LIHNNK UP

by Health Libraries, For Health Libraries   **ISSUE 35** SPRING 2011

Writing in early December, as the mercury falls in the thermometer, and an early snow settles across the region, it would be easy to draw a wintry parallel with the cold financial climate that currently prevails across all library sectors.

The outlook is bleak, the forecast unsettled. But we know of course that beneath the snow things continue to burrow and germinate, and in the same way this edition of LIHNNK-Up provides abundant evidence of continuing professional activity in North West health care libraries.

For once then it seems appropriate to open this editorial with some new starters, rather than leaving them to languish in the very last paragraph as usual. **Angela Donnelly** has been appointed to the position of Library Services Manager at East Cheshire NHS Trust, and **Rosalind McNally** has taken up the position of Outreach Librarian with the Manchester Mental Health and Social Care Trust, and I'm sure they'll find a very warm welcome from the many members of the LIHNN family; how encouraging though, in these hard times, to find that new appointments are still being made in the region, and that members of our profession continue to find opportunities.

Encouraging also to see a new development in Chorley, where **Mandy Beaumont** describes the colourful new library accommodation, finally extended to meet the needs of service users at the site, after some years of trying. It's great to see this kind of success story at any time, but right now this seems to be a particular cause for celebration.

In Blackpool **Trevor Morris** and **Debra Thornton** describe a fascinating project to establish professional library support at Board level. This was prompted by an increasing number of corporate and managerial enquiries finding their way to the Clinical Librarian, and although Trevor has now moved to a new role, the library has continued to provide a service to the Board. The project has attracted a great deal of attention, and provides a model that suggests new opportunities for the role of the librarian.

Developing technologies continue to present challenges to our profession as we strive to migrate traditional library services to emerging platforms. **Michelle Maden** describes the benefits and pitfalls of working with a Wiki to provide access to Critical Appraisal tools, whilst **Riz Zafar** and **Andrew Craig** report on the National E-book study day held at the Christie Hospital, where a cautious optimism suggests that e-books are preparing to step into the spotlight as a major new resource. This was an important event, and we're fortunate to see it hosted in the North West.

Two conference reports are included in this edition. **Alison Brettle** witnesses the annual blossoming of LILAC, rooted on this occasion in Limerick in the Republic of Ireland, whilst the Health Libraries Group conference came to the North West earlier this year, and provided an opportunity to showcase the wealth of professional talent and endeavour to be found in our region. **Sarah Cross, Victoria Kirk, Jan Rowe** and **Graham Breckon** provide an interesting variety of insight into the experience of attending the conference.

As you sit in the office and read this then, in the early part of the New Year, it might be worth reflecting on some of the very positive developments described in this edition; new people appointed to new positions, new library construction and development, new services designed to meet the new demands of our borrowers, new roles to take the profession forward in new directions, and a continuing engagement with a new and rapidly changing world to position library services to take advantage of new technologies.

It might be worth reflecting that perhaps the future is not so bleak and unsettled as it can sometimes seem at the moment; and it might be useful to remember that all December's snow after all did melt away.

Mike Hargreaves
REMOTE SERVICES MANAGER
UCLAN

IN THIS ISSUE

A Librarian on Board

Application of Evidence Based Practice is often confined to the clinical setting; however it is just as appropriate in organisational decisions about service planning and can also be applied to the steps involved in the process of organisational change and decisions about population health strategies.

This project attempted to establish an information expert at Trust Board meetings to ensure that decision making at the very highest level of the organisation was also based on the best available evidence.

Background:

Over a period of 18 months the number of requests submitted to Michael Reid, the Clinical Librarian increased to the point that the service was in danger of being unable to operate to the same high quality and within the appropriate timescales. Analysis of the type of requests received revealed that a significant number were from senior managers and related to managerial decisions about service changes and cost effectiveness of services. The need for a further information specialist was identified and a Management Librarian role was developed to meet this need. This service would operate in a similar way to the established Clinical Librarian Service by supporting the Board, executives and senior managers to ensure that decision making at the highest level was evidence based and supported by relevant knowledge and information - information which currently is almost unmanageable due to the sheer volume. A Management Librarian would enable access to this knowledge store at the exact time it was required.

Trevor Morris, the Manager for the INFOcus Service which provides training and development opportunities for NHS Information professionals,

was seconded in October 2009 as Management Librarian to work with management teams through-out the Trust to ensure that the Trust Board and senior managers had access to high quality evidence from research to support strategic decision making and to encourage a culture of evidence based practice throughout the Trust.

Table 1:
Utilisation of the Management Librarian Service by Managers

Legend:
- Corporate — 46%
- Cardiac — 11%
- Medical — 10%
- Surgical — 10%
- Clinical Support Services — 8%
- Non-Trust — 8%
- Womens & Childrens — 7%

Table 2:
How searches were requested.

Legend:
- Email — 38%
- Informal Meeting — 39%
- Formal Meeting — 18%
- Printed Request Form — 5%
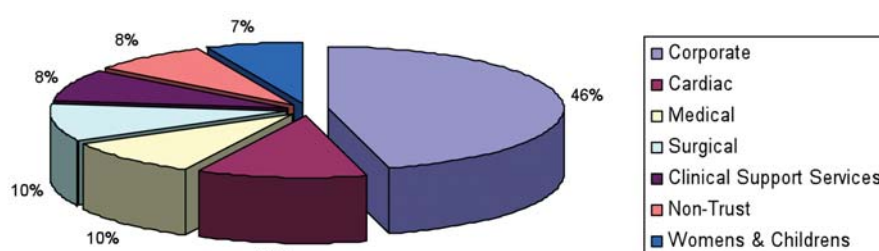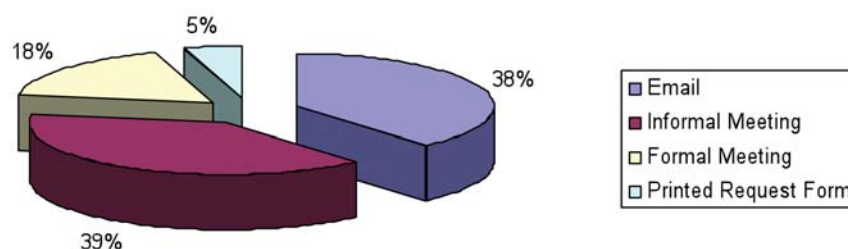
In order for the role to be a success, it was agreed that the service had to be a personal service provided at the point of need – by telephone request, by e-mail or in person at meetings. Trevor spent the first few weeks in the post meeting with senior managers within the Hospital Trust to raise awareness of the service and gain their full support for the role. All the managers at Blackpool were very positive about the project and gave Trevor full access to their departments and the high-level meetings that took place within the hospital. These meetings included the Trust Board of Directors meetings and the monthly meetings of the Executive and Divisional Directors. Attendance at these meetings and gaining the support of senior managers in the Trust resulted in the Service being fully integrated into the daily operations of the hospital.

