

Joint Collaboration Conference 2014

11<sup>th</sup> Health Libraries Inc. Conference combined with Health Libraries Australia (ALIA) PD Day

#### PRESENTATION ABSTRACTS

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<p>KEYNOTE PRESENTATION</p> <p><b>Collaboration: is it a mindset, a skill or just the latest fad? And why should librarians be embracing it.</b></p> <p>Kate Arnold Information and Support Programme Lead at Macmillan Cancer Support, UK</p>	<p>Librarians and information professionals have always collaborated, in fact you could argue its part of our DNA, but we've never been that good at publicising this. So what does effective collaboration look like and how can we ensure our skills are effectively used in our organisations. What can we learn from other sectors and countries that can help us improve our collaboration.</p>
<p><b>Part of the Team: A collaborative effort to conduct an Audit of Disability Research in Australia</b></p> <p>Kathy Thorncraft Team Leader/ Faculty Liaison Librarian Health Sciences Library Service, University of Sydney Library</p>	<p><b>Setting :</b> In 2013/14 the Centre for Disability Research and Policy at the University of Sydney won the tender for the Audit of Disability Research in Australia. The aim was to provide a comprehensive picture of the current state of disability research in Australia that would inform and assist decision making about future funded research projects and initiatives. Because of the complex nature of processes involved in searching for information for the Audit (which was basically a systematic review), the project had budgeted for a librarian to assist them in this. The Centre approached the University of Sydney Library to second some hours for a librarian to create search strategies in consultation with the group and run them.</p> <p><b>Purpose, aim or objectives:</b> The Library saw this as a great opportunity to increase our involvement with the research centres at the University, and market our services. Traditionally the library has supported the centres with training and advice in search strategies, publication information and communication of academic research. However, as the Audit project started to evolve so did our role and aims.</p> <p><b>Actions:</b> Originally, it was thought that the library's primary role would be to assist in designing search strategies and running the searches. However the role of the librarian evolved into a more data management role and data custodian. We utilised and manipulated reference management software (EndNote)</p>

	<p>and systematic review software (EPPI- Reviewer 4) to maintain the data, help set up coding facilities and generate data reports.</p> <p><b>Outcomes:</b> The librarian became a collaborative partner in the research team and participated in most of the stages of the project. At the outset of the project, the role of the librarian was fairly traditional in scope, however as the project progressed and evolved, so too did the role of the librarian. This culminated in a presentation with the research team at a mental health conference and a plan to publish journal articles. It was definitely a two-way learning street working so closely with the team, with benefits for project, the library and the librarian.</p> <p><b>Evaluation or assessment:</b> The library was very fortunate to have been approached to participate to such a level in the Audit. It has given us greater insight into how we might provide more functional support within a research team/centre environment and we are now starting to seek out more opportunities like this in other research teams. We also have received positive responses regarding the library involvement and invitations to assist on another future project.</p> <p><b>Conclusion and lessons learned:</b> Overall this was an extremely positive step for the library. By being involved in a collaborative project such as the Audi, we have developed an understanding of how we can be more involved in research teams and projects. It was also a great opportunity to showcase to the research teams/centres that librarians can step out of traditional roles and use their expertise in different areas, such as data management to benefit the project.</p>
<p><b>Collaborating for patient information: A Macquarie University Library initiative</b>  Mary Simons  Colleen Cuddy  Christine Yates  Macquarie University Library  New South Wales</p>	<p><b>Setting:</b> Macquarie University Cancer Institute (MCI), located within Macquarie University's medical precinct, supports multidisciplinary healthcare services for brain, lung, breast, gastrointestinal and urological cancers. In response to a need detected by clinicians, concerned by the prospect that patients often find inaccurate internet information about their cancer, Macquarie University Library and MCI adapted core service concepts of the Weill Cornell Medical College (WCMC) Patient Resource Center (PRC) to create a website that provides filtered information for cancer patients and their families. This collaboration expanded to include additional staff from Macquarie University Library, medical school, MCI and Macquarie University Hospital as well as university educators and psychologists with expertise in cancer and consumer health education. The former WCMC library director was a consultant for this project.</p> <p><b>Objectives:</b> The purpose of this initiative was to create a patient information website to inform and empower cancer patients and carers as well as provide educational benefits for the wider community. Resources with appropriate content and health literacy levels were included as well as clinician created information for patients with specific cancers. Collaboration in key areas of clinical care, health literacy, user surveys and marketing was required to achieve these objectives.</p>

