

HEALTH LIBRARY NEWS



VOL 3 No. 3 AUTUMN 2019

One Fine Day?

We're saying farewell to fines in all HSE Libraries

To promote further access to our library collections, we are giving our library users a clean slate. We have removed the charging of all overdue fines from our system. You will no longer be charged a fine for overdue books. Email



reminders will be sent before your books are due for return and you can renew them (online or in person) or return them to the library. If your books aren't returned, your borrowing rights will be suspended but your account will not build up fines.

We are encouraging all our library users to return any overdue books. So check under beds for long lost library books that can come home – no need to fear the fine!

THE NEXT ISSUE OF HEALTH LIBRARY NEWS WILL APPEAR IN DECEMBER. PLEASE SEND ANY ITEMS FOR INCLUSION TO PADRAIG MANNING (PADRAIG.MANNING@HSE.IE).

INSIDE THIS ISSUE:	
MESSAGE FROM THE NATIONAL LIBRARIAN	2
BORROWBOX LAUNCHES	4-6
COMMUNITY INITIATIVES IN DONEGAL	7
VIRTUAL TEAMS—PROCUREMENT & ESTATES	8
UHG LIBRARY MAKEOVER	9
VIRTUAL TEAMS—KNOWLEDGE BROKER, DIGITAL	10-12

NHLKS Launches 6th annual Open Access Awards

The National Health Library & Knowledge Service has launched the annual HSE [Open Access](#) Research Awards. The awards aim to acknowledge the work of researchers working in the health services, who make their work available in an Open Access format.

Researchers who would like to enter their work for the awards can do so by [filling out the form](#) at hselibrary.ie, or in the Lencus repository. The closing date for entries is 1st November 2019 and enquiries can be directed to lenus@hse.ie.



Dr Ana Terrés presents Ailbhe Spillane with her Overall Winner award at the 2018 OA Awards.

A message from the National Librarian

There is a special message for NHLKS staff this month from our CEO, Mr Paul Reid regarding the importance of the NHLKS strategy to the delivery of an evidence-based, safer health service. I would like to thank the CEO for his time and ongoing support for the National Health Library and Knowledge Service.

The six national virtual teams instrumental to the implementation of the NHLKS strategy are now all up and running. My thanks to each of the team leads: Laura Rooney Ferris, Nicola Fay, Brendan Leen, Bennery Rickard, Sinead Roche Moore and Anthony Linnane for bringing the teams together and kick starting the change process.

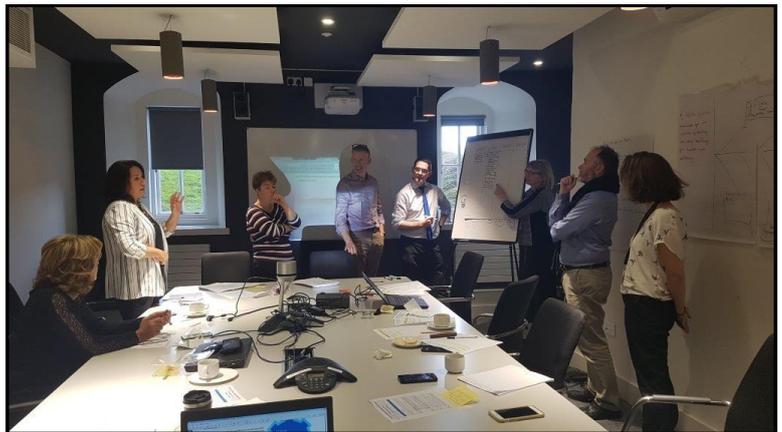
Key infrastructural developments are underway to support the rollout of the national library management system and to deliver a standardised user experience to all library users. Improvements will be welcomed by staff on the ground particularly in Cork University Hospital, Galway University Hospital and Wexford Hospital.

These are a series of ongoing improvements highlighted by the independent audit of HSE libraries, and we hope to bring you news of these in future issues, along with numerous CPD opportunities for all staff. Thank you all for your hard work and dedication.