Over an 8 month period the Service received over 65 requests for information searches from senior managers within the Trust. Table 1 shows the breakdown of searches by hospital division.

Informal meetings, which include one to one meetings and also before and after meetings, accounted for over a third of the requests for information searches. Email was also a popular method for requesting information searches through the Management Librarian Service. Searches being requested during meetings accounted for less than 20% of searches but it is noted that a large number of email requests were received within days of the Librarian attending these formal meetings. Requests through the completion of a printed request form only accounted for 5% of all searches. This statistic demonstrates how the service was striving to provide a library service that was not only embedded in the organisations day to day operations but that was pro-active and engaged at the point of need.

at Blackpool

Variety of search requests.

The table below shows examples of some of the searches requested, a summary of the evidence and the changes implemented following this evidence search.

Question:	Evidence summary:	Changes implemented:
Can closing wards improve healthcare?	The closing of wards can allow staff to be redirected to areas of most need, resulting in higher quality care which in turn leads to shorter length of stay and thus lower costs.	Two wards which had been opened during the winter flu crisis and then remained open later into the year were closed, resulting in identified savings on bank staff being brought in to cope with these additional wards.
Question: **In what ways can patient experiences be used to improve safety?**	**Evidence summary:** using patients own stories, told in their own words, allows nursing and medical staff to relate more closely to the patients they are treating and results in fewer errors and higher quality care	**Changes implemented:** patients or relatives stories are recorded on video and played back to staff at regular meetings, as well as being made available on the Trust intranet. **Impact:** patient safety has increased and the Trust won the Patient Safety Award for communication in March 2010
Question: **Can improved HR processes reduce patient mortality and increase quality of care in hospitals?**	**Evidence summary:** bundles of HR practices including good quality training, staff appraisal, Investors in People recognition can lead to greater staff engagement and higher job satisfaction. These organisations tend to have better patient care and lower mortality rates	**Implementation:** Training and development was improved by introducing new courses; staff engagement was sought at every opportunity by adhering to 'The Blackpool Way;' staff have annual appraisals and personal development plans. **Impact:** Blackpool won an award for the best general Trust in the Healthcare 100 Awards in July 2010 and also achieved Investors in People Gold status.
Question: **How can we best restructure hospital departments to provided optimum care, reflecting care pathways?**	**Evidence summary:** using the framework of a care pathway or organising activities by patient and information flow (value streams) change can occur without the need to 'manage' it directly.	**Implementation:** The Trust strategic development team used the evidence provided to review different hospital structures that concentrated on the flow of patients through the service. The Trust is now considering a major restructure focusing on 'scheduled care' and 'unscheduled care' **Impact:** not yet known but savings of around 5% per annum of management costs are anticipated as well as savings due to reduced length of stay and readmission rates.

A Librarian on Board at Blackpool

Caroline Hastie (Head of Communications) Marie Thompson (Director of Nursing) and Carole Anderson (Assistant Director of Nursing) receiving the Patient Safety Award 2010 for Communication

but also contain a librarian summary of the findings. An intranet site was also created (Insert picture SharePoint site) using Microsoft SharePoint that allowed staff to view all the searches that were conducted as well as relevant news feeds and examples of best practice via short video clips. The site also housed an evidence repository for all the full text evidence obtained that was only accessible to each manager that requested the information.

Interim evaluation of the project is underway and the results of this will help inform the future direction of the service. Trevor, meanwhile, has been invited to join the Trust's Service Development team as Clinical Pathways Manager – ensuring that care pathways across the Blackpool, Fylde and Wyre coast health sector are evidence based, cost-effective and fully implemented into our new electronic patient record system.

Trevor Morris
CLINICAL PATHWAYS MANAGER

Debra Thornton
KNOWLEDGE AND LIBRARY SERVICES MANAGER

Aidan Kehoe (Chief Executive) and Alex Latham (Head of Learning and Development) celebrating the Trust achieving the Investors in People Gold Award.

The Management Librarian Service became embedded within the corporate and clinical governance structures of the Trust. The Quality, Innovation, Productivity and Prevention (QIPP) Programme managed by the Service Improvement Team used the Management Librarian to advise on current legislation, guidance, best evidence and practice to support all future cross-divisional projects and work streams taking place in the Trust. The results of the information search conducted are reviewed and documented in the resulting business case. The Management Librarian sits on the Change Management Group for this programme.

The service has also been keen to provide information requests to managers in a straight forward and accessible way that allows them to focus on the key messages of the information directly from their computer. This was achieved through the results of each information request being fed back to managers through an interactive pdf (insert picture Information Search Summary Sheet) that would provide direct links to full text evidence

Information Search Summary Sheet

Why do we need libraries?

In these difficult economic times it is important to constantly review the value of library information services.

Earlier this year Blackpool carried out an information needs survey to find out how people locate and use information and the value they place on it for their work.

The results of the survey enabled us to put together a marketing plan to promote services that perhaps people weren't aware of and led to the development of our library strategy, incorporating a number of projects aimed at placing the library at the core of the Trust's business.

Library usage across all services has increased by around 40% since the survey was undertaken – is this due to the marketing plan, the library strategy and the work around that, or because of the promotional value of the survey itself? Who knows - and does it matter?

The exercise gave us some very useful data about how and why people use information, how they share information and what we need to do in the library to continue to provide a relevant and valuable service. The survey report is available on the LIHNN website Best Practice page.

Debra Thornton

Blackpool Teaching Hospitals NHS Foundation Trust

New *starters*

New Starter at Manchester Mental Health

Hello everyone. I started work as Outreach Librarian at Manchester Mental Health and Social Care Trust on 20th September 2010. The post is initially for one year and is funded by HCLU and the National Institute for Health Research Flexibility and Sustainability Funding. This comes to the Trust with successful grant applications.

I'm busy trying to set up a basic infrastructure, identify what can be done as soon as possible and meeting as many service managers, practice leads and staff as possible, delivering literature searching, 1 to 1 support and training in HDAS and NHS Evidence. I'm also working out what resources are available currently to staff along with any barriers and how to secure funding for the future.

