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Message from the Chair

Margaret Ansell, MLIS, AHIP-S, Chair, CAPHIS 2022-2023
Associate Chair, Health Science Center Library
University of Florida
Gainesville, FL



Looking Back, Moving Forward

My latest issue of *Good Housekeeping* (yes, a millennial like myself still has print magazine subscriptions – go ahead and be shocked) has a feature article on the “Great Transformation”, their more-positive spin on the Great Resignation that various media outlets have been buzzing about for the last year. In it, they tell stories of how the last few years have prompted transformation in the lives of their readers, including choices like moving across country, changing jobs, or going back to school. CAPHIS and MLA are currently going through a similar cycle of reflection and change.

As MLA prepares to celebrate its 125th anniversary, the organization is also reflecting on the past, although they have a lot further back to look than three years! The MLA 125th Anniversary Committee has been gathering documents and information about the history of various former sections and SIGs/current caucuses and committees to understand just how much has changed and how far we’ve come as an association. CAPHIS Leadership has been preparing our contributions to such efforts – if you have insight into the history of CAPHIS, we’d love to hear from you!

These reflections will hopefully inform the ongoing changes to both CAPHIS

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(Message from the Chair Continued)

and MLA. We're still updating our caucus guidance documents, and we've got exciting plans for how we can continue to support consumer health and patient education librarians during tumultuous times. MLA is in the process of transforming as well, as the long-awaited transition from Socius to Impexium as our Association Management System continues to move forward. This will have major impacts on the MLA website, which is something I know we're all excited about.

What about your libraries? How have you been reflecting on the past few years? What changes do you see moving forward? Share your stories with us so that we can all move forward into a better future together!

News & Announcements



Let us know about member news, publications, presentations, etc. – send to [Sydni Abrahamsen, MLS, AHIP](#), section editor.

CAPHIS Caucus Election Results

Congratulations to Elizabeth Irish, AHIP, Associate Professor, Schaffer Library of Health Sciences, Albany Medical College, Albany, NY, our new caucus chair-elect! Her term as chair-elect will be June 1, 2022 through May 31, 2023. For more about Liz, see the Member Spotlight.

CAPHIC Members Win Awards!

Fellows of the Medical Library Association (FMLA)

Linné Girouard, AHIP, Hospital Librarian, Houston Methodist
Shannon D Jones, AHIP, Library Director, Medical University of South Carolina

President's Awards

The Hospital Library Advocacy Team in recognition of their work developing the *Partner with Hospital Librarians to Improve Patient Care* statement. Congratulations to the entire team, but especially team members from CAPHIS:

Ellen M. Aaronson, AHIP, Mayo Clinic Libraries, Rochester, MN
Helen-Ann Brown Epstein, AHIP, FMLA, Health Sciences Library, Virtua Health, Monroe, NJ
Julia Esparza, AHIP, Health Sciences Library, LSU Health – Shreveport, LA

Lois Ann Colaianne Award for Excellence and Achievement in Hospital Librarianship

Lisa Huang, VA Library, North Florida/ South Georgia Veterans Health System

Eugene Garfield Research Fellowship

Paije Wilson, Health Sciences Librarian, Ebling Librarian, University of Wisconsin–Madison

MLA '22 Annual Meeting Contributed Poster Awards – 2nd Place

Mirian Ramirez, Research Metrics Librarian, Ruth Lilly Medical Library, Indiana University School of Medicine and coauthor Rachel J. Hinrichs for their poster: *News Coverage of Public Health Research: An Exploratory Study of Topics, Coverage, and Open Access Status*.

Consumer Health Librarian of the Year Award

There was no award presented this year.

Congratulations to the 2022 RTI Fellows!

We have many members to congratulate for their acceptance as 2022 RTI Fellows:

Lisa M. Acuff, AHIP, University of New Mexico, Health Sciences Library

Carolann Lee Curry, Skelton Medical Libraries, Mercer University School of Medicine

Susan Maria Harnett, AHIP, Borland Library, University of Florida

Bridget Jivanelli, AHIP, Kim Barrett Memorial Library, Hospital for Special Surgery

Laura M Lipke, AHIP, A. T. Still Memorial Library, A.T. Still University - Missouri Campus

Laurie Najjar, Master of Science in Information Science, University of North Texas

Member Publications

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"I Am MLA" Ambassadors



[Soph Myers-Kelley](#)

You Are MLA!

Your fellow MLA members want to get to know you! Answer some brief questions about your career, interests, and hobbies to become our next featured [I Am MLA](#) profile. This program is a wonderful way to showcase our diverse membership and meet new people.

[Submit](#) your I Am MLA profile now.

An Invitation to Join a New Consumer Health Librarianship Group Discussion Forum

We are an open discussion forum for librarians working in hospital libraries and family resource centers. We gather via Zoom at 3pm EST on the second Monday of every month for one hour. Libraries from across the country, both adult and pediatric, are represented.

Group members take turns sharing their library or center through a PowerPoint presentation that includes photographs, cataloging and circulation info, promotion practices, funding resources, and much more. We always end with a Q & A.

Have you got a new project or program ideas to share? Join us to glean new ideas to implement in your library! To be added to the listserv, email Judy Griggs at jgriggs@akronchildrens.org and you'll receive email announcements and monthly meeting reminders with the Zoom link.

