creative recommendations for coping with them*”.

There are 27 different, practical, how-to essays and these are divided into eight different sections including managing conflict, juggling responsibilities, overcoming challenges with budgeting, library programmes and library patrons. The editors have put together a collection of small essays written by library professionals from different sectors. All the authors are based in the United States and include academic, public, school and special librarians. Due to the nature of the topic, the information can be used and adapted to meet your own situations.

The essays are between eight and nine pages in length, allowing the reader to dip into relevant sections easily as and when they need to find the information. As a new manager I found the book very useful as a quick reference guide to be quickly scanned and find relevant information. The essays are easy to read and I found some of the information very useful to refer to. The book discusses various areas from which stress can arise, such as conflict at work, and offers various strategies on how to deal with colleagues as well as giving you practical ideas for how you can de-stress.

The majority of stress management books which I have catalogued for our library give the theory and provide general examples. I found it very informative to read a stress management book that related specifically to the library sectors and gives practical help in the various aspects of the job which can lead to stress.

This book provides lots of knowledge from staff who have developed their own strategies and coping mechanisms when dealing with different aspects of stress. To highlight a few I have picked some of the more common themes with help you deal with stress:

1. Don't be a people pleaser, you will never be able to please everyone
2. Look at streamlining some of your own tasks as well as that of others, as this can hopefully lead to better efficiency and ease of work both your own and others.

3. Establish a decent filing system, so you don't waste time looking for information. Also ensure that you are not duplicating work e.g. does your finance department keep copies of old invoices, if so, you don't need to keep them on file in your department
4. Delegate
5. Establish what your strengths are
6. Ensure you have a lunch break
7. Have realistic goals and expectations

This book would be of relevance to all levels of staff; it is not just for line managers and library leaders as it also covers aspects of how to get a work life balance – something all of us should try to aim for.

Nicola Healey, Library Manager, Weston Area Health Trust

Meeting Reports

LILAC, Newcastle University, 8th – 10th April 2015.

This year the Librarians' Information Literacy Annual Conference (LILAC) was held at Newcastle University. This was the 11th LILAC, bringing together delegates from all over the world and helping likeminded individuals debate and discuss information literacy (IL). Delegates came from many different sectors: higher education, health, public libraries, further education and schools. This year LILAC focused its workshops around six main themes:

- IL and employability
- Delivering IL through new technologies
- IL for the under-18s
- Research based IL
- Creative approaches to IL
- Outreach and collaboration

This year LILAC included keynotes from the UK and USA: Professor Ray Land, Julia Jones and Barbara Fister.

Professor Ray Land: “‘There could be trouble ahead’. Threshold concepts, troublesome knowledge and information literacy – a current debate.”

An engaging speaker, Professor Ray Land balanced his talk on threshold concepts with the adoption of the ACRL's new standards. He used a number of quotations from key authors to highlight the 'pedagogies of uncertainty' to help us understand that threshold concepts are about transformational learning that changes the learner's way of thinking and being. He used the analogy of trying on a new pair of glasses, everything becomes clearer in that moment. Over time, however, your sight still deteriorates and you will continue to need new glasses, to learn and adapt to the world around you. He concluded with the message that learning changes you in powerful and uncomfortable ways, we need to be aware of this, and supportive of learners who are going through this transformation.

Julia Jones on behalf of Tom Wilson: “Trade Unions and information literacy: a meeting of minds.”

Julie Jones presented on behalf of Tom Wilson from the TUC. Julie Jones leads the education side of the trade union, managing and distributing a large budget through the Union Learning Fund, to individual unions to support their members training, qualifications and lifelong learning. Julie Jones highlighted how this was reflective of the early trade union mantra from the 19th century, to “educate, agitate and organise”. The presentation highlighted how the Union Learning Fund helped people out of dead-end jobs to re-ignite their passion for learning and help them develop and gain qualifications to become contributors to the UK's knowledge economy.

Barbara Fister: “The Liminal Library: Making our libraries sites of transformative learning.”

Continuing the themes of threshold concepts, Barbara Fister defined them as breakthroughs that change students' relationship with information. She suggested that a lot of Librarians are guilty of over-simplifying something that is actually quite complicated. Librarians present a linear process that belies the complexity of revision, adaptation and evaluation that occurs during the discovery and development of new knowledge. As a result of research Barbara Fister conducted,

she identified that students recognise that knowledge is made socially and they talk about authors as though they know them, for example “John thinks that ...” She found that students often quote without synthesizing the information. As Librarians, it is important to consider how we can support students to contribute to the development of knowledge, rather than just finding it. Therefore our information literacy instruction (whether online or face to face) has to help students understand that sources are not things “to help them win an argument, but to help them change their mind”.

