

HEALTH LIBRARY NEWS



HEALTH LIBRARY NEWS SUMMER 2019

Staff Engagement Day 2019

This year’s library staff engagement day, which took place in the College of Anaesthesiologists of Ireland, focused on defining our strengths as a service and applying these to the NHLKS strategy.

The morning session looked at the assets and abilities of the service. Through a series of discussions and group exercises these were clarified as a customer-focused, trusted group of professionals providing a tailored service to people across the HSE. Participants took pride in the good relationship they had cultivated with library service users; their core aim was to help and empower library service users and to provide a space where they could study and carry out research using both library resources and the expertise of our staff.



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

HAVE A GREAT SUMMER!

INSIDE THIS ISSUE:

STAFF ENGAGEMENT DAY	1-3
DBS LECTURE	4
BORROWBOX LAUNCHES	6-8
MISSION POSSIBLE	9
MEET THE LIBRARY	10-11
KOHA NEWS	12-13
MESSAGE FROM NATIONAL HEALTH LIBRARIAN	14
JEAN HARRISON RETIRES	15

Staff Engagement Day 2019 (continued from p.1)

After lunch the focus shifted to the goals of the strategy, and to analysing the functions and makeup of the virtual teams at its heart.



These teams will allow for a positive transformation of the library service. Duplication of effort and resources and effort should be

greatly lessened, providing better value for money to a hard-pressed health service. Library staff will have more scope to specialise in areas of interest to them, such as digital knowledge services or user education. At the same time, the on-the-ground local service (which staff are justifiably proud of) will be strengthened.



A vision for the strategy was articulated – “to improve the outcome and experience of patients by providing a more evidence-informed health service.”

As well as fleshing out the strategy, the day was also valuable in allowing people from different parts of the country to mix and get to know each other. The day was ably facilitated by Jane Clarke (above), who kept things on track throughout.



Staff Engagement Day May 15th 2019—in pictures



Information Skills Lecture in Dublin Business School

Naas General Hospital librarian Ronan Hegarty describes his talk to MSc students in DBS



In early April I was invited by the information skills librarian of Dublin Business School to give a guest lecture on information literacy in a medical environment. The talk was delivered to the students of the MSc in Information & Library Management course in Dublin Business School. As part of the masters, the school regularly invites in external speakers in order to give students real life practical examples of librarians' experiences in the work setting.

I stressed the need for the library service to be as visible as possible and advocated proactively offering to attend education sessions that various medical departments/specialties have in order to present the library service. I emphasised the importance of getting senior management buy in for the work of the library and suggested creating a library user group in order to create a forum in which to capture users' input on ways to develop the service.

For the library sessions themselves, I highlighted the need to customise the learning session for the target audience. For instance, in order to engage the physiotherapy department, it was necessary to have examples of searching for a physiotherapy topic in a relevant database.

I also demonstrated some of the slides that I generally include in most teaching sessions. I explained the PICO mnemonic which can be used by health professionals to frame and answer a clinical or health care related question and showed a worked example I had when I presented to the surgery department of Naas General Hospital.

I also gave the students a very short introduction to the role of critical appraisal in helping staff to systematically examine research in order to judge its trustworthiness and relevance in a particular context.

Finally, having attended more librarian interviews than I care to remember, I was on hand to give some interview tips that I have picked up over the years to the students who will be entering the job market in the near future. I recommended the STAR interview technique to answer behavioural interview questions which is an excellent way to help interviewees structure answers which helps to keep focus. I also recommended writing down as many interview questions as they can remember directly after the interview as there are quite a few questions in librarian interviews that are repeated.

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@hselibrary



Midland Regional Hospital Tullamore Alzheimer Society of Ireland's Tea Day – May 2nd 2019

Library staff in the Midland Regional Hospital Tullamore hosted an Afternoon Tea event on May 2nd in aid of The Alzheimer Society of Ireland. 2019 marks the 25th year of Tea Days being held to fundraise for The Alzheimer Society of Ireland. More information about the work of the organisation is available [here](#). Nicola, Anne and Maura were privileged to support this worthy cause.



In addition to the all-important tea being served on the day, an educational

HSE Midlands Regional Librarian Nicola Fay with Joan Mannion, Advanced Nurse Practitioner, Cognitive Assessment & Dementia Care-Psychiatry of Later Life, Portlaoise.



component was also integrated into the event. Ms. Joan Mannion, a Registered Advanced Nurse Practitioner who specialises in Cognitive Assessment & Dementia Care-Psychiatry of Later Life, kindly agreed to deliver a presentation about Dementia. We'd like to extend our thanks to Joan for generously sharing her time and expertise to improve our understanding

of the condition in such an engaging and informative way.