My last job was as Senior Information Specialist at NICE which was a Project Management role. Before NICE I've worked at the National Primary Care R & D Centre and the Arthritis Research Campaign Epidemiology Research Unit.

Thanks to everyone for all the help they have given me since I started and I look forward to meeting people in the LIHNN network in the future. I can be contacted at: Rosalind.McNally@mhsc.nhs.uk
(t) 0161 276 3308

Rosalind McNally
OUTREACH LIBRARIAN, MANCHESTER MENTAL HEALTH AND SOCIAL CARE TRUST

East Cheshire Trust – Macclesfield District General Hospital – Health Sciences Library Update

Angela Donnelly has joined East Cheshire NHS Trust as the new Library Services Manager. Angela worked at Unilever Research and Development for the last 14 years where she was responsible for managing the Information Service for the scientists in Port Sunlight on the Wirral.

She worked closely with colleagues in the Netherlands, the USA, India and China. Most recently Angela spent 15 months on secondment in Shanghai setting up a new virtual information service for the staff in the R&D facility there as well as implementing a new laboratory information management system for scientists to capture and share their experimental data across projects.

Angela's first career path was nursing, initially training in Johannesburg in South Africa before moving to the UK with her husband.

She worked at the Maelor Hospital in Wrexham for 8 years, 5 of which were as a ward sister. She then attended Liverpool John Moores University fulltime where she obtained a First class BA (Hons) in Information and Library Management before starting at Unilever.

Angela said *"This is a very exciting opportunity for me and I'm looking forward to working in Macclesfield. This job brings me back to the NHS at a challenging time for everyone but I'm looking forward to delivering a quality Library and Information Service that will be relevant to everyone who works in the Trust. It is excellent to find such a strong network of Health Librarians in the North West to learn from and work with."*

Developing library accommodation
IN CHORLEY

The new library at Chorley District Hospital was completed in July 2010 and officially opened on the 15th October by local MP for Chorley Lindsay Hoyle.

The original library was opened in 1995 in partnership with UCLAN and served the information needs of health staff and nursing students. In 2002 Royal Acute Hospitals NHS Trust and Chorley and South Ribble NHS Trust merged to form Lancashire Teaching Hospital NHS Trust and this new trust went into partnership with Manchester University.

Adequate library facilities were required to support the Trust's teaching status. In the first phase of development a new Education Centre containing a spacious library was built at Royal Preston, with plans for similar facilities to be provided at Chorley during phase 2. Due to various delays the trust didn't begin looking at the Chorley development until 2005. The delay meant that the library service had to reassess needs at the Chorley site, so an extensive consultation exercise, culminating in a business case, was undertaken.

With the business case accepted, planning of the new facility commenced.

There have been numerous frustrations and a number of compromises have had to be made, but the end result is a purpose built facility of which we are very proud. The red and silver colour scheme is bright and modern and perfectly compliments the spacious interior. There is a 12 seat training room, quiet study rooms, plenty of user seating and new computers. Staff were not forgotten – there are now two large offices and even a sink and food preparation facilities (great for entertaining visitors!).

Visits from colleagues are always welcome. If anyone would like to look at the new library simply contact:
Amy Harrison (01257 245607),

Mandy Beaumont (01772 522717) or

Jeanine Fielding (01772 524294).

Mandy Beaumont
LANCASHIRE TEACHING HOSPITALS, NHS FOUNDATION TRUST

HLG Conference 2010:

19th & 20th July 2010, The Lowry, Salford

A First Timer's View of the HLG Conference

I had never been to a conference before and was lucky enough to get sponsorship from HCLU to attend the HLG Conference in Manchester. I wasn't quite sure what to expect, maybe two days of sitting in a conference hall listening to presentations, with a quick chance to try and network in the breaks.

What I found, was two days of vibrant and bustling activity. Under the overall conference topic, "Keeping information centre stage amid changing scenery", I found that there were more than enough things going on to keep me busy. Yes, there was quite a bit of listening to presentations – thought-provoking, useful and interactive presentations. There were also poster presentations, sponsor exhibition stands, the conference dinner and all manner of other activities going on.

Whenever there was there was a break or a lull, there was always someone to talk to. Whether to make new acquaintances, discuss ideas in depth, or pass the time on any number of subjects.

The time flew by, and before I knew it the final presentation had been presented and it was time to go. I really enjoyed my first conference - I never knew that so much could be packed into such a short amount of time!

Below are a few ideas that helped me to organise myself and get the best out of the conference.

Plan your time at the conference.
Your conference guide is useful for this. There's so much going on that it's best to work out which sessions you want to attend and where they are beforehand. That's not saying you can't change your mind, but a little planning goes a long way.

Don't be afraid to ask questions.
The presenters are at the conference not only because they want to highlight best practice and how things have worked for them, but because they want to pass on this knowledge to other library services. They're more than happy to answer questions and discuss all variety of things with you.

Visit the poster presentations.
A lot of work has gone into the poster presentations and they can contain as much information as the spoken presentations. Make sure you find some time to go and have a look, you'll be glad you did.

Network.
The throngs of people can seem a little intimidating, but you'll soon find yourself talking to someone you've never met before – whether it's at the registration table or waiting for a session to start. The least you'll come away with is a new acquaintance, and you might even have some new ideas for your library service too!

Visit the sponsor's stands.
You'll find lots of information and get to talk in person to people you've only ever spoken to on the telephone. Plus, a wide variety of freebies...

Don't forget to sign up for a table at the conference dinner.
If you plan to sit with colleagues, make sure that you sign up for a table together.

