



Health Libraries Group Newsletter

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Editorial

A warm (and sunny!) welcome to the June edition of the HLG Newsletter. In this issue we have an inspiring history of the library service and the influence it has had over the years at Darling Downs Hospital and Health Service, Australia. The library has been referred to as “indispensable”, “of inestimable and immeasurable value”, and “the greatest gift of all”. Other articles include a Trust-wide Randomised Coffee Trial to encourage networking and communication across staff, a service update on the new library provision for NHS Ambulance Services in England, and in preparation for ideas for Health Information Week a look at the national #runandtalk campaign through the eyes of a group of volunteer Mental Health Ambassadors. Our own editor Joel describes how Leeds Libraries for Health promote their service to graduates in 3 minutes.

We also have 3 very interesting book reviews, two of them focusing on the internet and digital content, and another on collection development and management. The internet sites of interest this month are related to mental health, and are a great resource for both yourself and your users.

For those of you attending the HLG Conference this week, we look forward to seeing you there, and our September issue will feature reports and shared learning from Keele.

Have a wonderful summer!
Rachel Gledhill
Assistant Editor



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Hosting a Randomised Coffee Trial to empower staff to make connections, network and collaborate

The Library & Knowledge Service (LKS) at Wirral University Teaching Hospital coordinated a Randomised Coffee Trial in partnership with the trust's Fab Ambassador as part of Fab Change Week 2017.

The [Academy of Fabulous Stuff](#) celebrates the small changes that make a big difference in the NHS and ensures best practice examples, great ideas and service solutions are available to all. In November 2017 [Fab Change Week](#) encouraged NHS staff to make pledges for positive change in their organisation and celebrate innovation during the week 13-17 November. As a trust with concerns over staff engagement, we wanted to encourage people to make connections outside their own teams or departments, break down silos, collaborate and learn from each other.

Our aim was to coordinate, promote and evaluate the impact of a Randomised Coffee Trial.

We adapted the materials available on [The Edge website](#) to produce an email invitation and posters to promote the event. Participants were recruited via other activities that were taking part in the trust during Fab Change Week, including a display in the main entrance and the launch of an informal network across the organisation.

Participants provided their name, email address and job title and we used an Excel spreadsheet to randomly pair people up. Each pairing was then sent an email to introduce them to each other and suggesting that they meet for a coffee to talk about anything they liked! Suggestions for talking points were also included.

In January 2018 we sent everyone who had signed up a feedback questionnaire (produced using Survey Monkey) to assess the impact of the Randomised Coffee Trial.

- 52 people signed up to the Randomised Coffee Trial and 23 responded to the feedback questionnaire (response rate 44%).
- 61% of respondents (14 people) had met up with their pairing; 39% (9 people) had not. Of those that didn't meet, this was due to the other person not responding, work pressures and sickness. One pairing had a telephone conversation instead.
- 100% of the people who met with their pairing said it was a positive experience for them.

As a result of meeting, respondents connected with someone that they wouldn't otherwise have met (78%), widened their professional network (56%) and learned something new (44%).

91% of respondents said they would take part in another Randomised Coffee Trial (whether they met up with their pairing or not).

Some of our learning points are:

- A Randomised Coffee Trial is a simple but effective knowledge sharing activity that can enable people to make connections, widen their professional networks and learn from each other.
- Working with the Fab Ambassador helped enormously in promoting the activity and getting people to sign up.
- People were enthusiastic and curious about the concept.
- We hope to repeat the Randomised Coffee Trial later this year.
- More people signed up that actually ended up meeting, so when we repeat the activity we need to work out how to encourage more meetings (we are trying to work with our Catering Manager to offer participants a free coffee in the staff restaurant if they take part).

Leeanne Lockley, Advancing Quality Nurse and Fab Ambassador, said:

“The Randomised Coffee Trial provided an opportunity for staff to have conversations with each other. This has had a great impact for the trust. It highlighted the need to have more conversations across all divisions, professionals and at all levels. The positivity and energy it generated was palpable and thus contributed to a small change in trust culture.”

Some of the responses from the feedback survey (sorry no names / job titles as it was anonymous!)...

“I got on very well with the person I met and we have agreed to meet up again in our own time. I found the trial interesting and enjoyable. I have worked in this building for 20 years and there must be hundreds of people I have never met. This is a great way to meet people for professional networking or just a friendly chat.”

“This is a great initiative which can only help improve staff engagement and staff morale.”

“A fantastic way to connect people, ideas and knowledge!”

“It was really nice to meet someone from a different department. We had a good chat and have kept in touch since our meeting.”

Colleagues in the Trust are still expressing an interest in taking part in the Randomised Coffee Trial so we hope to run it again later in the year.

Victoria Treadway, Library & Knowledge Service Lead
Wirral University Teaching Hospital NHS Foundation Trust

100 Years of Darling Downs Hospital and Health Service, Australia

I recently received the following search request:

“Child Health in Queensland is 100 years this year. Would you please check for historical information on our service for the Darling Downs Hospital and Health Service that we could use to promote and celebrate our service?”

In searching the public library's local history clippings folders I came across several documents of use. Serendipitously I also came across a newspaper article from Monday 16 September 1935 which reported on 'the official opening ceremony of the McDonnell Library, a gift to the Toowoomba General Hospital'. The report eulogised Dr Aeneas McDonnell, Honorary Surgeon-In-Chief, staff physician for 46 years, and the man bequeathing his 150 book collection in order to establish the library. He was described as a 'great citizen and scholar, but greater surgeon and physician'.