The introduction of threshold concepts by Professor Ray Land and Barbara Fister’s further exploration of the topic really helped me understand how learning can have a huge effect on how our learners see the world. It is a reminder that we often oversimplify what we do to make it more approachable for others, when perhaps we actually need to help our users understand the complexity of the process of finding and evaluating information. After LILAC there was a lot to absorb and reflect on, hopefully this brief report has offered a flavour of the insights and debate that can be enjoyed at the event.

Gillian Siddall, Academic Librarian (School of Health), University of Northampton

Useful resources:

- ACRL (Association of College and Research Libraries) Information Literacy Framework: <http://www.ala.org/acrl/standards/ilframework>
- Barbara Fister’s blog on Inside Higher Ed: <https://www.insidehighered.com/blogs/barbara-fister>
- LILAC 2015: <http://www.lilacconference.com/WP/programme>
- LILAC keynote abstracts 2015: <http://www.lilacconference.com/WP/programme/keynotes#keynote1>
- Union Learning Fund: <https://www.unionlearningfund.org.uk/>

UHMLG Spring Forum, Royal Society of Medicine, 6 March 2015

'Survival of the fittest: Changing environments, evolving roles and new skills for librarians in healthcare'

I was lucky to be one of the 5 delegates sponsored by London Health Libraries (LHL) Network to attend the UHMLG Spring Forum on 6th March, 2015. This was my first attendance of the Spring Forum and I wish to extend my sincere gratitude to the LHL for making it possible for me to attend. The UHMLG Spring Forum brings together medical and health library and information professionals from the academic sector, the NHS and other health organisations in the UK and Ireland to share knowledge, experiences and best practices and to make recommendations to the appropriate health authorities.

The title for this year's Spring forum: *'Survival of the fittest: Changing environments, evolving roles and new skills for librarians in healthcare'*. The theme describes the swift pace we, as librarians and information practitioners, are able to embrace and adapt to the changing nature of our profession and develop the required expertise to improve the services we deliver to our clientele. The venue at the Royal Society of Medicine was just the perfect place to have the forum.

The day began with a hearty welcome address from **Donald Mackay**, Head of Health Care Libraries, Bodleian Health Care, University of Oxford. This was followed by a presentation delivered by **Jason Briddon**, Director of Library services, University of West England (UWE) titled: *'Pivotal connected and flying: transforming libraries in HE'*. David started off by introducing the **UWE Bristol Strategy 2020**¹ which sets out the future ambitions of the UWE and outlines its priorities to becoming a practice orientated, connected and digitally advanced institution with an inclusive and global outlook. He related his discussion with **Tenant's, (2012)**² wake-up call to Academic Librarians of the "Four Horsemen of the Library Apocalypse", that libraries are faced with increasingly unsustainable high levels of expenditure, decreasing demand for the physical collection in an era of digitization and where there are so many viable alternative sources of information such as open access (OA), although yet to make any significant impact, and how libraries adapt to the changing needs of their patrons. He further highlighted the **NMC Horizon Report, (2014)**³ which examines trends, challenges and emerging technologies for their potential impact on academic and research libraries worldwide, and mentioned the **OCLC, (2014) report**⁴, which explores how online learning is reshaping education and the implications and opportunities that this brings to academic libraries. The challenge now for libraries is to map out new ways to meet these changes by developing specialist roles, engaging with learners, developing partnerships and finding new ways of measuring value and impact⁵.

¹ University of West England. *UWE Bristol Strategy 2020: Advancing knowledge, inspiring people, transforming futures*. [Online] Available at: <<http://www1.uwe.ac.uk/aboutus/visionandmission/strategy.aspx>> [Accessed 22 March 2015]

² Tennant, R. (2012) *The Once and Future Academic Library: "The Four Horsemen of the Library Apocalypse"*. [Online] Available at: <<http://infospace.ischool.syr.edu/2012/06/14/roy-tennants-wake-up-call-to-academic-librarians/>> [Accessed 4 April 2015]

³ NMC, (2014) *Horizon Report: Library Edition* [pdf] NMC. Available at: <<http://cdn.nmc.org/media/2014-nmc-horizon-report-library-EN.pdf>> [Accessed 4 April 2015]

⁴ OCLC, (2014) *At a Tipping Point: Education, Learning and Libraries: a report to the OCLC Membership*. [pdf] OCLC. Available at: <<http://www.oclc.org/content/dam/oclc/reports/tipping-point/215133-tipping-point.pdf>> [Accessed 22 March 2015]