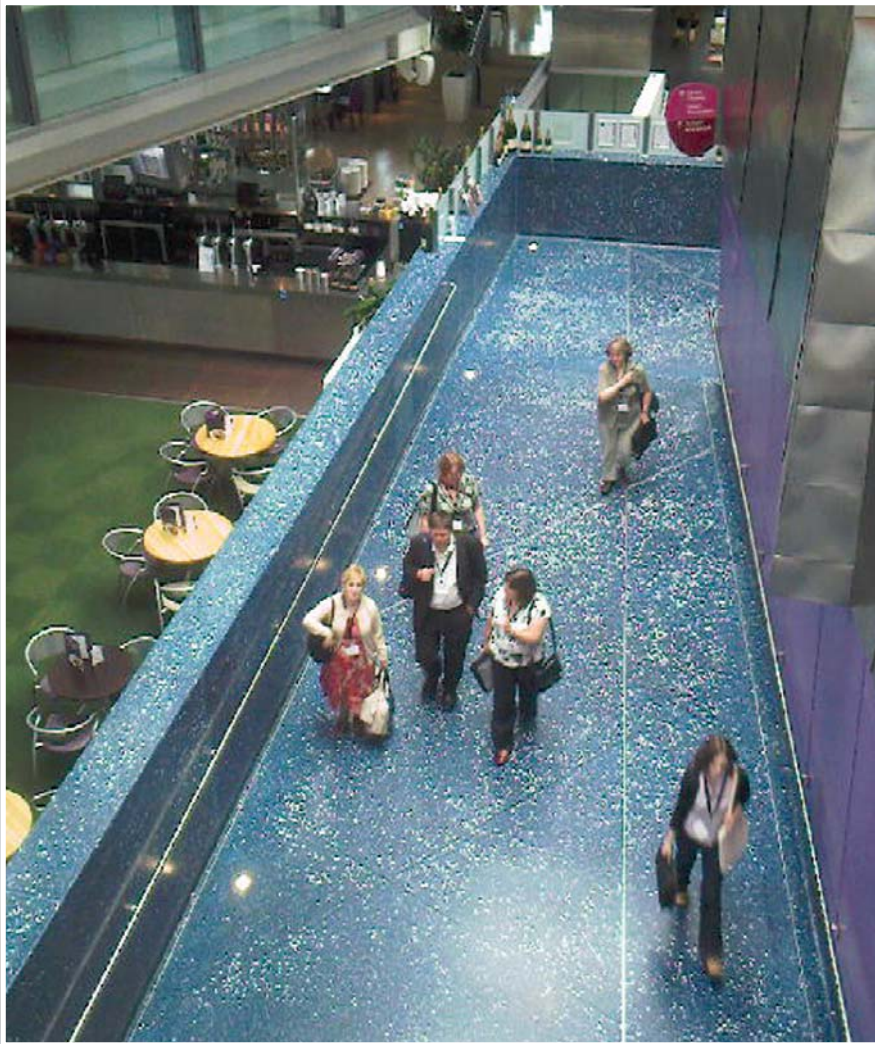### Enjoy yourself!

Sarah Cross

LIBRARY ASSISTANT, 5 BOROUGHS PARTNERSHIP
NHS FOUNDATION TRUST

Keeping Information Centre Stage Amid Changing Scenery

Airedale NHS Community where the use of a 'Toolkit for Evidence Based Practice' has resulted in significantly increased uptake of services within all the organisations taking part. The extent of collaboration taking place on this project, and the benefits to staff in the participating organisations achieved as a result, are quite remarkable.

In terms of developing electronic mechanisms for delivering information and knowledge to staff in their workplace I was particularly impressed to hear about the rapid progress and significant impact made in St. Helens & Knowsley by Katherine Dumenil and her colleagues. I found the extent of user involvement in the development stages of the project was particularly interesting.

I learned something from every session I attended but if I had to choose one that stands out for me I would select the session delivered by Clare Payne of Mersey Care. Clare asked the question: How many outreach librarians does it take to target 60 sites? The answer, for anyone who didn't attend, is one! Clare's approach was to work closely with Allied Health Professionals (AHPs) who, she believes, are disproportionately influential in the clinical setting. Clare found that AHPs proactively practice evidence based practice and are keen to innovate and adapt positively to change. Her successful work with AHPs in her Trust has had a beneficial impact, raising awareness of the range of services she offers and the multitude ways in which LIS can support all staff.

One thing I hadn't anticipated was how many great opportunities I'd get to network with colleagues from across the country and to strengthen relationships with colleagues I already knew. This was an unanticipated bonus and very much appreciated.

I came away from the event reinvigorated and inspired by the accounts of how colleagues working in Health Libraries use innovation and work collaboratively to meet the challenges we face in the workplace.

Jan Rowe

LIBRARIAN (OUTREACH SERVICES)
WIRRAL UNIVERSITY TEACHING HOSPITAL NHS FOUNDATION TRUST

I was so excited to hear that I'd secured funding to attend the conference in July, (Thank you LIHNN!) and the excitement mounted as I browsed through the 'pick and mix' of learning opportunities on offer and planned the sessions I wanted to attend.

Before I began I decided that my personal objective would be to find out as much as I could about how other Health Librarians approach outreach work and to get some ideas for new areas of development for our own service on the Wirral.

The event was meticulously organised, the venue was superb and the range of sessions available was exceptional. Highlights for me included: Tatjana Petrinic's session about the value of attending medical and surgical grand rounds in Oxford. Her objective was to improve her understanding of the information needs of her client base. Tatjana managed to not only develop her understanding of the information needs of her organisation but also to raise the profile of her service which has led to an increase in demand. Her key message was that we should ensure we know what our customer's information needs are and show them how we can help to meet them.

I was also particularly impressed by the enthusiastic account of the collaborative work being done in the Bradford and

HLG Conference 2010:

Keeping Information Centre Stage Amid Changing Scenery

HLG conference reflection from a Clinical Librarian perspective

Writing this a couple of months after attending the HLG conference allows me to reflect on the ideas and learning that linger, even though the conference (and the summer!) are a distant memory. The key theme that emerged from the conference for me was professional development in changing times, and new roles and skills for health librarians.

Health librarianship has always been a highly specialised sector, but perhaps in the future we need to re-examine what it is that makes us unique. Andrew Booth talked about the value of the experienced librarian above that of the novice, and suggested rather than emphasising our expertise in literature searching, we should focus on the other unique skills we bring to the table outside of our technical searching skills, for example, communication, adaptability and experience.

So, what 'non-traditional' skills can we add to our armoury? Louise Goswami and Jenny Turner emphasised the importance of developing critical appraisal skills, and Louise Hull, Debra Thornton and Trevor Morris highlighted the organisational benefits of supporting management and corporate services. I also picked up some tips on how to be more creative about how I market my service – Andy Arnfield and Catherine Storer presented their 'Toolkit for Evidence Based Practice', which offered teams the toolkit as a 'product' to market the library service using language (notably the phrase "Evidence based practice") that is meaningful to clinical staff.

What struck me was that a lot of the new roles that health librarians have adopted are often dependent on the local organisational culture. Projects that have been successful in other Trusts might not necessarily work in mine. Stephen Ayre proved how developing links with his clinical audit department allowed him to target staff involved in audit activities, raising his profile within the Trust. Katherine Dumenil also demonstrated the value of collaborative working in developing a personalised knowledge service alongside the IT department. Perhaps the secret to

marketing success is an understanding of your organisational culture and utilising existing communication channels to reach your audience.

