

Winter 2021

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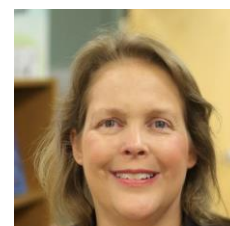
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Consumer Connections



Message from the Chair

Dana L. Ladd PhD., AHIP, Chair, CAPHIS 2020-2021
Health and Wellness Librarian
Health Sciences Library
Virginia Commonwealth University



I am honored and excited to serve as the Consumer and Patient Health Information Caucus Chair. It has certainly been a challenging year for everyone, but I appreciate all of you and the work you have done and are doing despite the many obstacles and challenges that the COVID-19 pandemic has brought us this past year. In response to COVID-19 consumer health librarians have risen to the challenge through creating programming and resources to teach patients and consumers about reliable COVID-19 and vaccination resources. We have also had the opportunity to help the communities we serve navigate the infodemic created by an overload of COVID-19 information through teaching consumers to identify misinformation through critical evaluation of information.

Many of you have also served and contributed to our caucus. The caucus has been busy this year. We conducted our Executive Committee Meeting on June 18, 2020 and our Business Meeting on July 24, 2020. Thank you to all who participated in these meetings and to those who have volunteered as domain hub liaisons. We currently have domain hub liaisons for all but one hub. If you are interested in volunteering as our professionalism and leadership hub liaison please contact me at dlladd@vcu.edu.

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(Message from the Chair Continued)

This year we have also transitioned to an editorial committee for our newsletter which will now be published twice per year. If you have anything you would like to contribute to the *Consumer Connections* newsletter please send it to Karin Bennedsen, Consumer Connections Newsletter Editor at kbennedsen@comcast.net. This is a great opportunity for you to share examples of the work you are doing.

The caucus is also participating in Experience MLA in February. We have an exciting event planned for you that will highlight some of the many consumer health programs and resources our members have created in response to the COVID-19 pandemic. Please check out the COVID Contributions Padlet ([CAPHIS COVID Contributions {padlet.com}](https://caphis.org/covid-contributions-padlet)) and add your story about the impact your library has had on your communities during the pandemic and view and respond to others' stories. We plan to spotlight some of these COVID stories of impact during our Experience MLA event. I encourage everyone to participate in the live event and join in this program on Tuesday, February 23, 2021 at 1:00pm ET. More details will follow.

Those are all the updates I have for now. Please feel free to send any comments, suggestions, or questions to me.

Message from the Managing Editor

As Dana mentioned in her message above, a newsletter committee has been established for *Consumer Connections*. This past summer I sent out a survey to both find out what type of content our members would like to see as well as who was willing to assist with procuring that content. I would like to express my sincere gratitude to the members who stepped up to volunteer to help with the newsletter. Not only have these people taken on the roles of section editors, but they work on each other's sections as well. (Note: Sections are still evolving.)

Original Articles	Elizabeth Irish	irishe@amc.edu
Member News (incl. publications)	Lindsay Blake	leblake@uams.edu
Member Spotlight	Robin O'Hanlon	ohanlonr@mskcc.org
Sparks (cyber-info)	Pamela Rose	pmrose@buffalo.edu
Book Reviews	Claire Joseph	claire.joseph@snch.org
Event Info	Nancy O'Brien	Nancy.obrien@unitypoint.org
You Might be Interested In....	Shawn Steidinger	shawn.steidinger@utah.edu

Please send any items you have to contribute to the respective section editor or you can send them directly to me. Don't hesitate to contact us with any questions you may have.

I'd also like to mention that the caucus executive committee will be discussing the group's official name in the near future. At this time, the previous newsletter masthead is being used, but may be changing.

I hope you find this issue interesting and informative. If you'd like to be a part of the newsletter committee, please contact me.

News & Announcements



CAPHIC Members Win Awards!

Consumer Health Librarian of the Year Award

Antonio P. DeRosa, AHIP, Samuel J. Wood Library, Weill Cornell Medical College, New York, NY.

Ida and George Eliot Prize

Christian Minter, McGoogan Library of Medicine, University of Nebraska Medical Center–Omaha, along with coauthor Peace Ossom Williamson, for their article, “Exploring PubMed as a Reliable Resource for Scholarly Communications Services.”

Virginia L. and William K. Beatty Volunteer Service Award

Margaret A. Hoogland, AHIP, Mulford Library, University of Toledo, Toledo, OH, who has served on eight different caucuses, committees, and juries from 2014 to the present, holding several offices and making significant contributions.

Member Publications

Davis NW, Sheehan TO, Peach BC, **Ansell M**, Cimiotti JP, Guo Y, Lynch Kelly D, Horgas AL, Yoon SL. Emergency department length of stay and other factors contributing to intracerebral hemorrhage patient outcomes: an executive summary. J Neurosci Nurs. 2020 Dec;52(6):264-6. DOI: <https://doi.org/10.1097/JNN.0000000000000537>

Sheehan TO, Davis N, Peach B, **Ansell M**, Cimiotti JP, Guo Y, Lynch Kelly D, Horgas A, Yoon S. 2020. Executive summary: the association of hospital characteristics on aneurysmal subarachnoid hemorrhage mortality outcomes. J Neurosci Nurs. 2021 Feb;53(1):2-4. DOI: <https://doi.org/10.1097/JNN.0000000000000549>

Sultan P, Sharawi N, **Blake L**, Carvalho B. Enhanced recovery after caesarean delivery versus standard care studies: a systematic review of interventions and outcomes. Int J Obstet Anesth. 2020 Aug;43:72-86. DOI: <https://doi.org/10.1016/j.ijoa.2020.03.003>

El-Boghdadly K, Desai N, Halpern S, **Blake L**, Odor PM, Bampoe S, Carvalho B, Sultan P. Quadratus lumborum block vs. transversus abdominis plane block for caesarean delivery: a systematic review and network meta-analysis. Anaesthesia. Epub ahead of print 2020 Jul 4 [Corrected 2021 Jan 4]. DOI: <https://doi.org/10.1111/anae.15160>

Gibson D, O’Hanlon R. The current conflict of interest landscape and the role of information professionals in supporting research integrity. J Hosp Librariansh. 2020 Aug 5;20(3):183-203. DOI: <https://doi.org/10.1080/15323269.2020.1778970>

Justice AV. [Stages of a grief collection: creating a focused section in a hospital library](#). J Hosp Librariansh. Epub ahead of print 2021 Jan 11. DOI: <https://doi.org/10.1080/15323269.2021.1860640>

Morey OT, Comtois MK, Panagakos C. Healthy start, healthy future for all: building a community coalition to address early childhood health. In: Hines-Martin V, Cox FM, Cunningham HR, editors. Library collaborations and community partnerships: enhancing health and quality of life. London: Routledge; 2020. p. 158-67.