⁵ Education Advisory Board, (2011) *Redefining the Academic Library: Managing the Migration to Digital Information Services*. [pdf] The Education Advisory Board. Available at: <<http://www.fullerton.edu/senate/meetings/retreat/Redefining%20the%20Academic%20Library%20-%20Matthew%20Pellish%20CSU%20Fullerton%208-16-11,%2051%20pgs.pdf>> [22 March 2015]

The next speaker was **David Stewart**, Director of Health Libraries North West / HE LKSL Chair / CILIP Councillor whose topic was on: '**Knowledge for Healthcare: a framework for NHS library and knowledge services in England**⁶: opportunities and challenges'. He stated that the strategy was needed to justify the £2,000,000 (recurrent over 3 years) that was required for national core content resources. He provided a historical overview of the context of various key documents dating back from the 1970's health circular and gave reasons why having the new strategic framework is important for transforming services. A driver diagram was used to map out the aim and key to this were the following four strategic themes which were identified as the primary drivers for change:

- Transforming the service - Proactive, customer-focused knowledge services are provided and used
- Staff, learners and patients benefit from quick and easy access to relevant evidence at the point of need
- There is effective leadership, planning and development of the healthcare library and knowledge services workforce
- Optimising funding for best value - Investment in library and knowledge services is optimised for best value

Libraries are further urged to explore ideas on how get involved in delivering the knowledge for healthcare framework by contacting:

HEE.knowledgeforhealthcare@nhs.net

David's presentation was followed by a short break for refreshments which provided an opportunity to visit the exhibition stands and talk to the suppliers and meet with other colleagues.

After the short break, **Ruth Murphy**, Library Learning & Teaching Manager and **Sonya Lipczynska**, Library Liaison Manager, from Kings College London delivered their topic was on: *Librarians as Teachers: how we developed and adapted our roles*. They set the scene by a quote from an article written by **Wilson, (1979)**⁷:

"It is the fiction that librarians are teachers. The fiction is used by librarians to provide a more comforting self-image, to bolster a status claim, and to relate the profession to the world outside it"

The reaction to this statement lead to discussions on the difference between teaching and training, furthermore, how comfortable are we as librarians in placing ourselves as teachers alongside our academic colleagues and what the library's role is in the student learning journey. Both presenters outlined their teaching development, which started from trial and error, to peer support and lead them to study for teaching qualifications and how this has had a significant impact on their practice. They were able to build knowledge networks through getting students to teach each other. Their teaching was done by using the Kings College online learning environment, lib-guides and Polleverywhere which facilitates real time interaction with audiences via mobile devices.

⁶ HEE, (2015) *Knowledge for healthcare: a development framework: for NHS library and knowledge services in England 2015 - 2020*. [pdf] HEE. Available at: <<http://hee.nhs.uk/wp-content/blogs.dir/321/files/2014/12/Knowledge-for-healthcare-framework.pdf>> [Accessed 22 March 2015]

⁷ Wilson, P. (1979) Librarians as Teachers: The Study of an Organization Fiction. *The Library Quarterly: Information, Community, Policy*, [e-journal] 49(2) Available at: <<http://www.jstor.org/stable/4307078>> [Accessed 22 March 2015]

Ruth and Sonya's topic was very much linked with the afternoon presentation by **Rosalind Francis**, Academic Services Librarian, University of Greenwich whose topic: '*Going for GOLD- becoming an Associate Fellow of the Higher Education Academy (HEA)*' described the different levels of fellowship in higher education and her journey towards becoming an Associate Fellow. She demonstrated the advantages of accreditation with the HEA in gaining recognition and respect from your academic colleagues and enables you to reflect and develop your teaching practice to better support learners.

Janette Colclough, Research Support Manager, University of York and **Pat Spoor**, Scholarly Communications & Researcher Skills Team Leader, University of Leeds spoke on the topic: *Redefining roles: supporting researchers at York and Leeds*. Their discussion centred on how their librarian job roles have evolved and highlighted that the word 'librarian' no longer exists in both their job titles. They said that there is need for librarians to change their perception of what they 'should be doing' to support new roles. The reorganisation at their institutions meant redefining their roles, a change in staff structures and reallocation of staff. There is now a split between learning services and research support and a move from academic liaison roles to more specialist support areas. The external drivers that influenced the need for change were reports such as, **The RIN and RLUK report, March (2011)**⁸, and the **Finch report, (2012)**⁹. Significant to this were also the internal drivers such as their university research strategies, the growing demand for open access (OA), resource discovery tools and lack of funding for new staff. The emphasis therefore is how they engage more with researchers to meet their needs. Future plans involve creating new spaces for researchers, addressing and aligning their libraries goals with the **HEFCE, (2014) Policy for open access framework (REF)**¹⁰ and **EPSRC, (2011) Policy framework on research data**¹¹.

