Happy 2018!

I hope everyone has hit their New Year stride. This issue of Consumer Connections features two fascinating original articles - the first on a collaboration between the Biomedical Libraries and the Pain Management Center at Dartmouth College, and the second on a pop up library at New York University Langone that supports breastfeeding mothers.

If you want more exposure to great consumer health information content for information professionals, please check out and “Like” the CAPHIS Facebook page. This page is maintained by CAPHIS Chair Elect Erica Lake (Hope Fox Eccles Health Library, The University of Utah) and Joelle Mornini (Cadence Group, Silver Spring, Maryland). You can find the page by searching for “Consumer and Patient Health Information Section” on Facebook. Erica and Joelle do an excellent job of posting relevant, current articles and information on consumer health related topics.

In other CAPHIS news, in November 2017 a Task Force of CAPHIS members formed to revise and update the CAPHIS Top 100 Health Websites You Can Trust list. The Task Force has developed a report with specific recommendations about changes to the list in order to make it as relevant as possible to its target audience and is in the final stages of updating the list. Stay tuned for more information!

While completing the revision of the “Top 100” is a great start to CAPHIS activities for 2018, there’s still much work to be done. We are currently looking for volunteers to work on a new Task Force which will work to create an up-to-date list of core titles related to consumer health information. Please contact me (robin.ohanlon@mssm.edu) if you are interested.

Finally, please consider running for CAPHIS Office! Acting as a CAPHIS officer (i.e., Secretary, Treasurer) is a great way to get more involved in CAPHIS and helps the section thrive. Contact
Past CAPHIS Chair Judy Stribling if you’d like more information on being a CAPHIS officer - jcs2002@med.cornell.edu

Thank you again for being a CAPHIS member!

Submitted by Robin O’Hanlon, MIS, Chair, CAPHIS 2017-2018

Announcements

● The CAPHIS Executive Committee is very happy to report that Consumer Connections is now available on the public CAPHIS landing page - http://www.mlanet.org/caphis. A big thanks to Kate Corcoran (MLA Director of Membership, Research, and IT Systems) for helping us with this development.

● CAPHIS currently has representation on a working group assigned with evaluating competencies for the Consumer Health Information Specialization. Please contact robin.ohanlon@mssm.edu for additional information.

● Congratulations to CAPHIS Chair Elect Erica Lake on having a special content session that she worked on accepted to the MLA’18 annual meeting in Atlanta! This session, co-sponsored by CAPHIS and the MLA LGBT Special Interest Group, is entitled Transforming Perceptions and Adapting Health Library Services for Incarcerated Americans. It will take place on Tuesday, May 22, 2018, 3:00-4:25pm.

● Registration is now open for the Health Information for Public Librarians Symposium at MLA’18. The Symposium will held during the last day and a half of MLA’s four-and-a-half day annual meeting, Tuesday, May 22, 2018, 7:00am to Wednesday, May 23, 2018, 12:00pm.

● Save the date! The CAPHIS Business Meeting will take place at MLA’18 on Sunday, May 20, 2:00-3:00pm. There will be light refreshments. Please attend this crucial meeting, it is the only opportunity CAPHIS members have to meet in person all year and to hash out important issues, brainstorm, and have fun!
Get Involved!

Member Spotlight Column Starting

Have you written a book, book chapter, or an article? Have you presented at a meeting, be it at a podium or with a poster (or any combination thereof)?

Don’t be shy! We want to hear from you. Share your accomplishments with your CAPHIS and MLA colleagues in our new “Member Spotlight” column. Please submit your submissions by June 1 to be included in the Spring/Summer 2018 issue of Consumer Connections.

Member Spotlight

Amampreet “Aman” Kaur, CFCS, MLIS

Community Health & Engineering Librarian, University of Pennsylvania Libraries, Philadelphia, PA

After being active in MLA Philadelphia Chapter for two years, Aman Kaur joined the Consumer And Patient Health Information Section this fall.

She recently became the inaugural Community Health & Engineering Librarian at the University of Pennsylvania, where she served as the 2015 – 2017 Eugene Garfield Resident in Science Librarianship. During her residency, she assisted with the expansion of the Biomedical Library’s Community Health Outreach initiatives:

https://guides.library.upenn.edu/communityhealth
In her new position, she will continue to support the Biomedical Library’s partnerships with the School of Nursing, the Sayre Health Center, the Free Library of Philadelphia, and other organizations by offering health literacy workshops and resources.

