

LILAC 2017

Swansea, 10-12 April

#lilac17

The most useful thing that I learnt was...

That my library is already doing a lot of things well, namely the training and support the service offers in the areas of information literacy and critical appraisal. It was very rewarding to be able to share that experience with colleagues too. Also, Barbara Allan, for example, in her talk entitled *Making an impact beyond the library and information service* emphasised the need to make our voices heard in our organisations, to network, how workplace libraries can play a crucial role in knowledge management: these are all things we are already actively involved at Leeds Community Healthcare – it was very reassuring to realise we are investing our time in worthwhile activities (such as Randomised Coffee Trials) and to learn how we can develop them even further.

My conference highlight ...

The talk *The human library as a means of addressing prejudice and intolerance*.

Nancy Goebel and Yvonne Becker, University of Alberta, Canada spoke of the 'human library' they have developed over the years. This would be an excellent way of taking the current 'personal stories' projects further within the NHS: to have a 'library' of patients sharing their experience of a certain condition and clinical staff as 'readers'. This was the talk that really struck me because it had empathy at its core, and empathy is a quality we must strive to develop more than ever in the current political and cultural climates.

I would recommend attending LILAC because...

We meet colleagues from across sectors and countries. A conference such as LILAC is a wonderful opportunity to network with colleagues across all sectors from the UK and beyond. And learn about their experiences, good and bad.

Maria Simões

Assistant Librarian

Leeds Community Healthcare