Upcoming Events: October 2022 – February 2023

Conferences

[South Central Chapter Meeting \(SCC\)](#)

Thursday, September 22 - Tuesday, September 27, 2022
Houston, TX



[Southern Chapter Meeting \(SC\)](#)

Wednesday, October 19 - Sunday, October 23, 2022
Montgomery, AL

[Pacific Northwest Chapter Meeting \(PNC\)](#)

Thursday, October 20 - Friday, October 21, 2022
Virtual

[Midwest Chapter Meeting](#)

Saturday, October 22 - Monday, October 24, 2022
Bloomington, IN

[Mid-Atlantic Chapter Meeting \(MAC\)](#)

Sunday, October 23 - Tuesday, October 25, 2022
Richmond, VA

[Upstate NY & Ontario Chapter Meeting \(UNYOC\)](#)

Wednesday, October 26 - Friday, October 28, 2022
Rochester, NY

[Midcontinental Chapter Meeting \(MCMLA\)](#)

Thursday, October 27 - Friday, October 28, 2022
Virtual

[Liberty Chapter Meeting](#)

Tuesday, November 1 - Tuesday, November 1, 2022
New Brunswick, NJ

[North Atlantic Health Sciences Libraries, Inc. Conference \(NAHSL\)](#)

Sunday, November 6 - Tuesday, November 8, 2022
Portland, ME

[Virtual NIH Grants Conference & PreCon Events](#)

August 2022 – February 2023
Learn about NIH grants policies!

[NNLM Upcoming CHIS CE Classes – FREE:](#)

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

[Inclusive Disaster Planning: Considering the Needs of People with Disabilities](#) September 27, 2022

[Region 7 Presents - Evaluating Health Information on Wikipedia](#) September 28, 2022

[Providing Multilingual and Multicultural Health Information](#) October 6, 2022

[Rural Health Resources](#) November 17, 2022

[Effective Health Communication and Health Literacy: Understanding the Connection](#) January 26, 2023

[NNLM Recorded CHIS CE Classes – FREE:](#)

[Recorded Consumer Health Information Specialization \(CHIS\) Webinars](#)

List of current recordings and how long they are available.

NNLM Online CHIS Course (CE credit available) – FREE:

[CHIS On Demand](#)

Five modules on the Moodle platform – beginner level.

Have a conference, meeting, webinar, workshop, or other event you'd like to promote? Contact [Karin Bennedsen, MLIS, AHIP](#), section editor.

Member Spotlight



Elizabeth Irish, MLS, AHIP

Associate Professor, Schaffer Library of Health Sciences
Albany Medical College
Albany, NY

Sometimes, we stumble across our career path. For Elizabeth, a chance call from a friend led to a position as a hospital library technician in Montreal, which paved the way to a career as an academic health sciences librarian in Albany, NY.

To her surprise she discovered she thrived in the healthcare environment, despite initially leaning towards children's librarianship. For a course project, she surveyed 17 Montreal medical librarians on their potential roles in consumer health information. She found "...most respondents believe that the distribution of quality health care information can be achieved by collaborating with health care professionals and public libraries."¹

An advantage of a long career is getting to see concepts implemented. Exactly 36 years later, she co-authored another article analyzing an interprofessional collaboration between an academic health sciences library, an academic community outreach department, community-based organizations, and public libraries. This talented group partnered in a three-phase project to improve patient empowerment through access to health information.² Funded by the NNLM over a four-year period, the project began with teaching community workshops, shifted to delivering professional development workshops to public librarians, and concluded with filming supporting videos. With Kara Burke, MPH, Elizabeth will be presenting the professional development workshop for the first time since the pandemic at the New York Library Association in November 2022.

What happened during those intervening years? While Elizabeth's primary focus is curriculum and faculty education, health information has never been far from her heart. She teaches sessions on health literacy and patient information to support healthcare professions with the resources and knowledge to better provide patient-friendly health information and resources.

Elizabeth's general interest in health information became more personal after her son's Asperger's diagnosis. She decided to help other parents on their information journey. She led an NNLM Consumer Outreach Award project team to educate K-12 professionals and parents on finding health information for special needs children. She also reached out to *Autism Digest* magazine to

pitch an article on finding quality health information. Twelve years later, she's an advisory board member and a regular contributor on issues facing families living on the autism spectrum. Her favorite articles are those where she connects with others as an interviewer or a co-author as she learns so much in the process!

Elizabeth's a distinguished member of the Academy of Health Information Professionals and has earned MLA's Level 2 Consumer Health Information Specialization.

¹Christie DE. A Role for the Medical Library in Consumer Health Information. *Canadian Library Journal*. 1986; 43(2): 105-109.

²Irish E, Burke K, Geyer EM, Allard I. Patient Empowerment: A Partnership for Community Engagement in Three Phases. *Journal of Consumer Health on the Internet*. 2022; 26(1): 109-118.

To be featured in the Member Spotlight contact [Robin O'Hanlon, MIS](#), section editor.

Original Articles

From Reflection to Rejection: A Controversial Bookshelf at a Cancer Hospital Library

Adela V. Justice, AHIP, Senior Librarian, University of Texas MD Anderson Cancer Center, The Learning Center

The Learning Center is the patient education/consumer health library of the University of Texas MD Anderson Cancer Center in Houston, Texas. There are three locations throughout the institution, two which are fully staffed (the "Main" hospital building and the "Mays" outpatient clinic) and the third, which is a self-service location in the attached hotel. Each of the two staffed locations has a librarian, both of whom do the bulk of the collection development.

The librarians utilize common collection development methods for finding and ordering materials. This includes industry library review journals, searching/browsing bookselling websites, news, and popular media, for example. The Learning Center's collection development policy standards state that only items which align with MD Anderson's scientific and evidence-based practices will be added to the circulating collection. Occasionally, books are ordered which appear to align with these high standards, including titles which have received numerous positive reviews such as "starred" reviews from library journals. However, upon closer review some of these lauded titles are found to contain controversial passages. Examples of controversial passages include: an author making a claim about something curing cancer with no evidence or citations; an author presenting themselves as an expert when they don't have the proper credentials; or an author prescribing treatments that aren't evidence-based or that MD Anderson doesn't endorse or practice.