Thanks to local café Chocolate Brown for providing drinks for the event, and our colleagues who attended and joined us in raising a cup to support this worthy cause!

BorrowBox launches at Letterkenny University Hospital...

As part of the Healthy Ireland initiative, the BorrowBox app was successfully launched in Letterkenny University Hospital (LUH) on Friday May 31st. Over 200 staff visited the information stall which was set up outside the main canteen of the hospital. The launch, which took place from 10am-2pm was held in conjunction with the smoking cessation service and the Irish Cancer Society daffodil centre.



Pamela O'Connor, Library & Information Services Manager at LUH, launching the BorrowBox app.

LUH Library Hosts World No Tobacco Day Information Session

The 31st May was also 'World No Tobacco day' so an awareness session was organised to support the tobacco free campus policy of LUH. Elaine Robinson from the smoking cessation service and Teraze Toby (below)

from the daffodil centre hosted the information session along with Pamela O'Connor, library and information services manager. Everyone who visited the information stall was entered into a free draw for HI packs, T-shirts and High Vis jackets.



...and at Sligo University Hospital...



Emily Madden (left) and Noreen McHale at the BorrowBox launch in SUH

Continuing Borrowbox's progress through the North West, the service was launched in SUH library on 19 June. In keeping with their famous catering flair, the launch was accompanied by some healthy snacks and healthy muffins. It also featured a draw to win a healthy hamper.

The launch was part of a busy few months for the library, which has run training courses in Cinahl, Cochrane and PsycInfo.

...and at Galway University Hospital too!



Denise Duffy (above), Librarian in HSE West, launching BorrowBox in GUH



National Launch of BorrowBox in Dr Steevens'

As already noted in this issue, librarian staff have been describing some of promotional events around the country to promote the new BorrowBox facility. On June 26th the BorrowBox tour came to Dr Steevens' Hospital, with a launch attended by Dr



Ana Terrés, Stephanie O'Keeffe and Aoife Lawton

Stephanie O'Keeffe (National Director, Strategic Planning and Transformation) and Dr



Ana Terrés (Assistant National Director for Research and Evidence).

Aoife Lawton, National Health Librarian, made a short speech extolling the benefits of reading, including the surprising

but helpful information that people who read books tend to live longer.

Stephanie O'Keeffe also spoke, praising the BorrowBox collection and its ease of use, and urging people to download the app.



Sarah McCormack, Aoife Lawton, Stephanie O'Keeffe, Bennery Rickard and Ana Terrés

Mission Possible - the HSE Health Passport

Roisin Hunter McGlinchey, clerical officer at St Conal's Hospital library in Letterkenny, attended the official launch of the HSE Health Passport & Mission: Possible awareness campaign short film at Century Cinemas, Letterkenny on 18th June.

The HSE Health Passport is a document that will support people with intellectual disabilities who are in contact with healthcare professionals by providing healthcare staff with information regarding their abilities and needs. Staff of St Conal's Hospital including Geraldine Rabbitte, Niamh Walsh and Catherine Cannon were among the stars of the short film.

Anne Gallen, director of the Nursing and Midwifery Professional Development Unit (NMPDU) commented at the launch that 'A standardised HSE Health Passport for people with an intellectual disability will truly enable person-centred and compassionate integrated care as well as driving safer health care delivery'.

The HSE Health Passport will be available to people



Geraldine Rabbitte, Paul Gallen Jr and Niamh Walsh, stars of the film

with an intellectual disability within the Saolta University Health Care Group and the Community Healthcare Organisation Area 1 following the launch.

To watch the video on Health Passport "Mission Possible", go to: <https://youtu.be/1erY9tb9C7o>.



St Conal's Hospital staff at the launch

Meet the Library: University Hospital Waterford

The team at UHW talk about themselves and their work...



The library at University Hospital Waterford is a multidisciplinary library staffed on a fulltime basis by a Librarian, 2 fulltime and 1 part-time Library Assistants. It is situated within the Education Centre, strategically placed in the main Hospital building and within easy reach of all departments. The library caters primarily for medical/paramedical staff and students, nursing staff and students and all other staff employed the HSE. There are approximately 1,920 staff and just over 500 beds in UHW.



I started work in University Hospital Waterford as a Library Assistant in 2001. I enjoyed the library environment so much that I decided (with encouragement from Emma Quinn, my then line-manager) to undertake the Library & Information Studies course in Aberystwyth. Prior to that I worked in Eircom as a telephonist for 21 years. I could write a book on the funny incidents/stories that took place while I was employed here.