Research & Evidence Vision and Mission Statement

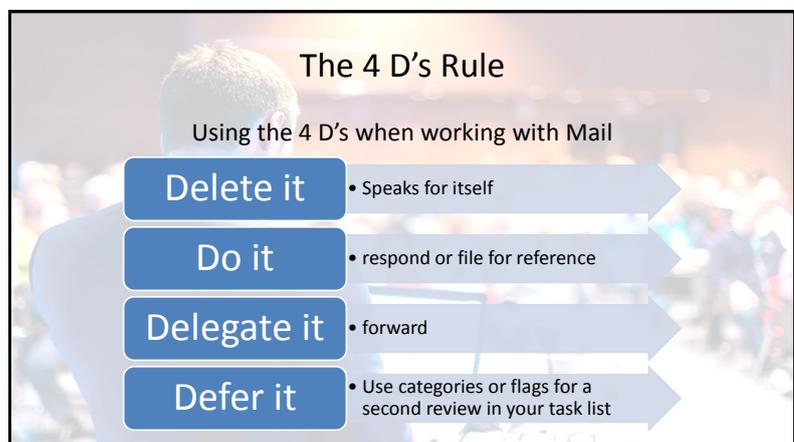
On Fri 13th September, representatives from the three divisions (including the NHLKS) making up the Research & Evidence function within the HSE gathered to create a shared vision and mission statement for R&E. The day, ably facilitated by Mary Morrissey, was the second in an on-going series.



Sinead Roche Moore, Ana Terres, Natalie Cole, Declan O'Reilly, Declan O' Hanlon, Mary Morrissey, Declan McKeown and Bennery

MS Outlook Webinar for NHLKS Staff

On 18th September 2019, Eoin Lynch from IACT conducted a one-hour webinar for NHLKS staff to help optimise their use of MS Outlook. Eoin's presentation was clear and well-structured, covering the use of rules to streamline email traffic, how to search Outlook efficiently, using Quick Steps to shortcut laborious procedures and extremely useful shortcuts like Reply & Delete.



Mindful breathing and introduction to BorrowBox Regional Hospital, Mullingar

On the 10th July, the Library at the Regional Hospital Mullingar hosted a successful and very enjoyable healthy Ireland event, including “Mindful Breathing” and an introduction to the BorrowBox App which allows free access to ebooks and audiobooks about health and wellbeing. The event



Marguerite Farrell (left) and Margaret Morgan (right) with library users



Senior Physiotherapist Louise Lordan delivering her talk on Diaphragmatic Breathing at the BorrowBox launch.

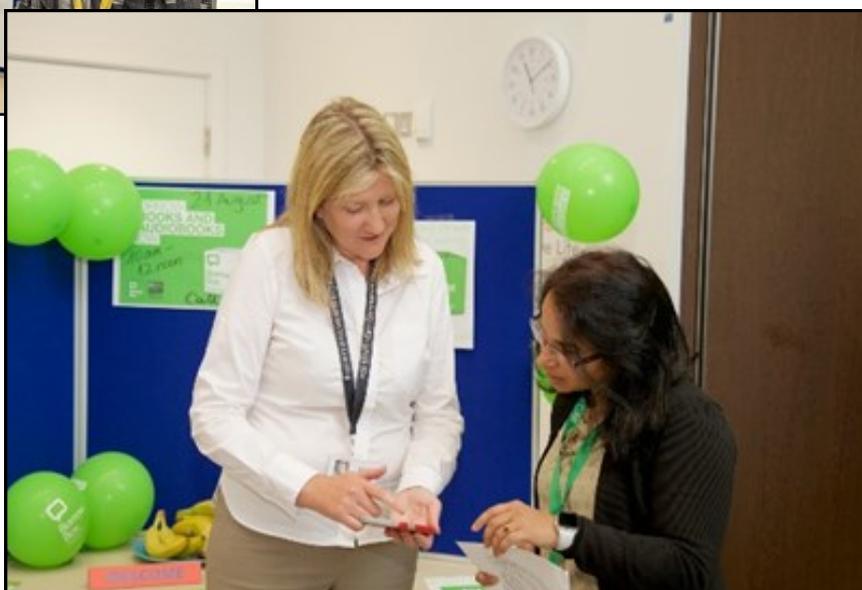
was well attended by staff from a range of disciplines. Thank you to General Manager Anita Brennan, Operations & Clinical Services Manager Kay Slevin and Director of Nursing Katherine Kenny for supporting the event.

Guest speaker Senior Physiotherapist Louise Lordan delivered a very informative talk on Diaphragmatic Breathing. Louise concluded with a breathing meditation exercise which helped staff conquer the afternoon slump, and everyone present felt energised and revitalised afterwards. Librarian Margaret Morgan gave a presentation demonstrating BorrowBox and the download procedure. This generated a lot of interest and enthusiasm among the attendees. Staff enjoyed healthy treats provided on the day.



