

From the old we travel to the new



All of us go on journeys from time to time.

For some this might involve a trip to Easter Island while for others it could comprise a folk festival in the Hebrides or dragging two small children (one covered in fish pie) and a hundred-weight of baggage to Llandudno on Arriva trains. Other journeys are more metaphorical. **Andrea Guest** – who received a well-deserved director's award for her sterling work as the brains behind HCLU recently – is moving on to pastures new working in education administration while **Liz Stitt** is also making a move into life in retirement. We wish them both well.

Jess Webb and **Stacey Astill** have been on their travels from the Isle of Man to the U.S. to talk about "ghosting," (p.4) and while they didn't find Abraham Lincoln gyrating in his grave at the antics of the current incumbent of the White House they did have an interesting time. **Paul Edwards** (p.6) and **Kerry Booth** (p.8) have been wandering into the 2017 CILIP conference, while **Susan Smith**, **Tracey Pratchett**, **Tim Jacobs** and **Dom Gilroy** formed a library version of a super group and took themselves off on tour to Ireland for the latter-day Woodstock that was the EAHIL conference in July (p. 14). Not wanting to feel left out mental-health librarians from across the region organised their own get-together in July – **Becky Williams** and **Dan Livesey** report from

the Mental Health Xtra day on page 18.

The information super-highway is still out there although it remains to be seen whether it's a hideous scar on a hitherto unspoilt pastoral landscape or a useful way of getting from A to B. Librarians' roles on it are something of a moot point. Are we driving instructors, highway patrolmen, satnavs or servers of scones in service stations? Or all four? Health Information Week offers us a good chance to point the way though and **Yvonne Stubbington** (p.2) and **Paula Elliott** (p.3) have been out and about directing people. **Michelle Dutton** and **Jane Fletcher** (p.10) have been taking Stan the Skeleton out for a trundle to blow away the cobwebs while **Abbas Bismillah** (p. 17) has been helping people navigate their way through the contraflow of Twitter without picking up any penalty points. **Lorna Dawson** and **Helen Kiely** have been moving onwards and upwards with their Masters degrees (p. 11) while **Victoria Treadway** pulls over on to the hard shoulder for a randomised coffee trial (p.16). And last – but by no means least – when you go out on a journey you need a trusted guide so who better than **Matt Holland** to talk us through the ins and outs of scholarly search engines (p.12).

Wherever you go this year have a good journey and remember, it's better to arrive than travel hopelessly with too much fish pie and not enough wet wipes.

John Gale

MID-CHESHIRE HOSPITALS
FOUNDATION TRUST

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Health Information Week

Partnership Working and Patient Information – *I love it when a plan comes together!*

When I first started as Clinical/Outreach Librarian at St Helens & Knowsley Teaching Hospitals NHS Trust, I was asked to do many things, most of which I was able to get going with from the start, but two of them had me scratching my head for ideas.

I had to try and find ways of providing patient information, in a library service that does not deal directly with the public, and to improve our partnership working.

After a meeting with the Patient Advice and Liaison Service (PALS) and several attempts to find out who was responsible for patient information in the Trust I decided a different approach was needed.

I knew from previous experience working in Public Libraries that one of the more common types of enquiry are from members of the public who had been to the doctors or had a hospital appointment and come away wanting to know more. I therefore thought that sharing our more in-depth knowledge of health-information resources to public-library staff would be a good way of helping improve the information given to patients. After all, the Trusts' patients, are the public-library services' customers.

It was during this time that I also came across 'Health Information Week'

which had, in previous years, been run by the West Midlands, and slowly an idea started to form.

I was given someone's name in St Helens' Public Library Service and emailed them to ask whether they would be interested in working together to promote patient information. I got an encouragingly quick reply. I was kindly invited to the next librarians' meeting where I gave a quick presentation on patient-information resources, starting with the more basic **Patient Info** and **NHS Choices**, but working my way up to more specialised information to meet the needs of expert-patient enquiries. I also proposed the idea of running joint Public and NHS Library stands at St Helens and Whiston Hospitals during Health Information Week, and once again I was met with enthusiasm and the arrangements started to take place.

The events were jointly promoted in lots of different ways: posters, tweets, blogs and emails among them. Tables were booked, bookings were checked, and checked again (you can't be too careful!) and decisions were made on what to promote.

On the days (Tuesday 4th and Thursday 6th) we set up our respective library tables and prepared to politely ambush all passers-by – we were located by the hospital restaurants which are used by patients, carers, visitors and staff, thus ensuring we saw as wide a range of people as possible.

All in all, both events went well.

I produced a Patient Information Resource Leaflet which I handed out to interested staff and both the Public Library Service and I promoted the Books on Prescription Collections as these were books both services had in common and the events also coincided with the launch of the Chronic Conditions Book Prescription List.

At the end of both sessions I had talked to well over 70 members of staff and made several new, useful contacts. Although I was too busy to keep count, the Public Library Stall was also busy, fielding questions about book renewals, the children's Summer Reading challenge and library opening hours. There was a great deal of interest in the Chronic Conditions collection and books on dementia were also well received by those looking at both stalls. It was interesting to see how many members of staff wanted to know more about the Book Prescription scheme, both in their professional capacity but also as patients and carers themselves and it really brought home to me the fact that really, no matter what their job title or role, everyone is a member of the public and (at one time or another) a patient.

I'd like to thank St Helens Public Library Service for their help in making the events a success and in particular Jane Rimmer and Amanda Brown for coming along to stand at the stalls. We are looking forward to building on the success of the Health Information Week Events and are already coming up with ideas for future partnership working.

Yvonne Stubbington

ST HELENS AND KNOWSLEY NHS TRUST



Health Information Week

2017

In Bolton, staff from Library Services, MacMillan Information and University of Bolton Library came together in the Education Centre Library at Royal Bolton Hospital for an event covering:

- **Cancer information** – find out more from MacMillan staff by visiting their information stand
- **Cancer collection** – browse new titles available for Library Services members to borrow
- **HeLP@Bolton** – chat to the Librarian from the School of Health and Human Sciences at the University of Bolton about the library resources and services available and the HELP@Bolton scheme, which enables NHS staff to use library facilities

Public library staff were busy all week with a timetable of events including:

- Organisations including Macmillan Cancer, Diabetes UK, Bolton Public Health, Smoking Cessation, Dementia specialists and Deafway, on hand to provide information and advice to the public
- A mindfulness workshop
- Launch of the new Books on Prescription collection, 'Reading Well for People with Long Term Conditions'. Titles cover conditions such as arthritis, IBS, asthma, COPD, diabetes, stroke, pain management etc.
- A smoothie bike event at Central Library which gave staff the opportunity to promote healthy eating and the NHS Live Well 5 a day campaign



Bolton Foundation Trust, MacMillan Information and the University of Bolton Library have formed a local partnership to improve the provision of Public and Patient Information (PPI). They've drawn up a Memorandum of

Understanding which includes the following objectives:

- To promote the importance of health literacy, including personalised information, which all people can make sense of and act on, to help them to make informed choices, share in decisions about their care and treatment, take control and improve the quality of their life
- To share and communicate good practice

The new partnership is known as BHIP (Bolton Health Information Partnership) and we're looking forward to further discussions about how best to work together to meet healthcare information needs across Bolton.