The presentation that fascinated me the most was from Sara Clarke and Zoe Thomas, who presented their local training programme for health librarians at the Royal Free Hospital. Their training model formalises 'on the job' learning that most of us experience informally. New staff receive repeated exposure to shadowing opportunities and are given 'practise' literature searches to prepare them for the 'real thing'. This is certainly something I'd like to try locally, and not just for new staff – shadowing training sessions and discussing different approaches to literature searching is a great way of sharing good practice and ensuring consistent service delivery.

Conferences are always a fantastic professional development opportunity; HLG 2010 afforded me an opportunity to present a poster for the first time. I also attended my first conference workshop on 'Writing for publication'.

So, what have I brought back to the workplace? I've collated below a few of my own personal action points from the conference:

- Continue to support skills development within our team, via local and regional development opportunities, such as the FISH (Finding Information to Support Healthcare) literature searching peer support workshops that have been developed by the LIHNN Clinical Librarians Group, and that we have adapted locally at Wirral.

- Market the benefits and 'value added' parts of my service and spend less time describing what I do. Demonstrate how I've contributed to other areas of the Trust to market my service to departments.

- Shout about some of the good work I do and write some of it up for publication!

Victoria Kirk
DECEMBER 2010
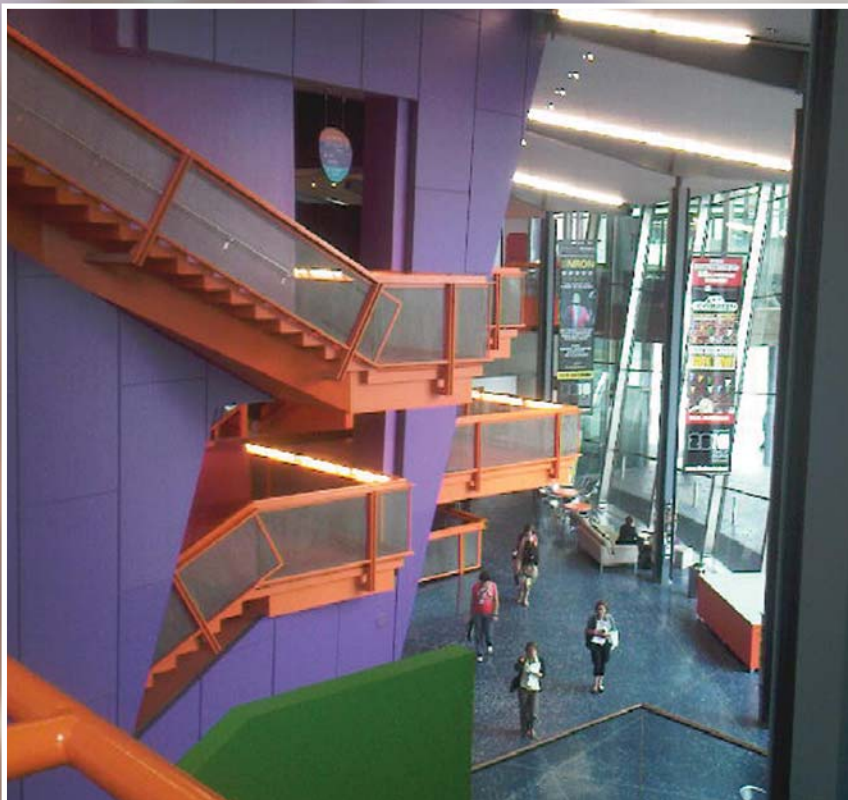
This was the first conference to take me away from my post as Librarian at Wirral University Teaching Hospital and it proved to be an inspiring experience. Although every single session I went to at HLG wasn't necessarily directly relevant to my current job, I was still able to derive something useful from each presentation I attended (Even if it was just a note to myself to find out how to make tag clouds).

In the Access to Information Technology-themed presentations, Steve Glover and Claire Bundy introduced me to the usefulness of DSpace - a repository for an organisation's intellectual property. Elizabeth Newbold and Phillip Vaughan encouraged me to adapt my own searching skills on PubMed. The presentation on Teaching Searching Skills to Pre-Registration Nurses (Mike Raynor and Alison Brettle) demonstrated that Survey Monkey can be used for a training session and 'It's good to talk', Tasha Cooper's presentation on an evidence based virtual referencing service, examined MIDIRS functions.

Of the Managing Change sessions, 'Pitfalls and Processes' (Susan Mahony and Judy Waddell) proved to be a very useful presentation on evidence based librarianship. This reiterated how invaluable it is to consult with library users, and suggested that library users need assistance when using e-resources which can be confusing. It also highlighted the importance of branding your library service and offered useful hints on using

computer desktops to promote the library service electronic presence.

As the conference drew to a close, the Web 2.0 presentations drew attention to the usefulness of blogging and information videos for patients. There was also some valuable insight from Emily Hopkins about how to operate a library service when you don't have a physical library using conventional and non-conventional methods of promotion and self-promotion such as reading departmental notice boards and obtaining invitations to meetings.

The main message I took home was to establish what's good for the library user not what's good for the library (My favourite soundbite of the Conference from Liz Brewster which I felt became a common theme during the conference). The HLG conference proved to be an excellent source of ideas and library philosophy as well as hints and tips to add extra dimensions to a health library service.

Graham Breckon
LIBRARIAN, WIRRAL UNIVERSITY TEACHING HOSPITAL
NHS FOUNDATION TRUST

CATNiP: Critical Appraisal

By Michelle Maden, Clinical Information Specialist, Edge Hill University

After spending 2 years undertaking my MA dissertation on the attitudes and barriers to healthcare librarians delivering critical appraisal (CA) training, HLG provided an opportunity to disseminate the results.

The full results of the dissertation can be read in 2 parts in recent and upcoming editions of the Health Information and Libraries Journal and elsewhere[1,2,3]. The creation of CATNiP was a response to the needs of LiHNN members who were involved in or wanted to get involved in delivering CA training.

What is CATNiP?

CATNiP is a wiki (http://catnipnw.pbworks.com/) that provides support and resources for delivering CA training. It is also a signposting tool to useful CA resources on the www. The resources on the wiki allow you to pick-and-mix teaching resources to build up a series of CA training sessions. Material on the wiki includes links to CA checklists by study design and a CA bibliography of useful references on CA, research methodology and statistics.