Regarding the library, the article quotes Cr. F. Prentice (Board Chairman): 'To cap all his wonderful services, Dr McDonnell has presented to the institution a medical library which will be a boon to the medical staff and to the senior nursing staff. Its value is hard to estimate when one thinks of the doctors and nurses who will make full use of it. The Board has provided what it considers a fitting setting for the wonderful library, and I trust that everybody present this afternoon will inspect it'. In opening the library the local politician Mr J.D. Kane remarked 'that the library would be of inestimable value to medical men and nurses, and would forever be a monument to its donor'. After highlighting other improvements to the hospital (new ENT clinic; remodelled kitchen block; modernising the laundry) the article then returns to its initial theme and goes on to describe medical literature and health libraries in the most grandiloquent of terms: 'Mr Kane said that the gathering had assembled to honour the living, and he should say that the greatest man living connected with the Toowoomba Hospital was Dr Aeneas McDonnell.' (Applause).

'Although that statement might seem sweeping, he really believed it to be true. Nothing could be of greater service to mankind than medical literature. Dr McDonnell believed that, and so did the medical profession. Because he realised the indispensability of the library, and of literature to the profession that did so much for mankind, Dr McDonnell had given his valuable library to the institution. If that were the only thing that Dr McDonnell had done for the institution it would be sufficient for one man in his day; but to him in his knowledge of the man and the institution it appeared to be Dr McDonnell's crowning glory of very many gifts of a lifetime of service. (Applause). After all his gifts of skill and knowledge, his unending generosity, Dr McDonnell had come forward with the greatest gift of all – the gift of literature of his profession in the form of a library of inestimable and immeasurable value'.

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https://www.cilip.org.uk/members/group_content_view.asp?group=200697&id=686518

As current custodian of the Dr Aeneas McDonnell library, with an interest in history and an easily-triggered sentimental streak, it was a thrill to come across this foundation document. It was even more thrilling to see the library I work for described as “indispensable”, “of inestimable and immeasurable value”, and “the greatest gift of all”. I have half a mind to stop collecting statistics and writing annual reports and simply refer any questions as to the need for a hospital library back to this 1935 newspaper article. However the other half of my mind has paused to reflect on whether the library is indeed a “boon to the medical staff and senior nursing staff”, and whether it continues to “forever be a monument to its donor”?

Much has changed in hospitals, and health care, and health information, since Dr McDonnell graduated from University of Sydney and began practice in Toowoomba in 1890. The scale and complexity and rapidity of change would no doubt astound him. Yet the library he established continues to be used. Since 2010, 1900 staff have borrowed 7000 books and accessed 30000 articles and requested 2700 literature searches from the library. Since 2014 at least 1400 staff have attended some 200 training sessions provided by the library. Countless others have used the library’s physical space for computing and study and sleeping. Untold more have accessed digital resources and platforms provided by the library but with no further intervention from the library. As well, a recent local impact survey regarding the impact of literature searching received 77 respondents, of whom:

- 58% indicated it has contributed to choice of intervention decisions
- 60% indicated it has contributed to advice to patient
- 51% indicated it has contributed to improved healthcare outcomes
- 50% indicated it has contributed to improved quality of life for patients
- 61% indicated it has contributed to interventions based on best practice or current evidence
- 54% indicated it has contributed to improved quality of care
- 52% indicated it has contributed to service development
- 78% indicated it has contributed to updating knowledge and skills
- 59% indicated it has contributed to delivering education and training of staff
- 61% indicated it has contributed to personal research

Free text comments summing up the impact of the service included:

- “An invaluable service!”
- “Very helpful to obtain journal articles to keep up to date on current research and review potential application to practice. Critical to maintain professional development. Also very helpful for keeping up with current research to answer patient questions as these items are discussed in social media too.”
- “Being delivered evidence-based, contemporary research to assist with daily practice is essential in a modern organisation.”

- “The library service at DDHHS is an invaluable support to me as a clinician and being able to provide an evidence-based service. The outcome of the project which began with help from the library services is expected to be extremely useful to clinical staff in this district.”
- “One word – invaluable.”
- “The library service is highly valued. The staff are highly knowledgeable around a broad range of material. And their approachability and explanations give confidence to continue to seek their support. This creates a culture where our staff feel that our organisation supports the utilisation of evidence-based care into clinical practice.”
- “Excellent, very beneficial to practice. Provides better outcome for research than practitioner could do alone.”
- “Immensely helpful in providing access to relevant literature necessary to support service development and improve patient care.”
- “The literature search supported my application for AHPEP placement which in turn resulted in an improvement in the service we provided to cancer patients with head and neck cancers. This in turn led to decreased numbers of patients/admissions to the hospital.”
- “Enabled me as a practitioner to provide current evidence regarding infant feeding practices and health outcomes to health professionals and clients. Some of the information resulted in introducing new practices to the unit, directly impacting maternal and infant wellbeing.”
- “It is invaluable. To have access to someone to complete lit searches is very useful and efficient in time use for clinicians. I see it as a very valuable asset to clinicians whom if the librarian wasn’t available would just go in the ‘too hard basket’. The librarian’s accessibility promotes access to EBP information. Thank you!”
- “Service was excellent and efficient. Provided me with evidence-based practice information to determine whether client was appropriate for our service, whether had rehab potential or not and possible intervention strategies that would improve / not improve in relation to clients cognition. It’s provided me confidence in seeing the client as to what our service can/can’t provide and what as a health professional I can assist with.”
- “The librarian and the library is a service that has allowed me to continue research to advance my skills and knowledge. The hospital could not do

without this service, especially for young up coming nurses still learning and advancing their skill set. The introduction of emergency nurse transition programme requires readings and research to be completed and without this service would not flow as well as it does.”

- “Has significantly impacted on the service delivery framework of psychotherapeutic programs accessible to consumers of Mental Health Division.”

Despite the proliferation of alternative sources, and despite the death knell being periodically sounded by the ignorant and lazy, health libraries in Australia continue to be valued by the staff they serve and continue to be indispensable to the staff they serve. I would like to think Dr Aeneas McDonnell would be quietly proud of this. I would also like to think that through hard work, intelligent adaptation, evidence-based decision-making, and professional collaboration, current and future iterations of the library he bequeathed “will forever be a monument to his name”.