Paula Elliott
BOLTON FOUNDATION TRUST



Keyll Darree

Jess and Stacey from Keyll Darree Library were recently selected to present a paper at the Ninth Evidence Based Library and Information Practice Conference (EBLIP9). We were lucky enough to have our trip sponsored by Health Care Libraries Unit (HCLU).

So, why did we take our library ghosts international? Well, at Keyll Darree we have been ghosting twice a day, every day, for years. This is the process of issuing a book to a dummy account, and then returning. "But why?" you ask... well:

Why ghost?

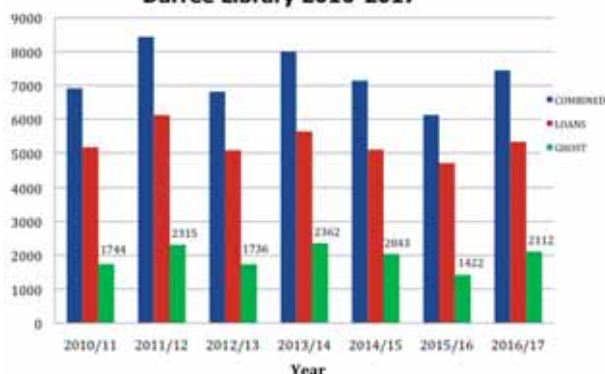
Back in 2010 our colleagues found that they were removing books which showed no usage, then being met with complaints from library users about their regularly-used items being removed. They found out that students were using books in the library so that they could be more effectively shared between students (especially the books which were in high demand). We needed to adapt the service to consider this newly discovered usage pattern, and therefore ghosting was born.

But it doesn't just serve its original purpose, oh no, ghosting does so much more!

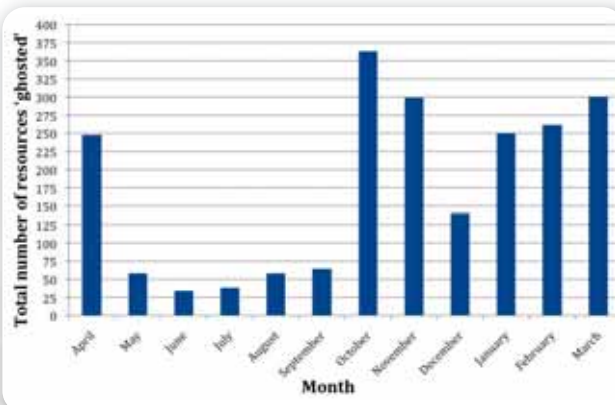
What have ghosts ever done for us?

Well, given us roughly a third of our yearly usage for the last 7 years, for one!

A Breakdown of Resource Use at Keyll Darree Library 2010-2017

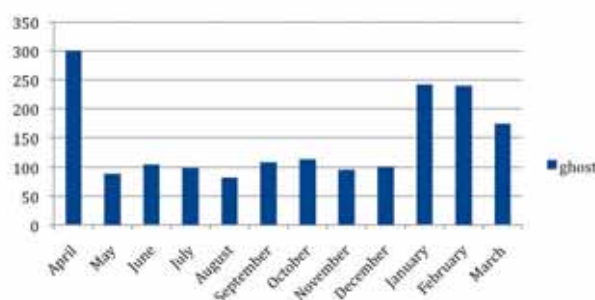


But that's not all! Ghosting also helped us to find out more about the general habits of our users.

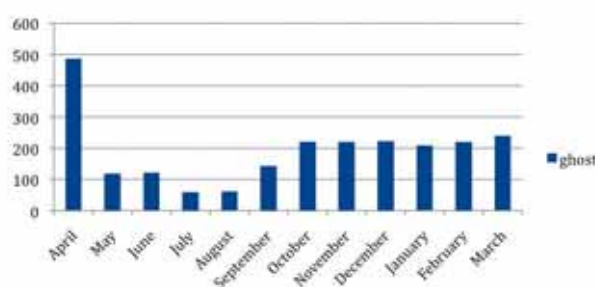


Historically, we usually experience a dip in usage over the summer months, which then builds up from the New Year to a peak in April. As April is dissertation-hand-in month we have come to expect extremely heavy usage by our nursing students, and this seemed to fit the narrative of the initial statistics.

Ghost 2010-11

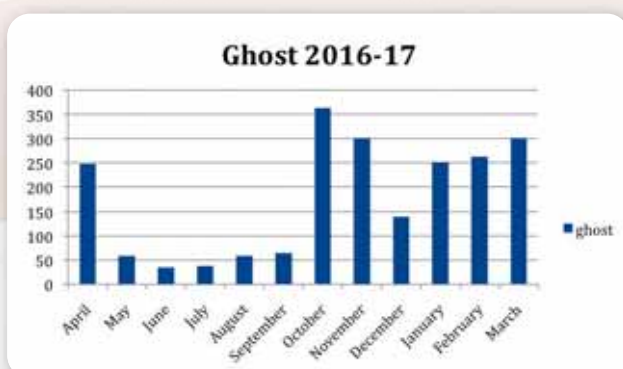
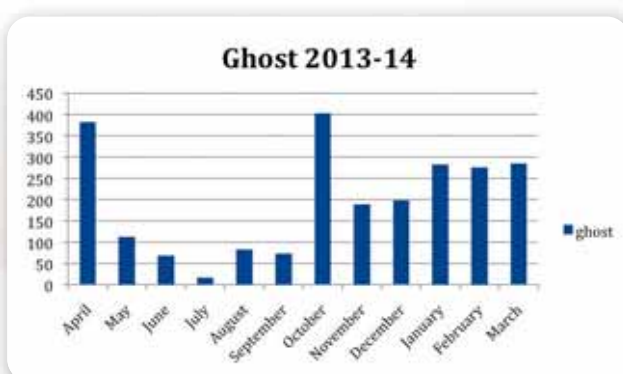


Ghost 2011-12



Goes Stateside

However, from 2013 we started to see a change, with a second peak of usage appearing in October. This new trend continues until the present, but hasn't yet filtered into staff's consciousness – this change in usage was not something we had recognised until we compared the statistics.



