LIHNNK UP

by Health Libraries, For Health Libraries **ISSUE 37** AUTUMN 2011

LIBRARIES WITH
Northern Soul

Having read Stephen Edwards' report on the Evidence Based Librarianship (EBLIP) Conference at Salford, I thought I would pepper the editorial with relevant song titles. I then realised that would only show my limited interest in music (Tamla Motown and Soul) and confirm my age, so no music I promise.

EBLIP 6 at Salford was a great success and very gratifying as David Stewart and I were on the Local Organising Committee. We were delighted to see strong attendance from LIHNN members and also from LIHNN presenters who demonstrated again that research and the NW health libraries are closely entwined.

Liz Stitt tells us about **"Books at night"** demonstrating that libraries and librarians can have an impact on dogs too! **Joanne Shawcross** from Morecambe Bay reminds us of what librarians do best – collaborating across sectors and networking. I'm glad to see evidence of wordles in use and if you haven't discovered them check out http://www.wordle.net/

There are reports from the "new tribe" who attended the **International Clinical Librarians Conference** in Birmingham and some "take home messages" about the importance of marketing a clinical librarian service. Boston (Massachusetts) is also

mentioned several times. **Emily Hopkins** reminds us of the value of attending a CILIP **Umbrella conference** – meet people from different sectors, hear what other sectors are doing and enjoy good food and good wine. Hopefully more people will take up the LIHNN and HCLU offered bursaries when Umbrella comes to Manchester in 2013.

Matt Holland advocates using a free resource, **Mendeley**, to help people manage their bibliographic references but also demonstrates how we can use it as a tool for our everyday work. **Gil Young** describes the **Talent Management Toolkit** provided by the SHALL Staff Development Group and encourages you to use it.

We welcome a new "library" in an old library at Fallowfield with **Kathy Atkinson's** description of the metamorphic rise of the Manchester Health Information and Resources Library and its return (well almost) to its origins in Public Health. We also welcome some new people to the library fold – Graham Haldane as East Lancashire Hospital Trust's new Library Services Manager and - I'm sure I will be forgiven for this – Jennifer Rose Steele courtesy of Sue (Fairfield Library, Bury) & Rod Steele.

On a final note the LIHNNK-Up Editorial Board are considering running a survey to find out what you like and would like to see more/less of etc. in **YOUR** newsletter. Watch out for it coming soon.

Linda Ferguson
NW HEALTH CARE LIBRARIES UNIT

IN THIS ISSUE

Finding the evidence:

Thanks to a bursary from HCLU I was able to attend the final day of the EBLIP conference at Salford University at the end of June. Two particular strands emerged through the day. The first was that research has to have some practical application. The other was the surprising relevance of popular music from the 80s.

Keynote address: outputs and impact

Hazel Hall's keynote opening address set up the day's themes, beginning with the need to make sure that research has an impact. Simple but blunt quantitative measures such as numbers of visitors are no longer sufficient. Now decision makers require evidence of the impact that the library has on those visitors. The RiLIES project is examining how to ensure that research influences practice, considering the design of the research and the best methods for dissemination. All this was neatly tied up in a local reference as Hazel recalled the delegates' tour of Salford featuring a stop-off at Salford Lads Club.

To people of a certain age (apparently a number of us in the audience) that prompts a pavlovian memory of The Smiths and Professor Hall nominated their chartbusting What Difference Does It Make as the guiding principle for any research project.

Outcomes, Impact and Value: Service Development

The initial presentation in the following parallel session offered examples of the need for relevance. A joint exercise by Derby and Loughborough universities investigating how evidence could be used found that both services already had a mass of data. However, it included material that no one ever asked to see; figures that nobody knew the reason for collecting; and statistics that there was no staff time to analyse. Bringing together senior staff in a workshop allowed them to formulate an ideal performance framework and then consider how they might implement that framework.

This was followed by Edge Hill University's selection of case studies considering how a library service that sits in a large and disparate Learning Services department can provide evidence of the value of the service. One of their examples again picked up on one of Hazel Hall's themes. The government's Customer Service Excellence scheme – a successor to the Charter Mark – offers an independently-derived measure of quality, building on Professor Hall's point that research needs to be outward looking to avoid any possible bias.