The bibliography does not intend to be a comprehensive list of sources but a handpicked selection of some of the more useful resources and references compiled and used in the self-taught learning process and to inform critical appraisal training but which may also provide useful handouts. The bibliography also highlights some of the easy to read, back-to-basics resources for understanding statistical concepts.

The wiki also signposts to CA databases on the www which contain pre-appraised research articles. While many of the critical appraisals are freely available to download and use remember that CA is a subjective process and there may not be a definitive right answer. Most of the appraisals below are NOT peer-reviewed. The CA databases can be used as a guide to generate discussion in your workshop.

The focus of the wiki is also on providing examples for use in CA training. The intention is to upload a series of
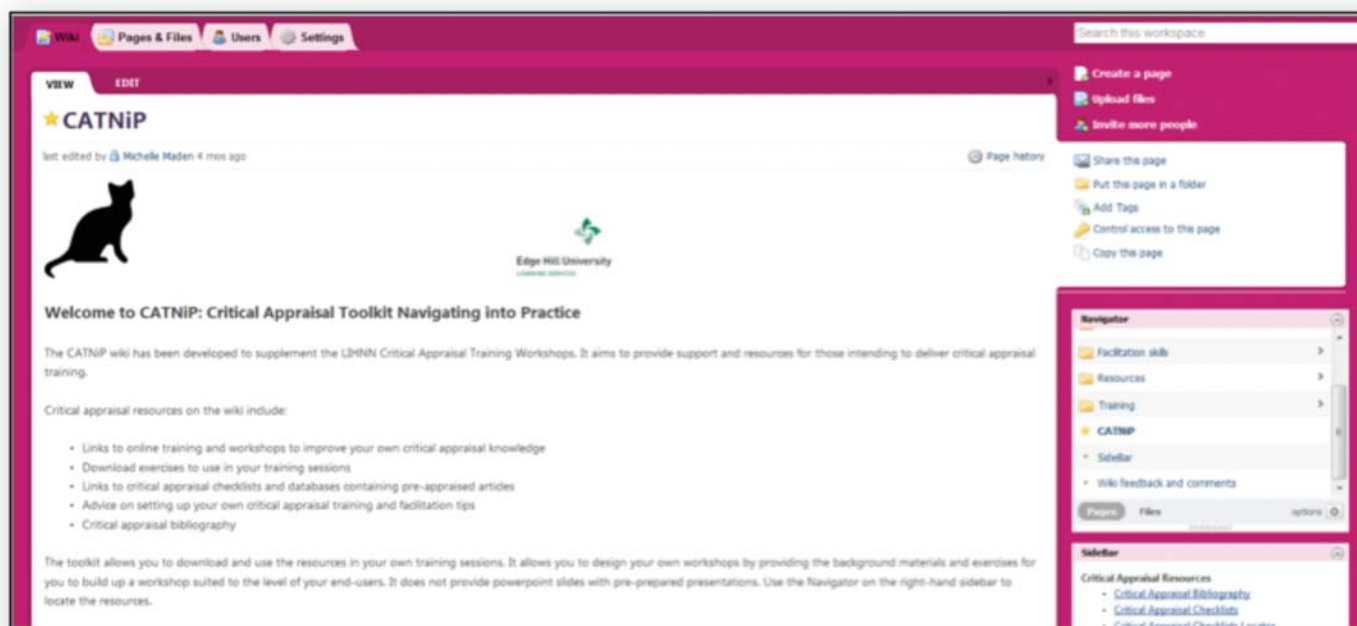
Training Navigating into Practice
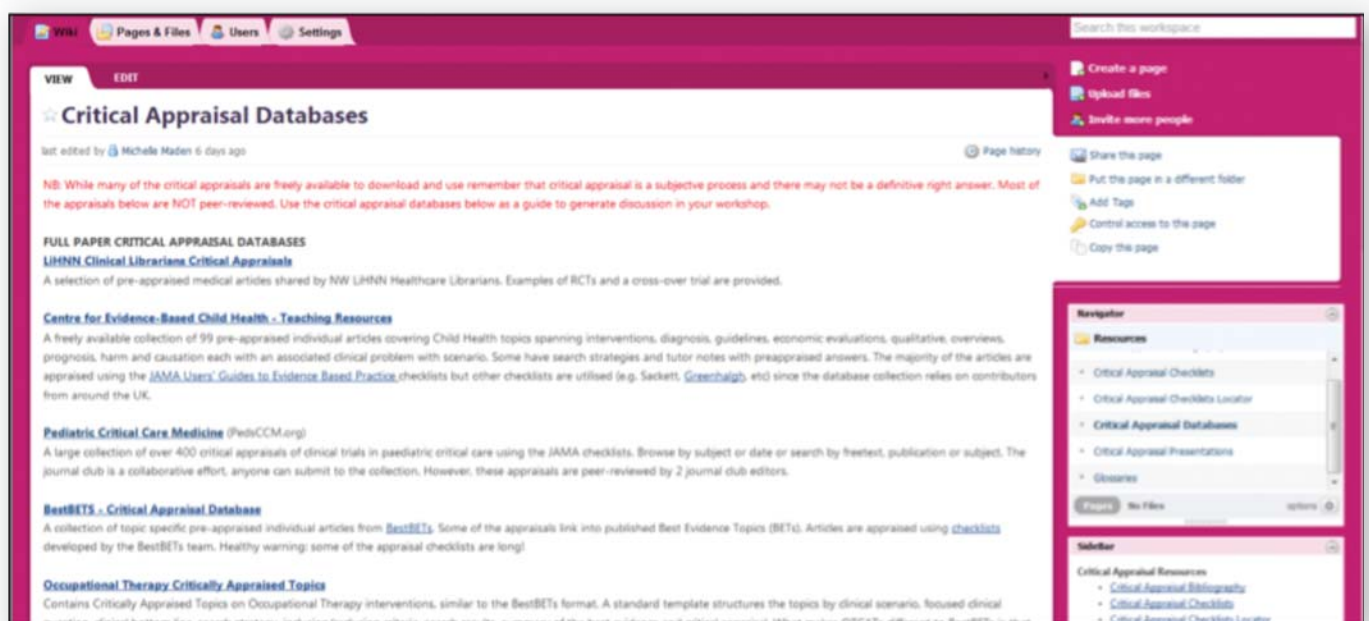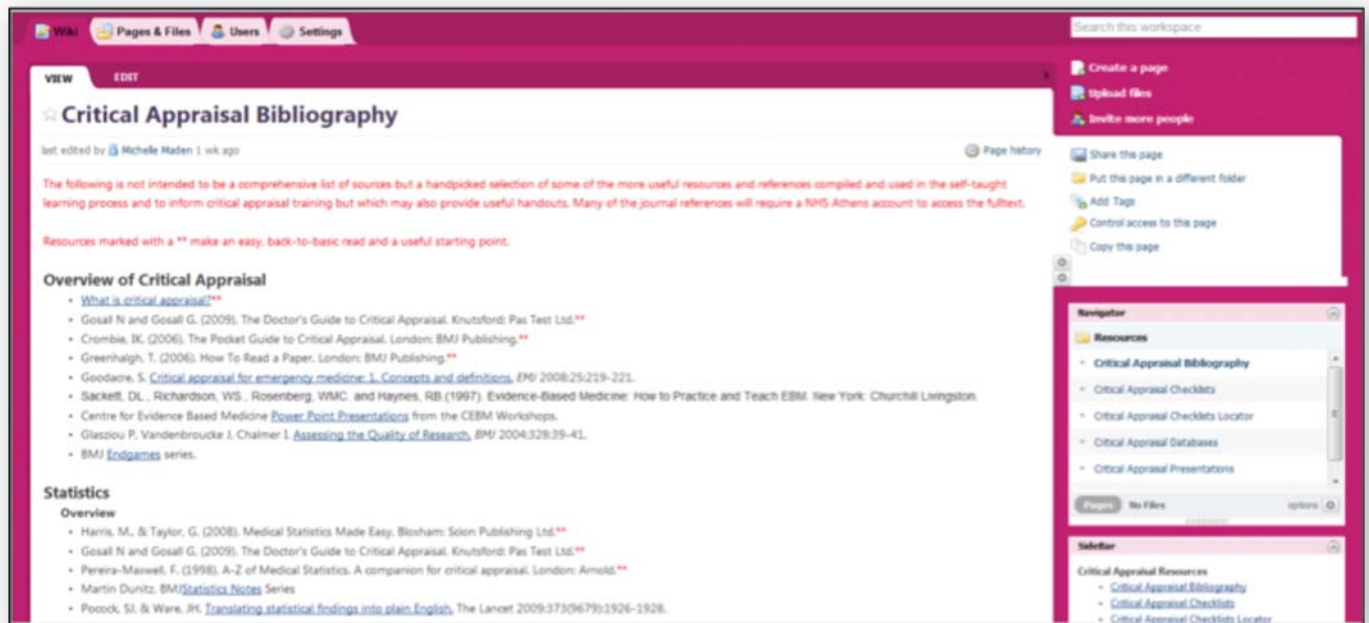
examples that either others have used in their training together with notes on how to facilitate the exercises, or exercises that are freely available on the www. Examples already on the wiki include matching the study design to the definition and key features, identifying the study design from abstracts and how to interpret a forest plot. In addition, the wiki provides examples of how to