Morgan-Daniel J, Ansell M, Adkins LE. 2020. COVID-19 Patient education and consumer health information resources and services. J Consum Health Internet. 2020 Sep 1;24(3):302-13. DOI: <https://doi.org/10.1080/15398285.2020.1792166>

Morgan-Daniel J, Ansell M, Adkins LE. Consumer health information for rural communities. J Consum Health Internet. 2020 Dec 7;24(4):439-49. DOI: <https://doi.org/10.1080/15398285.2020.1833648>

Smith ES, Moon AS, **O'Hanlon R**, Leitao MM Jr, Sonoda Y, Abu-Rustum NR, Mueller JJ. Radical trachelectomy for the treatment of early-stage cervical cancer: a systematic review. Obstet Gynecol. 2020 Sep;136(3):533-42. DOI: <https://doi.org/10.1097/AOG.0000000000003952>

Interviews

Elisabeth Marrapodi, Library Director at Trinitas Regional Medical Center, and Sarah L Carnes, AHIP, Clinical Librarian at Bedford Veterans Administration Medical Center, were two of three MLA librarians interviewed by the British Medical Journal regarding experiences with a hospital library being open during the height of COVID-19.

British Medical Journal. Hospital librarians and Covid 19: a peek inside. BMJ Insider's Quarterly e-Newsletter [Internet*]. 2020 Jun 2.

*The BMJ Insider's Quarterly e-Newsletter is available free through registration and delivered via e-mail, however, the interviews are available online at <https://bmjinsiders.com/>. The title given here was used in the June 2, 2020 newsletter email and will not be found on the website.

"I Am MLA" Ambassadors



Beverly Murphy,
AHIP, FMLA



Ruby L. Nugent



Hannah Rutledge,
AHIP



Lisa K. Traditi,
AHIP

MLAConnect – new Consumer Health column editor

Heidi Beke-Harrigan, OhioNET, Columbus, OH was appointed as the Consumer Health column editor for MLA Connect in September of 2020.

Upcoming Events: January – June 2021

Conferences:

ALA Midwinter Virtual, January 22-26, 2021

[<https://2021.alamidwinter.org/>]



MLA'21 Transforming our Diversifying Communities, May 10th – May 26th (virtual and onsite activities TBA)

[<https://www.mlanet.org/mla21>]

ALA Annual Meeting Annual Conference, Chicago, IL: June 24-29, 2021(Onsite):

[<https://2021.alaannual.org/>]

Select MLA CE Opportunities:

For a complete schedule of MLA CE opportunities visit: <http://www.medlib-ed.org/>

For a complete list of scheduled and on-demand Consumer Health Information Courses applicable towards the Consumer Health Information Specialization (CHIS): <http://www.medlib-ed.org/catalogs/certificate-programs/consumer-health-info-specialization>

Open for Health: How Open Access Can Create a More Equitable World, Tuesday, February 24, 2021 from 1:00 PM - 2:30 PM CT, 1.5 MLA CE Credits (Webinar)

[<http://www.medlib-ed.org/products/2952/open-for-health-how-open-access-can-create-a-more-equitable-world>]

Select NNLM Classes of Interest:

For a complete schedule of NNLM classes visit: <https://nnlm.gov/calendar>

From Problem to Prevention: Evidence-Based Public Health, Mar 3, 2021 from 2:00PM - 3:00PM ET, 1 MLA CE Credit

[<https://nnlm.gov/class/problem-prevention-evidence-based-public-health/29568>]

Beyond an Apple a Day: Providing Consumer Health Information at Your Library.

- Jan 8, 2021 to Feb 5, 2021, 4 MLA Credits
[<https://nnlm.gov/class/full-beyond-apple-day-providing-consumer-health-information-your-library/27008>]
- Mar 1, 2021 to Mar 26, 2021, 4 MLA Credits
[<https://nnlm.gov/class/beyond-apple-day-providing-consumer-health-information-your-library/29621>]

Filling Your Cup During COVID: Self-Care Practices in Librarianship, Jan 26, 2021 from 1:00PM - 2:00PM CT

[<https://nnlm.gov/class/filling-your-cup-during-covid-self-care-practices-librarianship/29828>]

Health and Wellness @ the Library: The Essentials of Providing Consumer Health Services, Feb 8, 2021 to Mar 5, 2021, 12 MLA Credits

[<https://nnlm.gov/class/health-and-wellness-library-essentials-providing-consumer-health-services/21735>]

Effective Health Communication and Health Literacy: Understanding the Connection, Feb 16, 2021, from 12:00PM - 1:00PM CT, 1 MLA CE Credit

[<https://nnlm.gov/class/effective-health-communication-and-health-literacy-understanding-connection/29149>]

Will Duct Tape Cure My Warts? Examining Complementary and Alternative Medicine, Mar 1, 2021 to Apr 11, 2021, 8 MLA CE Credits

[<https://nnlm.gov/class/will-duct-tape-cure-my-warts-examining-complementary-and-alternative-medicine/28229>]

Healthy Aging at Your Library: Connecting Older Adults to Health Information, Apr 9, 2021 from 10:00AM - 12:00PM MT, 2 CE Credits

[<https://nnlm.gov/class/healthy-aging-your-library-connecting-older-adults-health-information/21737>]

Social and Environmental Determinants of Maternal Health Disparities and a Roadmap to Effective Solutions, Apr 20, 2021 from 12:00PM - 1:00PM PT, 1 MLA CE Credit

[<https://nnlm.gov/class/social-and-environmental-determinants-maternal-health-disparities-and-roadmap-effective>]

Have a conference, meeting, webinar, workshop, or other event you'd like to promote? Contact Nancy O'Brien, AHIP (Nancy.obrien@unitypoint.org). Thank you, Elizabeth Irish, MLS, AHIP, for compiling the list for this issue!

