

#Equality and Representation



Project aim

- For Harlow Healthcare Library to support PAH's **#UnconsciousBias** and **#CivilitySaves** work
- To improve deployment of Library funding and resources for maximum impact
- Timeline: from July 2019 to June 2020

Measures

- **Outcome measures:** the number and variety of books available, creation of two new distinct collections (EQUALITY and Life Stories), funding allocated to the new collections
- **Process measure:** reassessment of existing book collection, new classification scheme developed to classify the books
- **Balancing measures:** collaboration with other regional libraries, innovation based on best practice

Tests for change

- **Places** – collections have a dedicated space in the Library
- **Pounds** – better return on investment through increased loans of underutilised resources
- **People** – staff experiences are represented in a Life Stories collection, to build empathy and understanding
- **Performance** – increased civility reduces avoidable **Patient** harm and staff stress, demonstrated in Staff Survey results

Results

- Two new areas of the collection have been created: **EQUALITY** – addresses issues of social injustice and seeks to amplify marginalised voices. **Life Stories** – represents experiences of NHS staff and other medics.
- A review of other libraries was undertaken and Emma Halford collaborated with West Suffolk Hospital NHS Trust Library to determine the best way of classifying the new collections.
- Relevant books from the existing collection were reclassified to the new collections and were given their own location on the shelves.
- The books have been publicised on Twitter and by word of mouth ahead of a formal launch.
- The Library has received requests for additional titles and a donation to boost the collections.

Learning and next steps

- The collections have been warmly received so far
- Continue to promote the collections via pop-up Libraries, Twitter and handouts to Unconscious Bias training participants
- Survey staff for feedback about the collections
- Collect statistics on book loans
- Share the learning with other East of England healthcare Libraries