Erica Rae, Public Health and Commissioning Librarian West Sussex Hospitals NHS Trust talked about *Knowledge services for public health and commissioning: changes, choices, challenges*. She briefly introduced her job role and then talked about the challenges she faced while providing outreach services. Some of the problems she encountered included travel problems, additional expenses and IT network problems as she was moving from site to site hotdesking and using her laptop and mobile phone to do her work and to connect with colleagues. However, she mentioned that issues facing public health library services are far wider. Knowledge services for public health should be Local authority led not NHS led and that improved library support is required for public health information. Information for public health can be made available to the public through national public health programmes on TV, radio and online.

⁸ RIN and RLUK, (2011) *The value of libraries for research and researchers: a RIN and RLUK report*. [pdf] RIN and RLUK. Available at: <<http://www.rluk.ac.uk/wp-content/uploads/2014/02/Value-of-Libraries-report.pdf>> [Accessed 22 March 2015] and RLUK, (2012). *Re-skilling for researchers: An investigation into the role and skills of subject and liaison librarians required to effectively support the evolving information needs of researchers*. [pdf] RLUK. Available at: <<http://www.rluk.ac.uk/wp-content/uploads/2014/02/RLUK-Re-skilling.pdf>> [Accessed 22 March 2015]

⁹ Finch, J, (2012) *Accessibility, sustainability, excellence: how to expand access to research publications: Report of the Working Group on Expanding Access to Published Research Findings*. [pdf] Available at: <<http://www.researchinfonet.org/wp-content/uploads/2012/06/Finch-Group-report-FINAL-VERSION.pdf>> [Accessed 22 March 2015]

¹⁰ HEFCE, (2014) *Policy for open access in the post-2014 Research Excellence Framework*. [pdf] HEFCE. Available at: <https://www.hefce.ac.uk/media/hefce/content/pubs/2014/201407/HEFCE2014_07.pdf> [Accessed 22 March 2015]

¹¹ EPSRC Council, (2011) *Policy framework on research data*. [Online]. Available at: <<http://www.epsrc.ac.uk/about/standards/researchdata/>> [Accessed 22 March 2015]

This was followed by a session break for lunch. After a very nice lunch we reconvened and the presentations continued.

The next person to talk was **Fiona Ware**, Academic Liaison Librarian, University of Hull and her topic was: *Supporting systematic reviews and the role of the Academic liaison librarian*. Fiona gave a brief background of her job role on supporting systematic reviews. She highlighted something that many members of the audience have encountered in their work, the misinterpretation of what constitutes a systematic review which is often used interchangeably with a literature review and our role as librarians is to guide researchers to understand the difference. She outlined the following as skills required:

- In-depth knowledge of databases and advanced searching
- Knowledge of search filters
- Ability to formulate research questions into appropriate search terms
- Translate search strategies from one database to another
- Skills to export and share

She further explained that a systematic review is a big task that is conducted by a team of people and can take up to a year to complete and highlighted examples of systematic reviews that she co-authored. She further mentioned that University of Hull are in the process of developing a library guide on systematic reviews.

This was followed by **Laura Wilkes**, Library and knowledge services manager/innovation scout at West Suffolk hospital and her topic was: *Scouting information to aid innovation*. She explained the purpose of setting up the Health Innovation Scout Network which was established in 2008 and the role of an innovation scout:

- Identify, assess and bring forward new innovative ideas to Health Education England (HEE) for development.
- Raise awareness of innovation throughout their organisation
- Promote adoption and diffusion of new ideas and best practice

So far they have created an innovation page on their library website and established a monthly current awareness bulletin aimed at health managers and highlights innovation. They have provided innovation scout training to over 100 NHS staff and are currently working with 35 active innovation scouts from different NHS organisations. She was selected as runner-up in the 'Sally Hernando awards'. She then put forward an interesting proposal for the audience to think about a new title that would be more appropriate to replace the word 'scout' before the end of the day. This had a few responses although it wasn't confirmed as to whether there was going to be a change in the title, so watch the space!

The participants were then given an opportunity to ask questions or make comments. There were lots of interesting questions and answers the session was chaired by **Betsy Anagnostelis**, UHMLG Vice-Chair.

The final presentation and highlight of the day was titled: *Captaining your own ship* delivered by **Sue Lacey Bryant**, Senior Development Adviser, HEE Knowledge for Healthcare programme CPD Tutor, Health Education Thames Valley, Faculty member, NHS Improving Quality. This was more of an inspirational key note speech about Sue's career as a Librarian, the challenges and highs. Sue shared many useful

quotes which made her talk more interesting! One of which was a quote from Kofi Annan, former UN Secretary General which states “knowledge is power, information is liberating, education is the premise of progress in every society in every family”. Sue emphasised that we have to steer our own development to where we want to see ourselves by doing more of what we are good at, learning from others through shadowing and developing our leadership skills.