By considering the ghosting statistics we have been able to plan the library's summer tasks more effectively. In previous years we allowed time from May to November for large-scale projects such as stocktaking, and stock weeding – these are obviously disruptive processes which benefit from having a quiet library as they are distracting for users. We are now able to schedule our projects between the end of May and mid-September.

But What About...

Don't panic! We don't rely on ghosting alone, it works so well because it's coupled with a variety of safeguards.

- We know there's no guarantee the books haven't been picked up and discarded – but we do pair the information with user reviews, suggestion box comments, and verbal reader recommendations.
- We can't guarantee anyone will leave their books out, but we make sure to explain the policy to anyone with reservations, and remind library users we see working in the library. If all else fails, books we remove go to the sale shelf, so we know users can purchase them – even if they slip through the net.

Was It Worth It?

We couldn't pick a single bit of the conference to write about here, but we received some fantastic feedback on our paper (including from a librarian at Yale who planned to ensure that all browse data was captured across their campus). We do want to share the experience with you though, so hope you will consider reading our blog about the experience. During our trip we blogged each day, as well as tweeting during the conference (our handle is @KeyllDarree, and we'll be using #EBLIP9, the conference handle is @eblip9). So if you'd like to read more, then head to keylldarreegoestateside.wordpress.com

We are also happy to send our slides to anyone who may be interested in learning more about the way we use ghosting.

Jess Webb
Stacey Astill
KEYLL DARREE LIBRARY
ISLE OF MAN

CILIP Conference 2017

The Experience of a Wandering Library Assistant

As a library assistant, I've browsed some conference programmes over the years, and seen sessions that looked interesting, but they're almost uniformly expensive and, I thought, inaccessible.

My manager had the idea for me to apply via HCLU for funding to attend this year's CILIP Conference. I did so, only asking for access to the first day on 5th July so as not to push my luck, and was fortunate enough to have the request approved.

A bewildering array of publishers, book recyclers, and interior design firms filled out the exhibition stalls on the ground floor. Some offered the kind of space age library tech that probably recognises borrowers via a DNA scan, incinerates them with a plasma beam if they have overdue loans, and that the average NHS library couldn't afford in the next hundred years. The animal-shaped furniture was tempting, too, but I suspected I'd have trouble persuading my manager of its usefulness for a primarily remote-access library.

The main conference programme began with Nick Poole, Chief

Executive of CILIP, introducing the first keynote speaker, Dr Carla Hayden, the Librarian of Congress. She had apparently expected a reserved British welcome, an assumption the packed auditorium of librarians trampled with their enthusiastic whooping, stamping, and thunderous applause.

While the audience listened in rapt attention, her speech established themes that other sessions would come back to throughout the day: the importance of libraries earning the trust of their communities, being accessible and inclusive, and above all being a refuge for reliable information. Having started her career as a children's librarian, she said with a wry smile, "If you can work with children, you can work with anyone." From there, she moved on to a library that held some of America's national treasures in a room so secure, only the capital police had the keys to let her in. What made her feel able to bridge the gulf between those two worlds was when then-President Obama told her of his vision of taking the Library of Congress—an institution with a formal, research-focused reputation—and making it more accessible to everyone. That mandate made her realise that the job wouldn't mean giving up public

service to her community, but taking it on in a different form.

The rest of the morning consisted of five concurrent sessions. I went to the marketing workshop, hosted by Terry Kendrick from Leeds University Business School, who zipped enthusiastically around the meeting room as he gave his presentation. He highlighted several key elements of modern marketing, such as the shift in emphasis from market research to experimentation (ie. try stuff, and see what works). He stressed the importance of presenting an accurate and consistent message to the customer about the service they can expect, and the need to ensure that the message is relevant to the audience. The most vivid point was an exercise in identifying the needs of a particular group of library users, and matching that to their perception of the library's performance in meeting those needs. Terry's stark conclusion was that, to retain a customer, the library's performance must match the level of importance the customer places on their needs. Exceeding expectations on things they place little value on won't help if the library underperforms on the customer's key needs.



Professor Luciano Floridi of the University of Oxford opened the afternoon session with a philosophical speech about the “cleaving power” of the digital realm. He stressed this distinctive term for its dual meanings of cutting apart and sticking together. For example, a library’s presence can now be separate from its physical location, such as through an online catalogue. Likewise, the ownership of a digital product can be separate from its usage, such as paying for the conditional usage of an e-book for an indeterminate period. At the opposite end, he highlighted the adhesion of production and consumption, such as the way users of social media are both content producers and consumers.

All of this led into his main point about where power lies in an information society. He argued that information is an answered question. Having access to neither questions nor answers results in ignorance, access to both results in information, and only having access to questions results in uncertainty. In this way, whoever controls access to answers has power over a person’s uncertainty, where power is the ability to control or influence a person’s behaviour. He saw libraries as democratic institutions that counterbalance this power through the effective formulation of questions and free access to information.

The conference then split again for more independent sessions, and I picked the service-design seminar. This offered the most optimistic outlook of the day’s sessions that I attended. David Lindley of Designing Libraries opened with the idea that asking users what they want from a library may be the wrong question, since their answer would be limited by their preconceived ideas of what a library is. Instead, he said, we should ask what library users want from their lives. In the health sector, this could mean asking what they want from their careers, or what kind of service they want to offer their patients.

Neil Potentier of Assessment Services Ltd gave a brief, but information-packed, overview of the components that make for excellent customer service. He focused on the ‘eternal

triangle’ of people (eg. employing the right people), quality (eg. matching up to expected standards), and customers (understanding them and their needs). Another key point was the Kolb & Fry mind-set, a cycle of planning, doing, reviewing, and concluding. His overarching point was the need for systems of continual improvement.

Mark Freeman from Stockton-on-Tees Borough Council highlighted some of the factors in making a library service sight-loss friendly. This can be anything from designing the library space to be easy to navigate, through to understanding appropriate alternative formats such as ‘giants’ (24pt large print) and DAISYs (a form of audio book offered by the Royal National Institute of Blind People). He covered the Six Steps Promise, a set of standards for libraries to improve access to their services. Courses for this are available via the Reading Sight website (<http://readingsight.org.uk>).