Daniel McDonald, Librarian

Darling Downs Hospital and Health Service, Toowoomba, Queensland, Australia

Library and Knowledge Service for NHS Ambulance Services in England (LKS ASE) Service Update

These changes are led by Helen Bingham for Health Education England (HEE) and National Education Network for Ambulance Services (NENAS). The headline news is the creation of the new *Library and Knowledge Service for NHS Ambulance Services in England (LKS ASE)* based around the former NAWAS LKS. LKS ASE is supported by a partnership of eight English ambulance services. These services are: South West, East Midlands, West Midlands, South Central, Yorkshire, North West, East of England and North East. London Ambulance Service and South East Coast Ambulance Services retain their own arrangements.

LKS ASE provides four core services:

- 1) **Request an article** – complete an online form and request any article you need.
- 2) **Request a search** – complete the online form to request a literature search.
- 3) **Current awareness** – sign up for monthly current awareness updates.
- 4) **Guides and help** – the library has written a guides on topics related to searching, research and paramedic practice.

LKS ASE follows the NAWAS LKS model of a virtual library service operated through the new website at: <http://ambulance.libguides.com>. LKS ASE is also working with Manchester University NFT Trust Library Services to deliver the Document Supply component of the core offering.

LKS ASE is currently progressing through a three year strategic plan to establish and the service. The service is managed through a steering group of stakeholders, including NHS library managers, who will play a role in shaping the direction of the service going forward. Additional developments are planned for the future including an institutional repository solution and the implementation of KnowledgeShare.

LKS ASE aims to complement, not replace, local sharing arrangements that support ambulance service staff. We do hope that NHS healthcare libraries that have contact with ambulance service staff will share information about LKS ASE services.



The core part of LKS ASE communications is the [website](#) the Twitter feed [@NWASLibrary](#) and the [Library Update Blog](#) <http://ambulance.libguides.com/blog>. The Twitter feed and the email address Matt.Holland@nwas.nhs.uk have been adapted from NWAS LKS for practical reasons.

The marketing behind LKS ASE is gathering pace following a soft launch in April 2018. Articles will appear in professional journals in the next few months, *Emergency Services Times* and *British Paramedic Journal* and hopefully more are in the pipeline at the time of writing. LKS ASE enjoys strong support from the ambulance trusts who will be pushing the Library to their staff. Of course, we hope that colleagues will publicise the library through the extensive NHS healthcare library network. Posters are planned for the near future. These are likely to be distributed electronically.

If colleagues have been using any of the NWAS LKS guides, or linking to them, they now have a new permanent home on the new [Library website](#). The old library NWAS LKS website on NHS Networks is being allowed to gracefully decay and will be taken down at the end of the year.

Thank you to those who have supported NWAS LKS in its short life 2009 – 2018. Please do lend your ongoing support to LKS ASE, 2018 - .

Matt Holland, Librarian

Library and Knowledge Service for NHS Ambulance Services in England

#runandtalk with Hyde Park Harriers

#runandtalk are a group of six volunteer Mental Health Ambassadors within Hyde Park Harriers Running Club. #runandtalk is a national campaign run by England Athletics in conjunction with Mind, the Mental Health Charity.

#runandtalk organise monthly runs and one off events, promoting the link between exercise (running!) and positive mental health. Themes for runs are on different topics, for example 'Mindful (ness) May'. The monthly group began with 18 runners in March 2017 and now regularly have upwards of 45 people joining in, with lots of new people every month.



“The service from the Public Health Resource Centre has been nothing less than exceptional. From our first contact with them, Grace, Sadaf and Julie have given excellent service and have allowed us to make our campaign more successful and far reaching than we ever thought it could be.

They are patient, extremely knowledgeable and an absolute pleasure to call on. They always wish us well with the campaign, which is ever so kind of them.

Without them, the campaign would not have hit the heights it has- continuing to grow exponentially.”

- Aron, Lucy, Sara, Andy, Caroline and Sam
Mental Health Ambassadors, #runandtalk Campaign

Using the vast range of our leaflets, booklets and information allowed us to theme sessions, in line with these resources. We helped increased the confidence and knowledge of the ambassadors by using these resources to reinforce the messages of our sessions and also help people on a one-to-one basis. Particularly useful and well received resources were the 'MindWell Z Cards' and the Mental Health Foundation booklets.

Resources from the PHRC were also used at a 'Spring into Spring' Event which was funded by Time to Change (picture above). These resources were crucial in encouraging people to talk about mental health, helping to break the stigma and to focus on everyone's own individual mental health and self-care.

Julie Moriarty, Health Improvement Resource Assistant
Public Health Resource Centre, Leeds City Council

Promoting 'Leeds Libraries for Health' to Graduates in under 3 minutes

The [Leeds Libraries for Health Partnership](#) brings together Leeds Teaching Hospitals NHS Trust, Leeds Community Healthcare NHS Trust, Leeds & York Partnership Foundation Trust and Leeds City Council's Public Health Resource Centre to work co-operatively to develop and deliver library services to healthcare staff in Leeds.



As part of the Partnership Group's Marketing Plan, volunteers from across all four organisations formed a task and finish group in 2017 and worked together to create a promotional video for all our services. This video would mostly be aimed at final year healthcare students studying at the universities in Leeds, with a view to inform them about the library services available in their workplaces after graduation.

As a task and finish group, we started looking at promotional videos produced by other health library services to find out how to approach our own: we looked at video length, style and format, key messages, images, etc. This helped to focus our initial thinking and discussions around the video content.

Then over a number of meetings the group agreed a format for our video. The next, more daunting, step was to create a storyboard and a script.

We were keen to canvas the opinions of all library staff across the partnership, so took the opportunity to facilitate a session at a partnership Away Day. This was a great chance to involve all the staff and collate their ideas and suggestions of images, captions, themes, as well as keywords that could be incorporated into the initial storyboard for our promotional video.