The session concluded with a strong showing from LIHNN as Gary Sutton and Hannah Gray reported on their work with Victoria Kirk on quality improvement systems in health libraries. In part they are finding that such systems seem to be as much about securing the library's position in the organisation as about providing a better service. There were no measures of how users or patients were benefiting from the library's improved quality which might have been considered to be the point of any programme of quality improvement. Quite apart from the findings the presentation was illuminating on the actual processes involved in such a project, which was a much lengthier task than originally imagined. Once completed though, they can be comforted by one of Hazel Hall's observations on research, that certain types of study, such as a literature review are generally more highly valued and frequently cited, so all that effort should prove to be worthwhile.

what would Morrissey ask?

The lunch break provided an opportunity to socialize and network including a discussion with one of the poster presenters, Mary Dunne, on how AHPs use library services; Mary's poster was later announced to be the best and well deserved it was too.

Outcomes, Impact and Value: Health

Back into parallel sessions and once again there was a practical demonstration of the application of Hazel Hall's address with one presenter declaring that their chief executive's only criterion for assessing the value of any service was "what difference it makes". This was in a piece of research using critical incident techniques. The research was commended from the floor for its statistical rigour in calculating a sample size and analysing the results.

This was followed by some research on use of Cinahl in developing guidelines. As Cinahl presents various difficulties in developing a search strategy the researchers wanted to see how many unique results it provided. The answer – about 1 per search –suggests that it may not be necessary to include Cinahl in a search. Alison Brettle was in the audience for this session and she suggested that this research could be refined to focus on whether those unique results would have made any difference to the guidelines.

Dr Brettle was also part of the team behind the final presentation of the session together with Clare Payne and Michelle Maden, looking at the effectiveness of clinical librarian services. This developed from Dr Brettle's earlier literature review which had found limited evidence and poorly constructed research. This new initiative uses critical incident techniques to produce a robust set of results. The research feeds back into the MAP toolkit and the results can be split up for individual trusts so there will be specific as well as general results. The most frequent requests were for literature searches followed by training, and then critically appraised literature searches. The effects of the service provided are analysed for their impact on CPD, decision-making and evidence-based practice and efficiency (including finance and risk management). With a series of follow-up interviews to come leading up to publication of the final report the project is another excellent demonstration of LIHNN's contribution to evidence-based practice.

Closing address: from evidence to knowledge translation

We then all reconvened for the closing address by ScHARR's Andrew Booth, whose conference profile noted that he is "the world's most prolific author in Evidence Based Library and Information Practice". In an iconoclastic address Andrew deconstructed the idea of 'The Future of EBLIP', demonstrating the redundancy of each term. Having reduced the concept to simply 'of', he then proposed a new approach moving from Evidence to Knowledge Translation. This approach recognises the "messiness" and complexity of the real world. It focuses on what needs to be done and how to do it. In fact, it seems that it fits well with the "What difference does it make?" mantra. And just to completely close the circle on the day's events, Andrew also raided the 80s jukebox to offer us a rewritten version of the Go-Go's Our Lips Are Sealed as EBLIP IS Sealed.

Whether it's EBLIP, Knowledge Transformation or its more refined sibling Knowledge Interaction, the conference left me enthused for trying out fresh approaches, utilising these different methods for improving service delivery. And it left me with an enduring excuse for livening up work with a quick burst of The Smiths – "I'm just reminding myself what evidence-based practice is all about."

Stephen Edwards
Outreach Librarian
NHS Salford

Mendeley | personal

It's free and it's good

I may as well confess that it's not possible to describe the full workings of Mendeley in a short article but hopefully this will give some pointers to features and benefits. So lets cut to the chase, when you are looking down the back of the Library Budget sofa for a few hundred/thousand quid for a multi-user licence for commercial Personal Bibliographic Software [PBS] Mendeley's basic version is, and is promised to remain, FREE. The other point in the version churning, over complicated, and over priced world of commercial PB software is that Mendeley is GOOD. Sufficient for the small user and large scale projects and it's now in stable 1.0 version. It also works across all platforms.