The day finished with closing remarks from **Donald Mackay**, UHMLG Chair and participants were invited to go on an optional tour of the Royal Society of Medicine (RSM) Library.

Attending the forum turned out to be a good learning experience for me. I thoroughly enjoyed the day and met with people from different universities, NHS Trusts organisations and health information providers. The gathering was diverse and brought together professionals who are committed and forward thinking that complement each other’s efforts in improving research, learning, teaching and access to information for improved patient care outcomes across the UK. I would recommend it without hesitation to other Librarians who want to attend future UHMLG Forums.

Isatou N.S. N'jie, Clinical Support Librarian, Knowledge and Library Services, Barts Health NHS Trust

Current literature

Technology

Han, Y. (2015) **Cloud storage for digital preservation: optimal uses of Amazon S3 and Glacier.** *Library Hi Tech*, 33(2)

<http://www.emeraldinsight.com/doi/abs/10.1108/LHT-12-2014-0118>

Cloud storage as a digital preservation strategy is examined. The price of cloud storage has dropped in the last 8 years. Two systems: Amazon S3 and Glacier are compared and contrasted against other options. The findings show that S3 and Glacier present advantages and are useful for digital preservation.

Yao, F., Zhang, C., & Chen, W. (2015) **Smart talking robot Xiaotu: participatory library service based on artificial intelligence.** *Library Hi Tech*, 33(2)

<http://www.emeraldinsight.com/doi/abs/10.1108/LHT-02-2015-0010>

This study introduces a participatory library service based on artificial intelligence (AI). AI technologies and various technologies for facilitating the use of the currently existing libraries and the third-party resources are combined in the new mobile and social networking environments to provide an innovative real-time virtual reference service. Special aesthetic design and library marketing measures are adopted to expand the gains of the service. Questionnaire survey, in-depth interview, and statistical analysis are conducted to evaluate the effects of the service.

Findings: A smart talking robot called Xiaotu (female) is developed. This robot is regarded as a promising new online reference service modus operandi. Four factors contribute to the success of the robot, namely; AI, self learning, vivid logo and language, and modular architecture.

Xiaotu presents a participatory library service, in which users participate in the resources collection and become content co-creators. Her presence at anytime and anywhere on any kind of terminal maximizes her potential for the delivery of virtual reference services. Xiaotu has the potential to be a general reference robot or a costumed institute robot.

Marton, C. (2015) **Understanding the health information needs of British internet users seeking health information online and their perceptions of the quality of the internet as a source of health information.** *Journal of Hospital Librarianship*, 15(2): 175-188

<http://www.tandfonline.com/doi/abs/10.1080/15323269.2015.1015092#.VV3nCHmYZok>

This article reports on the results of 3 web surveys on consumer health information in the UK. Although online health information is not perceived as being completely credible it can have a positive influence on health outcomes such as improved eating habits, exercise and relaxation. The credibility and usefulness of official versus unofficial consumer health websites in the UK is examined. Findings may be useful to increase consumer health librarians understanding of patients' health information needs and their perceptions of the Internet as a source of health information.

Findings may also influence collection development and management.

Demonstrating impact of library and information services

Rethlefsen, M. L., Farrell, A. M., Trzasko, L. C. O., & Brigham, T. J. (2015) **Librarian co-authors correlated with higher quality reported search strategies in general internal medicine systematic reviews.** *Journal of clinical epidemiology*, 68(6): 617-626

[http://www.jclinepi.com/article/S0895-4356\(15\)00057-8/abstract](http://www.jclinepi.com/article/S0895-4356(15)00057-8/abstract)

This study set out to determine whether librarian and information specialist authorship was associated with better reported systematic review (SR) search quality. Independent reviewers used 3 instruments to assess SRs from high-impact general internal medicine journals for search and reporting quality characteristics. They found that search reproducibility and adherence to search standards were associated with librarian authorship. The authors call on authors and editors to encourage librarian authorship participation on SRs to minimize bias.

