

# INTELLIGENCE INSIDER

Your Oxford Health Libraries monthly newsletter

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## Hello, my name is Bertha A Calles Cartas

After three years, I was very lucky to visit my family and friends in Mexico this winter break. In most of the conversations, I was asked what my job involves; why, in this age and time, with internet and artificial intelligence (AI), organisations such as healthcare trusts hire librarians. My response: organisations need librarians because of internet and AI!



People usually think of Google as the internet. Librarians vastly rely on the internet to provide access to resources and to communicate. We keep ourselves up to date to help users to navigate the oceans of results that Google provides: we are like a compass. We are the humans who make sure you can access electronic resources when everyone is asleep or away on holidays. We process your request and supply you with a copy of your desired document on time.

It has already been a year since we started producing this newsletter. We are very proud of the number of downloads, enquiries and feedback we have received upon dispatching each monthly issue to our subscribers. One of our main objectives has been to promote our services, and update you; but most importantly, we want to keep the conversation going. We want you to know who we are, what we do. We want to try to find out what you need and how we can improve our services and reach you. Maintaining this human contact is more important now than ever.

At the end of last year, the company [OpenAI](#) released [ChatGPT](#). This is a chatbot using “large language model tools”, which means that users can make enquiries and receive encyclopaedic knowledge written in a meaningful way. There has been a craze around it but nothing to worry about in terms of artificial intelligence taking over our jobs. This tool is quite advanced but still experimental. However, people and organisations are experimenting away and there are quite interesting discussions about its potential as an aid to speed up creative processes. However, there are huge ethical implications of its use, especially when it is employed to provide healthcare and legal advice. For specialized advice we need humans performing lateral thinking, and also collecting and sifting through various sources of evidence, which is why organisations more than ever require the skills of librarians.

What about setting up journals clubs where you can use evidence to discuss these issues? What about bringing the conversation forward and into a Quality Improvement project?

In this issue, **Fiona Suntherland** brings information on the next Knowledge Café for BOB Primary care. **Helen Hinchcliffe** shows how you can request tables of contents from your preferred academic journals and receive them straight into your inbox. You will also find our list of books on kindness. And last but not least, see how our trust members have made use of our service.



**Fiona Ann Sutherland,**  
Primary Care Knowledge  
Specialist for Oxfordshire



## BOB PRIMARY CARE PRACTITIONERS' KNOWLEDGE CAFE

**Monday 30th of January at 1-2pm,  
MSTeams**

**Fiona Ann Sutherland**  
and **Kate Jones,**  
Primary Care  
Knowledge Specialists  
for Oxfordshire and  
Buckinghamshire, will  
be leading this  
session.

Knowledge Cafés help teams get to know each other better, share knowledge and help solve problems in a conversational 'café-style' format.

Knowledge Cafés encourage productive conversations to help people learn from each other. They help to build relationships, improve communication, encourage collaboration, break down silos, drive innovation and build a community.

The value of the Café is in the conversation itself and in the learning that each individual takes away. You will have the opportunity to chat and network and learn from colleagues across BOB.

**[Click here to join the meeting.](#)**



## Tables of contents from your hand-picked journals into your email.

Helen Hinchcliffe  
Assistant Librarian

### Did you know that the library can send you journal contents pages from key journals in your specialism?

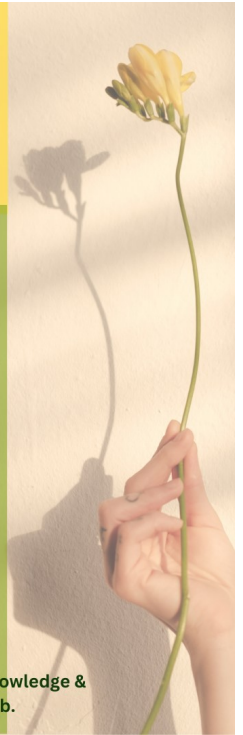
You can browse the list of available journals at [Journal Alerts | Library Services](#) ([oxfordhealth.nhs.uk](http://oxfordhealth.nhs.uk)) and select those of interest to you. If there are any journals not listed that you would like to access, please [contact us](#). The contents pages will be sent to your e-mail inbox as soon as they become available.

If there are any articles that you wish to access, we can supply them to you. Please e-mail [library.enquiries@oxfordhealth.nhs.uk](mailto:library.enquiries@oxfordhealth.nhs.uk) with your request.

## Our New kindness books

- **Compassionate leadership: 16 simple ways to engage and inspire your team at work** / Paul Axtell. 2021. E-book accessible with your OpenAthens.
- **Intelligent kindness: rehabilitating the welfare state** / John Ballatt, Penelope Campling, Chris Maloney. Second edition, 2020. E-book accessible with your OpenAthens login.
- **The language of kindness: a nurse's story** / Christie Watson. 2018. Print copies available in Warneford and Whiteleaf libraries at shelfmark WY10. Please contact us if you would like to borrow this book.

You can search for other books on kindness via the Knowledge & Library Hub at NHS Knowledge and Library Hub.



KERRY ROGERS



"As a member of the Trust Board, I don't have a lot of spare time to research what I need from the library. Luckily, the library saves me valuable time by carrying out 'horizon scanning,' which enables me to perform essential tasks efficiently. It is well known that effective knowledge and library services are fundamental, playing a vital role in ensuring colleagues across the NHS can make informed decisions. Making use of the library can also help busy staff save time whilst accessing the knowledge and skills they need, enabling them to deliver the best possible care for patients, plan service improvements and much more."

DIRECTOR OF CORPORATE AFFAIRS



CHARMAINE DE SOUZA



"I am a regular user of the electronic journals and receive alerts from Harvard Business Review which has a range of articles about the latest thinking in relation to HR and organisational behaviour." "The library also helped me to source free electronic versions of the Economist from my local library which I now get via the Libby app. Both these publications are costly so staff can use the library to save money whilst keeping up with the latest thinking and news."

TRUST'S CHIEF PEOPLE OFFICER, OHFT



Require an article or a book? Want to learn how to perform a quicker and more effective search on specific topics? Need a literature search for guidelines, case studies, research papers or a quality improvement project? Want to keep up to date with the latest information in your field of interest?

Contact us at [library.enquiries@oxfordhealth.nhs.uk](mailto:library.enquiries@oxfordhealth.nhs.uk) Follow us @OHFTLib

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