The short version

Mendeley comes in two parts. A desktop version, which you download once you have registered with Mendeley Web. This manages your personal libraries on your laptop or PC, and a web version that synchronises with your personal libraries. You can see your own libraries by logging into Mendeley Web. Best of all you can create Public Libraries which you can publish and share with others. Each Public Library has a basic discussion forum which is great for projects and collaborative work. Finally better mention the Web Importer which allows you to import directly from the screen.
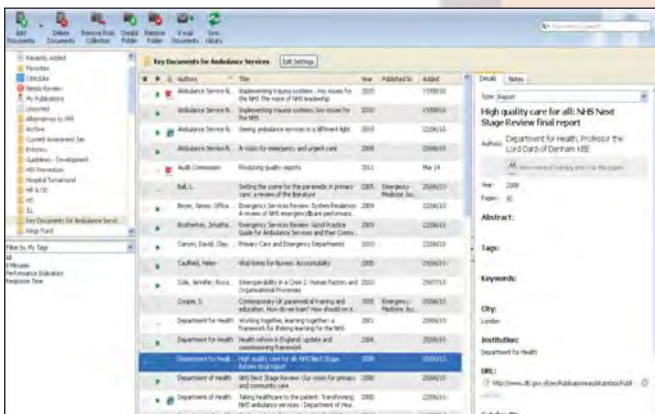
Screen Shot 1. Mendeley Desktop
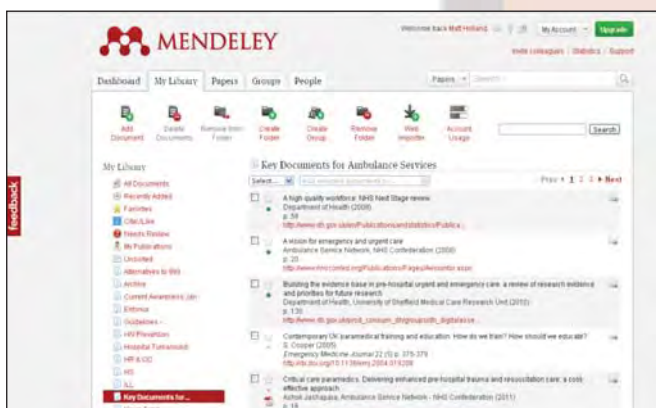
Screen Shot 2. Mendeley Web – My Library

The Mendeley philosophy - the Last.FM of research

To really understand Mendeley you have to buy into their view of the world. Their objective is to collate all the references uploaded by users from their Desktop to create a database that will compete with the likes of WOS or SCOPUS. A big part of their marketing is the database which now contains over 31 million records. The underlying software is modelled on an online radio service called Last.FM which recommends songs on the basis of your choice of artists. Mendeley similarly recommends related articles and people. From their point of view the Desktop version is a means to an end, harvesting references to populate the Mendeley database.

The slightly longer version

Mendeley Desktop does all the normal things - imports using RIS, BIBTEX and individual documents using ID's DOI, PMID and arXiv. It can work with Word and Open Office to support Cite While You Write. It uses an an Open Access Citation Style Language (CSL), the same as Zotero, and has ready access to 1500 Citation Styles, mostly created by Zotero but by used Mendeley. It is possible to write CSL files using an XML editor, but you may find life is too short. Better to wait for the promised v 2.0 of Mendeley's WYSIWYG editor. Those of a commercial turn of mind might point out that EndNote and RefWorks have an editor and it's easy to use. Well I served in the citation trenches with ProCite and EndNote and I can tell you they are being economical with the truth about the easy to use bit. Either make use of what is there or find something that is nearly there and make the tinniest of tweaks. Mendeley is really good at handling .pdf files too. Save all your documents in one folder and import that folder and Mendeley will extract the metadata from the .pdf. It has some neat .pdf features as well such as annotations and highlighting.

Mendeley Web provides access to your Libraries and Groups, your personal Mendeley profile and the Mendeley database. There is a handy feature where you can link your Libraries to the NHS Evidence Link Resolver and click through to get full text. Links are already provided to Google Scholar and WorldCat. The Mendeley profile is handy if you need an online presence. Its visible to non-Mendeley users and has a social networking element where you can network with other Mendeley Users.

Mendeley Search is developing all the time. Recent beta versions have included references and in the distant future perhaps citations, which as they say in the financially challenged world of NHS Libraries, will be a real game changer. The lack of access to an affordable citation search is very limiting. Otherwise Mendeley is a very big database. The innovative side, apart from suggested related articles is the crowd sourced tags, discipline and sub-discipline descriptions supplied by users. Each discipline/sub-discipline and tag has its own wiki style home page. Descriptions are moderated by Mendeley. Being the kind of company they are they also run all