Member Spotlight

Sydni Abrahamsen, MA-LIS, AHIP

Librarian, Mayo Clinic

Patient Library and Research Center

Phoenix, AZ



Sydni has been a consumer health librarian at Mayo Clinic in Arizona since 2016. Mayo Clinic is a multi-state enterprise, with locations in Arizona, Florida, Minnesota, and Wisconsin, served by an integrated system of libraries, knowledge centers, and archives. The Mayo Clinic Libraries and their staff link people, authoritative health sciences knowledge, and technology to support the clinical, research and educational goals and initiatives of the Mayo Clinic and affiliated organizations. The patient library at Mayo Clinic in Arizona is focused on providing patient education and consumer health materials in a variety of formats including brochures, pamphlets, books, magazines, and digital access.

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(Member Spotlight Continued)

In her role, Sydni provides reference services and collection access to patients, family members, and visitors to the Mayo Clinic Patient Library and Research Center. The library is located inside the busy lobby of the outpatient multispecialty Mayo Clinic Building in Phoenix which is home to the Mayo Clinic Cancer Center as well as the transplant program, and integrative medicine. This building is adjacent to the Mayo Clinic Hospital and another multispecialty building, so reference questions cover a wide variety of illnesses and treatments. Due to COVID-19, the patient library at Mayo Clinic has been closed for walk-in assistance since March 2020, but Sydni and other staff have continued to provide consumer health information to patients via email, mail, and pick-up. Patients are able to request information by calling, emailing, or filling out a request form on a table located outside the library doors.

Sydni is active in her local medical library organization, Central Arizona Biomedical Libraries (CABL) where she has served multiple terms as treasurer as well as her regional MLA chapter, the Medical Library Group of Southern California and Arizona (MLGSCA). She has been an MLA member since 2015 and a member of CAPHIC since 2017. Prior to working at Mayo Clinic, Sydni provided reference services at the Arizona State University in the science and engineering library where she discovered her interest in medical and health sciences librarianship. After graduating with her Master of Arts degree in Library and Information Science from the University of Arizona, she began to pursue AHIP status and was introduced to consumer health librarianship through course offerings from NNLM. Sydni maintains level II designation in MLA's Consumer Health Information Specialization Program, and has AHIP provisional status.

Original Articles

Frontline Health Literacy

Barbara Steffensen, MSLIS and Patricia Ballard, BSN, RN, Cook Children's Family Health Library

Cook Children's Homeless Initiative is one of several outreach opportunities that focus on identifying and assisting underserved families. Historically these groups are repeat users of Urgent Care Clinics and the Emergency Department. Many of these families not only lack a medical home but they have difficulty distinguishing what constitutes a true emergency from a routine childhood illness or injury. Many struggle with literacy and lack of access to information that would enable them to actively participate in their child's health care.

In the spring of 2019, Cook Children's Family Health Library received an award from the Regional NNLM to collaborate with Case Management to offer a program targeting parents and caregivers living in three local homeless shelters. The award funded the purchase of an easy-to-read book published by the Institute for Healthcare Advancement, *What to Do When Your Child Gets Sick* (Mayer and Kuklierus 2015). Cook Children's Case Manager (Pat B.) was already leading weekly health information sessions at the three shelters. Beginning in July, this book became the "textbook" for these classes. Each participant received a book to keep and bring with them to the classes.

Class sizes ranged from as many as 26 to as few as 5. Many families attended multiple classes over the course of their stay. Each class introduced a current topic (lice, cold & flu, choking & CPR, OTC

medications, etc.). Pat guided them through the book and followed with education on the weekly topic. Fill-in-the-blank worksheets and quizzes helped stimulate class participation as did small incentives like toiletries or snack packages. At the end of the class, participants completed an anonymous survey (see below) with simple questions about the book, its usefulness and any suggestions for health topics. There were many requests for future classes with education about colic and teething, the common cold, headache, rashes, fever, dental care and toothaches, to name a few. In addition to making health information positive, fun and interactive, many participants found it empowering to have their own book to use and keep. One participant asked for “sticky notes” and returned to a subsequent class with her book full of tagged pages. Other attendees were single dads who had never been responsible for childcare. Several confided that they had not known ANY of the information covered in the classes.

About the book	Yes	Not sure	No
The information I need is easy to find.			
The book is easy to read.			
About the information			
I can take better care of my child's health problems.			
I know what I can do for common illnesses.			
I can avoid a visit to the Emergency Department or Urgent Care Clinic.			
About the class			
I learned something new about:			
<hr/>			
I would like to learn more about:			
<hr/>			

Overall, the shelter staff and residents were enthusiastic about the books and the classes. Feedback from the survey was overwhelmingly positive. 200 (99%) found it easy to find information in the book and 194 (96%) found it easy to read. 3 (1%) and 9 (4%) respectively were not sure. Many also wrote comments like “Thank you for [the] book,” “I like the class,” and “Like the book.” Only 1 of 203 respondents was not sure that the information would help them take better care of their child’s health problems. Of the 203, only 2 were unsure they would know what to do with common illnesses, and 16 (8%) were either not sure or did not agree with the statement that the information would help them avoid trips to the Emergency Department or Urgent Care Clinic.

Unfortunately, the homeless shelter programs were some of the first casualties of the COVID 19 pandemic. The classes at all shelters ended abruptly as the focus turned to safety, disease prevention, and addressing the most basic needs of residents. As we reassessed our program, the NNLM extended the award funding into 2021. Due to the uncertainty of the long-term impact of

the pandemic on the shelter programs, we submitted a request to the NNLM South Central Region for a contingency plan and received approval in September. Under this revised plan, the Family Library proposed expanding outreach by working with several Cook Children's Neighborhood Clinics to provide the books. Clinic staff will identify families to receive books and provide one on one coaching in how to use the books. The optional survey will be accessed using a QR code on the inside cover.

While working on these logistics, we received news that, starting November 30 and continuing through December, one of the homeless shelters will reinstate the health classes for residents using Zoom. Shelter staff will distribute the books and survey to participants before the class. If COVID numbers in the shelters remain low, face-to-face classes with mandatory social distancing, hand hygiene and masks will resume in January. We are hopeful that success with this model will allow the two other shelters to resume classes in 2021.*

As we have reworked the original plans for implementing our program, we have learned that a pandemic only magnifies the need for clear and trustworthy information. Families now have to sort through new and changing COVID-19 information and health mandates. Adding this to their already existing uncertainties surrounding management of everyday health issues is frustrating and overwhelming for many. We are hopeful that families who attended classes as part of this initiative feel more confident in their ability to manage a child's routine illness or injury without visiting an Emergency Department or Urgent Care Clinic. As we continue our outreach with the shelters and now the neighborhood clinics, the goal of improving health literacy in underserved populations remains unchanged and more critical than ever.

