

NEW ZEALAND LIANZA HEALTH LIBRARIES SIG STUDY DAYS: 14-15 SEPTEMBER 2020

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Ko Taupiri te maunga
Ko Waikato te awa
Ko Tainui te waka
Ko Waikato te iwi
Ko Ngāti Hine te hapū
Ko Tina Verschoor tōku ingoa
Tēnā koutou katoa

This year's Health Libraries Special Interest Group (SIG) was held at Tūranga, the main branch of the Christchurch City Libraries network in the Square in Ōtautahi, Christchurch. Peter Murgatroyd began with a karakia to set the scene for the day followed by acknowledgements of thanks to Christchurch City Libraries (CCL) for providing the venue for free and to Wolters Kluwer for contributing \$500 towards the sponsorship of two participant registrations and also sponsoring the Study Days Dinner on Monday night. McGraw-Hill also kindly donated 2 book prizes of \$200. A draw to identify the lucky winners was held at the closing of the event on Tuesday.

Erica Rankin, CCL Community Libraries Manager and LIANZA President-Elect then shared the challenges and reflections on the lead up to the opening of Tūranga. As the Establishment Manager of the project she worked as the intermediary between project managers, architects and Library SMEs.

Engagement with the public to inform the library design and development was through a campaign called "Your library Your voice". Community feedback included the desire for open plan, culturally inclusive, outdoor area, "Harry Potter" staircase, espresso bar and aquarium. All these aspects were incorporated in the build with creative modification of the aquarium idea with a virtual fishbowl. Cultural narratives were woven into the building design in consultation with the local iwi Ngāi Tūāhuriri. This was evident in a beautiful artwork embedded into the acoustic panels of our conference room depicting the creation story of Ngāi Tahu. You can read more about the Tūranga cultural narrative on the [CCL website](#).

Challenges were largely around getting the diverse group involved in the development to understand each other's "language". Erin felt her role was often

more as an interpreter. Many still had old-fashioned impressions of libraries. But all hurdles were overcome and the stunning success of Tūranga is evident today.

Next was a presentation to Peter Murgatroyd who was awarded a LIANZA Associateship. Peter is the Library and Knowledge Services Manager at Counties Manukau Health where he also manages the Ko Awatea LEARN e-learning platform supporting 50,000 District Health Board (DHB) staff throughout New Zealand. His experience is wide-ranging spanning law, tertiary, national and special libraries including being a 'barefoot' library volunteer in the Solomon Islands and campus librarian at University of South Pacific in Vanuatu.

This was followed by the ice breaker where 25 of us introduced ourselves revealing where we hailed from including libraries in Ministry of Health, DHBs, Corrections, as well as tertiary and special libraries. With a handful of us from Christchurch others had travelled from Northland, Auckland, Waikato, Bay of Plenty, Rotorua, Gisborne, Wellington, West Coast and Otago.

Next Adele Wilkinson (MHERC) and Jane Keenan of Christchurch City Libraries (CCL) presented on the Reading-in-Mind health initiative which provides books on mental health topics selected and reviewed by health professionals and CCL staff. MHERC also posts books out to those who cannot come into their library to borrow a book. This scheme is promoted on the Pegasus Health website at <https://www.pegasus.health.nz/your-health/useful-links-resources/reading-in-mind/>.

Next Kim Slack (CCL) and Darral Campbell (Manager, Dementia Canterbury) shared about the Dementia Canterbury / CCL initiative supporting small groups of people with dementia in community-based activities based in local community libraries, the Museum, Art Gallery (Artzheimers) and Botanic Gardens. One of the most rewarding activities for Kim is the Life Stories Programme, where the storyteller is paired with a volunteer to record their life story over a 6-week period culminating in a booklet. This finished product becomes a treasured taonga that supports revitalised memories for all the whānau. This short Vimeo video at <https://vimeo.com/454202844> highlights the value of this programme for many families.

Paul Focamp (CCL) shared another initiative designed to attract more men to the Library. It involved a collaboration between CCL, Canterbury Men's Centre and Sport Canterbury to organise an event in 2019 entitled "Focus on Men". Two of the most popular attractions, not surprisingly, included the craft beer / home brew demonstration and the "smoothie bike". This latter experience required the participant to use pedal power on a stationary bike to create their smoothie. It also provided an opportunity for Sports Canterbury to encourage sign up to a "Green

Prescription” funded by Ministry of Health, designed to help people lead more active lives.

After lunch Julie Milne (Hillmorton Hospital Librarian) and Tony Farrow (Manager of Specialist Mental Health Services at Hillmorton (SMHS)) talked about how they approached the task of getting staff to undertake mandatory training so their clinicians applied evidence-based best practices in their day-to-day work with mental health and addictions. Tony was quick to extol the high value work Julie carried out in her Library role to support this initiative. Talking with Julie later in the evening at The George dinner function, I also discovered her further awesomeness. After suffering multiple strokes at a young age, and being told she would never walk or talk, Julie at the age of 60 cycled the length of New Zealand raising awareness and thousands of dollars for the Stroke Foundation. Find her story on [Stuff website, March 13 2018](#) and be amazed!