The final presenter of the day was Julia Robinson from The Word library in South Shields, who talked about her library’s radical redesign. Their original building looked like it had thudded out of a giant brick mould, an industrial slab with the words “CENTRAL LIBRARY” riveted blandly on the front. By the end it transformed into something that might be spotted in the skies over New Mexico, abducting people for alien experiments. Changes on the inside were no less dramatic, with the interior an open space free of desks, and uniformed librarians flitting around with laptops to wherever the users needed them. The real close encounters came once

the new library opened, however, as Julia described their efforts in trying to deal with the sudden influx of teenage members. Many took time to adjust to the idea that a librarian approaching them to say “hello” didn’t mean they were about to be thrown out.

I left the conference wishing I’d been able to attend more of the day’s sessions; running so many tracks simultaneously made for some difficult choices. The tone of the day’s events, and especially the keynotes, was a potent mix of concern over the current political climate, an affirmation of the tenacity libraries need to defend their place in that environment, and notes of optimism about what we still stand to offer.

You can find the conference presentation materials at: <https://www.slideshare.net/CILIP/presentations>

Martyn Hucks’ photos from the event are available at: www.flickr.com/photos/cilipmarketing/sets/72157685878185136

Paul Edwards

LIBRARY ASSISTANT, CHESHIRE AND WIRRAL PARTNERSHIP NHS FOUNDATION TRUST



Highlights from the **CILIP Conference 2017**

THURSDAY 6TH JULY - MANCHESTER



When I discovered that there was an opportunity to apply for a bursary for this year's CILIP Conference; as well as that day two had workshops and seminars directed towards health librarians, I knew that I had to apply.

I was thrilled at having been successful and thanks to HCLU and LIHNN I was able to travel to Manchester for my first CILIP Conference.

The Keynote speech was delivered by Neil MacInnes – a fascinating insight into the renovation and refurbishments of Manchester Central Library called 'The Possibilities are Endless,' which highlighted the change in public libraries to a more people-and-place focus. Hearing about the renewal programme was interesting and inspiring and Neil MacInnes' speech highlighted some of the ways in which public libraries can establish themselves as relevant to the 21st

century public. For instance, Manchester Central Library is now celebrated as a wedding venue!

My focus at the conference was on going to sessions that I felt would benefit my organisation and me. It was also an opportunity to tweet about the event using one of our new library mascots, Steven Sheep!

The Managing Information seminar covered organising knowledge, mobilising evidence, and the differences between information management and knowledge management. The emphasis was on helping the NHS to improve healthcare by providing access to information and research. The #AMillionDecisions campaign is central as it aims to encourage managers and directors to use the skills of librarians; such as their ability to provide levels of training useful to NHS staff and medical staff in training. As my organisation is already taking part in #AMillionDecisions, it was an opportunity to hear more about the campaign.

However, the most intriguing aspect of this seminar was the discussion about the difference between information management and knowledge management – something I had never considered before. In his presentation, 'Information Management and Knowledge Management: the conjoined twin disciplines?' speaker Nick Milton explained that whilst information management has a clearer definition; knowledge management is a much more confused discipline to say the least! At least library and information professionals can take comfort from the fact that more solid definitions, as well as the ISO management system 30401 standard are in progress.

The Health and Wellbeing Seminar also emphasised other areas of the health library world that I had not considered – despite experiencing such situations myself! Johnathan Berry and Jane Fox's presentation about the mismatch between the health information people need against what they receive was enthralling. How often patients are

confused by the information given to them is astounding yet unsurprising. Medical language is so frequently used without a second thought as to whether patients will understand it. This is something I have experienced myself and as a result of this seminar I am much more aware of language when delivering information to library users.

The Public Library Health Offer is something I already knew about, having come from a public library background. Yet it was interesting to hear from the Reading Agency representatives about the new Reading Well schemes that are new or forthcoming as this information can be used to help my organisation make links with local public library services.

The Engaging Audiences briefing session was an eye opener for a number of reasons...Hearing how libraries have increased their outreach and page views using Wikimedia - with the statistics to prove it - was thought-provoking. Digital and technological aspects are central to how libraries move forward in the 21st century;

however I had previously thought of Wikimedia's partner, Wikipedia, as an unreliable resource in the world of information!

With the lecture 'No-one I know uses it anymore: the reasons to cut libraries' I wanted to see what Ian Anstice's take on common excuses used against public libraries was. Having worked as a public librarian for 8 years, I had experienced such excuses. Ian's speech reflected the absurdity of some of these excuses and proved a fantastic and inspiring speech.

Finally, for me, one of the most exciting aspects of attending the conference was having the opportunity to chat to other professionals from different library backgrounds. It gave a unique insight into the wider library world and I was thrilled to listen to other librarians discussing their roles and what strategies and projects they are running in their organisations.

There were so many interesting workshops and seminars at the conference - unfortunately it is

impossible to be in two places at once! The sessions I attended provided diverse and engaging insights into the health library world. I will take many things away from the conference. New ideas and communication channels with other library professionals are just the start. Going to the CILIP 2017 Conference was a valuable experience. I am only a new starter to the health library community yet this experience has strengthened my interest in health librarianship and pursuing new outreach opportunities.

Kerry Booth

ASSISTANT LIBRARIAN
UNIVERSITY HOSPITALS OF
MORECAMBE BAY TRUST



A TRIP OUT WITH Stan the library skeleton!

At the Oxford Road site of Central Manchester University Hospitals we have an active nursery in the centre of the campus.

In order to tell the children about people's jobs in the Trust, we asked parents to talk about their jobs, and, as ever, we jumped at the chance to talk about libraries!

Taking along the library celebrity, Stan the Skeleton, Jane and Michelle visited two of the nursery rooms with a bag full of props. In the usual style of inductions, we wanted to tell the children that Libraries were friendly places that can always try and help to find the answer.



We started by explaining that a Library contains books and computers and that all of their parents were – we



Michelle and Stan (note the sweetie eyes to make him friendly! Always appreciated by the MREH staff)



Jane, Stan and the trusty bag of props

hoped - using the ones on site! To keep things interactive we then explained about microbes in our bodies with a selection of furry bugs which they could each hold and cuddle – the classic joke (courtesy of Mr S Glover) “who wants to catch a cold?” had to come out of course!

After showing them some anatomy pictures in books, we then asked them if they could identify parts of the body by sticking large signs on Stan the skeleton. Overall there was only one child from about 30 that was reticent about the topic to begin with but they soon settled and were holding the skeleton's hand by the end of the session.