Reviewing all the suggestions we came up with a finalised storyboard and format for our video. We agreed that it should:

- **be no longer than 3 minutes**
- **include a voiceover and some background music**
- **reinforce our key messages:**
 - **library resources**
 - **support and training available to staff**
 - **OpenAthens access to electronic resources**
 - **the library not being just a physical space, albeit existing as such too.**

The task and finish group then met with Leeds Teaching Hospital Trust's Technology Enhanced Learning (TEL) team, who were able to support us and provide technical knowledge and skills to produce the final version of our video.

We very much gave the TEL team free reign over the production of the video, but using our finalised storyboard and format they were successful in producing an eye-catching and professional looking brand new promotional tool.

The link to the video is here: <https://youtu.be/3qlfvChU3o4>

The task and finish group has now received final approval for the video from the Partnership Group to actively promote the video link. To reach out to graduates we've begun to engage and liaise with the universities across Leeds to ask them to host and share the video with their academic staff and students.

This project also proved to be an excellent opportunity to bring together library staff from across the partnership (that don't normally work together in person) to meet and share ideas, in a city-wide project, significantly contributing to the wider partnership's cohesion.

Maria José Simões, Assistant Librarian
Leeds Community Healthcare NHS Trust

Joel Kerry, Site Librarian
Leeds Teaching Hospitals NHS Trust

Book reviews

Our book reviews for this issue range across information use in primary care, collection development and the management of digital content. If readers are interested in reviewing for this column, do get in touch. Contact me at tom.roper@bsuh.nhs.uk with your preferred contact details, and tell me of any particular areas of interest or expertise you may have.

Pluye, P. and Grad, R. with J. Barlow.

Look it Up! What patients, doctors, nurses, and pharmacists need to know about the Internet and primary health care

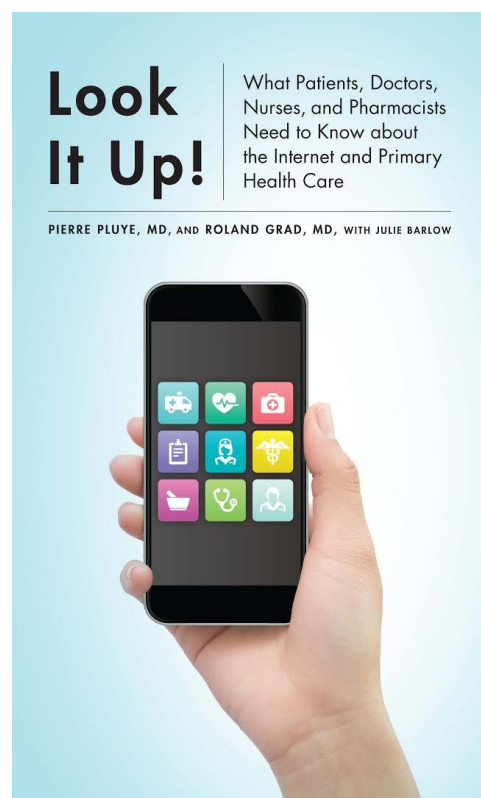
Montreal and Oxford: McGill-Queen's University Press, 2017.

ISBN 9780773551367 (hardcover)

9780773551909(epdf) 9780773551916 (epub). 182 pages. \$29.95

This book is the result of long term collaboration between two Canadian academic family physicians (Pierre Pluye and Roland Grad) interested in the use of information technology in primary care, and specifically how information obtained is used. They developed a tool for measuring impact, the Information Assessment Method questionnaire, which provides quantitative survey data. This book provides the results of the complementary qualitative research, a series of stories, gathered from interviews by a medical anthropologist with primary care staff, and written up in this book with the help of a journalist. The format is that of a clinical vignette, a story that explains how a clinician used the information, why they looked for it, how they made sense of it, how they applied it, and what the outcomes were. The stories also include patients and their relatives, the questions they asked and how the consultation(s) worked. The aim was to understand and explain why clinicians use, or don't use, information from various electronic knowledge resources.

The first chapter explains to patients why general practitioners should be encouraged to look things up. The second chapter deals with the problem of false positives in screening, and the reasons why the annual check-up may or may not be a good idea for older adults without symptoms. The chapter also discusses various types of decision-making models (paternalistic, informed and shared), and chapter six discusses a story about shared decision making. Chapter three discusses decision making when clinicians disagree, and how disputes can be resolved with



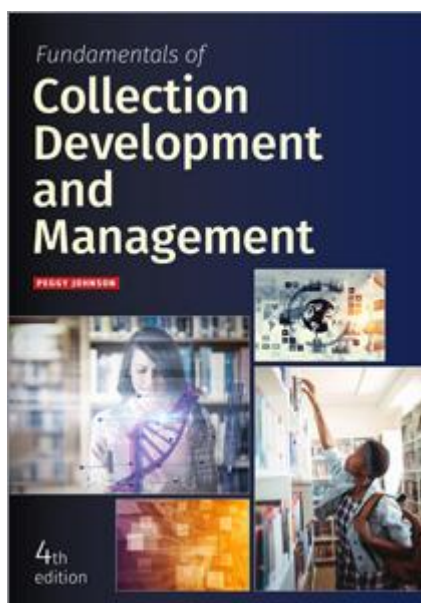
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https://www.cilip.org.uk/members/group_content_view.asp?group=200697&id=686518

the help of information from knowledge resources. Chapter four examines the expanded role of pharmacists and chapter five covers care of patients with chronic conditions. Chapter seven examines the pros and cons of Doctor Google. Chapter eight discusses the “mindlines” that doctors use to make decisions – quickly – and when decision support systems can truly help. Chapter nine discusses instances when doctors are trying to convince patients about recommendations made for their diagnosis and treatment (the problem of health literacy). Chapter ten concludes with a look to the future of family practice.

The stories are Canadian and reflect the structure of healthcare delivery in Canada (and probably the longer consultation times). Some of the stories could not happen in the UK, or at least not quite in the same way. But for anyone interested in the real impact of information retrieved on clinicians this book is highly recommended. Very often the value of information “looked up” is the reassurance that the decisions made were correct and appropriate for that patient. Sometimes in impact studies we hope to find dramatic changes in the treatment, or costs of care, and sometimes the value of reassurance (with some further learning) for patient safety is underestimated. This book is a delight to read (and well referenced, too). It is a fascinating insight into the ways in which information is actually used within primary care, and how practitioners and patients reflect on decisions.