Book Information

Mayer, Gloria G., and Ann Kuklierus. *What to Do When Your Child Gets Sick*. Institute for Healthcare Advancement. 2015.

*Update as of 12/31/2020

With the current spike in COVID infections, this is postponed until further notice.

How Our Consumer Health Library Adapted to the Pandemic

Adela V. Justice and Valerie Prilop, Senior Librarians, The University of Texas MD Anderson Cancer Center, The Learning Center

Beginning in February 2020 the staff of The University of Texas MD Anderson Cancer Center's patient education/consumer health library, The Learning Center, watched as the world slowly began to pull back in-person services and gradually close doors. We soon implemented COVID-19 precautions in our two main library locations, such as adding hand sanitizing stations, wiping down public computers, and limiting the number of users allowed in at any one time, but we finally joined the world of closed businesses and libraries on March 18.



Because our primary patrons are cancer patients and their friends, family and caregivers, it is a given that we serve a highly vulnerable population. Therefore, hopes that we might be able to return within a couple of months continued to be shattered as the virus infection rates rose in the Houston area. At first, we were allowed to make quick visits to our offices in order to pick up necessary items for working from home, such as computer monitors and office supplies. Soon though, we were asked to not make any further visits so the hospital could preserve PPE and focus on keeping the patients and clinicians safe.

Although we were all working from home indefinitely, we still wanted to serve our patrons to the best of our abilities. We continued to check our library email account as well as the voicemail boxes for both Learning Center locations. Additionally, in April we developed a new “Coronavirus (COVID-19) and Cancer” Recommended Resource (<https://mdandersontlc.libguides.com/coronavirus>). However, we realized we’d need to develop other ways to keep in touch with our patrons, and because we have a circulating collection, we needed to communicate about borrowed items and due dates.

Within days of our closure, we decided to extend the due date to early May on all items checked out in 2020, and we notified affected patrons of the change via email. This email also gave us the opportunity to remind patrons that although our doors were closed and our print collection was temporarily unavailable, we were still available by phone and email to assist with their information needs. As summer approached, the institution could give no indication when we’d all be allowed to return to work in person. With our reopening pushed back further into the year, we extended due dates twice more, first to early July and finally to mid-September. Each time we made this change we emailed patrons to update them and remind them of our availability.

In the meantime, Learning Center staff attended webinars that had started to pop up on how to open your library safely, and we drafted our own reopening plan so it would be ready. The institution then announced that approximately 30% of our 20,000+ workforce would continue to work remotely as a permanent change, regardless of the future of the virus. Finally, in mid-August the institution sent out word that March 2021 would be the target date for workers who would not be 100% remote to start returning to campus.

With a distant target date now set, Learning Center staff realized we needed to implement a wider and more diverse set of services to reach our established patrons and market ourselves to the new patients and caregivers who had no knowledge of us. Ideas included:

- Launching a new chat/text reference service
- Integrating The Learning Center into the patient portal
- Offering a new eBook collection
- Implementing social media outreach

Two of these ideas were successful. Implementing a chat/text service took several weeks of research to determine the best product to purchase. After investigating several, we chose to use LibAnswers offered by SpringShare, in part because we already utilized LibGuides. When we launched the service in September, we took the opportunity to email patrons who still had items

checked out as well as those who had previously opted into a separate, rarely used email list. In addition to advertising our new services we gave information about returning borrowed items.

That month we also received the good news that, after four years of requesting, The Learning Center would finally be integrated into MD Anderson's MyChart patient portal. We are now listed under the patient's "Messaging" options, alongside healthcare team members, the social work department, hospital discharge planning, and other patient services. The chat/text service thus far has seen minimal traffic (21 questions as of mid-November), but the "Ask the Library" message option in MyChart saw huge numbers immediately—80 messages in September and 322 in October. However, staff estimates that only about 20% are true health information requests, while the bulk is questions pertaining to other patient needs, such as appointment scheduling and test results.

The other two ideas of starting an eBook collection and a social media outreach plan were unsuccessful. Although we spent time researching if an eBook collection would be a viable option for our patrons, we didn't pursue the service because of concerns surrounding collection development, patron demand, and support needs. As far as getting The Learning Center onto social media, the institution was unwilling to approve that request.

More recently, Learning Center staff provided temporary assistance to the institution's "AskMDAnderson" service staff by answering a backlog and sudden influx of MyChart messages, since we are experienced in assisting patients with a wide range of information requests. This has also allowed us to have another marketing avenue for The Learning Center, as we can alert these new and existing patients of our services and resources.

One task that the librarians have continued all along was the regular materials ordering meetings, now conducted virtually. We utilized our online access to various review publications so that we could continue to find resources and not miss out on any important purchases. We've continued to order materials, and in December librarians will start the cataloging process, each negotiating their own temporary access to the books.



Prior to the coronavirus pandemic, The Learning Center's primary means of patron service and outreach was in person, mostly within the library walls. Since our closure in March, we have kept consideration of our patrons at the forefront of our minds as we investigated and implemented new services. Staff, who miss helping patients and their caregivers in person, have been glad for the opportunity to assist our patrons via email and our other virtual services. Our focus now is to continue to provide research help and other assistance remotely to our

vulnerable population, utilizing existing means and learning and adapting to new service modes, until we can return.

The Learning Center can be found at www.mdanderson.org/tlc or mdandersontlc.libguides.com.

Consumer Health at the Farmers Market

Abigail Smith, MSLIS, Sarah Lawler, MSLIS and Olivia Tsistinas, MSLIS, Upstate Health Sciences Library, SUNY Upstate Medical University

Over the past ten years many farmers markets have enjoyed robust relationships with their local public libraries. Public libraries in Fullerton, California, Topeka, Kansas, Albany, New York, and countless other towns and cities host their local Farmers Market.^{1,2,3} In addition, many public libraries staff tables at their community farmers market to promote library services. Evidence suggests that farmers market use is associated with increased fruit and vegetable consumption, which is associated with reduced risk for obesity, cardiovascular disease, and cancer. In food deserts, farmers markets are an immediate way to improve access to healthy foods and foster healthy diets.⁴

Upstate Health Sciences Library (HSL) is located in Syracuse, NY. The HSL provides library services and resources to the faculty, staff, and students at SUNY Upstate Medical University and to the clinicians and patients at Upstate University Hospital. A 2017 Syracuse Food Environment report found that 50.9% of Syracuse census tracts are defined as food deserts and 52.7% of Syracuse census tracts have obesity rates of 31% or higher.⁵ Given the success of public library partnerships with farmers markets and recognizing that farmers markets serve as a vital community public health intervention in Syracuse, HSL decided to promote their community outreach services at the Downtown Farmers Market, starting in 2017.

