Contents

Fig	ures, Tables and Case Studies	ix
Not	es on Contributors	xiii
Foreword Rob Webster		XXI
How to Use this Book Geoff Walton and Frances Johnson		xxi ii
1	An Introduction to Healthcare Knowledge and Library Services David Stewart and Gil Young	1
2	Strategic Development for Healthcare Knowledge and Library Services Louise Goswami, Alison Day and Holly Case Wyatt	15
3	Exploring the Training and Development Needs of the Healthcare Knowledge and Library Services Workforce: A Case Study Dominic Gilroy and Catherine McLaren	33
4	Advocacy and How Knowledge and Library Specialists Tailor Services to Meet the Needs of Their Stakeholders Holly Case Wyatt (with special thanks to Vicky Bramwell)	49
5	Mobilising Evidence and Knowledge Emily Hopkins and Katie Nicholas	67
6	Internal and External Partnerships Emily Hurt and Dawn Grundy	85
7	Health Literacy, Patient Information and Combating Misinformation Joanne Naughton and Geoff Walton	103

viii INTRODUCTION TO HEALTHCARE KNOWLEDGE AND LIBRARY SERVICES

8	Resource Discovery and Open Access Helene Gorring and Fran Wilkie	125
9	Growing the Evidence Base in Healthcare Knowledge and Library Services Alison Brettle and Ruth Carlyle	143
10	Measuring Progress, Value and Impact in NHS Knowledge and Library Services Clare Edwards, Dominic Gilroy and Victoria Treadway	163
11	Reflective Practice in Healthcare Settings Tracey Pratchett, Siobhan Linsey and Rachel Cooke	183
12	Looking to the Future of Healthcare Knowledge Services Sue Lacey Bryant	203
Inde	ndex	