bibliographic software

sorts of metrics and statistical analysis on their data to generate most read articles, most active users in each discipline and so on.
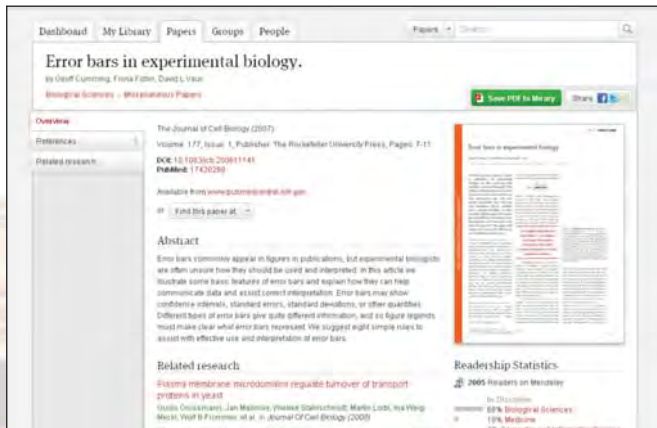
Screen Shot 3. Mendeley Web Results Page

The Mendeley Marketing Strategy

The Mendeley marketing strategy is, as they say, smart. You can become a Mendeley Advisor and get all kinds of freebies, T-Shirt, mug etc. (all of which I declined in a fit of honesty) and a Virtual Badge. Most importantly you get access to the Mendeley Advisor's Discussion Group which is useful to keep up to date. The Mendeley support is good. A really clear manual, free presentations and lesson plans and a YouTube Channel with short video's (see Links below). They are very friendly and responsive too. Maintain regular e-mail contact with their adviser's, even on one occasion a transatlantic chat on the phone. There is a very upbeat feel about Mendeley, watch all the bright young things from Cornell and Columbia discussing the benefits of social bibliography on YouTube, before starting your day in the NHS. They have no idea. One other thing about NHS IT. It had to come up, but the sync between the Desktop version and the Web version will be blocked, so you need to talk to IT first.
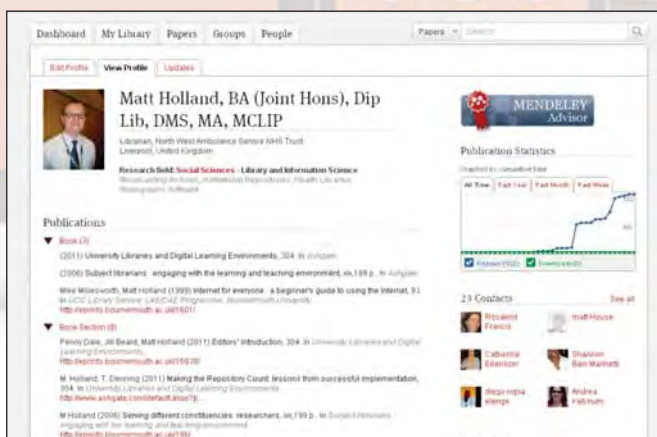
Screen Shot 4. Mendeley Web Profile

How can I use Mendeley

Well, every Librarian needs PBS just to manage all the tasks that involve finding, collating and distributing references etc. In addition, I use it to create a current awareness servie and to store .pdfs for each document in the event I get asked to supply full text. I have set up online bibliographies on key topics and have attracted a following for some of them. I use the profile a lot as my public profile, and network with colleagues and other NWAS staff who are also Mendeley users. Main thing I do is recommend Mendeley to NWAS Staff who are in HE or undertaking large scale projects. Not all take up the opportunity but having the discussion prompts them to think about reference management or look for other solutions.

To sum up

It's free, it's good, it has an active user community, is well supported, is innovative and does all the basic things you expect from PBS. No one ever got fired for not spending money.

Matt Holland
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LINKS:

Mendeley
http://www.mendeley.com

Mendeley on YouTube
http://http://www.youtube.com/user/MendeleyResearch

Mendeley Users
http://www.networks.nhs.uk/nhs-networks/mendeley-users

Mendeley Profile
http://www.mendeley.com/profiles/matt-holland/

NWAS LIS - Bibliographies

http://www.networks.nhs.uk/nhs-networks/nwas-library-and-information-service/bibliographies

NWAS LIS - Mendeley Support Pages
http://www.networks.nhs.uk/nhs-networks/nwas-library-and-information-service/mendeley

CLP Cumbria Library Partnership

A change for the better

14 June 2011, University of Cumbria. Newton Rigg, Penrith

Background:

Cumbria Library Partnership (CLP), previously known as Addlib, is a collaboration of the different types of libraries in Cumbria: public; academic; health; social care and school libraries. It was formed to simplify and increase access to resources, information and support provided by libraries across the region.