The Downtown Farmers Market, held every Tuesday from June to October, features as many as 50 farmers and produce dealers, who sell fresh seasonal vegetables, fruits, nuts, eggs, cheese, and more.⁶ The market operates in the heart of the downtown neighborhood, which encompasses one of the highest risk areas in Syracuse with respect to food environment. There is no full-service grocery store downtown, it has the highest poverty rate in the city, and downtown residents are among the least likely to have a household vehicle.⁷ The Downtown Farmers Market serves as one of the few places that offer reliably healthy foods to the neighborhood. It accepts Food Stamps/SNAP benefits and both WIC and Senior Nutrition coupons.

Two HSL librarians attended three Downtown Farmers Markets during Summer and Fall of 2017. They provided library-branded hand sanitizers, along with magnets and fliers that advertised the library's consumer health service, where members of the Central New York community can contact HSL via telephone, email, or even in-person with health-related reference questions. Librarians respond to consumer patrons with high quality, reliable health information on any health or wellness topic and when necessary refer them to Upstate Connect, a 24/7, free, confidential, phone service staffed by registered nurses certified in telephone triage. Community members have requested information on treatments for a variety of diseases and conditions, surgical techniques, and how to improve their health. To answer these questions, librarians utilize consumer health

online resources, such as MedlinePlus, the library's print and digital collections, and scholarly journal articles if patrons would like them. Information is sent directly to patrons via email or traditional mail. Also, if the community member prefers to do their own research, they are welcome to use a computer in the library, where there is in-person support for searching and instruction.



The farmers market initiative also served as an opportunity to market the library's Search Health series. Search Health is a health literacy series that provides educational sessions to the public in finding online health information. The program seeks to empower participants with the skills necessary to independently assess the quality of online health information. Target demographics for the program are senior citizens and teenagers. However, any community member is encouraged to attend. Last year, Search Health reached more than 70 community members. In total, librarians connected with more than 240 community members from August through October 2017 at the Downtown Farmers Market.

In 2018 the Clinical and Community Outreach department at Upstate Health Sciences Library attended five Downtown Farmers Markets. In addition to advertising the consumer health service, librarians also collected reference questions. Community members were given the opportunity to fill out a confidential form with their health-related questions and contact information. On average, the library received two reference questions for each day spent at the Downtown Farmers Market. Librarians greatly increased awareness of HSL services in the community by distributing library materials to 80 people per day spent at the market.

As HSL librarians became "regulars" at the Downtown Farmers Market, they built relationships with city residents and became a trusted source of health information in the community. They were also able to build relationships with other partners in wellness, including the Onondaga County Department of Health, who invited the library to teach a Search Health session during their biannual in-service, so they could become more savvy consumers of online health information.

Librarian attendance at the Downtown Farmers Market has strengthened HSL's consumer health service and shown that farmers markets can serve as excellent partners for academic libraries too.

-
1. City of Fullerton. (2020, June 3). Fullerton Certified Farmers Market. Retrieved November 9, 2020, from https://www.cityoffullerton.com/resident/community_events/farmers_market.asp
 2. Topeka & Shawnee County Public Library. (2020). Monday Farmers Market. Retrieved November 9, 2020 from <https://tscpl.org/services/monday-farmers-market>
 3. Harvest Connection. (2020). Delaware Community Farmers' Market. Retrieved November 9, 2020 from <https://www.harvestconnection-ny.com/find/48/Delaware-Community-Farmers-Market/>
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Learning in Laundromats: The Wash and Learn Initiative

Katherine Karmen Trujillo , Director of Education, Deputy Director, Libraries Without Borders

[Libraries Without Borders](#) / [Bibliothèques Sans Frontières](#) is an international nonprofit organization committed to expanding access to information, education, and culture to hard-to-reach and under-resourced communities around the world. Our mission is to ensure that all people — especially those who are most vulnerable — have equitable access to information, which can be life-saving and liberating

In the United States, LWB focuses on bridging the digital divide that disproportionately affects Black, Brown, indigenous, low-income, and rural communities. For the past three years, our flagship program has been the [Wash and Learn Initiative](#) (WALI), which creates pop-up libraries and learning spaces inside local laundromats. Through WALI, we have transformed these neighborhood spaces into places where community members access library services and other relevant resources while they wait for their clothes to wash and dry. By meeting people where they are — quite literally — we have been able to provide residents across the country with digital literacy training, ESL classes, health information, employment services, early learning opportunities, and basic literacy skills.

Although our work can take shape in many ways, it ultimately boils down to transforming everyday, informal spaces into places of learning and engagement. That could mean anything from creating pop-up libraries inside laundromats, to setting up interactive learning spaces in communities with limited schooling options (as we did in Puerto Rico).

But how exactly do we achieve this lofty goal? By bringing together local organizations, amplifying their efforts on-the-ground, and providing communities with the tools and training needed to address local needs and interests! Working with local organizations, we provide the methods and the training but then step back and watch the community take charge and excel at running their

project. Bridging gaps in the accessibility to digital technology, clear and concise legal advice, and educational resources, we partner with local organizations to bring both informal and formal learning facilities almost directly to the doorstep of the most vulnerable members of our population.

To showcase our strategy, let's take a look at one of our more recent programs: the Wash and Learn Initiative (WALI), which was launched in 2017¹. WALI is an example of one of our many ongoing projects that demonstrates our mission.

In fact, WALI was born out of the realization that customers of the \$40 billion laundromat industry also make up the largest demographic of low-engagement library users: high school graduates or less, diverse (a predominantly Hispanic and African-American population), with a median income below \$30,000 a year². The program began as a national initiative stemming from our partnership with the LaundryCares Foundation and the Clinton Foundation's Too Small To Fail. With the goal of scaling literacy programs to the waiting areas of all 30,000 coin laundries across the United States, we launched pilot programs in Detroit and New York in March of 2017. The program succeeded, with a study conducted by Dr. Susan Neuman showing that children in the laundromats equipped with literacy spaces were found to engage in 30 times more literacy activities than those in laundromats without these spaces³.