	<p><b>Actions:</b> Two librarians created and maintained the website; clinicians provided feedback as well as their own resources. Education experts advised on the suitability of information for consumers and library staff checked the content for copyright issues. MCI staff embedded the site into the hospital website to heighten awareness and increase accessibility. A promotional brochure was developed for circulation in outpatient clinics, wards and day treatment centres.</p> <p><b>Outcomes:</b> The process of developing the grant application helped consolidate the project goals and unite the team. Although funding was not awarded the team created a smaller, sustainable information service for patient groups. Clinicians encouraged patients and carers to access the information provided in the website. The university marketing department published a profile of the service in the staff newsletter to raise awareness across campus. Negotiations are underway with hospital management to link the website to patient internet screens at each bedside in the oncology ward.</p> <p><b>Evaluation:</b> Initial feedback from staff and patients has been positive. Useability testing, continual improvement and formal evaluation will continue with assistance from university psychologists who support cancer patients and their families.</p> <p><b>Conclusion:</b> The collaboration between expert areas within and beyond the university has created a relevant, accessible information service for cancer patients, their families and the wider community. Promotion of the service by health professionals will be pivotal to its ongoing success, although the potential for further expansion will depend upon funding. An additional challenge is the creation of a physical presence.</p>
<p><b>Health Talks @ Your Library</b>  Catherine Voutier  Clinical Librarian, Health Sciences Library  Royal Melbourne Hospital – City Campus</p>	<p><b>Setting:</b> Melbourne Health is a large metropolitan hospital system comprising the Royal Melbourne Hospital (RMH), NorthWestern Mental Health and the Victorian Infectious Diseases Reference Laboratory (VIDRL). The RMH Library services staff and affiliated students at the Royal Melbourne and Royal Women’s Hospital, the VIDRL and mental health staff in the public sector across Victoria. The Melbourne Health catchment includes five public library systems: Hume, Melbourne, Moonee Valley, Moreland and Yarra.</p> <p><b>Purpose:</b> To build relationships and create collaborative activities between Melbourne Health and the five public library systems in our catchment area.</p> <p><b>Actions:</b> Contact the public library systems via email to enquire about health literacy activities and ask for a meeting to discuss possible collaboration.</p> <p><b>Outcomes:</b> Public librarians from Melbourne and Moreland replied to emails the RMH Clinical Librarian sent in late 2013. Improving health literacy in the community is an important objective of these two local councils. Both Melbourne and Moreland libraries host talks and activities on a range of topics relevant to the local community. These are generally well attended. Melbourne and Moreland suggested a series of health seminars as an initial collaboration.</p>

	<p>Topics are nominated by the local program managers, and reflect local community health issues. The Clinical Librarian sources specialist Melbourne Health staff willing to present to a local audience. Scheduling is arranged between the speaker and the respective program manager. The first talk was arranged in late March 2014 and occurred at Coburg.</p> <p><b>Evaluation:</b> This is an exploratory project so no formal evaluative processes have been prepared. Each library service evaluates each event as they are held as part of their usual evaluative activities and results of the health talks evaluation will be shared with RMH Health Services Library.</p> <p>The first talk was arranged in late March 2014 and occurred at Coburg. It was evaluated positively. Unfortunately, a short lead time to the talk resulted in limited advertising and moderate attendance. Advanced scheduling is desirable in order to attract increased participation. It is envisioned that as more healthcare staff sign up for talks, schedules can be drawn up to allow more advertising time. A formal assessment of health talks will be conducted in 2015.</p> <p><b>Conclusion and lessons learned:</b> Consumer health is poorly undertaken by the acute care system but has a heightened profile under new National standards. Health literacy programs in the past have been typically run by organisations working in isolation, resulting in duplication of effort, and siloing of program results. Collaborative relationships such as this have potential benefits for all parties; providing public access to health professionals in a non-threatening environment, practice for health professionals in speaking with consumers, encouraging collaboration between organisations with common interest areas, greater exposure of health topics important to the local community etc. This is an ongoing exploratory project but early results are encouraging. If we can create relationships between organisations where outreach can occur at grassroots level, positive results may occur.</p>
<p><b>A Shared Language? – the who, what, and why of health library use</b> Daniel McDonald Librarian, Darling Downs Hospital and Health Service Queensland</p>	<p>Collaboration occurs in embarking on novel projects, introducing innovative services, and forging new relationships. It also exists in the quotidian activities a library provides to a hospital. The library of Darling Downs Hospital and Health Service sought to capture this activity systematically and code it with hospital-centric criteria. This context-sensitive activity was then used to “map” library mediated information across the hospital’s variety of departments and services and staff and patients. Such a map is useful for depicting who uses a hospital library and for what. It also generates a shared language which is useful for assessing broader questions on why a hospital library is valuable.</p>
<p><b>Integrating a librarian into hospital-based research and education</b> Caroline Yeh</p>	<p><b>Setting:</b> St Vincent’s Private Hospital Sydney is a not-for-profit Catholic, 250-bed, hospital that provides care in many areas including cardiac, neurosurgery, orthopaedics, head, neck and reconstructive surgery, laser and laparoscopic surgery. It received American Nurses Credentialing Council</p>