Borrowbox launch @ St. James's Hospital

NHLKS has extended access to Borrowbox for all St. James's hospital (SJH) staff. Aoife Lawton, Bennery Rickard, Marie Carrigan and Kate Ralston, NHLKS went along to the SJH launch on 21st August to promote Borrowbox and encourage staff to use the app. Special thanks to Diana Burgui, Social Worker, St. James's Hospital, who made contact with Aoife Lawton after seeing a tweet on Borrowbox for HSE staff. They worked together to make this happen.



Above: librarian Marie Carrigan from St Luke's Hospital demonstrates Borrow-Box.

Right: National Health Service Librarian Aoife Lawton

Wellness Event and BorrowBox Promotion at St Luke's Hospital, Rathgar



Relaxation session is about to begin in the library

To mark the launch of Borrowbox, St. Luke's Radiation Oncology Network (SLRON) library hosted a Wellness Event on Wednesday 26th June from 12pm - 2pm.

The library transformed into an oasis of calm. The smell of books was replaced with the soothing aroma of lavender and the noise of buzzing computers was replaced with the pleasant sound of instrumental music gently playing in the background.

S

upervalu, Rathgar kindly donated delicious fresh fruit for the event and the catering team in SLRON provided us with tea and coffee.

Anna McInerney and Jessica Dailey from the Psycho-Oncology team facilitated a series of relaxation sessions in the library which proved very popular with staff and librarian Marie Carrigan demonstrated and answered questions on the new BorrowBox app.



Here's a snapshot of the day's event....

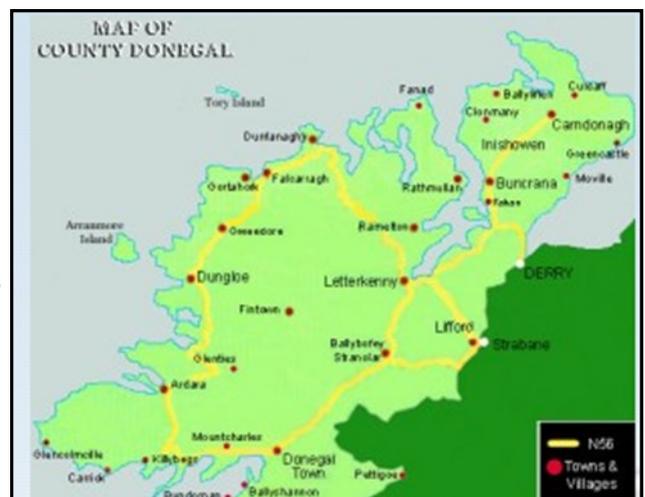


Two Community Initiatives in Co. Donegal

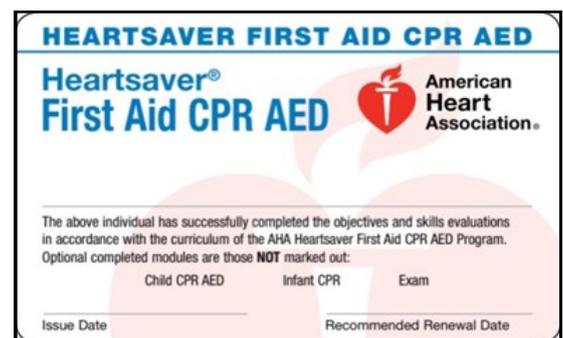
During the summer, Pamela O'Connor, library and information service manager in Letterkenny University Hospital visited two community groups in Co. Donegal to highlight the range of services available to all HSE staff. On 29th July Pamela visited staff in Falcarragh community hospital and on 13th August she attended a meeting of a group of public health nurses in Dungloe public services building in East Donegal.

On both outreach initiatives, staff were informed on how to access information via the **hselibrary.ie** website including how to register for an Athens account and how to access the new BorrowBox app.

Since visiting Falcarragh, community staff have arranged to visit the hospital library in Letterkenny for more training, and staff in Donegal town have expressed an interest in receiving training in the autumn.



In association with the American Heart Foundation and the Irish Heart Foundation, library staff at St Conal's Hospital, Letterkenny successfully completed a 'Heartsaver AED' course in August. The



course, run by the CPR co-ordinator for Letterkenny University Hospital, is suitable for all employees except doctors and nurses. It is recommended that the course is taken every 2 years.

Project Management Training

All virtual team leads attended a Project Management training day in Brunel Building in Dublin on 29th August. The training was provided by Trigraph and facilitated on the day by Chris Campbell.