¹ <https://www.librarieswithoutborders.us/wash-learn-initiative>

² <https://www.pewinternet.org/2016/09/09/a-portrait-of-those-who-have-never-been-to-libraries/>

³ <https://www.librarieswithoutborders.us/wash-learn-initiative>

Following the success of our WALI programs in Detroit and New York, we continued to expand the program throughout the United States, specifically to Michigan, Minnesota, New York, Pennsylvania, Maryland, Texas, California, and North Carolina. By meeting people where they are, WALI ensures that those who are most in need—folks who do not have the time or opportunity to visit their local library or other public services—can still take advantage of the resources that are available in their community.

Our most recent--and most expansive--WALI launch took place on June 10, 2019, in Baltimore, Maryland. Earlier this year, LWB partnered with the Enoch Pratt Free Library to bring the Wash and Learn Initiative to four laundromats across the city. The main goal of Baltimore WALI: increasing equal access to digital technologies. According to research conducted by the Deutsch Foundation, an estimated 74,116 households in Baltimore have no access to the Internet⁴. WALI Baltimore thus developed as a crucial program to begin solving the digital divide in the city.

The strategy behind our Baltimore WALI launch exemplified our mission to work with local organizations in amplifying their on-the-ground efforts. Our first step in keeping the project grass-roots: hiring a Baltimore local as the program's Project Coordinator. From there, the project's design focused on keeping all activities collaborative. Primarily, the Baltimore team reached out to laundromats in the city that already engaged with their local community. Such screening ensured we worked with owners and managers who knew and understood the residents of their area and the customers frequenting their laundromats. In addition, prior to the launch of Baltimore WALI, we hosted a series of workshops designed to engage with community members and listen to their needs and interests. Finally, we invested in partnerships with local organizations and NGOs to ensure participation in WALI from a host of different industries. Such partnerships now include the local library, laundromats, business owners, community members, and local organizations like the "Digital Harbor Foundation". By working to develop deep and meaningful partnerships, Baltimore WALI is able to incorporate a diverse array of programming conducted by organizations that know the area and the community members--and thus have an accurate sense of their needs and interests.

So, where do we go from here? To date, LWB's programs have largely taken place in major US cities, such as Baltimore, Washington D.C., New York, Detroit, Pittsburgh, and San Antonio. However, there's still much to be done in rural communities across the country. In fact, rural America faces significant challenges when it comes to accessing information and broadband connectivity. While only 5% of urban residents have no access to broadband connection, approximately 35% of rural residents are without connection⁵. In addition, 15% of rural residents state they never go online, while only 9% of those in urban communities and 6% of those living in the suburbs say the same⁶. Already isolated economically and politically, individuals living in rural areas without broadband-access risk even greater alienation as our modern economy increasingly requires good internet service.

Looking at the rural way-of-life, manufactured housing (more commonly known as "mobile homes") is an especially important homeownership option due to its affordability and due to

⁴ <https://www.rwdfoundation.org/news/2017/10/19/the-digital-access-and-equity-report-in-baltimore-city-2017>

⁵ <https://thehill.com/opinion/technology/358839-the-digital-divide-in-rural-america>

⁶ <https://www.pewresearch.org/fact-tank/2019/05/31/digital-gap-between-rural-and-nonrural-america-persists/>

relatively less restrictive housing and zoning codes in rural areas⁷. In fact, 44% of all manufactured houses are in rural areas⁸. Additionally, owners of manufactured homes tend to be low-income, with about 75% of manufactured households earning less than \$50,000 a year⁹.

Because of the low-income and the rural nature of many manufactured housing communities, we began to realize many residents face similar problems, albeit, showcased in different ways, as WALI's inner-city target audience. Namely, we realized that manufactured housing communities oftentimes lack broadband access or Internet/WiFi services. Additionally, many residents do not have the capabilities, due to demanding work schedules and access to cars, to visit their local library. As such, we realized that our WALI model, if converted to function for manufactured housing communities, could help breach the rural digital divide and increase access to education and library resources in low-income and rural communities.

Libraries Without Borders is currently in the process of launching this transformative initiative with a pilot program at the Park Plaza Co-Op Community in Fridley, Minnesota. Together in partnership with both the Fridley branch of Friends of the Anoka County Library and the Park Plaza Cooperative, our program provides a hotspot connection, computers and iPads (already pre-downloaded with educational and career focused resources), books, arts and crafts activities, and furniture in the community's storm shelter. However, from our experiences with WALI, we have learned that local residents are the best resource to use in identifying the community's needs and desires. Consequently, we will be launching the program on July 24th with a crucial first-step: organizing a focus group in the Park Plaza community. During this focus group we will engage in group discussions in order to narrow in on the vision of actual community residents.

Following discussions with the focus group, LWB will have a detailed understanding of the community's vision. Based on preliminary discussions, however, we are already moving forward on developing partnerships in Fridley, Minnesota. Diving into the needs of the community, we plan to engage with local health-focused organizations, colleges, and legal aid NGOs. With these partners, we hope to engage in programming that provides career advice, health advocacy, legal information, and English language learning--in addition to the traditional library resource: the physical book. While the storm shelter library will be fully and constantly equipped with laptops, physical books, and iPads, our partnerships will also allow for formal learning to take place. During scheduled times, Park Plaza Co-Op residents will have access to structured learning, headed by a librarian or informed professional that can meet their niche needs on a variety of subject matters (such as how to look for jobs on the Internet). As we learned in our WALI sites, partnerships with multiple local community organizations ease the burden of the local library, as the local library no longer has to design and implement all of the site's programming and formal learning sessions. Additionally, various partnerships allow for diverse opportunities for formal learnings. Such diversity in programming ensures that we are benefitting the greatest number of individuals as possible.

As we look to engage residents in the Park Plaza community, LWB is making sure to follow the blueprint of our successful Wash and Learn Initiative as closely as possible. As we strive to target a

⁷ <https://www.nar.realtor/articles/saving-manufactured-home-parks>

⁸ Ibid.

⁹ https://familypromise.org/wp-content/uploads/2018/03/Manufactured-Housing-Fact-Sheet_2017.pdf

new type of audience, in an entirely new arena, LWB plans to mirror the effective WALL design, while subtly adapting its proven successes. Through our programs, we are striving to expand access to information and bridge the digital divide across the United States. From inner cities to rural landscapes, from the laundromat to the manufactured housing community, LWB is excited to announce our newest initiative: Rural Education and Literacy for Adults and Youth.