facilitate the CA session, e.g. how to choose the right paper, how to assess the process by rating the paper before and after appraisal. The wiki platform allows the flexibility for others to upload their critical appraisal resources and comment on the usefulness of existing resources in the toolkit.

CATNiP: Critical Appraisal

...continued

Challenges

Using a wiki platform has posed a series of challenges. As yet there is no back-up facility for the wiki and firewalls in some Trusts may prevent librarians accessing this resource from the workplace. This will hopefully be addressed when the wiki moves to the new LiHNN wiki platform over the coming months. Maintaining the currency of the site in relation to broken URLs may be time consuming. Finally, as a wiki is by its nature a tool that can be edited by it's users the question of quality control and screening may also need to be considered as people start to upload their own material. The challenge also lies in encouraging others to share their materials.

Training Navigating into Practice

To boldly go...

So what does the future hold for CATNiP? Hopefully, once the wiki has moved over to the LiHNN platform the extra security of the back-up facility will enable the wiki to become open access. The wiki currently has 68 registered users and has only been promoted at HLG. The intention is to populate the wiki with more teaching examples and to promote the resource more widely across the UK and beyond.

Request for involvement

If you would like access to the wiki, please register at http://catnipnw.pbworks.com/. If you have resources that you would like to upload, you can request access to be able to upload yourself or alternatively you can email the resources to me (madenm@edgehill.ac.uk) and I'd be happy to upload them on your behalf. I'm also keen to involve a statistician, so if you know of any interested person(s) please let me know as I would like to obtain more statistical examples that have been peer reviewed by an expert.

Finally, I would like to say a big thank you to HCLU and Edge Hill University for funding my MA dissertation, to LiHNN for sponsoring my place at HLG and to everyone in LiHNN who kindly responded to my survey requests.

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Recent **successes**

Congratulations

to **Debra Thornton** from the Blackpool, Fylde and Wyre Trust, and to **Amy Harrison** from Lancashire Teaching Hospitals Trust, who have successfully completed their respective Chartership programmes.

National E-Books Study Day

The National E-Books Study was held at The Christie, was well attended and provoked much discussion throughout the day.

Steve Glover began with a summary of e-books usage in the North West and covered themes which appeared through all the presentations: pricing models (subscription vs. perpetual access), current practices and new and mobile technologies. In the sample of e-Books he examined he found that e-book usage was more favourable compared to print, but acknowledged that print usage may have been under estimated, as it was difficult to measure the level of "ghost reading" that took place in the library. Steve also noted that there is limited research carried out on comparing print book usage to e-Book usage and much of the evidence is anecdotal.

He concluded that e-books are not yet fully established in NHS libraries as core products and that their usage is low compared to other e-products. As supplier pricing models are still changing and more complex

E-book Study Day - David Stewart, the organizing team, and speakers.

22 October 2010

than e-journal pricing models they are not established enough to offer long term planning for purchasers.

The speakers from e-books suppliers illustrated the differences in platform and content, from e-books as PDF chapters (Jan van der Wouter, Springer) to textbooks as searchable portals with updatable online content (Mary Robson, Oxford University Press). Paul Harmon (Elsevier) gave a good presentation highlight some major academic studies.

Access routes to e-books were covered in a number of presentations, the library OPAC and library website is still the main route of access to the content. OPACs account for approximately 55% of access referral sites.

Some suppliers e.g. Wolters Kluwer are only now looking into how new application technology can be used with e-Book content but this technology is already being used at some institutions.

Pip Divall talked about utilising this new technology at University Hospitals of Leicester NHS Trust. This included the use of iPads by Clinical Librarians and investigating the use of Kindle and Sony Readers with the aim to have loanable mobile technology, in their library, in the future.