After several years of storing these rejected books in staff offices at each of the two staffed Learning Center locations, the staff realized there was sometimes a need-to-know what books had been rejected, why, and where to find them. For example, if a patron asks specifically for one of those titles, or if one of these controversial authors published a new book that might be under consideration for purchase. If a patron asks for a specific title, this provides an opportunity to have a conversation with the patron on how the book didn't align with MD Anderson standards—

something which usually gets their attention. It also helps to be able to recall why some books were rejected, especially when training new staff on the types of things to be on the lookout for when reviewing new books.

MD Anderson Learning Center / LibGuides / Controversial or Rejected Books / Post-review

Controversial or Rejected Books: Post-review

Search this Guide Search

About This Guide

General Evaluation Criteria for Rejection Procedures for Adding Title

- A. Cancer curative claim
- B. Not aligned with MDA treatment/other standards
- C. No added value to a specific section (i.e., Breast Cancer memoirs, Cookbooks)
- D. Unsubstantiated general medical claims
- E. Racism/Bigotry
- F. Limited topic demand for TLC/MDA
- G. Author isn't qualified (non-medical clinician, etc.)

By category

General Cancer/Health Cookbooks/Nutrition Cancer Memoirs Children's Spanish

Toxic Legacy: How the Weedkiller Glyphosate is Destroying our Health and the Environment by Stephanie Seneff
 Call Number: Mays
 ISBN: 9781603589291
 Publication Date: 2021-07-01
 B: Not aligned with MDA treatment/other standards; D: Unsubstantiated general medical claims; G: Author isn't qualified (VP, 12/2021)

The Immunotherapy Revolution by Jason Williams
 Call Number: Main
 ISBN: 9781700114938
 Publication Date: 2019-10-15

He makes some claims that are unsubstantiated. I.e., there's always potential for immunotherapy to work on any type of cancer despite what oncologists tell their patients, and another is that ablation should be used with immunotherapy for maximum effectiveness (he also says he's happy to train any doctors who want to learn this advanced technique).
 I ran quick searches at ACS, NCI, MDA, UpToDate, and don't see either of these claims reflected there.
 (AJ, 01/20)

Therefore, in order to have a record of the book reviews and have the controversial books listed together as a frame of reference, The Learning Center staff created a private LibGuide (see image) and titled it “Controversial or Rejected Books: Post-review.” The LibGuide eventually grew to have five categories of books: General Cancer/Health, Cookbooks/Nutrition, Cancer Memoirs, Children, and Spanish. A page on the LibGuide details procedures for staff on how to add items so that all entries follow a uniform format. The “Call number” designation is for which staff office the book is stored at, either the “Main” hospital Learning Center, or the “Mays” outpatient clinic Learning Center. The LibGuide homepage also outlines The Learning Center’s broad criteria for rejection:

- Cancer curative claim
- Not aligned with MD Anderson treatment/other standards
- No added value to a specific section (i.e., Breast Cancer memoirs, Cookbooks)
- Unsubstantiated general medical claims
- Racism/Bigotry
- Limited topic demand for TLC/MDA
- Author isn't qualified (non-medical clinician, etc.)

Additional examples of controversial passages include: the frequency of seemingly benign cookbooks starting to be published with long introductory text which sometimes contains specific medical advice and/or curative claims. This means that most new cookbooks are now needing to be reviewed with a critical eye. Another example is cancer memoirs, where an author claims that “X cured my cancer”, with “X” being something outside the realm of established medical practice—but the author fails to cite any scientific evidence. Some memoirs have also been rejected for racist or bigoted passages.

After library staff completes their review and a title is rejected, the title and reason(s) for rejection are shared with all staff via email. Occasionally, a title is also given to an MD Anderson clinician for a secondary review if additional expertise is needed. If the book passes the second reviewer process, then Learning Center staff feels absolute confidence in adding the book to our circulating collection. However, if this second reviewer expresses any reservation, the title is then added to the LibGuide following the established procedures, and the book is shelved in one of the staff offices.

Conclusion:

Although some of these rejected titles received rave reviews including from fellow authors, library review journals, news media, and readers, it is still incumbent upon The Learning Center staff who have high collection development standards to critically review any questionable or concerning items upon receipt. The Learning Center’s private LibGuide assists in collection development efforts by outlining and defining categorical reasons for rejection to the circulating collection. These books are a useful tool for training new staff, as well as demonstrating to interested or concerned parties the types of materials that cannot be added and circulated per The Learning Center’s standards.

Access and Advocacy for At-Risk Populations: A Window into National Resources for Individuals with Intellectual and Developmental Disabilities (IDD)

Jo Dienst, Health Sciences & STEM Librarian, Gumberg Library, Duquesne University

Accessibility to information for all is one of the key tenets of librarianship. However, in the patient and consumer populations we serve, accessibility is not equitable. There are populations of users who are at a disadvantage when it comes to accessing the same basic necessities to live a fulfilled and healthy life. The population I want to examine specifically is individuals with intellectual and developmental disabilities (IDD).

The American Association on Intellectual and Developmental Disabilities defines intellectual disability as “a disability characterized by significant limitations in both intellectual functioning and in adaptive behavior” that manifests prior to age 22.¹ Recent research on the prevalence of IDD shows that 1 in 6 children have a diagnosis of IDD, or 17%.² Despite this frequency, there is ongoing conversation on whether IDD populations should be considered medically underserved.³ While many have argued that the lack of access countless individuals face should qualify them, the Health Resources & Services Administration still does not designate IDD populations as medically underserved.⁴ In order to help combat the issue of access, I believe it to be crucial that every

member of the healthcare team (including librarians) is aware of resources and services available for individuals with IDD—both at a national and local level.