Aman provides instruction, collection, and liaison services for the School of Engineering and Applied Science and general health sciences reference services and research consultations at the Biomedical Library. She coordinates the InterProfessional Student Advisory Gatherings (http://guides.library.upenn.edu/ipsag), an interprofessional networking event series geared towards health sciences students. This series doubles a venue for students to provide feedback on services, spaces, and resources available at the Biomedical, Dental Medicine, and Veterinary Medicine Libraries.

Earlier this year, Aman received a Special Libraries Association Philadelphia Chapter Appreciation Award for serving as the Community Outreach Committee Chair and SLAConnect Liaison. She also was also a member of the SLA Diversity & Taskforce and served as the official blogger and photographer at the 2017 SLA Division Pharmaceutical & Health Technologies Annual Spring Meeting.

Before coming to Penn, Aman received the 2015 Health Sciences Library Association of New Jersey student award for completing an internship at the Rutgers Cancer Institute of New Jersey Resource & Learning Center. Aman was a member of Literacy AmeriCorps of Palm Beach County, where she became interested in health literacy and libraries while developing Adult Literacy Services at the Boynton Beach City Library. She holds a Master of Library and Information Science degree from Rutgers and a B.S. in Family & Consumer Sciences Education & Studies, with a minor in Engineering Studies from Iowa State. While at Iowa State, she also earned secondary school teaching certifications and spent time abroad including a half-semester undergraduate teaching experience in Indonesia and two internships in Ireland.

Articles

Dartmouth Biomedical Libraries Collaborate with Pain Management Center

Heather Johnson, Research and Education Librarian, Biomedical Libraries (Dana Biomedical Library, Matthews-Fuller Health Sciences Library), Dartmouth College, Hanover, NH

The Matthews-Fuller Health Sciences Library (MFHSL) at Dartmouth College has collaborated with the Pain Management Center at the Dartmouth-Hitchcock Medical Center (DHMC) to expand its collection of resources related to pain management. The idea to collaborate came from a nurse practitioner, who in the process of writing a grant to secure funds for the collection, contacted Heather Johnson to inquire about whether MFHSL would be interested in housing the collection, since the Pain Management Center did not have the capacity to store or lend materials. Johnson was enthusiastic about the prospect of not only expanding the library’s collection of resources (at no cost to the library), but also about expanding the library’s reach to include more patients.
Prior to working with the Pain Management Center, MFHSL held a broad consumer health collection of about 800 items. Given the breadth of the collection, however, the number of resources related to pain management and mindfulness was limited.

The Pain Management Resource Library comprises 50 items and a total of 13 unique titles. The collection encompasses a variety of formats, including CDs, workbooks, and traditional books on pain management and strategies for practicing mindfulness. In addition to patients of the Pain Management Center, the Pain Management Resource Library is open to all users of MFHSL at DHMC, including staff, faculty, students, and community members. In the past eight months, 53 items have circulated to patients and other members of the DHMC community.

The Pain Management Resource Library has increased MFHSL’s community visibility and the staff’s ability to provide assistance to patients who did not know they needed assistance prior to entering MFHSL. Once the patient has approached the reference desk to borrow a book from the Library, the staff has the opportunity to create a dialogue and assess whether the Pain Management Resource Library satisfies their information needs, or whether they’d like additional information, whether it’s about pain management, or an entirely different topic.

So far, the materials have been well received by patients and researchers, alike. The nurse practitioner at the Pain Management Center has noted that after borrowing items from the Library, many patients proceed to purchase their own copies. Researchers who have borrowed items from the Library have also given rave reviews about the usefulness and approachability of the materials.

Heather Johnson hopes to use this relationship as a model for expanding the existing consumer health collection.
NYU Langone Health’s First Pop-Up Libraries Support Women Who Pump

Karen L. Yacobucci, Content Systems Librarian & Marketing Specialist, NYU Health Sciences Library and Catherine Larson, Head, Systems & Technology / Systems Librarian, NYU Health Sciences Library, New York City

Over 70% of women with children under the age of 18 work (https://vimeo.com/240507002). Many of these women, just returning to the workforce after having a child are faced with the challenge of balancing life at work with the responsibility of being a new mom.

Luckily for many women returning to work at NYU Langone Health, they are able to take advantage of one of the organization’s lactation rooms. The rooms provide a quiet and private environment for women to pump, but can be austere in appearance, often only including one or two chairs, side tables, and privacy curtains.

One of NYU Health Sciences Library’s newest mothers, Catherine Larson, immediately recognized first-hand the great deal of pressure put on new moms returning to the work. It was from this realization that the idea to create a pop-up library in the lactation rooms would provide an opportunity for the library to support new mothers while making the lactation rooms more welcoming and less isolating. It was believed that having something tangible like a book to pick up and sift through would create a better experience for moms.