Sparks



Welcome to our new column, where we will highlight Consumer Health Websites, Organizations, Apps, Databases and other links of Interest to the Consumer Health community. If you have any submissions, please send them to [Pamela Rose](#), MLS, Health Sciences Library, University at Buffalo, Buffalo, NY, USA.

[Cochrane Consumer Network](#)

Submitted by [Pamela Rose](#), MLS, Health Sciences Library, University at Buffalo, Buffalo, NY, USA

Health Sciences Librarians are very familiar with Cochrane, an independent non-profit organization that produces systematic reviews using rigorous methodology of research evidence, both published and unpublished, relied on by clinicians and researchers around the world. Their plain language summaries provide unbiased information to patients and caregivers alike. Less known is that Cochrane also has a Cochrane Consumer Network. Also known as CCNet, it offers an opportunity for consumers to provide input from a non-clinical perspective in order to set priorities for health care. CCNet is particularly interested in consumers who have personal experience with a healthcare condition, and canvasses its members for input into working systematic reviews (I can attest to this, as two weeks after I joined, I received a canvas email looking for members with experience of a particular disease and drug treatment). Members have access to a portion of the evidence-based Cochrane Library, as well as news bulletins, newsletters, and discussion forums. CCNet is also a unique opportunity for health care consumers to contribute to raising awareness about evidence based healthcare. New members receive links to a Welcome Pack and Information Leaflet, along with invitations to join the various forums.

[Consumer Health & Participation LibGuide](#)

Submitted by Cheryl Hammill, Head of Department Library & Information Service for staff in EMHS and SMHS, South Metropolitan Health Service. Fiona Stanley Hospital, Palmyra DC, Western Australia

This guide offers a list of key sources, many specific to Australia, as well as more general links, including one to the Cochrane Consumer Network (above). MedlinePlus, HealthTalk, and Lab Tests Online also included. The Guidelines tab has links to various fact sheets and patient information. Of particular interest is the Saved PubMed Search tab which links to the last 6 months of indexed references on patient participation.

[HealthTalk](#)

Submitted by Rob Penfold, Director Library & Literacy, Barwon Health, Geelong, Victoria, Australia

Personal stories can be very powerful, which is the basis of the HealthTalk sites. They provide an extensive collection of videos of patients (and their families or carers), talking about what it is really like to live with a particular condition. As such they are of potential interest both to consumers and clinicians, including in teaching. On the main [HealthTalk](#) site, an A-Z listing or search can be used to find videos on a broad range of conditions and situations (e.g. domestic violence, being involved in research, shared decision making etc). [HealthTalk Australia](#) has a smaller range of topics, with a focus on mental health and women's health. Both are part of the Health Experiences Research Network, which includes fourteen countries including the [US](#) and [Canada](#). Given their visual content, the HealthTalk sites have something in common with [Graphic Medicine](#).

[Mental Health and Wellness: A Consumer Health Research Guide at HWS](#)

Submitted by Emily Underwood, MLIS, Research and Instruction Librarian, Warren Hunting Smith Library, Hobart and William Smith Colleges, Geneva, NY, USA

As the awareness of mental health issues grows nationwide, Hobart and William Smith Colleges are making efforts to increase awareness and understanding of the mental health issues that affect the student population. One of the ways in which HWS librarians are trying to promote awareness of mental health is through the library's Mental Health and Wellness Research Guide.

Most research guides at HWS have a scholarly focus and are geared towards students working on research assignments. The mental health guide however has a consumer health information focus. Its purpose is to support students who may be experiencing challenges with their mental health and to guide them toward resources where they can find help.

This guide was launched near the beginning of the fall semester in August 2019 and while it did not receive a lot of attention that initial semester students began to find it very quickly after the pandemic started in 2020. It is now seeing consistent use and this past semester usage seemed to peak around mid-terms.

The mental health guide provides both information about signs and symptoms of different mental illnesses, resources and ideas for places to turn for help (such as the campus counseling center), as well as ideas for self-care. In an effort to help students find their way to the library's mental health guide the counseling center on campus links to it on their website.

We have high hopes that use of the guide will continue to grow and look forward to continuing to do our part to reduce stigma and promote awareness of mental health issues.

You Might Be Interested In...

Welcome to another new column, where we will recommend articles of interest to consumer health information services. These articles can come from anywhere. If you've read something you think your colleagues would find useful or interesting, please send a citation and summary to [Shawn Steidinger](#), AHIP, Eccles Health Sciences Library, University of Utah, Salt Lake City, UT.

Selections submitted by Shawn Steidinger, AHIP, Eccles Health Sciences Library, University of Utah, Salt Lake City, UT

On Persistence:

Blake L, Jagers A. Touring Arkansas: A statewide project to instruct nurses and patient educators on consumer health resources. J Consum Health Internet. 2020;24(1):64–74. DOI: <https://doi.org/10.1080/15398285.2019.1710982>

My biggest takeaway from this article was the persistence of the grant's awardees to continue their outreach and teaching efforts despite many setbacks due the grant cycle and various other deadlines that they had to manage. Great project, Lindsay & Alice!

On COVID-19 misinformation & disinformation: The “Infodemic”:

McNeil DG. Wikipedia and W.H.O. join to combat Covid-19 misinformation [Internet]. N Y Times Web. 2020 Oct 22. Available from: <https://www.nytimes.com/2020/10/22/health/wikipedia-who-coronavirus-health.html>

Conrow J. What drove the COVID misinformation ‘infodemic’? [Internet]. Cornell Alliance for Science. 2020 Oct 1. Available from: <https://allianceforscience.cornell.edu/blog/2020/10/what-drove-the-covid-misinformation-infodemic/>

Naeem SB, Bhatti R. The Covid-19 'infodemic': a new front for information professionals. Health Info Libr J. 2020;37(3):233–239. DOI: <https://doi.org/10.1111/hir.12311>

One article looks at sources of misinformation (Conrow), while another offers one remedy for the “infodemic” (McNeil). And then I have a “preaching to the choir” article from Naeem and Bhatti. We were made for infodemics. We are the Surgeon Generals against the infodemic.

On Ergonomics:

Lufkin, B. How to work from home – comfortably [Internet]. BBC. 2020 May 8. Available from: <https://www.bbc.com/worklife/article/20200508-how-to-work-from-home-comfortably-ergonomic-tips-covid-19>

I know we're all pretty well-versed in this 'WFH' mode now, but here are some good tips for staying comfortable and healthy while in front of our computers. Plus, I learned a new term: “NEAT” – non-exercise activity thermogenesis. Show this to your administration to help justify purchase of a better chair, monitor riser, keyboard, etc.