Chris put everyone at ease explaining the various stages of managing a project. The day itself was structured as a project to give everyone a sense of project management in action. Chris shared some useful approaches to managing a project, such as compiling a glossary of relevant terms to eliminate misunderstandings among project team members. It was a busy day with some hands on exercises giving everyone the opportunity to put the training into practice.



The view west from the Brunel Building training room

NHLKS Procurement Virtual Team

The NHLKS procurement team, lead by Library Resources Manager Laura Rooney Ferris works to procure electronic and print resources for NHLKS on an equitable and value for money basis.

Over the last few months the team have analysed resources subscribed across all HSE library sites with a view to offering equity of access. They have coordinated with procurement partners on tenders for library resources. They have also negotiated with library resource providers and continue to work to achieve economies of scale.

Estates Virtual Team

The Estates virtual team has been busy in recent months, with a number of achievements to its credit.

Cavan General Hospital now has separate office space within the library, and all books are now secured (allowing for 24/7 opening)

Cork University Hospital library is undergoing major refurbishment to address network, security and access issues, and these works will be completed by year end.

The library in Our Lady's Hospital Navan is relocating to a more suitable, accessible location on the ground floor of the hospital. Works will be partially completed by year's end.

A New Look at University Hospital Galway Library

In July 2019, library services in University Hospital Galway underwent a small but worthwhile carpet refurbishment. We moved into our current small space 7 years ago this September, and over that relatively short time the carpet aged badly. Light in colour, it seemed like a good idea at the time. However, many grubby stains later it was claustrophobic for staff and an uninviting space for our users to linger.



From this...

workstations. It is amazing what that has done...we have the same floor space but it "feels" much bigger. We doubled our user PCs from four to eight and increased our study spaces by three. We have carpet tiles now in true autumn colours in a blackberry/blueberry/purple hue (favourite colour for one staff member)...a whole new look and feel.

Light in colour, it seemed like a good idea at the time. However, many grubby stains later it was claustrophobic for staff and an uninviting space for our users to linger.

We closed for 10 days as it was a huge job. We had to empty the library to remove the old carpet - that meant books, shelves, work stations—everything had to come out...all was decanted into our study room and various other nooks & crannies, being mindful of safety and fire regulations all the time.

We used the opportunity to change the layout and orientation of the shelves and repurpose our PC



...to this! UHG's new-look library.

Our users are delighted with the new space and feedback has been both positive and encouraging.

NHLKS - the Knowledge Broker Virtual Team

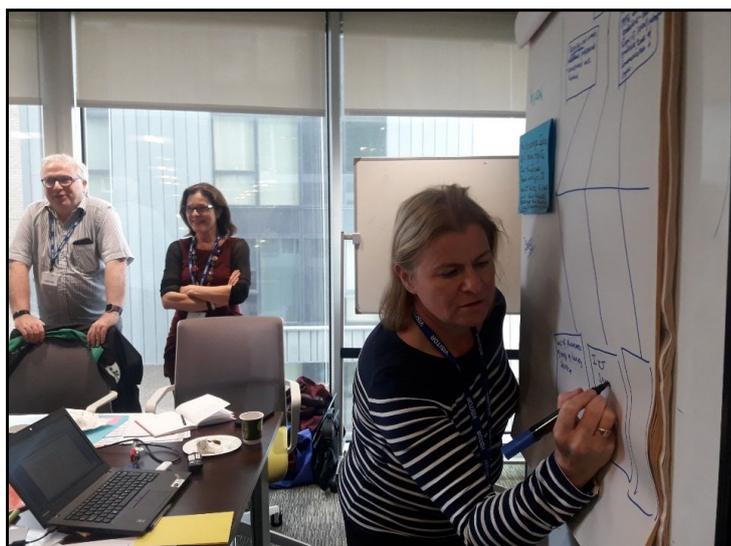
The Knowledge Broker (KB) team is now up and running. From day one co-chairs Bennery Rickard and Tony Linnane have been working closely with Mary Morrissey, Clinical Psychologist and special advisor to the team to get everything in place.

We kicked off with a literature review by Bennery Rickard. We then had two excellent knowledge exchanges; one with Annette Thain, from the Digital Directorate, NHS Scotland and another with Aislinn Conway, of the BORN Ontario, Health Information Technologies program.