We left them with some anatomy colouring sheets and a plea to visit a library soon. The lessons learnt from the day? Never assume that a child has been to a public library – for some children it was only when a room of PCs was mentioned that they became interested. Also, skeletons are really hard to wheel long distances on pavements...

Michelle Dutton and Jane Fletcher

CENTRAL MANCHESTER UNIVERSITY HOSPITALS NHS TRUST

Much ado

about Masters (degrees)

In Autumn 2016, **Lorna Dawson (Knowledge Service Assistant at Greater Manchester Mental Health NHS Foundation Trust) and Helen Kiely (Knowledge Services Assistant at Warrington & Halton NHS Foundation Trust) both started their Library and Information Masters.**

Lorna is studying part-time at Manchester Metropolitan University (MMU) and Helen at the University of Sheffield via distance learning. One year into their study, they take time to look back on how the year has gone and how things are going.

How did you decide on the course format?

HK: I chose distance learning for a few reasons: cost-effectiveness from where I live, programme modules and also I completed my previous qualification (MA in Social and Cultural Theory) via distance learning and know the format works for me. I can read lectures notes at ungodly hours of the morning and work at my own pace.

LD: Physically going to lectures helps me focus. I really appreciate that I've been given day-release from work and that really motivates me to apply what I've learnt as soon as possible to my professional practice. I also think it's a really great opportunity to start networking from the off.

What did you enjoy most?

HK: I really enjoyed one assignment on looking at the future of libraries in different sectors. It was interesting seeing how future directions affect our current practice. I read lots of case studies and examples of best practice which I found really useful to see what worked well and what hasn't. I also

enjoyed chatting with my fellow students, many of whom come from different library and information backgrounds.

LD: I really enjoyed a group project on putting a new idea into practice. It allowed me to think like a library manager which was cool and was an experience I wouldn't usually have. It really helped me put theories like organizational structure and marketing into context. The girls I worked with made it a really great experience.



Lorna Dawson



Helen Kiely

What do you know now that you didn't before?

HK: A lot! All my assignments and lectures have taught me new things and

I've enjoyed being able to spend time actually researching. Reading research has given me a better understanding of what we do now (and why) and gives me plenty of ideas to share with the team.

LD: In my final essay I had to explain OpenAthens and link-resolver problems. I was on a tight deadline and could have kept it vague but I wanted to explain it fully so I researched it. I'm really glad I did. When I submitted that essay, I knew no matter what mark I got, I was happy because I'd learnt something valuable from writing it.

How has it helped in your job?

HK: It's helped give me a more practical understanding about strategy. One assignment I struggled with at first was writing a project-initiation document (PID) for a fictitious library and organization. This involved a lot of research of different organizations hierarchies! In the end I really enjoyed writing it, considering eventualities and ways to mitigate risk. It's helped me understand more within our workplace.

LD: Learning about and reflecting on team roles has helped me to understand better how our team works. I already knew it was a good one, now I understand why. It's helped me understand my preferred working style so I now consciously try to work that way. It's also highlighted things I might struggle with, which, I hope, will make them easier to address and overcome.

What are you looking forward to next year?

HK: We've got a research-methods module coming up that I'm looking forward to as it's been a long time since I last did something on this. There's also going to be more about Knowledge Management, a concept I still find challenging to get my head around so I'm looking forward to that!

Continued on page 13...

THE LAND OF GEEK

SCHOLARLY SEARCH ENGINES AND NETWORKING TOOLS

SCIENCEOPEN AND MICROSOFT ACADEMIC 2.0.

Academic or scholarly search is evolving with a new generation of free search and discovery tools. So move over Google Scholar and ResearchGate, welcome **ScienceOpen** and **Microsoft Academic MA**. ScienceOpen is a start-up based in Germany and the USA. Microsoft Academic is a re-engineering of an earlier version originally launched to compete with Google Scholar.

More Profiles

Yet another opportunity to create your own web profiles. You might use this, you might not. Microsoft relies on you building your profile from scratch. I already have four or five of these and opted out of that one. ScienceOpen made the smart move in my view and allows you to use ORCID to log in and generate a profile from your ORCID data. That did it for me. Check out ORCID [<https://orcid.org/>] to create your profile if you don't have one.

Search

Microsoft Academic search is a semantic search engine, not a keyword-based one. More information is available on their FAQ (<https://academic.microsoft.com/#/faq>). It's probably too much science for this article. The search is good and from limited testing returns relevant results.

It also offers filters for larger sets of results, Author, Affiliation, Topic Area, Journal and Conference.

ScienceOpen has a better-developed interface with a choice of datasets, All fields, Author, Journal etc. and Filters to narrow your search. Results can be re-ordered by a number of criteria including Altmetric Score and Citation Count. You can export results in popular formats such as Endnote, Bibtex and RIS.

Citation Searching

Alternatives for citation searching are a real step forward. MA and ScienceOpen both offer citation data for each article. However, it's hard to tell how good this data is. Google Scholar, for a long time the most used free source of citation data, may have inflated the number of citations because it indexes more scientific documents on the web than any other database (Khabsa & Giles, 2014). Google Scholar has also been accused of being a bit wayward, however, things may have tightened up recently. (Harzing 2017).

Now you can compare Citation counts to get some idea of the range. Just for fun, not a scientific experiment, I did just that.

Reference: Khabsa, M. et al. 2014. The Number of Scholarly Documents on the Public Web. PLoS ONE, 9(5), e93949. Available from: <https://doi.org/10.1371/journal.pone.0093949>



ScienceOpen



Microsoft Academic



Search Engine	Citation Count
Google Scholar	115
Microsoft Academic	108
ScienceOpen	11
PLoS Metrics	52

Then I tried it again ...

Reference: Holland, M., 1997. Diffusion of innovation theories and their relevance to understanding the role of librarians when introducing users to networked information. *Electronic Library*, 15(5), 389-394. Available from: <https://doi.org/10.1108/eb045587>

Search Engine	Citation Count
Google Scholar	27
Microsoft Academic	14
ScienceOpen	0

A trend may be emerging. I know which one I prefer!

Searching through References and Citing Articles

Both ScienceOpen and MA enables you to click through to lists of references and citing articles. ScienceOpen allows you to reorder these lists using filters including Citation Count and Altmetric score. MA does a similar thing for longer lists of references. Both make it easier to search through references and citing articles than scanning static lists.

Matt Holland

LIBRARIAN, NWS LKS.