On Resilience:

Wolf C. 83 Inspiring books to make you more resilient now [Internet]. Medium. 2020 Feb. Available from: <https://medium.com/women-this-way/83-inspiring-books-on-resilience-christine-wolf-resilient-writer-1e9349e54d0e-1e9349e54d0e>

I find many good reads from the various sections of the Medium.com platform, and I bet I can find a few of you who have authored posts there. I really liked coming across this reading list of books on resilience.

On Doing the Right Thing:

Minter C. A Case Study on Anti-Black Publishing Practices [Internet]. Christian I. J. Minter blog on Wordpress. 2020 Dec 11. Available from: <https://christianminter.com/2020/12/11/a-case-study-on-anti-black-publishing-practices/>

Many of you received the email pertaining to 'editing process' from the editor of JMLA, and related messages from MLA. If you haven't already, please read Christian Minter's "A Case Study on Anti-Black Publishing Practices."

Book Reviews

Braddock, Suzanne W., et al. **Straight Talk about Breast Cancer from Diagnosis to Recovery.** 6th ed. Omaha, NE: Addicus Books, 2019. 180p.

ISBN: 9781943886814. \$21.95

This breast cancer guidebook should be in every library. It's a comprehensive overview of breast cancer written in an accessible style and a friendly tone; the authors dedicate it to "To all women with breast cancer and to their families." (p. iii)

A diagnosis of breast cancer is devastating news for an individual and their loved ones. Fear of what's to come looms large along with a myriad of questions. This work offers not only much-needed information on seemingly every aspect of this dreaded disease, but also offers solace and understanding. As the authors state in the Preface, "Please read this book imagining that a very good friend is sitting close to you, giving you an introduction to the rest of your life with love and understanding." (p. vii) Also included throughout the book are "words of wisdom" from patients.

Nine chapters cover an overview of Breast Cancer, getting a diagnosis, coping emotionally, surgery, radiation therapy, chemotherapy, breast reconstruction, local recurrence of breast cancer, and metastatic breast cancer. Each chapter delves deep into its subject, clearly explaining all that is involved and including both photographs and illustrations. For example, the chapter on breast reconstruction discusses the many options available and includes eight full-page photographs of women illustrating different options.

The book concludes with a 4-page list of Resources, a 15-page Glossary of Terms, and an index. This work will be indispensable in any library.

Reviewed by Claire B. Joseph, MS, MA, AHIP, Director, Medical Library, Mount Sinai South Nassau, Oceanside, NY

Maloney, Robert K., and Neda Shamie. **Cataract Surgery: A Patient's Guide to Treatment.** 2d ed. Omaha, NE: Addicus Books, 2020. 105p.

ISBN: 9781950091386. \$21.95

Maloney & Shamie are experienced ophthalmologists who dedicate this book "To the thousands of patients who have trusted us with their most precious sense—their sight." It's this precious sense

that makes many worry prior to eye surgery, even though “By age sixty-five, most Americans have early-stage cataracts, and by age eighty, most have had cataract surgery (and) surgeons perform some 3 million cataract operations a year in the United States.” (p. x)

This is an excellent work for those or their loved ones facing cataract surgery. In 9 chapters, Maloney & Shamie clearly explain “the human eye and how it works,” and what a cataract is along with its symptoms and causes. In addition, they describe the preoperative eye exam, when to have the surgery, the procedure itself and possible risks, side effects, and potential complications. A final chapter discusses the “future of cataract treatment.” In addition, there are a number of excellent color photographs and illustrations throughout the book.

The book concludes with a section on Resources, an 11-page Glossary of terms, and an index. The Resources section cites four websites: the American Academy of Ophthalmology, All About Vision (which includes ads), MedicineNet, and WebMD; it might be a quibble, but I think the National Eye Institute, part of NIH (<https://www.nei.nih.gov>), and MedlinePlus (<https://medlineplus.gov>) would be better choices than the last three.

A must for any consumer health collection.

Reviewed by Claire B. Joseph, MS, MA, AHIP, Director, Medical Library, Mount Sinai South Nassau, Oceanside, NY

McGee, Michael D. **101 things to know if you are addicted to painkillers**. Omaha, NE: Addicus Books, 2020. 209p.

ISBN: 978-1-943886-94-4. \$19.95.

Addicted to pain killers? If so, you are in good company. The good news is that if you are willing to put in the work, time and effort, you can get sober and recover to a better joy-filled life. That is the message McGee, an addiction psychiatrist, drives home in his new book. In a chatty, easy to understand prose, he covers all the basics of what addiction is, what treatment options are available, how to find help, and what it is like to become sober. The lessons that follow are the heart and soul of the book. He guides the reader to forgive, be humble, love and have hope. Recovery entails being mindful of emotional pain. It takes support and self-care. It takes acceptance and commitment to live with joy. Some readers may tire of the “Pollyanna” approach but putting on these new glasses enables us to refocus and take steps toward a new and beautiful life. A list of helpful affirmations is included as well as suggested verses and passages to nourish self-worth and growth.

Reviewed by Nancy O’Brien, UnityPoint Health Des Moines, IA

Coming Soon!

We’re delighted to inform you that there will be a **Graphic Medicine** “Special Edition” of CAPHIS *Consumer Connections* in the coming months!

(Continued Next Page)

Publication Information

Statement

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Please contact section editors for information on submitting items for publication in a specific section or the managing editor if you are not sure which section to submit to.

(Coming Soon! Continued)

Graphic medicine, “the intersection of health care and comics,” is a growing field in the health sciences that allows for heightened communication with empathy and creativity.

Matthew Noe & MK Czerwiec will be lead authors, with invited pieces from their colleagues in the Graphic Medicine world.

Matthew Noe, co-editor of GraphicMedicine.org and developer of the NNLM/NER Graphic Medicine Book Club Kits, is Lead Collection & Knowledge Management Librarian at Countway Library, Harvard Medical School, where he specializes in graphic medicine and health humanities.

MK Czerwiec, the “Comic Nurse,” is a nurse, cartoonist, educator, and co-founder of the field of Graphic Medicine. She regularly teaches graphic medicine courses.

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 (500-1200 words) to Consumer Connections!

Consumer Connections 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 *Consumer Connections* should contact the Book Review Editor: Claire Joseph Claire.Joseph@snch.org.

Deadlines for submissions to the managing editor are January 1 for publication in the Winter issue and July 1 for the Summer issue. Section editors may set earlier deadlines.