Prior to my library education, I worked as a caseworker for individuals with IDD in eastern Pennsylvania. Throughout my time in this position, I was responsible for locating and coordinating services for my caseload (not unlike a librarian's duty to provide materials and resources for patrons). In Pennsylvania, we use very specific language to describe services, funding strategies, and staff. However, a lot of this language is subjective and varies depending on state or region. Additionally, the services and resources available for IDD populations vary widely by location. For this reason, I am only noting national IDD resources to ensure relevance—but I encourage you to do individual research on local agencies, nonprofits, or chapters that may be knowledgeable on IDD services. In order to best serve your user population, knowing what is immediately available in the community is a great help.

National Intellectual and Developmental Disability Online Resources

[The American Association of Intellectual/Developmental Disabilities \(AAIDD\)](#) is a nonprofit that advocates heavily for the rights of individuals with IDD.⁵ They do so by providing a myriad of professional resources for those that work with IDD populations including educational resources, publications, and up-to-date information relating to news and policy regarding IDD. AAIDD, most notably, is responsible for the development of two widely used standard assessments used in medical and social service spheres: the **Supports Intensity Scale (SIS)** and the **Diagnostic Adaptive Behavior Scale (DABS)**. These assessments are used to denote/determine skill levels in several areas to outline precisely an individual's level of need.

[The Arc of America](#) has numerous national chapters where resources are readily available for those with IDD.⁶ The Arc leads several initiatives in areas including employment, health, education, volunteering, travel, and more. In addition to these efforts, there are several online resources available on The Arc's website via the Virtual Program Library, including both free and fee-based options. Opportunities include activities, social groups, classroom resources, guidelines for service providers, and more. Most notably, the Arc has information to facilitate self-advocacy, giving voice to those with IDD in their own care and services.

[Cerebral Palsy Group \(CPG\)](#) provides resources for individuals with a diagnosis of cerebral palsy.⁷ Several areas of information are included on this site, including more medical/diagnostic criteria, educational resources, support group information, caregiver resources, legal and financial resources, and therapeutic or other treatment information. Contact information is available through CPG to find national support groups. CPG also directs users to numerous funding applications from other organizations providing help in getting access to adaptive technology as well as other supports.

[Special Olympics](#) is an excellent way to get individuals with IDD of all ages involved and active through team sports.⁸ In my time as a caseworker, I had an individual who participated in his local chapter's bowling team. Every time I spoke with him, he would note how excited he was for the upcoming season because it meant he'd get to play his favorite sport and spend time with his friends and teammates. The events and activities that Special Olympics organizes are crucial—not only for promoting physical health and wellness, but also in building strong communities for

participants. Special Olympics is an international resource that provides state and regional contacts for U.S. participants. Individuals and families can be directed to the website to find their local chapters.

[United Cerebral Palsy \(UCP\)](#) has several resources available for individuals, families, caregivers, and staff having or working with IDD.⁹ *Despite the name, these resources are for all individuals with IDD, not just those with a diagnosis of cerebral palsy.* The Explore Resources tab is especially useful, breaking down resources and services by category in an easy-to-read manner. Information on several services is included such as respite care, education resources, employment, volunteering, adaptive technology, and more. Each page provides background on the service's scope as well as additional legal or financial background (e.g., employee right protections under the Americans with Disabilities Act). While UCP has numerous locations across the country, they are not available in every state. The information relating to services and resources, however, is extremely useful in providing individuals and families with the language needed to self-advocate in the aforementioned areas.

This is by no means a comprehensive list, but it is a great place to start. In addition to familiarizing yourself with these organizations, it is important to become well-versed in what is locally available. Use this opportunity to partner up with local chapters and organizations advocating for IDD rights and resources.

Individuals with intellectual and developmental disabilities are members of our communities and, subsequently, users in our libraries. It is our duty to our community and userbase to learn how best we can provide resources and services to IDD populations. In doing so, we can do our part in ensuring our patrons have the tools they need to live healthy and fulfilled lives.

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Gender-Neutral & Inclusive Patient Materials in a Hospital Library

Eleni Philippopoulos, MSt, Sidney Liswood Health Sciences Library, Sinai Health, Toronto Ontario Canada

In 2017, Canada amended the Canadian Human Rights Act and the Criminal Code to prohibit discrimination based on gender identity and gender expression. While the new law was a step in the right direction, it doesn't protect members of the LGBTQIA+ community from the subtle prejudices and microaggressions they face in society. The healthcare community, in particular, has a long way to go in treating LGBTQIA+ patients with the dignity and respect they deserve.



At the Sidney Liswood Health Sciences Library, we first noticed a problem with LGBTQIA+ exclusion in our patient library and materials in the fall of 2020. Our organization had repurposed our patient space for pandemic relief, and our brochures and other consumer health materials were in storage. We took the opportunity to review the materials to see what needed weeding or updating. In reading all our materials –

both the ones produced in-house and ones that were ordered from outside organizations - we discovered that most documents used gendered language and tended to reinforce a heteronormative ideal.

Here are some examples of gendered and non-inclusive language pulled directly from the informational materials found in our library and available to all patients:

- "Breastfeeding women should lean on their husbands for support..."
- "Only men have prostates and can be screened for prostate cancer..."
- "While a mother's milk is the gold standard for her baby, many mothers..."

In addition to the examples of non-inclusive language, we did find some examples of gender-neutral and inclusive materials:

- “If you are a sexually active person, regardless of sexual orientation or gender...”
- [...] this includes your support person or partner.”
- [...] when a person starts treatment before getting pregnant [...]"

There were also examples from one organization in particular that acknowledged, with the help of a disclaimer, that all patients should feel that the material acknowledges them, regardless of the terms each individual uses to describe themselves.