NWS LKS IS SUPPORTED BY HCLU NORTH

Links

Microsoft Academic (MA) [<https://academic.microsoft.com>]
ScienceOpen [<https://www.scienceopen.com>]

References

Harzing, AW., 2017. Google Scholar is a serious alternative to Web of Science. *LSA Impact Blog*. Available from: <http://blogs.lse.ac.uk/impactofsocialsciences/2017/03/16/google-scholar-is-a-serious-alternative-to-web-of-science>. See also the comments section.

Khabsa, M. et al. 2014. The Number of Scholarly Documents on the Public Web. *PLoS ONE*, 9(5), e93949. Available from: <https://doi.org/10.1371/journal.pone.0093949>

Much ado about Masters (degrees)

...continued

LD: I'm also looking forward to studying research methods and doing super intense research into a topic that I'm interested in. I'm also looking forward to learning more about information literacy. I think it's really important for the future so I'm excited to learn more.

What will you do differently in the coming year?

HK: I'm not going to read the student Google+ group the week before a deadline! I've found it becomes an echo-chamber with everyone worried

about getting their assignment 'just perfect'. I think I will stress less if I don't get caught up in it! I'm going to try a new way of notetaking that I found online which involves putting summaries on the supporting readings in a box alongside lecture summaries.

LD: My aim is to read around the course more. I got into doing this in second term and wish I'd started earlier. It helped me feel more confident contributing ideas in class and one essay even helped me understand the changes that were going on at work in the Trust merger.

I also want to go to more New Library Professionals Network (NLPN) events.

Lorna Dawson

GREATER MANCHESTER MENTAL HEALTH NHS FOUNDATION TRUST

Helen Kiely

WARRINGTON AND HALTON HOSPITALS NHS FOUNDATION TRUST

BEATING BREXIT

REPORT FROM THE EUROPEAN ASSOCIATION FOR HEALTH INFORMATION AND LIBRARIES (EAHIL)

The North of England was well represented at the recent EAHIL Conference held at Dublin Castle 14th -16th June this year. Most of us were funded through Health Education England and Tim was funded by the Health Care Libraries Unit.

- Dominic Gilroy, Doug Knock & Susan Smith presented and ran a workshop on the Knowledge for Healthcare (KfH) Value & Impact Toolkit
- Tim Jacobs presented on using a repository to build a relationship with the R&D Department to promote open access
- David Stewart presented on the role of the Workforce Development Group within KfH.
- Victoria Treadway presented and ran a Knowledge Café with Dr Siobhan Kelly and Dr Girendra Sadara on embedded clinical librarianship in Critical Care.
- Tracey Pratchett presented with Sarah Lewis on the consultation processes used for developing national STEP e-learning materials to support searching skills across the NHS workforce.
- Joanne McNaughton also attended

EAHIL is a network of health information professionals, with over 1500 members across Europe and members from many other countries around the world. The international flavour of the conference was shown by the number of presenters from Canada, Australia and America. It is also free to join: <http://eahil.eu/join-eahil/>

The conference is an opportunity to show and share all the good work from across England and from Knowledge for Healthcare to an international audience. Not only does it help share best practice

and raise personal profiles, it is a great opportunity to meet new people and learn different approaches. It feels good to know that the projects we were involved in would be of use to people internationally. Pictured left is Sue Lacey-Bryant, Consider Mudenda & Tracey Pratchett, finding out more about how a project on strengthening emergency care information and communications in Central Zambia - through librarians - is being funded by, and informing, NHS Education for Scotland.



*Top: Trinity College Dublin
Above: Sue, Consider, Tracey at Dublin Airport
Right: Trinity College Old Library*

It's been really hard for us to distil some of our highlights, but we had a bash. From the keynote speakers we have selected Michelle Kraft (the "Krafty Librarian"). She gave a very interesting and challenging talk explaining how our interaction with information has fundamentally changed in a short time. She used the example of always having her phone within arms-reach, even when sleeping. It allows her to stay up-to-date, keep in contact with friends and family, and cyberstalk her son who was on a school trip in Limerick. She

encourages librarians to embrace change and disruption, and make it possible for our users to "take advantage of your medical librarian." We need to be heretical librarians and kill our sacred cows (and make some burgers) and to unlearn what we learnt at library school. She highlighted examples from around the world (though mainly from the USA) of librarians doing this. Examples of libraries harnessing opportunities included using library space as a pre-op "huddle space", adding information and guides into clinical tools, and keeping track of employee research in an institutional repository.

Dr Mark Murphy (Dublin GP) was a firm favourite of the conference, chiefly because he thought "Everyone should have one research librarian". He discussed the issues around: how doctors generalise the effect of treatment and over-medicate diseases, there is an ineffective use of evidence by medics, the misuse of terms such as "the evidence shows" (particularly in politics) and that a decision made should be a triad of the doctor's experience, patient and evidence.

Workshops are a great way of meeting new people and seeing different perspectives on our profession. It's fantastic to be able to participate; being involved in discussions is a great way to generate new ideas and learning. Tracey was excited to be in the same session as Sandra McKeown. Her team had used Sandra's recent article for a critical-appraisal session and changed practice as a result of the discussion. Attending the Developing embedded library and knowledge services: A Knowledge Café by Victoria Treadway & Dr Siobhan Kelly, helped Tracey share her experiences of piloting an embedded librarian on the critical care team. This session highlighted some of the challenges with delivering this service and made her think about how to organise the embedded librarian service in her Trust, what should be offered and who should be involved.

Some of the sessions also helped to support work on the KfH Task & Finish Groups:

Cooperation and benchmarking – finding the value and impact together by Ghislaine Declève, Karen Buset, Tuulevi Ovaska is helping to support the Metrics Task and Finish Group (TaF). It was particularly useful to work with people from academic and specialist libraries who were more focussed on research and learning indicators. They used a new approach to running a workshop, using the brain-writing technique. When commenting on “what makes a good indicator”, the Metrics TaF definition was shared: that they should be Meaningful, Actionable, Reproducible and Comparable. This resonated with the group and was voted as the top answer, a clear simple message from the Metrics TaF!

The Policies, Procedures & Guidelines TaF will be benefitting from a Norwegian example by Love Stranberg who has agreed to write up a case study on his experiences of managing the Danderyd University Hospital document system and the subsequent benefits (and problems) which he has encountered.

Information has also been shared with the Patient, Public Involvement TaF from a session run by Elin Opheim from Høgskolebiblioteket in Norway. The library service trains user representatives working with health professionals in evidence based practice and Elin has kindly shared an English translation of her lesson plan and slide set, as well as a public initiative called Healthy

Scepticism (<http://www.sunnskopsis.no/>) which provides e-learning for the public, to enable better quality conversations with clinicians.