<p>Client Services Librarian St Vincent's Hospital Sydney</p>	<p>Magnet designation in 2011, the first private health care facility in Australia to do so.</p> <p>Library services to the St Vincent's Private Hospital (SVPH) are provided by the Walter McGrath Library, St Vincent's Hospital Sydney through a service level agreement. As the Librarian at the Walter McGrath Library supporting the Private Hospital I was invited to join the Practice Development Unit steering committee in February 2008. This committee expanded and diversified in membership to become the Practice Development and Research Council in 2011 reporting to the Nursing Executive Council.</p> <p>The Practice Development and Research Council (PDRC) aims to develop, promote, conduct and evaluate practice development and research activities throughout the nursing and clinical services directorate of St Vincent's Private Hospital Sydney.</p> <p><b>Purpose:</b> PDRC</p> <p>To conduct and oversee relevant practice development and research activities as determined by each unit, the Nursing &amp; Clinical Services Directorate and hospital's strategic plans;</p> <p>To promote the activities and outcomes of the PD and Research related activities to the staff of SVPH, SVHA and the broader nursing and health professional community;</p> <p>Librarian</p> <p>Participate in and support an interdisciplinary team that oversees practice development and research activities</p> <p>Support clinicians at SVPH undertaking research and projects</p> <p>Promote and tailor library services to meet the practice development and research needs of SVPH</p> <p><b>Actions:</b> Attendance at PDRC meetings</p> <p>Review research proposals submitted to the PDRC</p> <p>Undertaken Monash University online ethics training course designed to assist members of Human Research Ethics Committee (HREC)</p> <p>Provide literature searches for SVPH staff undertaking research projects</p> <p>Promote awareness of library service and resources to SVPH staff</p> <p>Provide training on databases and resources and search strategies</p> <p>Provide literature scanning/SDI services to clinicians</p> <p><b>Outcomes:</b> Building relationships between library and clinicians at SVPH that support research, practice development, policy and continuing professional education</p> <p>Secondment in 2014 as Research Assistant to the Professor of Healthcare Improvement, Research Office, SVPH for 2 days a week. This position is funded by the University of Tasmania</p> <p>Offer and acceptance of a place in the Masters of Medical Science, University of Tasmania, 2014. Proposed research is to pilot a project to embed a librarian in a clinical unit at SVPH to evaluate the effect on evidence-</p>
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	<p>based practice use among clinical staff using a validated evidence-based practice questionnaire</p> <p><b>Evaluation:</b> This activity has been and continues to be prospectively assessed since its inception. As Research Assistant the librarian is now responsible for the administrative support of the Council. It has greatly facilitated understanding of the clinical research priorities of SVPH, as well as understanding of the processes supporting research in the clinical setting</p> <p>There is still scope to improve evidence-based practices of clinicians, hence the proposed Masters research project</p> <p><b>Conclusion:</b> This is a valuable collaborative activity between the library and a hospital based research office, supported by a tertiary academic facility. It builds capacity to understand research needs and deliver services that appropriately support the practice development, research and educational requirements of clinicians. It also provides professional development of a library staff member to undertake research and build knowledge of evidence-based practice needs.</p>
<p><b>Supporting a Bachelor of Nursing Program in a Sydney Teaching Hospital: an innovative library collaboration.</b></p> <p>Rolf Schafer Manager Library Services St Vincent's Hospital Sydney</p>	<p><b>Setting:</b> In 2006, the University of Tasmania School of Nursing and Midwifery in conjunction with St Vincent's Hospital in Sydney offered a pre-registration nursing baccalaureate course taught face-to-face at St Vincent's Hospital, located over 900 kilometres interstate from the host institution.</p> <p><b>Purpose:</b> With the spirit of cooperation between the University of Tasmania Library and the Walter McGrath Library of St Vincent's Hospital the most appropriate model of library service delivery for Sydney-based nursing students was investigated and implemented. This presentation describes the model of service delivery implemented and details the evaluation undertaken to measure its success.</p> <p><b>Actions:</b> An initial on-site survey was conducted for the suitability of the existing infrastructure, staffing and services available at the Hospital Library for nursing students. Once the range of library services was in place and eight months into the course, follow-up investigations on information-seeking behaviour consisting of a focus group, questionnaire, and analysis of references used in assignments were undertaken. Quantitative statistics were also maintained on the demand for information assistance at the Walter McGrath Library by UTAS nursing students.</p> <p><b>Outcomes:</b> A blending of university library services and collections available for distance students with a hospital library collection has resulted. Delivery of bibliographic instruction activities were shared across the university stakeholders and between hospital library staff. An analysis of this collaboration revealed that students were seeking information from other sources and wanting more services expected from a face-to-face library service. The benefits of this collaboration for the hospital library included enhanced technology infrastructure, additional shelving and funding to hire a casual library technician.</p> <p><b>Evaluation:</b> Overall the objectives of this collaboration were achieved. Formal assessment of this</p>