Pip Divall also pointed out that many e-books cannot be downloaded or read offline through suppliers such as MyiLibrary, NetLibrary or Ebrary. This leads to session time outs which would be frustrating for any users and is an issue that suppliers would have to pay heed to if they want their content to be read anywhere – which most users will expect. Amazon have overcome this with a Kindle application which may be used for offline reading and as pointed out by Dan Breeze (Coutts Information Services) as Amazon have reduced the price of their Kindle reader they are developing a leading role in the e-Book reader market.

> Dan Breeze also presented about the changing e-book landscape and how users want information that isn't reliant on specific platforms. He also discussed the impact of remote technologies on libraries and suggested libraries would become a 'base of operations' for e-content supply (which many libraries already do now as part of their role).

E-books are rapidly becoming an important resource, potentially as important as electronic journals but at present the outlook seems to be cautiously optimistic on all sides.

There is a certain amount of excitement around e-Books as a result of The Kindle and iPad, but many potential purchasers (and some suppliers) are uncertain as to the best platform or pricing model to invest in which may be providing barriers to e-book growth. This uncertainty may make librarians even more cautious, especially those responsible for collection development policies, as they decide where to invest their rapidly dwindling budgets.

Riz Zafar
LIBRARIAN SPECIALIST
THE CHRISTIE NHS FOUNDATION TRUST

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ELECTRONIC RESOURCES OFFICER
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Conference Report: **LILAC 2010**

Last years LILAC conference took place at the Strand Hotel Limerick city Republic of Ireland, 29 – 31st March 2010. Thanks to LIHNN for sponsoring my conference fees which made it possible to attend.

LILAC is the Librarians' Information Literacy Annual Conference and is billed as "a conference which is brimming with new ideas, innovative teaching techniques, inspiring speakers and exciting social events". As a health information practitioner who developed a number of information literacy tools and conducted research in the field a few years ago, I was hoping that LILAC was going to take me out of my comfort zone and provide me with a spark to update my work and my practices. I was also going to facilitate a workshop session on critical appraisal, with one of my editorial colleagues from the Evidence Based Library and Information Practice Journal.

The first thing that struck me – was that everyone was wearing lilac! Odd that I was surprised when you think about it, why not wear lilac at LILAC? This obviously created a common bond between delegates who return to the conference year after year. The second surprise was the large number of delegates from a wide range of countries. Although not officially billed as an international conference it really had captured an international audience, although these mainly seemed to be from academic libraries or the higher education sector.

The conference defines information literacy as "the ability to find, use, evaluate and communicate information" and is aimed at those "who want to improve the information seeking and evaluation skills of all library users" – so definitely of relevance to those in the health sector. The conference themes included: Developing the IL practitioner, Innovative practice, Making connections, IL & research and measuring impact – all themes which are close to my heart.

Parallel sessions were held in small rooms and bookings had to be made for sessions in advance (preferably via the conference website a few weeks before). This was a bit of an alien concept to me. I normally arrive at a conference having written my own presentation the night before and then spend the first coffee break perusing the programme to decide which sessions I want to attend. Unfortunately for me, most of the other delegates were far more organized and the sessions which looked the most interesting were full. Still I did find some of interest that mentioned the words evidence based or health in the title – as well as some that were really out of my comfort zone (but interesting nevertheless). One example of this was the session delivered by Christine Irvine of the Scottish Information Literacy Project, who described how her research on information literacy in primary schools had influenced the Scottish National Curriculum.

Much closer to home, my own colleagues from Salford University Library described an audit they have undertaken across the University and then how this is being taken forward in an institution wide information literacy strategy with the

backing of the Vice Chancellor. They delivered an excellent presentation with some fascinating facts about Salford and their proposed work in taking the strategy seemed to be way ahead of the work going on in other institutions. This made me very proud to be part of the same institution. Inevitably I compared presentations at LILAC with those that I have heard at a wide range of health information related conferences. Having spent years critically appraising health information research and finding it fall short in many cases, I was surprised and a little disappointed at the small scale nature of the research in most of the presentations.

This view was shared by the final keynote speaker, Dr Ralph Catts of Stirling University. He gave an inspiring but bleak presentation about the future of information literacy! He pointed out that for librarians and information literacy to be taken seriously in the forthcoming financial climate and cuts in the higher education sector, it was essential to do more rigorous research which really demonstrated the value and impact of information literacy. He also called for others to join him, and after putting my name forward, I was invited to attend a meeting in the summer with the great and the good in the academic library sector to see how research can be taken forward in this area. Watch this space!

The other keynotes were equally thought provoking – satisfying my need to be taken outside my comfort zone. Both Dr Karen E. Fisher, University of Washington Information School, The Information & Society Center (OSC) and Tony Durcan, Head of Culture, Libraries and Lifelong Learning for Newcastle City Council gave excellent presentations on the work that is going on in public libraries to promote information literacy and demonstrate their impact. I think other library sectors have a lot to learn from that going on in public libraries. Our own session on critical appraisal was well attended and received – what is now common place in the health sector seemed to be really offering something fresh to the LILAC audience. Finally – the social events, the first night reception at a University Art Gallery complete with Riverdance (not the real thing – but how do they get on their toes?) and the conference dinner in a spectacular castle all helped to make it a conference to remember.

Next years LILAC will be taking place at the British Library in April. If you want to see things from a different perspective and offer something to other sectors about how things are developing in the health library world – it may well be worth a visit.

Alison Brettle
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Editor's Column

Notes for contributors

1. Articles and news items are welcome from all members of Lihnn, including support staff and staff in higher education institutions.

   Lihnn members are actively encouraged to write up accounts of events and courses attended. Articles on new developments and projects successfully managed are also welcome.

2. News items and short pieces, which can range from factual to amusing, are also welcome.

3. All items should be submitted in electronic format.

Please abide by the following points:

Don't forget your name, location, title of article and date of article.

All acronyms should be written out in full for the first occasion they are used in the text. Please give full details of events, courses and conferences attended. This should include:

- The name of event and location

- Date of event

- Name of organizing or sponsoring body

- Details of how support materials can be obtained (where necessary)

- Full references to any published reports, articles, etc.

Items not submitted in time for the publication deadline will be published in the following edition.

Lihnn is on the web at:
www.lihnn.nhs.uk

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LIBRARY AND INFORMATION HEALTH NETWORK NORTHWEST NEWSLETTER

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