Geng, Y., Fowler, C. S., & Fulton, S. (2015) **Clinical librarian support for rapid review of clinical utility of cancer molecular biomarkers.** *Medical reference services quarterly*, 34(2), 202-214

<http://www.tandfonline.com/doi/full/10.1080/02763869.2015.1019758#.VV3mpnmYZok>

The clinical librarian used a restricted literature searching and quality-filtering approach to provide relevant clinical evidence for the use of cancer molecular biomarkers by institutional policy makers and clinicians in the rapid review process. The librarian-provided evidence was compared with the cited references in the institutional molecular biomarker algorithm. The overall incorporation rate of the librarian-provided references into the algorithm was above 80%. This study suggests the usefulness of clinical librarian expertise for clinical practice. The searching and filtering methods for high-level evidence can be adopted by information professionals who are involved in the rapid literature review.

Roles for Health Science Librarians

Cheeseborough, J., Godbolt, S., & Grant, M. J. (2015) **Getting involved in international development activities: UK initiatives and hidden benefits.** *Health Information & Libraries Journal*, 32(1): 1-4

DOI: 10.1111/hir.12096

Jackie Cheeseborough and Shane Godbolt describe the role that UK health information professionals have in global health and how they support international colleagues from developing countries. A range of organisations including Book Aid International, HIFA, INASP, ITOCA, Phi, TALC, THET and Research4Life are discussed. Despite the recessionary times, many UK librarians are involved in developing countries through volunteering, as part of their own continuing professional development and are finding benefits to their own organisations.

Koffel J.B. (2015) **Use of recommended search strategies in systematic reviews and the impact of librarian involvement: a cross-sectional survey of recent authors.** *PLoS ONE* 10(5): e0125931

DOI: [10.1371/journal.pone.0125931](https://doi.org/10.1371/journal.pone.0125931)

OPEN ACCESS

Koffel systematically explores the involvement of librarians in systematic reviews and whether this translates to better use of search strategies. A survey was sent to all authors of English-language systematic reviews indexed in the Database of Abstracts of Reviews of Effects (DARE) from January 2012 through January 2014. Authors were asked if and how librarians were involved and to report on their use of recommended search strategies. A multivariate logistic regression was used to inform results. The use of a librarian led to more incorporation of recommended search strategies (65%). 51% of studies involved a librarian, but only 64% acknowledged their assistance.

Squires, J. E., Graham, I. D., Hutchinson, A. M., Linklater, S., Brehaut, J. C., Curran, J., & Grimshaw, J. M. (2014) **Understanding context in knowledge translation: a concept analysis study protocol.** *Journal of advanced nursing*, 71(5): 1146–1155

<http://onlinelibrary.wiley.com/doi/10.1111/jan.12574/abstract>

The authors set out to conduct a concept analysis of clinical practice contexts and the uptake of research evidence by healthcare professionals. What is interesting about this is that one of the authors is an information scientist who assisted with the research. The study states that the analysis will lead to a much needed framework of context for knowledge translation, resulting in increased research use by nurses and other healthcare professionals in clinical practice, ultimately leading to better patient care.

Ludeman, E., Downton, K., Shipper, A. G., & Fu, Y. (2015) **Developing a library systematic review service: a case study.** *Medical Reference Services Quarterly*, 34(2): 173-180

<http://www.tandfonline.com/doi/abs/10.1080/02763869.2015.1019323?journalCode=wMrs20#.VV3n-HmYZok>

The authors describe the implementation of a systematic review service to researchers at one campus. Demand had increased for librarian's assistance with systematic reviewing. University administration encouraged librarians to increase collaboration with clinical and science researchers. Three librarians were trained in systematic reviewing and developed a guide on systematic reviewing. Seven librarians in total were involved. The service was launched with promotion in a newsletter, library website and email to faculty. Reviews took an average of 15 hours. Formal evaluation of the service is planned. The immediate benefits include increased collaboration, librarians publishing as part of a team and the credibility of the library amongst researchers.

Continuing Professional Development

Conte, M. L., MacEachern, M. P., Mani, N. S., Townsend, W. A., Smith, J. E., Masters, C., & Kelley, C. (2015) **Flipping the classroom to teach systematic reviews: the development of a continuing education course for librarians.** *Journal of the Medical Library Association: JMLA*, 103(2): 69

DOI: [10.3163/1536-5050.103.2.002](https://doi.org/10.3163/1536-5050.103.2.002)

The flipped classroom model was used at an academic health sciences library to develop and conduct a systematic review course for librarians. The course was developed by a team of informationists as a pilot initially and was delivered a second time. The students gave positive feedback and the flipped classroom model was deemed successful.

Cooper, D. (2015) **How to write an original research paper (and get it published).**

J Med Libr Assoc. 2015 Apr; 103(2): 67–68

DOI: [10.3163/1536-5050.103.2.001](https://doi.org/10.3163/1536-5050.103.2.001)

OPEN ACCESS

This is a short practical piece of advice on publishing from a health science librarian. There is an emphasis on publishing in the Journal of the Medical Library Association and an overview of guidelines for authors.

