



Health Libraries Group at 75 Past present and **future**

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**“Prediction is very difficult
especially about the future”**

Robert Storm Peterson

Our future is bright



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The global context

Demand for healthcare is rising rapidly everywhere

Governments across the globe face growing pressure to reduce costs without limiting access to care

Covid-19 has exacerbated the challenges of health workforce deficits and imbalance

Healthcare professionals are ageing and retiring; a shortage of skilled staff presents considerable challenges to health systems

Climate change is the single biggest health threat facing humanity

Technological innovation is moving at pace

The 60-30-10 Challenge



Trends shaping the future healthcare workforce

Non-clinical roles will become ever more important

Providers will prioritise reducing the administrative overhead

Workforce shortages will drive employers to invest in attracting and retaining talent

The workforce of the future must be increasingly 'digital savvy'

“Technologies will not replace healthcare professionals, but will enhance them (‘augment them’), giving them more time to care for patients”



Topol Review

<https://www.kearney.com/web/world-economic-forum/the-future-of-work-four-trends-that-will-change-healthcare>

Skills for the future

Everyone in the labour market will need to meet three criteria:

1. Add value beyond what can be done by automated systems and intelligent machines
2. Operate in a digital environment
3. Continually adapt to new ways of working and new occupations

Clinicians can no longer keep on top of the pace of change without the right decision support tools, without proactive knowledge services, delivered by health librarians and knowledge managers.



Clinical decision support systems are an essential feature of future knowledge service provision in health

Priorities for health and care libraries

Tomorrow – as Today - HLG members will want to:

1. Focus on purpose, organisational needs and priorities
2. Show great customer care
3. Support education, practice, research and innovation

New challenges will emerge.

Now is the time to prepare: imagine, revisit priorities, build our skills.

1. Encourage experimentation and apply what we learn
2. Determine the optimum scale of operation to extend service provision
3. Optimise specialist skills
4. Drive the benefits of automation
5. Embark on greater collaboration to achieve economies of scale

Keys to success

Knowledge and information will be the currency of successful healthcare organisations. We can anticipate higher priority being given to:

- Embedded librarianship
- Knowledge manager roles and functions
- Teaching information skills
- Knowledge mobilisation techniques
- Facilitating the adoption of proven innovations
- Nurturing health learning systems
- Improving health and digital literacy skills.



Re-imagining libraries and roles

Health librarians will want to explore and harness the potential of AI and machine-learning to re-imagine information products, knowledge management tools, knowledge services, ways of working:

Applications will include: Resource discovery, Decision support, Clinical guidelines, Evidence summaries, Interacting with users and things we have yet to dream of. New applications and new roles are set to emerge



The impact of AI, machine learning, process automation and robotics on the information professions

A report for CILIP

<https://www.cilip.org.uk/page/researchreport>

<https://library.hee.nhs.uk/about/blogs/two-years-on-from-topol--preparing-ourselves-for-the-digital-future>



Building on our strengths

The CILIP review found that the great strength of information professionals in responding to the future opportunities afforded by AI is the strong alignment between our existing skill-set and the demands of new technologies



Identifying skills gaps

Professional knowledge and skills

Ethics

Research skills

Leadership, advocacy and influencing

Career pathways

<https://www.cilip.org.uk/page/PKSB>

Skills for the digital age

What skillsets do the information professionals of today and tomorrow need to thrive?

1. Computational sense

- Comfort and fluency with computational systems
- Metacognitive skills in learning about new computational resources
- Fluency in incremental tailoring and combining of applications for evolving needs
- A sense of applications as ongoing co-designed artefacts rather than technological givens
- A sense of the feasibility of potential design options

2. Data literacy; AI and algorithmic literacy

All information services could arguably integrate AI and data literacy into their information literacy training.

3. Data science; data stewardship

- Emphasis on provenance of data
- Critical understanding of the limits of a data set; bias
- Emphasis on subject description of
- the content of data, categorisation, taxonomies
- Commitment to standards, unique identifiers and interoperability
- Ethics

Be part of the profession



<https://www.cilip.org.uk/page/wearecilip>

The power of your network



The future of HLG lies in our hands

**“Luck is what happens when
preparation meets opportunity”.**

Seneca the Younger