After some discussion we agreed the Terms of Reference for the team. Tony and Bennery have commenced working on the Project Implementation Plan. A “Clarifying the Objective workshop” took place on 25th September 2019. Mary Morrissey guided the team using a facilitation process developed over many years working in the HSE. This whole-brain approach to facilitation uses factual information, creativity and passion to guide the team. Bennery posed the question “What is Knowledge Brokering?” and Tony set the context with particular reference to the Canadian and Scottish models. Our team,

many meeting for the very first time, got stuck in with energy and enthusiasm. There were many different outcomes to the day, from tapping into our inner child by drawing KB 2022 to developing a shared vision.



Dymphna McGettigan helps to clarify the objective

Thanks to all the team - Dymphna Lynch, Liis Cotter, Patricia McAuley, Dymphna McGettigan, Brid Fitzgerald, Mary Gill, Andrea Fitzgerald and Jean Rickard.

KB VISION

“The knowledge broker service will bring together and empower people working in the health service to create links; using research, experience and expertise in order to improve population health.”

NHLKS - Digital Knowledge Service Virtual Team

The Digital Knowledge Service team, led by Library Resources Manager Laura Rooney Ferris will coordinate access to national e-resources, deliver digital knowledge products and work on the development of an interactive digital knowledge environment for healthcare staff. Team members based in sites around the country have begun work on streamlining the NHLKS digital services. They have tested and put in place a collaborative workspace for NHLKS staff to support the work of all the virtual teams.

The team's activities will focus on three core work streams:

Digital Platforms & identity:

Maintaining the HSE Library website and integrating across HSE web platforms, social media platforms, digital branding, development of online guides (Libguides) and developing and maintaining audiovisual platforms

Electronic systems & Services: Developing and coordinating access to databases. Managing the NHLKS Koha Library Management System. Maintenance and development of the Lenus open access research repository

Digital development: Continued rollout of RFID self-issue technology for NHLKS libraries. Testing, adoption and integration of new technology in NHLKS services

A survey on library e-resources is [currently available](#) on the HSE Library website, so our library users have a chance to give their input on the e-library resources currently being offered. Over the coming year the team will be working to improve the user experience across all our digital services.



NHLKS—the Information Skills Virtual Team

The Information Skills Team was formed to enhance and standardise the existing library educational resources provided to HSE staff.

All of our libraries provide training, guidance and support in the sourcing, appraising and implementation of information via our many resources, to support patient care, continuing professional development and research.



Our Team Lead is Ms Nicola Fay, Regional Librarian for HSE Midlands. The Team is made up of library staff members stretching from Kerry to Donegal, and lots of places in between. It allows us to come together to discuss the variety of training sessions, resources and tools that we provide, and to identify ways to continually improve our services.

Our objectives include: conducting an audit with all HSE libraries to better understand the current services which are provided and further developing the existing [tutorials and help materials](#) on our website.

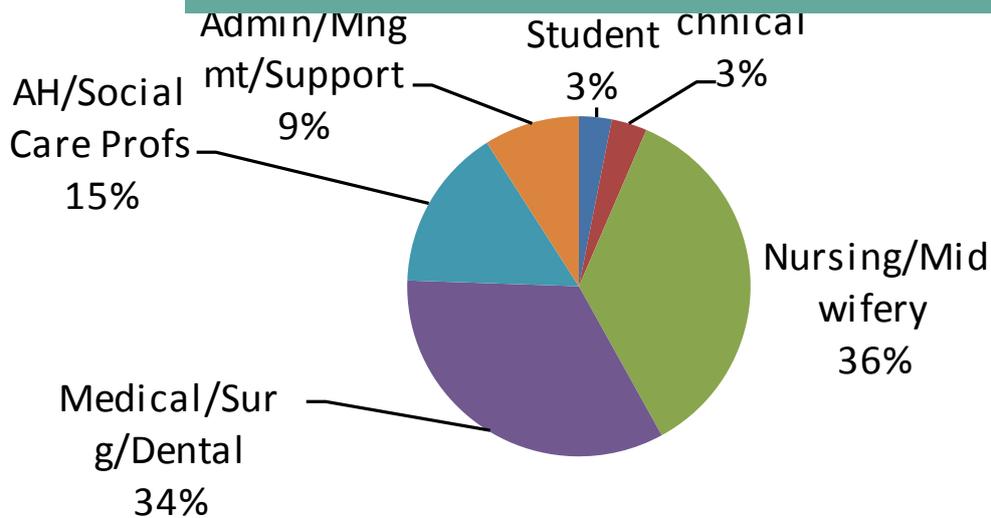
We also want your feedback, as library users, to improve our understanding of your training needs. Please share your comments and suggestions about the training we provide, via email to nicola.fay@hse.ie or via Twitter to [@hselibrary](https://twitter.com/hselibrary) using the hashtag #hseinfoskills