David Stewart and Dominic Gilroy took the opportunity to attend a Knowledge Exchange session with colleagues from England, Republic of Ireland, Scotland, and Wales. This took the form of sharing stories about ourselves and our services in support of the conference themes of Diversity, Integration, Inspiration and Integration.

One of the final sessions was the Partners for Leadership exchange - an explorative session by Lotta Haglun & Anthea Sutton. It used a speed-dating approach which was quite intense! Everyone had to be prepared to discuss leadership requirements in our countries, we were given 90 seconds to share this with each person in the group. Most people had reviewed job descriptions for leadership and management positions and used this as a basis for their conversations. Others took a slightly different approach and talked about personal leadership journeys, experiences and opportunities. It made you consider what makes a leader? It's not just about being a manager, but more about developing a leadership approach and identifying the leadership skills that you need to develop.

Going to conferences can give you an opportunity to explore some of the host city. Sue, Susan, Tracey, Tim & Alison Day took the opportunity to visit the Old Library at Trinity College to see the Book

of Kells. The Old Library at Trinity College is one of the prettiest libraries in the world. It holds over 220,000 first editions; many of which were given a place on the shelf and have never changed location for over a century. Our geeky admiration of the classification system (big books at the bottom and small books at the top), sparked a conversation with one of the local librarians who explained more about the running of the library, some of the rarities held and gave us a fascinating demonstration of book preservation.

Would you have the patience to Hoover a book, before admitting it to the book hospital for treatment and give it a bandage to hold the pages in place?

To view highlights of the conference, please visit: <http://eahil2017.net/> or check out #eahil2017 & #icmldub

Susan Smith

MID CHESHIRE HOSPITALS NHS
FOUNDATION TRUST

Tracey Pratchett

LANCASTER TEACHING HOSPITALS

Tim Jacobs

THE CHRISTIE NHS FOUNDATION TRUST

Dom Gilroy

HEALTH EDUCATION ENGLAND –
WORKING ACROSS YORKSHIRE
AND THE HUMBER

**Mark the diary for:
EAHIL Conference 2018**

9–13 July 2018, Cardiff, Wales
www.eahilcardiff2018.wordpress.com



EATING CHOCOLATE REALLY DOES IMPROVE YOUR WELLBEING!

A randomised chocolate trial at Wirral

In celebration of International Clinical Trials Day (19th May 2017) we hosted a Randomised Chocolate Trial with the Research Department.

Aiming to raise awareness of clinical trials and the importance of research in a way that was fun and accessible, we attracted nearly 100 Trust staff and students to join our event.

We ran the event as a drop-in between 12pm and 2pm. Participants were invited to move through a series of stations to experience the steps taken in a clinical trial (see 'How it Works' diagram).

Staff from the Library and the Research Department were on hand to guide participants through reading the participant information sheet, deciding whether they fitted the inclusion criteria, giving consent and being randomised. Then came the fun bit: consuming either milk or white chocolate before completing a short questionnaire about their chocolate-eating experience.

98 Trust staff took part and our results found that:

- 66% of staff felt that after eating the chocolate their wellbeing either greatly or slightly improved.
- 68% of staff felt that after taking part in the chocolate clinical trial their understanding of clinical trials either greatly or slightly increased.

What worked:

- We were amazed at the turnout, especially considering the clinical pressures that are currently being felt across the Trust. The concept had clearly caught people's imagination (as well as the promise of free chocolate!).
- Running the event as a drop-in session at lunchtime meant that it was convenient and accessible, taking approximately 10 minutes to participate

■ We invited the Communications team to take some photos during the event which helped to raise our profile and our published results were featured in the following week's staff bulletin.

What could have been improved:

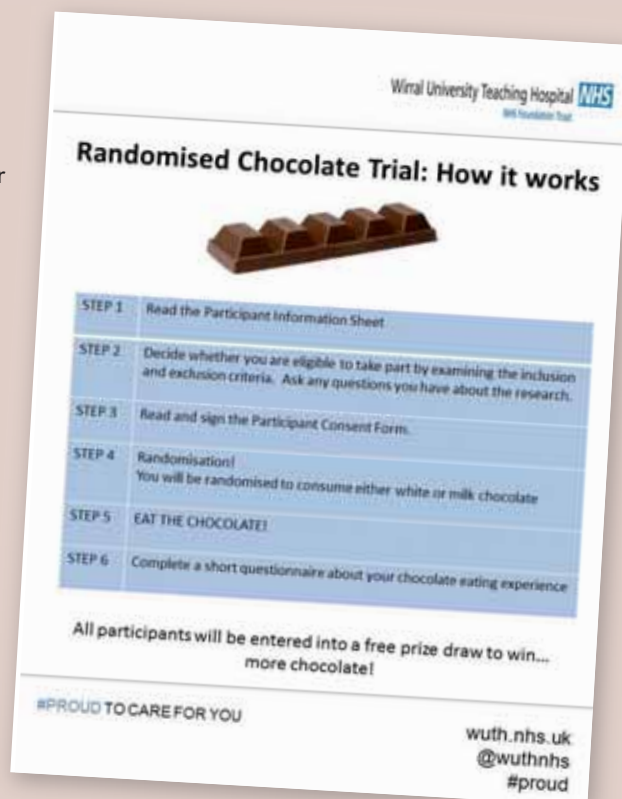
- We had invited representatives from the Executive Board to come and join us for a photo

opportunity; unfortunately our invitees didn't appear.

- We did get some (tongue-in-cheek) feedback that the chocolate concept wasn't aligned with the Trust's Health and Wellbeing agenda; we promised next year to try and Randomised Cabbage Trial but I'm not sure we'd get such a good turnout.

Overall, we had a fantastic day and the event really helped us to raise the profile of both the Library and the Research Department. Planning and organising the event required both teams to work together and we now have a closer relationship with our research colleagues. We'll definitely be re-working and repeating the event in 2018.

Victoria Treadway
WIRRAL UNIVERSITY
TEACHING HOSPITAL



Victoria Treadway and Wirral University Hospitals
Research Manager Paula Brassey



Twitter to Who

So many people have asked for Social Media training and so we decided to offer Twitter training to staff to help support their professional development.

Initially we piloted this to two groups. One was a group of friends from a church that one of our librarians goes to. The average age of the church group was 75, with the oldest person being nearly 90. The other group were library staff. Training was delivered by Caroline Hornsby, Library Assistant.