Dr Christine Urquhart
Aberystwyth University



Johnson, P.
Fundamentals of collection development and management

4th ed. London: Facet Publishing, 2018.
ISBN 9781783302741. 418 pages. £69.95.

Collection development and management is an area of librarianship that is of increasing importance at a time when storage space is finite, budgets are constrained and users expect immediate access to precisely the piece of information or the title they desire, anytime, anywhere.

There is little else that is both recent and cross-sectoral available on this topic and Johnson's book, now in its fourth edition, has stood the test of time. All of the issues mentioned above, and more, are addressed comprehensively and authoritatively in an

informative, accessible, readable style which, being the work of a sole author, remains uniform from chapter to chapter.

Each chapter of this book covers a stand-alone topic which means that it can be used as a reference resource, consulted when a particular issue arises. At the beginning of every chapter is a brief outline of what will be covered and at the end of most chapters is a Case Study to initiate deeper reflection and discussion. A model answer would have enhanced the value of these for the non-student reader. The inclusion of the reflective Case Studies reveals the academic background of the author (adjunct professor) and one of the primary aims of the book (as a textbook for LIS students). There are copious references at the end of each chapter together with a list of further reading, and additional resources are given in the appendices, all of which have been updated since the previous edition.

The book focuses primarily on academic libraries and although public, school and special libraries are included, discussion lists such as LIS-Medical are not mentioned. There are some interesting points explored, for example whether selection of items should be 'just in case' or 'just in time', and ethical issues, such as censorship and intellectual freedom, or whether libraries should stock only items of general merit or those which are demanded by users.

The sections on selecting, assessing and developing electronic resources are of particular use to inexperienced readers and the pros and cons of this format are clearly outlined. The topic of managing collections covers the full process and includes review, cancellation, preservation and weeding, with several useful acronyms to assist with these actions. The overview of marketing, liaison activities and outreach is a helpful both as an introduction and as a refresher. Areas of topical interest, such as collaborative purchasing and demonstrating value, each merit a chapter of their own and various methods for gathering and analysing user-based and collection-based data are described together with guidance on writing an effective report.

However, it should be noted that Johnson writes from a US perspective and many of the examples given of organisational set up, finance, history, professional associations, etc, make no reference to other parts of the world. It is difficult to see where this UK edition might differ from the original US publication. The section on finance, in particular, would have benefited from revision as the use of US terminology could cause some confusion.

Despite the niggles mentioned above, this book is recommended for students and those who would like to refresh or increase their knowledge and understanding of collection development and management. It is clear, logical and comprehensive and even the most experienced librarian is likely to find some information, concepts and

ideas they had not previously considered, making it a valuable addition to any professional library collection.

Tricia Rey

Queen Victoria Hospital NHS Foundation Trust, East Grinstead

Ryan, H. and Sampson, W.

The no-nonsense guide to born-digital content

London: Facet, 2018.

ISBN 978-1-78330-195-9. 207 pages.

£59.95

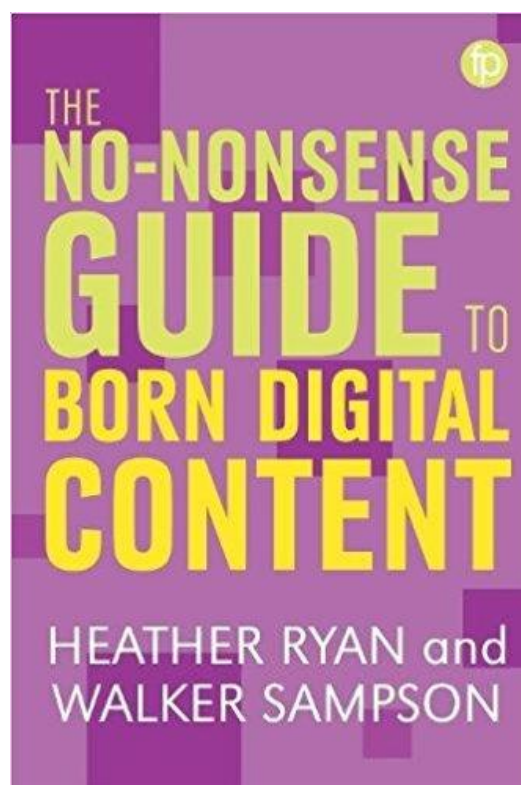
The authors acknowledge the need for a straightforward, overarching guide to this topic right at the start of the book, and the fact it is part of the aptly named series of “non-nonsense guides” of practical, pragmatic guides seems appropriate. Heather Ryan is Director of Special Collections, Archives and Preservation and Assistant Professor, and Walker Sampson is Digital Archivist; both at the University of Colorado Boulder. The book is aimed at students and professionals working with

born-digital content, and would certainly be of interest to those in archives, museums, records management or working with historical or cultural heritage collections. Their background as practitioners in the area of a university library is apparent in the book, although their advice and guidance is of relevance to those working with digital archives in any sector, and gives them the authority and experience to describe key concepts in a clear and straightforward manner.

The book is, as the name suggests, straightforward to understand and easy to follow for even a beginner to the topic. It includes practical sections such as a glossary of some of the more specialist, technical terminology, lists of further suggested reading at the end of every chapter, and a resources list in the appendix. The chapters are logical and grouped around key elements and concepts. It begins by demystifying some of the more technical elements of the process, and covering aspects such as storage formats and the basics of code. It also has chapters covering key parts of the process such as selection, acquisition, description and access, and on developing strategies for digital preservation and storage, or designing workflows for born-digital material. It was easy to read from start to finish, but the chapters could

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https://www.cilip.org.uk/members/group_content_view.asp?group=200697&id=686518



easily be referred to individually to inform work in a specific area. The approach is supportive, practical and the authors are keen to demystify the topics, and reassure students and practitioners alike that they already have a grasp of the subject. They are keen to make technical elements (such as working with obsolete filetypes, recovering data from old storage media and transferring data from old floppy disks, and Unix command line searching) easy to understand. Short case studies and examples also help give practical models of how other institutions have approached the area in practice. The book concludes with a look to the future of digital materials, and the filetypes and storage media likely to be of interest in the future.