I'm part of a great team - namely Clodagh Murray, Rose O'Neill and Richard Walsh, our newest member of staff. We provide excellent customer service to all our users, while supplying them with the latest Evidence Based Information for patient care and better decision making.

My interests include walking, reading, cycling the beautiful Waterford Greenway and having lots of fun with my 3 adorable grandchildren.

~ Pauline Ryan

Meet the Library: University Hospital Waterford (continued)



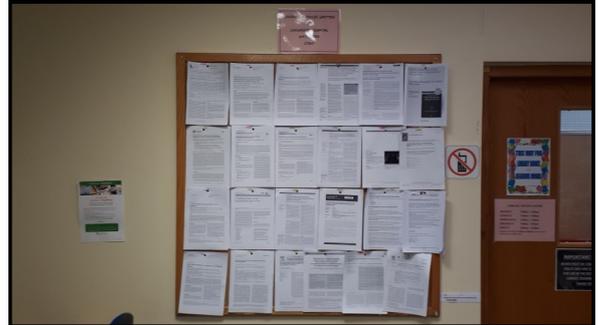
Hi, my name is Clodagh Murray and I have worked in the health service for the past 21 years. I started my career in UHW in the Accounts Department and after 9 years working there I felt like it was time for a change. I was very lucky to get a transfer to the Library, and I have never regretted the move.

Some years back I set up a section in the library where staff can showcase their published articles or book chapters. This has proven to be a great success, so much so that if I don't get someone's article first and display it they will bring theirs to me for display on our notice boards in the library. It's a great way for all

staff who visit the library to get a look at what colleagues are publishing and this in turn it may spur them on to do the same in the future.

Last year I started a BSc in Library & Information Studies in Aberystwyth University through distance learning. I am now in my second year of the course, it is hard going at times but it will be worth it in the end (so I keep telling myself anyway!). All going well I hope to graduate as a Librarian at the end of next year, although it is a flexible course as you can finish it at your own pace – anything between 3-5 years. Doing this course has helped me in my everyday work and even though it is tough going at times, I can look forward to having a qualification at the end of it that will be relevant to my work.

When I have time (after all the studying and writing essays!) I enjoy walking, cycling and holidaying, both in Ireland and abroad.

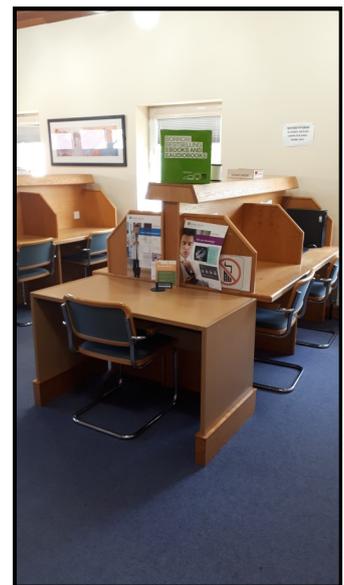


The Writers' Corner, introduced by Clodagh



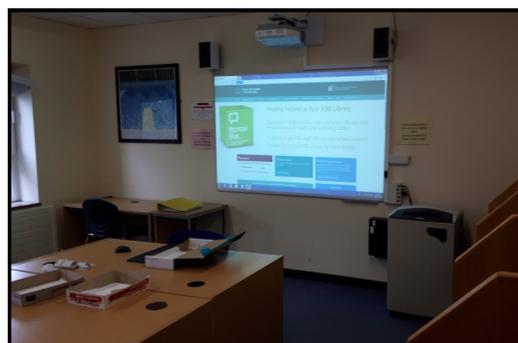
In April 2018 I became an Assistant Librarian staff member with NHLKS at UHW after a vacancy arose following applications to Public Jobs during 2017. A native of Waterford, in my formative years I was involved in music. I later co-founded and played bass-guitar in now defunct band O Emperor, who went onto to achieve some national notoriety—releasing several albums while based out of Cork. I still sometimes compose/play/teach music and like to relax/exercise in the evenings through swimming at a local leisure-centre or working with my hands odd-jobbing to help out people and friends and family.

~ Richard Walsh



(Above) UHW Library's study area

(Below, L-R) The computer area and training room



HSE libraries complete project to merge collections into a single National Library Management system

Since March 2018 the National Health Library & Knowledge Service libraries have been working toward the ambitious goal of bringing all our library systems and collections together into a unified system.