The committee of the Staff Development Group consists of: James Fraser (Senior Learning Adviser, University of Cumbria); Morag Platt (Knowledge Support Librarian, North Cumbria University Hospitals NHS Trust) and myself.

This was the second annual staff development event held for library staff within the Cumbria Library Partnership area. It was felt that no members of staff are exempt from change and it would be really useful to hold an event focusing on this subject, giving practical examples and tips.

Outline of day:

13 people attended the course making a total of 16 including the group members. There was representation from HE, FE, Public and NHS Libraries. We were very pleased with this number.

There were 2 presentations: one from Sheila Marsh (Head of Library & Knowledge Services, North Cumbria University Hospitals NHS Trust) and another from Emma Turzynski (Learning Adviser, University of Cumbria). Sheila's presentation focussed on change within the NHS and Emma's showcased an innovative colour coding scheme developed for the University libraries. Both of these were well received by everyone present – I think perhaps there were a few going away with thoughts of how to colour code their libraries!

3 groups were formed for activities and discussion and this worked very well. There was lots of interaction whilst undertaking the activities and plenty of opportunity for sharing of experiences. Based on feedback from the event last year, more time was allowed for sharing of experiences between individuals and the different sectors we work in. None of the libraries we work in are immune from the changes happening around us and this makes it all the more important to be able to meet up with colleagues in this way.

The first activity asked everyone to draw pictorial examples of how change makes them feel. This led to a huge variety of examples including: happy, sad and confused faces; spinning plates; runaway trains; brick walls; the Hindu God Shiva; half empty/full bottle; umbrella, volcano and ash cloud – and many others. It was interesting to see that there were positive and negative examples.

balancing empowered brick wall excitement positive honesty shock train SWOT analysis destruction of inertia glass half full scales running away values unsure fear low change cleansing change difficult choices volcano erupting more information needed multi tasking negative glass half empty spinning plates if not broke why fix

This activity served well as an ice breaker.

Other activities covered: loss aversion; reframing and how to spot opportunities. All present got involved with the activities and I think it was obvious that everyone enjoyed taking part and gained from them.

I think they served to make everyone think differently about change and how we all react and deal with it. Feedback/next steps? Everyone was asked for brief feedback on the day – just by giving a happy or sad face and answering the question "would you recommend the day to a colleague. Results summary: 15 happy faces (some put 2) and everyone said they would recommend the day.

Comments received included:
- Very good day
- Very enjoyable, thank you
- Yes, more events please
- Very happy, thank you
- Beneficial bringing groups together with ideas
- Very useful, great exchanging views and not feeling alone
- Really enjoyed the day and the format
- Great to share ideas
- Enjoyable meeting new people

We asked everyone for examples of what they would like to see the group offer in the future and suggestions included:
- Visits to other libraries
- Promoting services
- Partnership working
- Engaging with our customers/ non-customers
- Education in the library environment
- Converged services
- Virtual library
- Empowering the library user (self-service)

We were extremely pleased with how the day went and with the very positive comments received and we have plenty to think about for next year's event.

Joanne Shawcross
ACADEMIC LIAISON LIBRARIAN
UNIVERSITY HOSPITALS OF
MORECAMBE BAY NHS TRUST

World Book Night at Calderstones

World Book Day has been running for many years now and is a celebration of books and reading. This year the organisation introduced a new initiative called World Book Night.

World Book Night asked for people to become book givers and help them give away one million books from a list of 25 titles. We were lucky in that the Director of Finance for Calderstones, David Young became a book giver and received copies of one of the 25 titles available to give out.

The Library Service in conjunction with the Director of Finance and with World Book Night gave away 30 copies of the book *The Curious Incident of the Dog in the Night-Time.*

The Curious Incident of the Dog in the Night-Time is a 2003 novel by British writer Mark Haddon. It won the 2003 Whitbread Book of the Year and the 2004 Commonwealth Writers' Prize for Best First Book. Its title is a quotation of a remark made by the fictional detective Sherlock Holmes in Arthur Conan Doyle's 1894 short story "Silver Blaze". It is a murder mystery story, told by Christopher Boone a fifteen year old boy with Asperger's Syndrome. This

was a perfect choice for our Trust as Calderstones is a partner in The National Autism Partnership (NAP) an association formed by the **Calderstones Partnership NHS Foundation Trust**, the **Northumberland, Tyne and Wear NHS Trust** and the **National Autistic Society.** The purpose of the association is to combine the respective experience, competencies and influence of these organisations in order to develop and deliver improved outcomes for people with autism who also exhibit challenging and offending behaviours. Working with Sarah Crossley the autism lead for the Trust 30 people were identified to begin the process of reading and distributing the book round the Trust.