“A word on language: People use different words to talk about their bodies and their genitals. Here we use medical words [...] CATIE acknowledges and respects that people use words that they are most comfortable with.”¹

It became clear after reviewing these materials that consistency was also an issue. While some documents were well-written and allowed all patients to see themselves in the material, others were exclusionary and could make members of the LGBTQIA+ community feel uncomfortable with their choice of words. Therefore, we decided that in addition to the editing services we offered for readability level, we would also provide editing services for inclusivity and neutrality. This way, we could ensure that at least the language used in our in-house materials respects all our patients, regardless of their gender or sexual orientation and

ensure that a certain standard was upheld among our authors. For materials that were produced by outside organizations, we decided it would be best to replace them only if appropriate substitutes could be found. If no replacement could be identified, we kept the material believing that accurate health information was a higher priority than language. In the future, if we are unable to find inclusive materials for certain subjects, we will contact specific departments and clinicians in the hospital and encourage them to write these materials themselves with guidance from library staff and in a way that reflects the organization’s values.

We learned a lot from studying the documents that use neutral language. Generally, when authors start out, we advise them to stick with the 3Ps: person (or people), patients and partners.



Brochures from the Canadian AIDS Treatment Information Exchange (CATIE), an excellent organization that uses inclusive language and disclaimers to make all patients feel welcome.

Instead of	Use
Wife / husband / girlfriend / boyfriend	Partner or care partner.
A woman diagnosed with uterine cancer.	A person diagnosed with uterine cancer
A man undergoing treatment for prostate cancer.	A patient undergoing treatment for prostate cancer.

In most cases, these terms can be used as replacements for gendered and heteronormative words. A slight change in word choice makes it possible for members of the LGBTQIA+ community to see themselves reflected in the material but doesn't compromise the accuracy of the medical information. Where replacements are not possible, authors are encouraged to make use of disclaimers such as the one written above. A well-thought-out disclaimer explaining the document's purpose can make a big difference to readers and convey that any instance of gendered language is unintentional and not meant to cause harm. It also indicates to readers that the authors acknowledge and respect LGBTQIA+ and non-binary individuals, even if they don't have the right words yet.

A big part of the editing process is also education. We have compiled a list of resources for healthcare professionals to help them understand the importance of language. Resources from the University of California San Francisco's Lesbian, Gay, Bisexual and Transgender Resource Center², National LGBTQIA+ Health Education at the Fenway Institute³, as well as from the Premier Nursing Academy⁴ are used as guidelines and given to authors who want to better understand the terms used in this unique population. Our clinical collection also reflects our standards and includes titles dedicated to the health of the LGBTQIA+ community.

Today, we are focused on spreading awareness about our editing services and the resources healthcare professionals can access to learn more about integrating inclusive language in their materials and practice. We have an LGBTQIA+ health page on our library's website⁵ where we advertise our editing service, link to essential guidelines, and allow healthcare professionals to discover new resources. In addition, we integrate some of our language rules in our general patient education teachings and presentations and encourage healthcare professionals to contact us should they want to learn more. We hope to be able to talk about all our patient education services, including this new editing service, once there are more regular library orientations for new learners throughout the hospital.

Moving forward, we would like to get our organization's support and expand our advertising campaign. We hope to target departments where gendered and heteronormative language is a bigger issue, such as the reproductive health and fertility departments. In addition, we believe it is crucial to work with our internal communications department and accessibility committee to create a patient education standard that includes guidelines for inclusive and gender-neutral language. This way, all authors must adhere to the same criteria before the hospital considers publishing their material. Medical and patient librarians are vital in producing patient materials, and their voices should be heard.

We would encourage all consumer health librarians to review their materials not just for recency but also for inclusivity. Materials that use outdated and insensitive language should be weeded in favour of newer materials that recognize the nuances of treating all types of individuals. In addition, librarians should identify LGBTQIA+-friendly organizations in the community that can offer comprehensive medical information that reinforces LGBTQIA+ experiences.

1. Harrigan M. PrEP to Prevent HIV 2nd ed. Toronto ON, Canada: Canadian AIDS Treatment Information Exchange; 2021.
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3. National LGBTQ+ Health Education. Learning Resources. [Internet. Accessed July 12, 2022.] Available from: <https://www.lgbtqiahealtheducation.org/resources/>.
4. Nursing License Map. How to Use Inclusive Language in Healthcare. [Internet. Accessed July 8, 2022.] Available from: <https://nursinglicensemap.com/blog/how-to-use-inclusive-language-in-healthcare/>.
5. Sinai Health Libraries. LGBTQ+ Health. [Internet. Accessed July 12, 2022.] Available from: <https://shs-on-ca.libguides.com/c.php?g=701932&p=5244299>.

Promoting Consumer Health Information Specialization: The Network of the National Library of Medicine's Focus on Library and Information Science Graduate Students

Samantha Nunn, Project Manager for NNLM Region 4, Spencer S. Eccles Health Sciences Library, University of Utah and Erica Lake, Medical and Academic Library Outreach Coordinator for NNLM Region 6, Hardin Library for the Health Sciences, University of Iowa

The Network of the National Library of Medicine (NNLM) developed a unique initiative to connect library and information science (LIS) graduate students with the Medical Library Association (MLA) Consumer Health Information Specialization (CHIS) program. This initiative supports several library organizations, including MLA, NNLM, the National Library of Medicine, the Public Library Association, and the American Library Association. Each organization promotes the important role information professionals have in providing reliable and accurate consumer health information to their communities and the importance of keeping those skills up to date to match the rapid changes in consumer health resources and technologies.

Project Summary

The NNLM, in partnership with MLA, launched the Consumer Health for Library Students Program in 2021. The program guides LIS instructors through getting their course approved as an MLA consumer health course and registering as a CHIS credit-granting entity. To qualify, a course must address one or more of the eight core competencies for providing consumer health information services:



Know the Community
 Know the Health Consumer
 Knowledge of Subject Matter and Resources
 Evaluation of Health Information
 Communication, Reference, and Instruction
 Literacy and Health Literacy
 Technology and Health
 Ethical and Legal Issues

The program is a great opportunity for students to gain knowledge in providing health information services to consumers, apply time spent in a degree-seeking class to a professional certification recognized by the American Library Association, and acquire health information skills highly valued by current and future employers.