The book fulfils its purpose of supporting students and practitioners working with born-digital content. It's worth noting it does not cover – and does not claim to – current digital or electronic resource collections such as e-journals and e-books of the type more familiar in health libraries; its primary aim is born-digital material being acquired in an archival context or for future historical interest. Its use may therefore be limited in health libraries to those who also have responsibility for such collections, although those libraries that have some responsibility for or involvement with their organisations' corporate archives might also find it useful for the practical advice and tips; both in terms of managing the collection in the present or planning for the future. Certainly for those new to the topic, or wanting a refresher, it would be a good place to start.

Emily Hopkins, Knowledge Management Programme Manager
Health Education England

Internet sites of interest: **Mental Health**

This is an update of June 2014's column, with sites that cover mental health issues in general, or a wide range of individual mental health topics.

I have checked links and amended (or removed) where necessary. I have also added some new ones, using some from an article that Dr Debbie Chaloner, a retired psychiatrist friend, and I wrote in 2016 for The Congregationalist, our church denomination's magazine, about information sources to use to raise your personal awareness of mental health issues.

In the news as I write:

Universities UK report on mental health care for students -

<https://www.theguardian.com/society/2018/may/11/uk-universities-call-for-joined-up-mental-health-care-for-students>

A Nature editorial about mental health of postgraduates -

<http://www.nature.com/articles/d41586-018-05074-4>.

The House of Commons' Education and Health & Social Care Select Committees' response to the Government's Green Paper on children's and young people's mental health -

<https://publications.parliament.uk/pa/cm201719/cmselect/cmhealth/642/642.pdf>.

Mental Health Awareness Week in the UK,

<https://www.mentalhealth.org.uk/campaigns/mental-health-awareness-week>.

This was the week beginning 14th May, the week in which I am writing this (I appreciate it will be in the past when you read it!).

All links were checked on 11th May 2018.

If someone needs urgent help, try these for information about crisis services:

A guide to mental health services in England: crisis and emergencies

<https://www.nhs.uk/NHSEngland/AboutNHSservices/mental-health-services-explained/Pages/mental-health-emergencies.aspx>

MIND

<http://www.mind.org.uk/> - click "I need urgent help" at the top of the page, or go to:

<http://www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/>

Rethink Mental Illness

<http://www.rethink.org/about-us/our-mental-health-advice/crisis-contacts>

Support in Mind Scotland

<https://www.supportinmindscotland.org.uk/help-in-a-crisis>

Association of Mental Health Providers

<https://amhp.org.uk/>

Representative body for voluntary and community sector organisations in England and Wales.

Basic Needs

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

An international development organisation working mostly in Africa and Asia to address mental health and economic and social development.

British Psychological Society – Mental Health

<https://www.bps.org.uk/topics/mental-health>

The BPS is the representative body for psychology and psychologists. Page includes news, blog posts, events and publications.

Care Quality Commission

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

The CQC inspects health and care facilities in England, including mental health services.

Centre for Mental Health

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

A charity providing research and policy influence in mental health, and working towards equality in mental health. Areas of work include the interaction between physical and mental health.

Hafal

<http://www.hafal.org/> (English)

<http://www.hafal.org/cy/> (Cymraeg)

Organisation in Wales working with individuals recovering from serious mental illness, and their families. Hafal manage the **Mental Health Wales** site, <http://www.mentalhealthwales.net/>, containing English and Welsh information about who is responsible in government, carers' policy and legal issues.

Health in Wales / Iechyd yng Nghymru

<http://www.wales.nhs.uk/healthtopics/conditions/mentalhealth> (English)

<http://www.wales.nhs.uk/pynciauiechyd/clefydau/iechydmeddwl> (Cymraeg)

Information relating to services in Wales, with some information about mental health conditions.

Institute of Mental Health

<http://www.institutemh.org.uk/index.php>

Promotes interdisciplinary research, supports clinical practice and provides

education. A partnership between the University of Nottingham and Nottinghamshire Healthcare NHS Trust.

King's Fund

<http://www.kingsfund.org.uk/topics/mental-health>

Information about the King's Fund's work on mental health services.

Mental Health Challenge

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

Set up by a number of organisations to help local authorities promote mental health. Produces briefings for councillors, and encourages local councillors to sign up as Mental Health Champions.

Mental Health Foundation

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

"Committed to reducing the suffering caused by mental ill health and to help everyone lead mentally healthier lives". Includes introductory information, an A-Z of topics, wellbeing podcasts and information on looking after your mental health. Also has links to information about work in Wales, Scotland and Northern Ireland.

Mental Health Research Network Cymru (Rhwydwaith Ymchwil Iechyd Meddwl Cymru)

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

An all-Wales network of researchers, clinicians, carers and service users.

Mental Health UK

<https://www.mentalhealth-uk.org/>

Founded by Rethink Mental Illness, Support in Mind Scotland, Hafal and MindWise, Mental Health UK works to improve the lives of people with mental illness, and to support carers, across the four home nations. The site includes money advice.

MIND

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

Provides help and advice, including through local groups, in England and Wales. Mental health information provided has achieved an Information Standard. The site has an A-Z of mental health, a guide to services, an online community called Elefriends, some information in Welsh, and blogs from people living with mental health conditions, at <http://www.mind.org.uk/information-support/>.

MindWise

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

Charity based in Northern Ireland.

NHS Choices – Mental Health

<http://www.nhs.uk/Livewell/MentalHealth/Pages/Mentalhealthhome.aspx>

Information from NHS England.