Liz Stitt
LIBRARY SERVICES MANAGER
CALDERSTONES PARTNERSHIP NHS
FOUNDATION TRUST

*Left: **David Young** Director of Finance handing out the first copy of the book to **Sarah Crossley** Advance Practitioner for Autism in the Trust. Looking on are: **Paula Braynion** Director of Operations and Nursing, **Ian Hall** Learning and Development Manager and **Liz Stitt** Library Services Manager*

International Clinical Librarians Conference

Day 1 – Linda Jackson, Clinical Librarian, Bolton NHS Foundation Trust

The opportunity to attend the International Clinical Librarian Conference proved extremely interesting, meeting participants and speakers with a wealth of knowledge and experience of clinical librarianship. The setting at Birmingham Botanical Gardens was well chosen and provided a relaxing and beautiful backdrop when indulging in the enjoyable refreshments.

The presentations were excellent with useful and informative ideas to develop the Clinical Librarian (CL) service, providing both an insight into the development of the role since the 1970's, and also focusing upon aspects beneficial to current and future practice.

Sarah Sutton from Leicester opened the conference with a warm welcome (Her personality shining through) and clearly expressed her belief in CL services, and its importance to patient care in supporting evidence-based practice. The newly formed Association of Clinical Librarians and Informationists (ACLI) was launched and everyone was encouraged to join online. Her enthusiasm is evident and inspiring, (Particularly for someone who faces taking on the role) and continued throughout the day, with Sarah asking many questions of the speakers which probably many would have thought of asking after the conference!

Fiona Godlee, Editor in chief at BMJ gave the first presentation, stressing the importance of getting evidence into practice. The updated BMJ evidence and best practice was promoted and compared to other current resources available, namely NHS evidence, which prompted some comments!

Following a refreshment break and chatting with other delegates, Pip Duvall (CL service manager, University hospital of Leicester) focused upon the newly developed Clinical Information Search Service (CISS) system, to solve problems associated with CL searches, (repetition; storage, receipt of searches). This database system (V.2.0 launched May 2011) is envisaged to become commercially available and a useful tool to the CL service, as a time-saving resource in terms of searches and statistical analysis.

Pip's second focus was the development of a career structure for future CLs, with the two newly appointed CISS officers. The role is to support CLs as a progressive career step, building on literature searching and raising current awareness in hospitals.
The following speaker Elizabeth Aitken, librarian, from Health Information Network, Alberta,

Birmingham Botanical Gardens, 2011

Canada, expressed her agreement with the CL training structure and also stressed the importance of linking CLs as members of interdisciplinary teams. She presented the results of a 6 month controlled study, measuring CL value following integration in a tertiary care setting and the significant impact upon patient care.

The next presentation by Lian Hielkema and Monique Wessels, both CLs from the Netherlands, was their development of a search filter for identifying articles which address patient issues. A considerable amount of time and skill was involved and this received much praise from the delegates. They emphasised the issues of patient participation in guidelines and demand-based care, clearly an important issue as current practice proves both in the UK and abroad.

Prior to lunch Chief Nursing Officer, Anne Woods from OVID emphasised the importance of EBP at the point of care, expressing her personal desire for a CL to accompany healthcare professionals as a vital contributor to best quality care. Additionally she pointed out how direct, quick access to relevant evidence and resources via a computer link (at the patient's bedside) improves cost-efficiency. She congratulated the UK CL services development and 'Surprisingly' pointed out that barriers within the US had meant the CL role had 'Not taken hold' in comparison to the UK.

Following an enjoyable lunch, Jon Brassey, creator of the clinical search engine the TRIP database, enthusiastically talked and clearly expressed a frustration with

'Methods' of evidence provision, giving a comparison of cost between a search of NHS evidence and TRIP (This costing was questioned by participants!). Nevertheless he wasn't swayed and his belief in the sharing and easy dissemination of learning between healthcare workers was emphasised with the promotion of TILT (Today I Learnt That) service, designed as a tool for recording 'Nuggets' of shared learning.