Upcoming - Evidence-Based Medicine Training

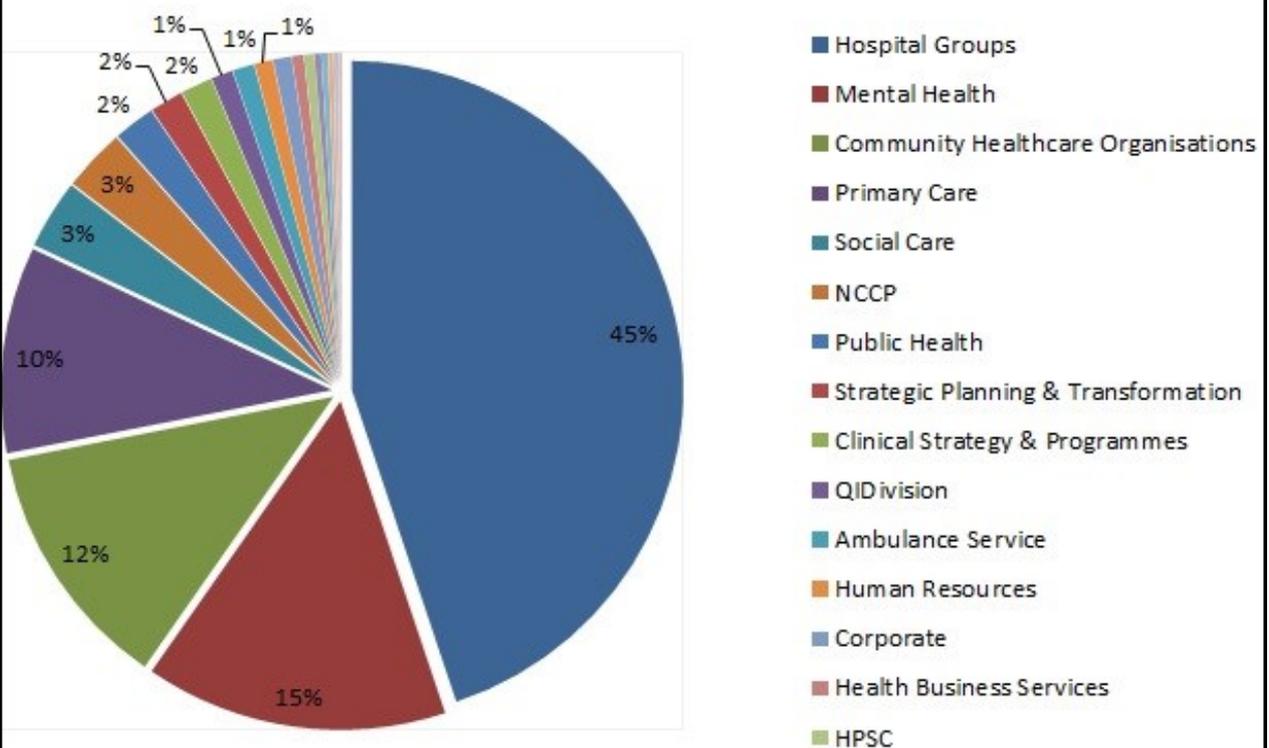
Professor Karl Heneghan of the Centre for Evidence-Based Medicine in Oxford will be delivering a workshop on EBM. The workshop will take place in Dublin on October 15th.

Who's Using Our Libraries? A Statistical Snapshot

Who are our users? Athens accounts - Professional groups



Research requests - Who uses the service



Mood and food event at the Midland Regional Hospital Portlaoise

To celebrate the launch of BorrowBox, Mary Thompspon and Nicola Fay organised an event in the library on July 4th, focused on the link between nutrition and mood. Our guest speaker Michelle Skelly, Mental Health Dietitian, emphasised the importance of Omega 3 fats, Vitamin C, the B vitamins especially B2, B6, B12, Folate, Vitamin D and Zinc and their positive effect on our mood. Michelle commended the selection of nutrition-orientated books available via BorrowBox.

BorrowBox is available for HSE staff to use. Download the BorrowBox App to access a wide range of health and wellbeing audiobooks and ebooks.

Sincere thanks to Michelle for her informative presentation which provided lots of food for thought. We are grateful that many of our colleagues joined us for the event, including the Director of Nursing, Ms Sandra McCarthy and Clinical Director, Dr. John Connaughton. We would also like to thank our colleagues in Health Promotion and Healthy Ireland for their support.