NHS Confederation Mental Health Network

<http://www.nhsconfed.org/Networks/MentalHealth/Pages/home.aspx>

An organisation for service providers in England.

NHS Digital – Mental Health Data Hub

<https://digital.nhs.uk/data-and-information/data-tools-and-services/data-services/mental-health-data-hub>

Statistics and data.

NHS Inform - mental health information

<http://www.nhsinform.co.uk/health-library/subjects/mental-health/>

Information from NHS Scotland.

NHS Research Scotland: Mental Health

<http://www.nhsresearchscotland.org.uk/research-areas/mental-health>

Details of active research, and those involved in it.

NICE National Collaborating Centre for Mental Health

<https://www.rcpsych.ac.uk/members/nccmh.aspx>

A collaboration between the Royal College of Psychiatrists and University College London, producing guidance and systematic reviews.

Rethink Mental Illness

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

Advice, information and campaigning. Produces factsheets and offers advice (but not in a crisis situation). Rethink Mental Illness began life as the National Schizophrenia Fellowship, and Support in Mind Scotland, Hafal and MindWise began life as branches of the NSF in the other three home nations.

Royal College of Psychiatrists

<http://www.rcpsych.ac.uk/>

Professional body for psychiatrists. <http://www.rcpsych.ac.uk/expertadvice.aspx> has information on conditions and treatments, information for parents and young people, information on mental health services, podcasts, and translations in a range of European and Asian languages.

<http://www.rcpsych.ac.uk/usefulresources/workandmentalhealth.aspx>, has resources for employers to support their employees, and for people returning to work after a period of mental health.

SANE

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

Raises awareness, provides help and initiates research. Under “Resources” you will find videos and audio recordings, and images that communicate something of individuals’ experience of mental illness.

Scottish Association for Mental Health

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

Mental health information, and information about their work.

Support in Mind Scotland

<https://www.supportinmindscotland.org.uk/>

Charity based in Scotland.

Time to Change

<http://www.time-to-change.org.uk/>

A campaign led by Rethink and Mind, to challenge mental health stigma and discrimination.

Universities Mental Health Advisers’ Network

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

Charity working for students in higher education who experience mental health difficulties.

Young Minds

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

Charity working to improve mental health and emotional wellbeing of children and young people. Operates a parents’ helpline.

A Google search, of course, will bring up services local to you, including from charities, the NHS and local councils.

If you are in HE, your University or students’ union may offer support and advice. At the University of Leicester we have mental health drop in sessions, links with a City Council service, and offer mental health first aid training (there seem to be a lot of providers of this training, so perhaps start with finding out what is on offer in your workplace. MIND and St John Ambulance also offer courses).

Please do let me know of any useful links I have missed.

Suggestions for topics, and offers to compile a column, are very welcome. Stop the column being too English or too higher education focused!

CILIP Health Libraries Group Newsletter, 35(2) June 2018

https://www.cilip.org.uk/members/group_content_view.asp?group=200697&id=686518

My contact details:

Keith Nockels, Academic Librarian (College of Life Sciences)

University of Leicester

Email: khn5@le.ac.uk

Telephone: UK: 0116 252 3101; from outside the UK: +44 116 252 3101

(You may wonder where the NHS contact details have gone – I was part time in the NHS, and part time in higher education. I have left the NHS, to work in the HE position full time).

Upcoming events

Knowing me, knowing you – there is something we can do... #Knowvember18

Knowvember is a Knowledge Management campaign which will take place throughout November 2018. The idea is to highlight and showcase the ways in which library and knowledge services can do and promote and mobilise evidence and organisational knowledge.

How can you get involved?

- Follow and join the campaign on Twitter: #Knowvember18
- Pledge your support using the [Padlet Pledge wall](#) or [email](#) your pledge for us to add to the list.
- Attend one of the four regional Knowledge Management events being hosted in September to get you inspired in preparation for the campaign
North: Leeds, Thursday 13 September
Midlands and East: Leicester, Tuesday 18 September
South: Exeter, Wednesday 5 September
London and Kent, Surrey and Sussex: London, Wednesday 12 September

You can book into whichever event is easiest for you to get to, regardless of which region you're in. The [booking form](#) is now open.

- Join the twitter chat on the 16th October 2018 #ukmedlibs
- Deliver a KM activity during the month of November and share what you do using #Knowvember18 – why not download pledge cards to share on social media and the pledge wall? Why not [download the pledge cards](#)?
Don't forget there are lots of useful resources in the [Knowledge Management Toolkit](#) to help get you started

If you have any questions please get in touch at

knowvember@libraryservices.nhs.uk

We are a project group on the HEE/CILIP Leadership Development Programme 2017-18:

Clare Crowley, Natalie Gabe, Charlotte Greaves, Bennet Jones, Susannah Keill, Deborah Lepley, Hong-Anh Nguyen, Katie Nicholas, Preeti Puligari, David Watson, Fran Wilkie

From the grassroots: case studies on health information in Africa

Next joint HLG and ILIG London Informal - - Wednesday, 12th September 2018 - 6:00pm to 7:45pm

CILIP International Library & Information Group (ILIG) and the Health Libraries Group (HLG) extends an open invite to join us at our next informal!

Date & Time: Wednesday, 12th September - 6:00pm to 7:45pm

Location: CILIP Head Office, 7 Ridgmount Street, London WC1E 7AE

Attendance is FREE but we kindly request that you book in advance for catering purposes (light nibbles/wine).

Stevie Russell is a Trustee of the recently formed charity African Hospital Libraries (<https://africanhospitallibraries.org/>) and will talk about the 3 libraries they have established in government hospitals in Sierra Leone

Ete Grant is a senior pharmacist at the Nigerian National Petroleum Corporation with a deep commitment to improving drug information in her country. She holds a first degree in Pharmacy from the University of Benin and a Masters from the University of Staffordshire. Under the auspices of Phi she was a Commonwealth Professional Fellow in 2015 and inspired by that she applied for a Chevening Scholarship and since September 2017 has been studying at UCL for a Masters in Global Health and Development. Ete will share her experiences on this educational journey.