Aislinn Conway's presentation was unfortunately curtailed with any Q&A's being left to the end of the program, previous speakers had overrun slightly in terms of the program timescale. Her presentation of the CEBIS (Clinical Evidence Based Information Service) study within neonatal care was cleverly divided into 4 stages, represented as a life-cycle from conception, through to labour, then birth, and development, charting its progress from implementation up to present and future plans.

Yongtao Lin a librarian from the University of Calgary, Canada, next presented a logic model for 'Embedding' a librarian within applied research. This was assessed by tracking changes in behaviour, collaborative relationships and activities of both researchers and librarians. Yongtao emphasised the problematic gradual process, due to having to divide her time between the work itself and sourcing continued funding for the role.

For Eli Bastin, Information Specialist and Outreach librarian, Bodleian healthcare libraries, Oxford, pressures of funding wasn't an issue. Her initiative to use the Google Blogger resource to set up

the Oxford Transplant Nurses Blog as a means of CA, proved to be an efficient and cost-effective tool. Her technological abilities and previous use of the blogger was evident in her presentation and proved to be extremely beneficial. Current feedback from the nurses has been very positive and encouraging, and ongoing reviews are planned.

The final presentation of day one focused upon the 'Role of the clinical librarian' by Lisa Lawrence, the CL at Royal Derby hospital. Lisa detailed how 5 years ago the CL role was conditional on her undertaking a post-grad qualification and this presentation was the recently completed dissertation. The study investigated Clinical Librarianship as an 'innovation' slowly diffusing into healthcare libraries, and concluded with emphasising its importance and the need to sustain awareness levels for the future role.

Some interesting Q & A's followed, for the speakers whose presentations had been cut short and the day came to a close with Sarah announcing that taxis were waiting for those returning to overnight accommodation.

Day 2 - Jo Whitcombe, Assistant Clinical Librarian, Pennine Acute Hospitals NHS Trust

Day 2 of ICLC 2011 started off with Bolton bringing on a sub – thanks to LIHNN funding, Paula came to replace Lynda, who had gone home with a bag stuffed with goodies. First up was Katie Adams from NHS

...continued

Evidence talking about what the resource had to offer clinical librarians and how all librarians can influence future development. NHS Evidence has recently run a number of feedback sessions in order to build a more relevant and user-friendly resource. Having attended a session the week before, I was pleased to see that they were already looking at the early data and appeared to take user opinions on board. It will be interesting to see how such feedback is actually put into practice. The personas that NHS Evidence had developed, in order to better understand the information needs and behaviours

of users, could be very useful when formulating marketing strategies and other development plans, and librarians will be able to access them once they are complete.

After a short break for coffee, Sarah Sutton, clinical librarian from University Hospitals Leicester brought her customary light-hearted approach to her presentation on her recent trip to MLA. She gave tips for attending, networking and surviving at large international conferences, and urged the audience to be more forthcoming in applying for bursaries as a means of funding attendance. In addition, she recommended that delegates

should join the MLA as "International Members" in order to benefit from member discounts. As someone who keeps a close eye on medication safety literature, I found her discussion about the peer-to-peer health discussion websites that have appeared in the U.S. – such as www.curetogether.com – and their value as an information resource to be particularly interesting. I shall definitely be taking a look at the sites mentioned.

The presentation from Jan Godwin & Helen Robinson (Hull & East Yorkshire Hospitals) examined their experiences when setting up and maintaining a current awareness service across a large acute trust.

Moving away from the traditional model and library culture they knew, they decided to use RSS feeds to establish a specialty specific web-based platform that would be readily accessible to all trust staff, and would present the library as more a pro-active and dynamic service. The importance of choosing an appropriate team to champion LIS beyond the physical library was stressed, and they concluded with the assertion that delivering current awareness was a way of "Getting a foot in the door" with clinical teams which had allowed them to promote library services as a whole to a far wider population.

Sarah Clarke, a specialist librarian from Ulleval, Norway had intended to discuss the pilot of a clinical librarian service, but staffing issues compounded by a recruitment freeze meant that the project was put on hold. Luckily, she was able to discuss her involvement in formulating a search protocol for a nation-wide project which developed the "AGREE" instrument. This is basically a "Do once & share" programme which has standardised practice and reduced duplication as evidence-based protocols are now shared through a national network. Many of the delegates were agog at the Norwegian health library system, which is staffed purely by professionally qualified librarians and has costly clinical information resources bought for them centrally by the Norwegian government!