Next, Angela Broring, Manager of the Waikato DHB Library, talked about how to align Library business with the wider organisation by telling the Library’s story to support new plans. In developing this story, the Library gathered evidence from its users via open questions; surveys; focus groups; useability testing; observation and benchmarking. One genius idea was to get people to finish the “break-up” letter to the Library beginning “I like you but ...” Key areas of focus included customer service; collection development; access to e-resources; health professionals; physical space and library staff. In conclusion flexibility was a top priority to optimise the strategic planning process.

Kareen Carter, Health Sciences Librarian on the Wellington Campus of University of Otago talked about using key performance indicators (KPIs) to inform the quality assurance of the Library for its stakeholders. All KPIs need to be linked to the Strategic Plan. Three key questions to ask in this process are:

1. What is the Library trying to achieve?
2. If achieved what does success look like?
3. And what kind of measurements should be taken?

Kareen recommended the following resources:

Appleton, L. (2017). *Libraries and key performance indicators: a framework for practitioners* (1st ed.). Cambridge, MA: Chandos Publishing.

NHS Library and Knowledge Services (n.d.). *Value and impact toolkit for knowledge and impact services*. Retrieved from <https://kfh.libraryservices.nhs.uk/value-and-impact-toolkit/>

NNLM (n.d.). *Valuing library services calculator*. Retrieved from <https://nnlm.gov/mcr/training/program-evaluation/calculator>

Next came our combined reflections from Covid-19 experiences, which included:

- Challenges recognising reliable from unreliable Covid resources
- Library staff were deployed to support in the Emergency Department auditing PPE use and removal etc.
- The hospital was emptied out to pre-empt the influx of 'flu patients and no patients came which meant clinicians had time for other projects meaning library staff carried out more literature searches.
- All staff worked remotely
- Increased number of Covid-related literature requests
- We never closed as we had no capacity to work from home.
- Lots of cleaning
- No Covid requests but increased literature searches for projects
- Seating was removed to enforce physical distancing
- We received 6 emails a minute during Covid lockdown, over 60,000 in total.

Learnings from Covid

- We didn't need to be there 9-5pm
- An "email us" sign sufficed when staffing was not possible.
- Parking was a lot easier
- Recommended read by Porter & Hook (2020) How Covid-19 is changing research culture.

Day 2 of the Health Libraries SIG began with Megan Clark, Academic Engagement Adviser for Faculty of Medical and Health Sciences, University of Auckland providing thoughts on the [Health and Disability Review report](#) released on 16 June 2020. The document recommends creating a new Crown Entity, Health NZ and reducing the number of DHBs from 20 to 8-12 which will require a new look at e-resource procurement and opportunities to partner with the new entity. There is also a need to find a minimum level of access to health information for all health professionals no matter where they work. Ideally Health NZ will recognise the value of working towards having one platform for all health professionals to reduce duplication. For example [Health Info Canterbury](#) and [Health Navigator](#) could become one website as the source of reliable health information. Similar examples prevail regarding learning platforms for health professionals and access to medical literature. How this report will impact will be up to the governing party after the elections this year.

Peter Murgatroyd then shared UK's National Health Service (NHS) Library vision, namely *Knowledge for Healthcare*, with a goal that:

"NHS bodies, their staff, learners, patients and the public use the right knowledge and evidence, at the right time, in the right place, enabling high quality decision-making, learning, research and innovation to achieve excellent healthcare and health improvement."

For more information on *Knowledge for Healthcare* go to <https://www.hee.nhs.uk/our-work/library-knowledge-services>.

Examples of national e-resource portals for health professionals include:

- National Institute for Care Excellence (UK) - <https://www.hee.nhs.uk/our-work/library-knowledge-services>
- NHS Education for Scotland - <http://www.knowledge.scot.nhs.uk/home.aspx>
- Norway e-resources for health - <https://www.helsebiblioteket.no/>

Angela Broring of Waikato DHB Library then shared information about the initiative in New Zealand supporting Open Access to quality research. You can read more in a report by Mandy Henk et al. (2019) called *Centring our values: Open access for Aotearoa* at <http://hdl.handle.net/10092/17801>

Angela also shared about a new livechat software they have recently adopted at Waikato DHB Library which is user-friendly, economical, easy to install with great technical support. The chat software company is Libraryh3lp. For more information visit <https://libraryh3lp.com/>

The final presentation was by Bernadette Cassidy about reinventing library services following the closure of the Allan Bean Centre (ABC) which was built in 2001 at Burwood Hospital in Christchurch. It was irreparably damaged in the Christchurch earthquakes. In a snap decision by the DHB, Staff were given 15 minutes to vacate the building in 2014 and the building was demolished in 2015. The ABC Library has since been rebranded as the Resource Centre (ABC Library) NZ Spinal Trust and is housed temporarily as a pop-up library in a lounge in the Burwood Spinal Unit. The books are mostly stored in a container awaiting the day, as yet unknown, when they will find new life in a new building. What a day that will be!

We thanked Bernadette Cassidy and Julie Milne for organising a fabulous event and I wish to thank Wolters Kluwer for sponsoring my attendance at this thoroughly enriching two-day event where I have met so many inspiring people, many of whom do amazing jobs in sole charge roles. It is interesting to see that the challenges for health libraries are very similar to the challenges experienced in tertiary libraries as we all seek to prove our value amidst the constant threat of erosion of spaces and services. Nō reira. He waka eke noa. And so, we are all in this together.