Murphy, S. A., & Boden, C. (2015) **Benchmarking participation of Canadian university health sciences librarians in systematic reviews.** *Journal of the Medical Library Association: JMLA*, 103(2), 73

DOI: [10.3163/1536-5050.103.2.003](https://doi.org/10.3163/1536-5050.103.2.003)

OPEN ACCESS

The authors report on the results of an online survey distributed via 2 Canadian librarians discussion lists. 83 responses were analyzed. Participants had to be health science librarians working at universities in Canada. Results are presented in several categories: librarian participation, knowledge and training, barriers, policies and guidelines, other types of literature reviews, and demographics. Librarians are primarily assuming traditional roles in Systematic Reviews. The study provides data to develop benchmarks in this area.

Gathoni, N., Kamau, N., Nannozi, J., & Singirankabo, M. (2015) **International Trends in Health Science Librarianship Part 14: East Africa (Kenya, Uganda, Rwanda).** *Health Information & Libraries Journal*, 32(2): 150-155

DOI: [10.1111/hir.12103](https://doi.org/10.1111/hir.12103)

The 14th in a series of articles exploring international trends in health science librarianship in the 21st century. In East Africa trends include consortia via the Kenya Library Information Services Consortium (KLISC); development of repositories to promote & develop local content; the role of KEN-AHILA in teaching information literacy skills to healthcare professionals; achievements in community health and consumer health information literacy training have been possible with support from IFLA, Partnerships in Health, Book Aid International and the Elsevier Foundation. Challenges are lack of trained staff, infrastructure and recognition of the work of librarians.

Mallappa, V. (2015) **Conflict management in management library professionals.**

DESIDOC Journal of Library & Information Technology, 35(3)

DOI: [10.14429/djlit.35.3.8209](https://doi.org/10.14429/djlit.35.3.8209)

OPEN ACCESS

Very few authors have tackled the topic of conflict management in librarianship, which is why this article may be of interest. The literature review that informs this article looks to disciplines such as Human Resources, Business and Management for research. The survey was conducted using random sampling of college libraries in Bangalore. The objective is to identify strategies to resolve and prevent conflicts in the library workplace. The top strategy for dealing with conflict was allowing leave followed by an Exit interview. The authors conclude that 'precaution is better than cure' for conflict resolution.

Editor's Pick:

Fiander, M., McGowan, J., Grad, R., Pluye, P., Hannes, K., Labrecque, M., & Tugwell, P. (2015) **Interventions to increase the use of electronic health information by healthcare practitioners to improve clinical practice and patient outcomes.** *The Cochrane Library*
DOI: [10.1002/14651858.CD004749.pub3](https://doi.org/10.1002/14651858.CD004749.pub3)

Key points

- Despite an abundance of electronic health information (EHI), sub-optimal care is common.
- The review covered the Cochrane Library, MEDLINE, EMBASE, CINAHL, and LISA up to November 2013.
- Two review authors independently extracted data and assessed the risk of bias for each study. GRADE was used to assess the quality of the included studies.
- No studies were found to support EHI versus no alternative
- No studies reported on use of EHI and patient outcomes
- When practitioners are provided with EHI and education or training, the use of EHI increases

Take home message

The use of EHI alone to improve patient care or clinical outcomes is insufficient. Research is needed to examine practitioners reluctance to apply EHI in patient care and ways to reduce this.

Aoife Lawton, Systems Librarian, Health Service Executive, Dublin, Ireland
Contributions should be sent to aoife.lawton@hse.ie

Diary of events

5 June 2015

Critical Appraisal Skills Basic Workshop
BMA House, London

<http://bma.org.uk/about-the-bma/bma-library/library-courses>

£160+VAT for BMA members, £320+VAT for non-members

8 June 2015

Introduction to Critical Appraisal
National Clinical Guideline Centre, Great Portland Street, London

<http://www.ncgc.ac.uk/Training-Courses/24-Introduction+to+Critical+Appraisal>

£300

9 June 2015

Systematic Reviews and Meta-analysis in Action
National Clinical Guideline Centre, Great Portland Street, London

<http://www.ncgc.ac.uk/Training-Courses/25-Systematic+Reviews+and+Meta-analysis+in+Action>

£300

10-12 June 2015

EAHIL+ICAHIS+ICLC Workshop
Edinburgh, Scotland

<https://eahil2015.wordpress.com/>

£330

14-17 June 2015

HTAi 2015 12th Annual Meeting : Global Efforts in Knowledge Transfer: HTA to Health Policy and Practice

Oslo, Norway

<http://www.cvent.com/events/2015-htai-annual-conference/event-summary-24fdbeb646af4856894b56e17ef6bd6e.aspx?RefID=HTAi%202015>