On April 5th 2019 we reached this milestone when our final sites went live in our fully integrated national-library system. As of this date, staff and library users can search and see all our library holdings in one online location.

Before migrating to our new Koha system we had; 16 libraries using IS Oxford's Heritage system, 9 SirsiDynix sites, 1 Liberty system, 1 Sierra site and 2 sites with no Library Management System. We also had limited ability to search collections online and limited independent account management options.



With the collections from all our sites around the country now housed in one system, library users can search and see items held in all HSE libraries.

There is also the option to register for the library online using the new system and to independently renew, reserve and review your library account. We have been able to begin lending between sites around the country, making it possible to loan books from branches outside your region.

With all our library sites aboard we now have over 137,000 items, almost 30,000 patron records and we have amalgamated 44 collections from 31 sites and sub sites.

KohaCon 2019—Conference report

KohaCon, the annual conference for users and developers of the Koha library management system to come together and share experience was held in Dublin this year from May 20th – 26th .



National Health Librarian Aoife Lawton and Library Resources Manager Laura Rooney Ferris presented on the HSE libraries project to migrate our collections into Koha.

The NHLKS' adoption of the Koha system makes us one of the biggest users of the system in the country and the only Irish Koha user group operating a national installation.



The theme for the conference was 'Building community' and the presentation detailed how our Koha migration project reflected the development of the national service and the coming together of our services into one.



Schwartz Rounds at Cavan-Monaghan Hospital

Schwartz Rounds provide an opportunity for staff from all disciplines across a healthcare organisation to reflect on the emotional aspects of their work. Cavan & Monaghan Hospital's inaugural Schwartz round took place on the 29th of May. The theme was "A

Patient I'll Never Forget". The meeting was a resounding success, with most attendees rating the round as excellent to exceptional. The second round will take place on the 24th of July and the theme will be "Why I do the work that I do".

Librarians at the heart of PPPG training in the HSE

Ever since its inception in 2010, the PPPG training programme has placed great emphasis on the involvement of librarians. One third of the programme is devoted to teaching information search and retrieval skills, and is delivered by a librarian.

The programme was re-launched in 2016 under the directorship of Brid Boyce, of the HSE National Quality Improvement Division. Brid is a long-time champion of HSE libraries, and has actively sought to embed information professionals in the rollout of the training.

Librarians in the NHLKS have delivered a number of these training days across the country this year, with the most recent taking place in Galway just a few weeks ago.



A message from the National Health Librarian

We are moving forward with the implementation of the strategy and have made significant progress by setting up 6 national virtual teams. The teams are:

Estates, Knowledge Broker, Evidence, Information Skills, Digital Knowledge Service and the Procurement Team. An executive Steering Group is due to have its first meeting in July to ensure the implementation of the strategy aligns with the goals of the organisation. More information about the teams and their work will be shared in the next edition. Thanks to all staff who attended our engagement day and participated in the group work.

Dr Stephanie O’Keeffe launched ‘Healthy Ireland at Your HSE Library’ on 26th June, which makes a series of ebooks and audiobooks available to all staff. This is timely as summer is here and it gives us all a chance to catch up on some reading!



~ Aoife Lawton

Retirement of Ms Jean Harrison, former Regional Librarian, HSE North East

By Nicola Fay, Regional Librarian



Jean Harrison, Nicola Fay and Marsia Wise at the launch of the NHLKS strategy in 2018

We wish our esteemed colleague and friend, Jean Harrison every happiness in her retirement. Jean joined the Library services in 1993 as a Librarian in Our Lady of Lourdes Hospital, Drogheda. She subsequently demonstrated tremendous leadership and vision developing libraries in Ardee, Cavan, Dundalk, Navan and Monaghan and in St Davnet's Hospital during the 1990s.

Jean's energy and innovative spirit has been evident throughout her career. She was a founding member of the IHSLG Cooperative which enabled the sharing of HSE resources nationwide. Jean also played a vital role in the launch of our national website, www.hselibrary.ie, in 2006.

This represented the culmination of many years of work to provide national and equitable access to health care resources and information for HSE staff. Jean has advanced the role and function of health care libraries extensively while working as Regional Librarian for the HSE North East.



Jean (back row, second from right) with members of the HSE North East Nursing & Midwifery Research Group

On a personal level Jean has been a leading light and great support to library staff throughout the country during her career. We cherish the working relationship we have had with Jean over the years. Jean effortlessly put everyone, she came in contact, with at ease. We will especially miss our colleague's sharp wit and great sense of humour.

Thank you Jean and very best wishes for an enjoyable and well-earned retirement!