Larson, who spearheaded the project reached out to those responsible for the lactation rooms, which are part of NYU’s Reach for Wellness Program, in order to gain permission. The project was quickly embraced and with some available funding, the library was able to start bringing resources into two lactation room locations.

With the help of Patient Education Librarian, Sallie Willcox, some of the staff at NYU Langone Health’s Antepartum Unit, and Content Management and Marketing Specialist, Karen Yacobucci, print books were curated for the collection. Since many women pump for a variety of different reasons, it was decided the books should appeal to a broad range of women and
perspectives, including new and working mothers, and even some titles geared towards fathers. Lists of online resources on breastfeeding, parenting, and postpartum, were also curated as a Subject Guide available through the Library’s website. In addition to the print and electronic resources, the rooms also included a limited run of complimentary hot/cold packs, branded with the Library’s logo, for women to keep.

The library still actively manages the collections in the lactation rooms, which has expanded to include even more titles, some of which have been donated by the mothers using the room. Since its original inception, the library has expanded its efforts to help create an atmosphere of community in the rooms by encouraging women to share their personal experiences in library provided notebooks as well as give and receive donated items in the rooms.

Book Reviews


ISBN: 9781538102091. $33.00

Most people do not take the news that they need to be admitted as a patient in a hospital, or need to admit a loved one, in a positive way. Many negative thoughts are unleashed, as often emotions rule over rational thinking. However, along with their individual health issues, there are real concerns for anyone being admitted into a hospital. As Watson states, “Each year, one out of every four hospital patients in the United States will be harmed by the care they receive. Over 400,000 will die as a result."

But fear not! Watson “delivers a patient-centered blueprint on…..” ways to educate oneself and one’s loved ones on how to identify key safety habits and proactively ensure that they are followed during their healthcare experience by themselves and their loved ones, and, especially, by every clinician they encounter.

These safety habits run the gamut from the seemingly simple and fundamental, for example, having clinicians wash their hands before and after every patient encounter and procedure, to the level of patients taking a keen interest in their health issues, for example, knowing exactly what procedure they are having done on exactly what part of their body. This also means that patients must do their very best to overcome any sense of intimidation when dealing with clinicians and learn to take control of their bodies and their health.

Watson offers perceptive insights into why and how system-wide mistakes continue to be made and ways they can be remedied. The information in this book is useful for caregivers of all types (e.g., doctors, nurses, technicians, etc.), patients, administrators, and patient care advocates.
It is highly recommended for all libraries.

Reviewed by: Claire B. Joseph, South Nassau Communities Hospital, Oceanside, NY

Publication Information

Statement

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Call for Submissions

Do you have an interesting consumer health initiative or project taking place at your Library? Have you been spearheading innovative work with consumer health librarianship and want to let the world know? We want to hear from you!

Consider submitting a brief article (200-400 words) to Consumer Connections, the electronic newsletter of the Consumer Health and Patient Information Section (CAPHIS) of the Medical Library Association! We are also seeking book reviews on consumer health topics. Writing for Consumer Connections is a great, low pressure way to get experience writing and publishing!

Include the following information with your submission: Author, title, name, name of publisher, publisher location, date of publication, price, number of pages, and ISBN. Also, if applicable include detailed author information, i.e., position, organization name, and location. All submissions must be Microsoft Word documents. Images should be sent as JPGRs. Please send submissions in electronic format to the editor:

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Book Review Disclaimer

Consumer Connections Newsletter considers for review books of interest to librarians, patients, caregivers, and the general public. This column will concentrate on reviews of recently published books about consumer healthcare information available in print and/or electronic formats. General interest titles related to healthcare and medicine may also be considered. It is the purpose of each review to provide a detailed description and critical evaluation of the work. Recommendations for purchase are also included. Book reviews should be 200-400 words. Reviews reflect the opinions of the reviewer, not of the Consumer Connections Newsletter Editors.
Persons interested in becoming a book reviewer or suggesting titles for review in the *Consumer Connections Newsletter* should contact the Book Review Co-Editors: Claire Joseph
Claire.Joseph@snch.org

**Consumer Connection Submission Schedule 2018**

Winter Issue Publication: February, 9, 2018  
Deadline: January 19, 2018

Spring Issue Publication: June 1, 2018  
Deadline: June 15, 2018

Fall Issue Publication: October 19, 2018  
Deadline: October 2, 2018