Range of package options

16-19 June 2015

The Nottingham Systematic Review Course
University of Nottingham

<https://szg.cochrane.org/workshops-training-and-events>

£750

18-19 June 2015

UHMLG Summer Residential : Influencing, Inspiring, Leading: Reflections on personal and professional impact

Luton Hampton, Luton

<https://uhmlg-summer2015.eventbrite.co.uk>

Range of package options

19-22 June 2015

CHLA/ABSC Conference 2015: Riding the Wave of Change
Vancouver, British Columbia

<http://chla-absc.ca/conference/>

Early bird registration deadline is 15 May 2015. Range of package options

25 June 2015

Economic Evaluations & Economic Evidence in Healthcare
University of York

<http://www.yhec.co.uk/training/economic-evaluations-and-evidence/>
£225 (plus £45 VAT)

29 June 2015

Critical Appraisal Skills Extended Workshop
BMA House, London

<http://bma.org.uk/about-the-bma/bma-library/library-courses>
£160+VAT for BMA members, £320+VAT for non-members

2-3 July 2015

The CILIP Conference 2015: Connect. Debate. Innovate.
St George's Hall, St Georges Place, Liverpool

<http://cilipconference2015.org.uk/>
Range of package options

6-8 July 2015

EBLIP8
Queensland University of Technology, Brisbane, Australia

<http://eblip8.info/>
Range of package options

15-21 August 2015

IFLA WLIC 2015
Cape Town, South Africa

<http://conference.ifla.org/>
Early bird registration deadline is 15 May 2015. Range of package options

14 September 2015

Introduction to Critical Appraisal
National Clinical Guideline Centre, Great Portland Street, London

<http://www.ncgc.ac.uk/Training-Courses/26-Introduction+to+Critical+Appraisal>
£300

15 September 2015

Systematic Reviews and Meta-analysis in Action
National Clinical Guideline Centre, Great Portland Street, London

<http://www.ncgc.ac.uk/Training-Courses/27-Systematic+Reviews+and+Meta-analysis+in+Action>
£300

17 September 2015

Critical Appraisal Skills Basic Workshop
BMA House, London

<http://bma.org.uk/about-the-bma/bma-library/library-courses>
£160+VAT for BMA members, £320+VAT for non-members

18 September 2015

Critical Appraisal Skills Extended Workshop
BMA House, London

<http://bma.org.uk/about-the-bma/bma-library/library-courses>
£160+VAT for BMA members, £320+VAT for non-members

22-24 September 2015

Introduction to Management

Melbourn Community Hub, Melbourn, UK

<http://www.riverrhee.com/training-and-development/>

Usual price £750 plus vat per person - discounted price for East of England / HLG members - £600 plus vat per person

12 October 2015

Managing Change

Melbourn Community Hub, Melbourn, UK

<http://www.riverrhee.com/training-and-development/>

Usual price £275 plus vat per person - discounted price for East of England / HLG members - £200 plus vat per person

20 October 2015

Advanced Search Techniques for Systematic Reviews, HTA and Guidelines

University of York

<http://www.yhec.co.uk/training/advanced-search-techniques-systematic-reviews-health-technology-assessment-guideline-development-20th-october-2015/>

£225 (plus £45 VAT)

21 October 2015

Advanced Search Strategy Design for Complex Topics

University of York

<http://www.yhec.co.uk/training/advanced-search-strategy-design/>

£225 (plus £45 VAT)

2 November 2015

Introduction to Lean and Six Sigma

Melbourn Community Hub, Melbourn, UK

<http://www.riverrhee.com/training-and-development/>

Usual price £275 plus vat per person - discounted price for East of England / HLG members - £200 plus vat per person

18 November 2015

Introduction to Critical Appraisal

National Clinical Guideline Centre, Great Portland Street, London

<http://www.ncgc.ac.uk/Training-Courses/28-Introduction+to+Critical+Appraisal>

£300

19 November 2015

Systematic Reviews and Meta-analysis in Action

National Clinical Guideline Centre, Great Portland Street, London

<http://www.ncgc.ac.uk/Training-Courses/29-Systematic+Reviews+and+Meta-analysis+in+Action>

£300

Julia Garthwaite, Deputy Site Librarian, Cruciform Library, UCL

Contributions should be sent to j.garthwaite@ucl.ac.uk

Newsletter editorial notes

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

Contributions to the *Newsletter* should be sent to:

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Next Copy dates:

Issue date	Deadline for content
March	13 February 2015
June	15 May 2015
September	14 August 2015
December	13 November 2015

HLG Members email discussion list

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