	<p>collaborative arrangement was undertaken by way of a questionnaire and focus group to ascertain what library services and resources Sydney-based nursing students were using to support their studies. Key findings on information-seeking behaviour, reference assistance and information skills training will be presented.</p> <p><b>Conclusion:</b> The challenges of delivering information services and resources to distance UTAS nursing students based at St Vincent's Hospital are that students needed more preparation to university study, accessing appropriate information resources and computer literacy skills. Initially, the Walter McGrath Library was under strain in taking on an increased role of a university library with students who have had no previous exposure to university study.</p> <p>The success of this collaborative venture is attributed to the following key processes that both libraries followed: assessment, planning, negotiation, documentation and review. An element of goodwill and a cooperative nature was also apparent.</p>
<p><b>Collaborating across health service boundaries</b>  Maggie McCafferty, Albury Wodonga Health; Suzanne Hannan, Southern NSW Local Health District, and Jenny Price, Murrumbidgee Local Health District.</p>	<p><b>Setting:</b> The librarians in three regional health service libraries – Albury Wodonga Health, Murrumbidgee Local Health district and Southern NSW Local Health District – in south-western NSW and north-eastern Victoria collaborated to update their library management system (LMS) and formalise delivery of library services.</p> <p><b>Purpose, aim or objectives:</b> Historically the three libraries were part of NSW's Greater Southern Area Health Service (GSAHS) and shared their LMS. Changes to the organisations, including Albury Base Hospital leaving the GSAHS in 2009 to join a cross-border Victorian health service as well as the splitting of GSAHS into two local health districts in 2011 and corresponding changes to the information technology infrastructure, necessitated a new framework for delivery of library services, including the LMS.</p> <p><b>Actions:</b> The collaboration was undertaken in a spirit of ongoing cooperation and support. A new LMS was considered and chosen; costs were shared between the libraries' budgets; tasks were allocated between the three librarians; a memorandum of understanding between the three libraries and their organisations was drafted and signed off; regular tele-meetings to work out issues and allocate tasks were held; a combined training day was undertaken. This collaboration has expanded beyond the beginning of the new LMS to include backup and support for each other when on leave, provision of trial resources to all our clients through our catalogue home page, and the networking needed while working as a solo librarian. Regular tele-meetings are still held, with the LMS only one item on the agenda.</p> <p><b>Outcomes:</b> Outcomes include: the catalogue being available online; librarian support network established; resource sharing available to all clients; an improved library presence within the organisations and outside them; a shared workload of the tasks involved in the LMS; and, increased IT skills for the librarians, eg. HTML.</p>

	<p><b>Evaluation or assessment:</b> We have not conducted a formal evaluation but believe that the ongoing cooperation and collaboration the three libraries are undertaking speak volumes about the positive outcomes of the initial collaboration.</p> <p><b>Conclusion and lessons learned:</b> The project was, and continues to be, a great example of collaboration between three geographically dispersed libraries in regional Australia.</p>
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