Feedback from local church group:

"The ladies stated that they had enjoyed their afternoon and had been made to feel very welcome. Two of the ladies are over 80 and not computer literate at all. The training was clear and concise and Caroline was "a lovely girl". Although only two of the ladies have computers/mobile phones, they had found the training good and had learnt what Twitter "was all about". One of the ladies has since opened a Twitter account. They were each given a Glossary of Terms for Twitter and my mum had taken this home and read it all out to her other daughter who lives in America! As a family, on Sunday afternoon, we discussed Twitter and my mum was able to join in!"

Overall feedback:

- Well presented
- Clear and precise notes
- There was no assumption of prior knowledge
- Power point presentation was easy to understand
- answered any questions (however silly they were) clearly and discussion usually followed which was useful
- Practical exercise to set up an account at the end reinforced learning and put theory into practice.



Caroline presents Twitter training certificates to staff at the library

■ I now have a Twitter account!!

Requests for Twitter training has rocketed! With approximately 10 new requests per week, ranging from all ESR groups, very senior managers, clinical and admin staff too.

Abbas Bismillah

KNOWLEDGE, LIBRARY & INFORMATION SERVICES MANAGER | HEALTH LIBRARY
BRADFORD TEACHING HOSPITALS





Making an Impact in Mental Health

Next, we shared some examples of demonstrating impact from our own services. This included impact interviews, which provide very detailed evidence of library impact. Other examples included impact surveys, case studies and feedback forms. The results are disseminated through posters, websites and in annual reports.

Mental health librarians from across the north descended on Manchester on 18th July for Mental Health Xtra.

Following the success of last year Mental Health Xtra has become an annual event and this year we decided to focus on impact. Impact has, of course, been high on the national agenda for some time, but during the course of the day we aimed to look at two specific questions:

- What are the specific challenges facing mental health libraries?
- How can mental health libraries overcome these challenges and demonstrate impact?

Luckily we had a range of fantastic speakers to help us answer these questions and we were ready to embrace our inner worker bee!

The day got off to a thought-provoking start as David Stewart shared his view on how mental health libraries can make an impact. Amongst other things David asked us to consider the history of impact and we discovered that "measuring impact in libraries isn't new." However, there is still insufficient evidence in this area and measuring impact remains a challenge for us all. David suggested that the best place to start is with organisation's objectives and showing how we support them. One way to do this is by collecting stories and cases studies, which are rich in evidence.

After a break for a quick cuppa we started on the first workshop of the day. Vicky Bramwell talked us through her experiences of turning literature searches into impact examples. She explained how some impact examples can be used internally but that others can be shared more widely. She advised us to try and limit the time and inconvenience for the customer by producing a draft impact example and then asking them to approve/edit it. Other tips included avoiding jargon, being brief and imagining what a lay reader would make of it.

Vicky then asked the group to do some work! In small groups we worked through examples of our own literature searches



Figure 2 David Stewart, Director of Healthcare Libraries North



Figure 3 Liz Stitt, Library Manager, Mersey Care

and turned them into impact examples. Everyone came away feeling positive that it was a technique that they could easily adapt into their own library.

Mental Health Librarians Xtra was also an opportunity for the group to say a fond farewell to Liz Stitt. Liz was Library Manager at Calderstones NHS Partnership Trust for many years, managing their Whalley Library. She then went on to join the team at Mersey Care when the two Trusts merged.

Liz has been an incredibly active and enthusiastic member of the LIHNN Mental Health Librarians for many years. Aside from being an incredible baker and regularly treating us to a lemon drizzle cake, Liz has been a passionate professional in the field of mental health. She worked on a range of projects and initiatives which have improved the way in which LIHNN Mental Health Libraries promote and provide their library services.

We wish her the best of luck in her retirement. Liz has a busy few months ahead as she has plenty of holidays and trips planned.

After an active morning we were all ready for lunch so we gathered for food and some top-quality networking. Much hilarity was had at the low chair and high tables which made us all feel like

small children! Then it was back to business.

After lunch, we launched into our second workshop of the day. Tracey Pratchett and Victoria Treadway talked us through some practical steps to demonstrate impact in mental health libraries. In groups we worked elements from the MAP toolkit using the example of a project to set-up a reading group. Everyone found it really useful and realised how the MAP toolkit could be used for projects within their own organisations.



If you haven't used the MAP Toolkit before, the Mental Health Librarians can vouch for it! It works! Find the toolkit via: <https://maptoolkit.wordpress.com/>

The final part of the day was our business meeting. We had a good discussion about current awareness, electronic resources and other areas of good practice. It is always really useful to share updates and we all went away with lots of new ideas and plans.

Many thanks to everyone came along on the day and special thanks to all of our speakers for their excellent contributions. Looking forward to seeing you all at Mental Health Xtra 2018

Becky Williams

BRADFORD DISTRICT CARE
NHS FOUNDATION TRUST

Dan Livesey

GREATER MANCHESTER MENTAL HEALTH
NHS FOUNDATION TRUST



Figure 4 Tracey Pratchett

Editor's Column

How you can contribute to the Newsletter

All members of LIHNN are welcome to contribute to LIHNNK Up. We particularly encourage contributions from para-professional staff and anyone who has not previously written for publication. Members of the Editorial Board would be pleased to "mentor" new writers and provide advice on what makes a good readable contribution.

What could you write about?

Really it is up to you as we are looking for topics of interest to health library staff. It could be:

- something new that you have used or your library has introduced
- an overview of a piece of software such as a social media tool
- lessons learned (good or bad) from doing something differently in the library
- good news that you want to share with LIHNN
- an account of events and courses attended. For conferences and courses please include what you found most valuable and what you will do differently from having attended the event or course.

Format of contributions and other "rules"

1. Please send your documents as Word (i.e. either .doc or .docx) files.
2. Photos and artwork should be submitted in JPG format. Please don't embed them in the Word documents. They should be submitted as separate files with a meaningful caption.
3. Don't forget your name, location, title of article and date of article.
4. Please give full details of events, courses and conferences attended. This should include:
 - The name of event and location
 - Date of event
 - Name of organising or sponsoring body
 - Details of how any support materials can be obtained e.g. website urls
 - Full references to any published reports, articles etc.
5. All acronyms should be written out in full for the first occasion they are used in the text.

PDF copies of back issues and indexes to the newsletter are available at:
<http://www.lihnn.nhs.uk/index.php/lihnn/lihnnk-up/read-the-newsletter>

Contributions should be submitted to:

lihnnkup@lihnn.nhs.uk

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