Once the course is complete, students can apply for a CHIS certificate, which normally involves a \$75.00 application fee. However, through the NNLM Consumer Health for Library Students Program, NNLM covers those fees, making it free for the students. In addition, MLA will waive the approved course application fee for professors taking part in the program, making it completely free for them as well.

Resources

In the program's pilot phase, we collaborated with MLA and several LIS professors to create helpful resources to ensure that the application process was easy for instructors to follow. These included step-by-step instructions on how to get a course approved and a landing page on nnlm.gov with detailed information about the program and how to apply. For students, we created resources on how to obtain their CHIS after completing the MLA-approved course.

Obtain a Specialization

NNLM offers free classes that support specialization for several programs. Click the green tabs below to find out more about our classes and the specialization programs they support.

Consumer Health Information Specialization

Data Services Specialization

Disaster Information Specialization

Certified Health Education Specialist

Consumer Health for Library Students

In partnership with MLA, NNLM is pleased to guide LIS and iSchool instructors through getting their course approved as a consumer health course for students to earn their CHIS certification.

Have you ever wondered how your course can be certified for the Consumer Health for Library Students program? This page will show you how!

How to Get Started

To get started, go to [MLA Course Submission Page](#) to submit the MLA CE approval application form to be considered. You can also refer to our [guide](#) to help you complete the form. Contact the [MLA Professional Development department](#) for questions or assistance.

Additional Information

For more information about the requirements for earning CHIS, please visit www.mlanet.org/page/chis to learn more. If you have any questions, please contact [Samantha Nunn](#) (NNLM) or [Jim Westwood](#) (MLA) for additional information.

What are the Requirements to Have Your Class MLA-Approved as a Consumer Health Course?

Your course must address one or more of the eight core competencies for providing consumer health information services. NNLM and MLA will work with you to ensure that your coursework entails the CHIS competencies listed below.

CHIS Competencies

Required for Level 1

- **C1** - Know the Community
- **C2** - Know the Health Consumer
- **C3** - Knowledge of Subject Matter and Resources
- **C4** - Evaluation of Health Information
- **C5** - Communication, Reference, and Instruction

Required for Level 2, in addition to Level 1 requirements

- **C6** - Literacy and Health Literacy
- **C7** - Technology and Health
- **C8** - Ethical and Legal Issues

We also created an in-house resource page for NNLM staff, with information about the program, the purpose, and promotional materials to use when engaging with potential professors who might be interested in applying.

To date, we have four universities teaching CHIS-certified courses - Emporia State University, the University of Missouri, the University of North Texas, and the University of Kentucky. Every consumer health-related course taught by these universities was approved to offer their students a Level II CHIS certification. We are currently working with other LIS programs across the country to get their consumer health-related course approved to offer CHIS certificates. More information to come!

Takeaways from Professors

Some of the takeaways reported by professors include:

1. There is a great need for more training on consumer health information resources and health literacy.
2. People want to take these classes - they just need to know they exist. This opportunity needs to be more heavily promoted.
3. Students do not need to be on track to be a medical librarian or a health sciences librarian to earn a CHIS certificate. Any LIS student (academic, public, etc.) can get a certificate.

Grateful Students and CHIS Skills in Action!

Some of the comments we received from Emporia State University students about their experience taking a CHIS-certified course and how they have utilized the skills they learned include:

"This has been my favorite course in my MLS program so far. I gained knowledge of resources I can use in the field, and really appreciate Dr. Vardell arranging for the course to count towards CHIS certification through MLA."

"I just wanted to share something that happened to me today that I was better prepared for because of your classes. I had a patron coming in looking for a book on schizophrenia. She needed more information on the basis of the diagnosis. However, all of our books were more of biographies or of medical advancements in treating it. I was able to direct her to MedlinePlus and show her how to do a basic search in order for her to find the information she was needing. It was the highlight of my day being able to help someone with a medical reference question, and I just wanted to share."

"I just wanted to let you know that I got my Level II CHIS certification! Thanks for a great class."

"On a personal note, I also wanted to let you know that I was able to use the skills I learned in class to convince my sister to get vaccinated! I will be forever grateful I took this class if for no other reason than that."

These comments show how impactful this program is not only to the students but also to the communities they serve.

(Continued Next Page)

Professors! We want your class to offer CHIS!

If you are a LIS professor or know someone teaching a health information-related course, please contact us! We want to help you get your course approved so you can offer CHIS certificates to your students. To learn more about our program, you can visit our [website](#) or contact [Sam Nunn](#) or [Erica Lake](#) about your interest in the program.

Sparks



The Sparks column highlights 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](#), section editor.

This month we focus on Physical Therapy resources for patients.

[About Physiatry \(aapmr.org\)](#)

Submitted by [Sydni Abrahamsen](#), M.L.S., AHIP (she/her), Patient Library and Research Center, Mayo Clinic, Phoenix, AZ, USA

The American Academy of Physical Medicine and Rehabilitation (AAPMR) **offers patients and families information about the specialty – Physiatry – and its practitioners** - doctors known as physiatrists - as well as descriptions of conditions and treatments, and links to locate a PM&R practitioners nearby. The rest of the site is geared to practicing physiatrists continuing education and career support. The specialty of physiatry may be new to the average consumer who could benefit from their focus on improving quality of life affected by disability or injury.