ILIG and HLG Informals are not lectures; they are informal, but informative, early evening meetings with a short talk on a theme of international interest plus plenty of time for questions and networking. They are open to all and absolutely free. Light refreshments are served which is why we ask you to let ILIG know you are coming by booking online at:

<https://www.cilip.org.uk/events/EventDetails.aspx?id=1118736&group=201303>.



Ysbrydoledig • Cynnwys • Hysbysu
EAHIL 2018
Caerdydd • Cardiff
Inspiring • Involving • Informing

European Association for Health Information & Libraries Conference
9th-13th July 2018

Inspiring – Involving – Informing
www.eahilcardiff2018.wordpress.com

**Don't miss the chance to network with around 300 colleagues
from across Europe and beyond...**

Programme

Keynote speakers include;

Cormac Russell, Managing Director Nurture Development
Ayub Khan Chartered Institute of Library & Information Professionals (CILIP)
President

Neil McInnes, Society of Chief Librarians (SCL) President

Professor Neil Frude, Consultant Clinical Psychologist

Professor Judith Hall, Cardiff University

See the conference website for further information

<https://eahilcardiff2018.wordpress.com/speakers/>

See details of the full programme on the themes of Inspiring, Involving & Informing at

<https://eahilcardiff2018.wordpress.com/programme/>

Exhibitors

Our exhibitors include;

Visual DX EBSCO

ELSEVIER KARGER

SPRINGER NATURE THIEME

...and many others, see full details at

<https://eahilcardiff2018.wordpress.com/exhibitors/>

Social Programme

The Gala Dinner is taking place in the magnificent Edwardian City Hall,
the focal point of the Civic Centre in Cardiff.

Visits & tour options include, [Cardiff Central Library](#),

[Cardiff Castle & St Fagans National Museum of History
https://eahilcardiff2018.wordpress.com/social-programme/](https://eahilcardiff2018.wordpress.com/social-programme/)

Register before 25th June to secure your place at EAHIL 2018 in Cardiff

<https://eahilcardiff2018.wordpress.com/registration-3/>

The Local Organising Committee look forward to welcoming you to Wales.

Email: EAHILCardiff2018@gmail.com

Twitter: [@EAHIL_2018](https://twitter.com/EAHIL_2018)

Marketing Excellence Awards 2018

The Publicity and Public Relations Group are pleased to announce that the Marketing Excellence Awards 2018 are open for entries!

If you or your library team ran a campaign between January 2017 and 30th May 2018 to market all or part of your service, now is your time to shout about it! Submit your entry to CILIP's annual Marketing Excellence Awards and be rewarded for your hard work.



The Awards are open to any library of any size in any sector across the UK. You will be judged on your campaign's impact, effectiveness and creativity, not your budget. From stock promotions to storytelling projects, new online services to the launch of major new library buildings, the Marketing Excellence Awards exist to celebrate achievement at any scale.

Awards will be presented at the Publicity and Public Relations Group annual conference in January 2019 and winners will be invited to present their campaigns.

Details of our 2017 winners can be found here:

https://www.cilip.org.uk/members/group_content_view.asp?group=201311&id=698285

How to enter:

Submissions should be no more than six sides of A4, demonstrating how you meet the judging criteria in the most appropriate way for your campaign. Illustrative examples of artwork, social media posts etc can be provided in a separate file as an appendix (no page limit).

Closing date: 30th June 2018

Entry form: <https://www.cilip.org.uk/page/marketingexcellence>

Looking forward to seeing the entries and good luck to all!

Michelle Bond

Marketing Excellence Awards 2018

CILIP Health Libraries Group Newsletter, 35(2) June 2018

https://www.cilip.org.uk/members/group_content_view.asp?group=200697&id=686518

Call for presenters

Knowvember 2018 events

5 September 2018, Exeter

11 September 2018, London

13 September, Leeds

18 September Leicester

Are you involved in supporting knowledge management in your health care organisation? This could be anything from running an institutional repository to enabling connection and collaboration between colleagues via an online forum. These events aim to inspire library and information staff to undertake knowledge management activities during November 2018.

We are looking for people who can present a demo of any knowledge management tools from their organisations for our **knowledge management speed dating session**. Speakers will have a chance to demo their tools in 10 minutes and to participate in a panel Q&A. This is a great chance for those who are new to presenting at events as this will be a more informal presenting opportunity and it'll also be valuable to those who are after CPD opportunities for their portfolios.

The closing date for submissions is 31st July 2018.

To put yourself forward as a presenter, please apply here:

<https://goo.gl/forms/VPVU8r1jbi1OLlqw1>

If you have any questions, please contact Hong-Anh Nguyen
(ha.nguyen@kingsfund.org.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 special interest groups.

The HLG Newsletter gives readers a space to publish, share and access the latest news, best practice, research, current awareness information and conference/course updates. You can also keep up to date with our regular features, book reviews and relevant internet sites.

We're keen to receive contributions from readers, so whether you want to share an impact case study, or reflect on a new service development, or share your experience of attending an event, course or conference, get in touch.

Contributions to the Newsletter should be sent to:

Editor	Joel Kerry joel.kerry@nhs.net
Assistant Editor	Rachel Gledhill rachel.gledhill@phe.gov.uk
Internet Sites of Interest	Keith Nockels khn5@le.ac.uk
Book Reviews	Tom Roper Tom.Roper@bsuh.nhs.uk
Diary of Events	Julia Garthwaite j.garthwaite@ucl.ac.uk

Next copy dates:

2018 Issue dates	Deadline for content
September 35 (3)	24th August 2018
December 35 (4)	23rd November 2018

HLG Members email discussion list

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

CILIP Health Libraries Group Newsletter, 35(2) June 2018
https://www.cilip.org.uk/members/group_content_view.asp?group=200697&id=686518