[Bob & Brad - YouTube](#)

Submitted by [Sydni Abrahamsen](#), M.L.S., AHIP (she/her), Patient Library and Research Center, Mayo Clinic, Phoenix, AZ, USA

Billing themselves as the ‘ “Most Famous Physical Therapists on the Internet” In our opinion of course!!! ’, practicing Physical Therapists Bob Schrupp and Brad Heineck, located in Winona, MN, founded their YouTube channel in 2011. With over 60 years of collective experience and over 4 million subscribers, the site offers health information and instruction on treating injuries and strengthening at home – along with some humor. Their style is casual and conversational with the relevant demonstration and instruction interspersed throughout their repartee. Two featured offshoot channels: The Bob & Brad Crew (“unbiased” reviews of products) and Bob & Brad Clips (shorter videos) are separate subscriptions, along with a few other related subscription sites. Bob & Brad also maintain a web site with links to programs specific to body areas, a few conditions, and other topics; products for sale including referrals to Amazon; a blog which includes transcripts from some of their videos; and “Experts” interviews. The web site also offers “Giveaways” free to enter,

with extra entries for visiting each of their social media sites (YouTube, Facebook, Instagram, Twitter). Many interactions include a promotion of products or services. As of this review there were 791 videos available on the main channel.

[ChoosePT Provided by APTA](#)

Submitted by [Sydni Abrahamsen](#), M.L.S., AHIP (she/her), Patient Library and Research Center, Mayo Clinic, Phoenix, AZ, USA

The official consumer information site of the American Physical Therapy Association, Choose PT offers evidence based information from a network of approved volunteers including physical therapists, APTA members, and subject experts. Features include locating help through Symptoms & Conditions and Prevention & Wellness tabs. A menu box at upper left displays all the options of each tab on one page.

The Symptoms & Conditions A-Z guide offers a description of 123 conditions with What is..., How is it Diagnosed, How Can a PT Help, and What Kind of PT do I need sections to inform users and suggest the best PT for the condition. A few familiar conditions (IT Band syndrome, Vertigo, Carpal Tunnel Syndrome) show that they are well summarized for the average consumer reader level and give a patient a good idea of what to expect.

The Prevention & Wellness tab includes Health Tips, Podcasts, and Videos on a variety of topics which can be restricted by Audience, Activity, Condition or Treatment.

Other resources include general pages such as “Physical Therapists Help You Overcome Barriers to Physical Activity” in downloadable pdf form.

The page also offers a “Find a Physical Therapist” search based on criteria including city/state/zip, distance, setting, practice focus, specialist (limits to only Board-Certified), and sort options. Note the First and Last Name fields are the physical therapist, not the user. Results will depend on location – larger metropolitan areas will have many more listings.

Note the site does have a link for advertisers to contact APTA for a media kit so some resources will include links to practices. The site overall is designed to promote physical therapy and its practitioners.

[PEDro \(Physiotherapy Evidence Database\) Consumer Search option](#)

Submitted by [Elizabeth Kavanaugh](#), MSLIS, MSHCI, AHIP, Geisinger Health Sciences Library, Danville, PA, USA

While the primary academic search interface of PEDro offers basic and advanced options across clinical trials, systematic reviews, and clinical practice guidelines, **the Consumer Search has patients and physical therapy users in mind**. The Consumer Search adds a working layer to the results of a typical PEDro search and filters results based on the availability of a Consumer Summary associated with a particular clinical trials, systematic reviews, and clinical practice guidelines that would otherwise be found through a basic or advanced search.

The Consumer Search interface can guide users’ search within field boundaries related to the health problem of interest (e.g., affects muscles...), symptom or difficulty experienced, and potential treatment, along with a basic textual search for terms and abbreviations. Anatomy fields are also available to pinpoint the affected body region. Users must select a radial to indicate their interests are in results that Show only records with consumer summaries.

The results page will indicate only those results with Consumer Summaries that are added at the item record level. By selecting items at the results page level, or within the result's item record, will save that item's record in an easy-to-print or -email page, or provide the option to save to EndNote or RefWorks, from the Display Selected Records page.

Clicking into a result of interest provides citation information, indication of method type (clinical trials, systematic reviews, and clinical practice guidelines), and abstract information, along with the plain-language Consumer Summary. Link outs to available Full Text content (both free and not) are found at the bottom of the item record.

Users should still have a basic understanding of what each of the research method types contained in this database refer to, even if they offer plain language/Consumer Summaries within the item's record. Users should also be aware that perhaps not all full text content will be available without the added assistance of a subscription database or interlibrary loan service to back a particular item of interest.

PEdro, produced by the Institute for Musculoskeletal Health at the University of Sydney and Sydney Local Health District and hosted by Neuroscience Research Australia (NeuRA), is free.

Sporty Doctor

Submitted by [Sydni Abrahamsen](#), M.L.S., AHIP (she/her), Patient Library and Research Center, Mayo Clinic, Phoenix, AZ, USA

Started by Dr. Kristina DeMatas, DO as an at-home resource for her patients, her mission is to **"reduce the need for drugs and tap into the body's natural ability to heal."** Information is focused on sports injuries and their treatment through PT exercises, stretching, immune support and wellness. The PT Exercises section has a wealth of different exercises specific to back, knee, hip, shoulder, elbow, and foot & ankle. The Home Treatment section offers advice for ankle sprains, plantar fasciitis, and tennis elbow. In particular there is a section on exercises specific to trochanteric bursitis which many other sites lack. Note that while this is an authoritative site, patients should be careful if they are older or have certain disabilities as the focus is on sports injuries. Some recommended exercises may not be suitable. Also note the site also has a Product Picks section with recommendations for braces, shoes, socks, and kneepads and links to purchase (which means they get some compensation).

You Might Be Interested In...

This column contains recommendations to materials related to consumer and patient health information services. If you find something in a journal, newspaper, blog post, or other accessible social media that you think your colleagues would find useful or interesting, please send a citation and summary to [Shawn Steidinger, MLS, AHIP](#), section editor.

Yu J, Meng S. Impacts of the Internet on Health Inequality and Healthcare Access: A Cross-Country Study. Front Public Health. 2022 Jun 9;10:935608. doi: [10.3389/fpubh.2022.935608](https://doi.org/10.3389/fpubh.2022.935608). PMID: 35757602; PMCID: PMC9218541.

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9218541/>

This article speaks about the inequalities of healthcare as related to the lack of Internet access, and Internet access being more prevalent for those with higher income. It points out that if there is

Internet access, no matter the income, healthcare access is better. This refers to not only telehealth but “the distribution of health-related information and resources via the Internet.” I believe it may be a good article to use as evidence if a consumer health library wants to expand services into lower income communities.

Whiteman ED, Dupuis R, Morgan AU, D’Alonzo B, Epstein C, Klusaritz H, et al. Public Libraries as Partners for Health. *Prev Chronic Dis* 2018;15:170392.

DOI: <http://dx.doi.org/10.5888/pcd15.170392>

https://www.cdc.gov/pcd/issues/2018/17_0392.htm

This article is about a study done in public libraries wherein it was decided that “Library staff members need additional training and resources and collaboration with public health and health care institutions to respond to community needs through effective, evidence-based public health programming.” This reminded me of the public librarian symposium at the MLA’18 Conference in Atlanta. Maybe we should do it again?

Selections submitted by Karin Bennedsen, MLIS, AHIP, Sturgis Library, Kennesaw State University, Kennesaw, GA

Book Reviews

Fawcett, Robert G. **Calming the Bipolar Storm: A Guide for Patients and Their Families.** Lanham, MD: Rowman & Littlefield, 2021. 201 pages.

ISBN: 978-1-5381-4564-7. \$35.00 hardcover

There’s good news and there’s bad news.

The good news is that this is a thorough and well-written work on bipolar disorder by an experienced physician with over 40 years experience treating patients with bipolar disorder. 13 chapters include “What Is Bipolar Disorder”; “What Causes Bipolar Disorder”; “Setting a Healthy Baseline”; “Treatment of Bipolar Depression; “Psychotherapy for Bipolar Disorder”; and “Suicide and Bipolar Disorder,” and as Fawcett states “You do not have to read the entire book but can use selected chapters to explore particular areas”(4). The work includes the sections “Resources for Further Study,” “Internet Resources,” and a “Bibliography.”

The “bad news” is that this work, while meant to be for patients and their families, is actually written at a level that would require that the reader has – at the very least – a high school education, or even higher. And the layout density may prove to be off-putting to anyone who has difficulties with or doesn’t enjoy reading.

So, while there is much to recommend in its coverage of bipolar disorder, this might not appeal to those who would get the most benefit from its information.

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

Goitein, Lara. **The ICU Guide for Families: Understanding Intensive Care and How You Can Support Your Loved One.** Lanham, MD: Rowman & Littlefield, 2021. 217 pages.

ISBN: 978-1-5381-5394-9. \$34.00 hardcover

This is a well-written book on a very difficult subject. Goitein, a physician specializing in pulmonary and critical care medicine, has practiced in ICUs for more than 10 years. Comprehensive in scope, eight chapters cover the following: “The First 24 Hours”; “The First 3 Days”; “The First 2 Weeks”; “Common Procedures for ICU Patients”; “COVID-19-Specific Issues in the ICU”; “After the First 2 Weeks: Prolonged ICU Care and Big-Picture Decisions”; “Dying in the ICU”; and “Surviving the ICU,” with the conclusion “How Will You Be after the ICU?” The book includes an Appendix, “Supporting the Prevention of Complications: Daily Questions for the ICU Team,” and a 14-page bibliography.

Goitein writes clearly and well and with compassion, and there are several clear illustrations throughout. However, this book is still beyond the abilities of the average adult reader; in addition the print is dense. It is also full of complex jargon – in all fairness, ICU common procedures do have complex names (e.g., Thoracentesis, Pulmonary Artery Catheterization, Gastrointestinal Endoscopy), and Goitein does explain them clearly.

Most health sciences librarians will “roll their eyes,” when Goitein recommends “UpToDate” to patients:

For more explanation of the primary cause of your loved one’s critical illness...I recommend the source UpToDate (<https://www.uptodate.com>)...Many hospitals provide their staff with this resource for free, so you could ask your nurse or doctor if they would be willing to print or email you the “Information for patients” section provided under the topic most relevant to your loved one’s diagnosis. If you have friends who are doctors, there is also a good chance they will have access. (You could get your own subscription, but it is expensive — perhaps worthwhile thought if you are anticipating complex health care needs over the coming year)(21-22).

Recommended with caveats.

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

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.

Consumer Connections considers for review books of interest to librarians, patients, caregivers, and the general public. The book review 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.

Publication Information

Statement

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Managing Editor

Karin Bennedsen, MLIS, AHIP
kbenneds@kennesaw.edu

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.

Want to help with the Consumer Connections newsletter?

The newsletter committee is looking for an editor for the 'Event Info' section/column. Tasks for this position include compiling a list of events and classes. This editor may also be asked to help make decisions on submitted articles.

The newsletter is published twice a year, so the time commitment isn't too great. Section/column editors receive 8 points of AHIP service credit per year in the position.

Contact the managing editor if interested.

CAPHIS Connections Newsletter Section Editors

Book Reviews

Claire Joseph
claire.joseph@snch.org

Event Info

Karin Bennedsen
kbenneds@kennesaw.edu

Member News (incl. publications)

Sydni Abrahamsen
abrahamsen.sydni@mayo.edu

Member Spotlight

Robin O'Hanlon
ohanlonr@mskcc.org

Original Articles

Elizabeth Irish
irishe@amc.edu

Sparks (cyber-info)

Pamela Rose
pmrose@buffalo.edu

You Might be Interested In....

Shawn Steidinger
shawn.steidinger@utah.edu

Managing Editor

Karin Bennedsen
kbenneds@kennesaw.edu

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!

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.