We enjoyed an alfresco lunch in the beautiful gardens and then had to endure the obligatory delegate photograph before we got back down to business. The theme of streamlining workflows was taken up by Andrea Lane from the BMJ Evidence Centre. She described how her workplace had met the challenges of maintaining value and standards in the face of deadlines and economic constraints, and how they had made their search strategies more focused as they worked to make resources such as "Best Practice" a duplication-free evidence repository.

Carol Ann Regan from Taunton & Somerset NHS FT presented on another clinical librarian pilot, showing how members of her team were successfully embedded into a new cancer care centre from the initial struggles of juggling multiple roles and moving out of comfort zones, to the successful uptake of the service by new users. Carol reflected that perhaps 6 months is too short a time period for such ventures and stressed that a service

cannot succeed in isolation; there has to be good communication and supportive working relationships across the library.

Linda Ward, a clinical review & effectiveness specialist working at East Midlands Specialised Commissioning Group, turned our attention to how clinical librarians can support commissioners by providing an evidence-base to ensure informed decision-making processes. Linda presented her recent project - a database that would support information sharing and collective learning across the workforce, whilst highlighting information gaps and minimising risk to the trust. She continued the theme of successful project management introduced earlier by Carol Ann Regan, underlining the importance of identifying barriers, costs and risks of new projects, stating that human elements were trickier to overcome than any technological issues!

Following a break for coffee and a quick chat with other delegates, it was time for the next speaker. Marie Ann Slaney won the prize for the longest journey, coming over from the Therapeutic Goods Administration of Australia. As library manager, part of her role is to undertake complex and systematic searches to identify adverse effects of drugs, which she likened to the icebergs in the fog of patient treatment. Her presentation highlighted the fuzzy and fragmented nature of adverse events reporting, and the complexity of searching beyond the standard clinical literature.

Jane Surtees from Royal Derby Hospital brought the presentations to a close with her review of a clinical librarian service. This evaluation prompted the building of information needs profiles of user groups and illustrated how library statistics can be used to inform many aspects of

Some thoughts from a new library professional Fari Bannerman, Library Assistant, Alder Hey Children's NHS Foundation Trust

Having spent the last academic year studying a full-time post-graduate course of Information and Library Management with personal interest in the direction of Health Libraries and Information Services, supplemented by a fortunate position at an NHS library since January 2011, I had all the motives and impetus to apply for a student bursary to attend ICLC 2011 from the UHL, which graciously was granted.

This fascinating and inspiring event commenced with a key-note speech by Fiona Godlee from BMJ, followed by UK and Overseas based speakers from a wide and diverse array of interest and focus in their professional roles as Librarians and non-Librarians which included:

- Information Architecture and issues involved in developing and maintaining a health and evidence related website such as NHS Evidence
- Qualitative and Quantitative research for Clinical Librarian services
- Controlled study on Clinical Librarian role
- Setting up current awareness services for CL service via blogs
- Databases
- Developing and launching Clinical Librarian service
- Clinical Information Search Service Systems
- Search filters

- Embedded research in Clinical Library information network
- Clinical Librarian pilot programmes and statistics
- Literature search for reporting of adverse drug reactions
- Report on Medical Library Association Annual Meeting
- Funding decisions on developing systems to share evidence
- Engaging evidence into practice from a clinician's perspective

All above unquestionably can make a newcomer to LIS field like me to sit at a conference like this in amazement and the vast collection of possibilities emerging and unfolding during those two days were positively invigorating.

Most evidently Clinical Librarians should utilize performance measures to appraise and value their service whilst maintaining a good relationship with the Clinical staff; amidst the current climate of the NHS " Value & Worth" is of utter most importance and Clinical Librarians possess the data to prove the usefulness and gravity of a Clinical Library Service – the time has arrived for the Clinical Librarians to win professional distinction and confirm the presence of the Clinical Librarians as a "New tribe" in the UK! (Harrison and Beraquet,2010)

Reference:

Harrison, J. and Beraquet, V. (2010) Clinical librarians, a new tribe in the UK: roles and responsibilities. *Health Information & Libraries Journal* Vol:27 (2), pp: 123-132 [online] Available at: http://onlinelibrary.wiley.com Accessed on: [28th July, 2011]

...continued

the NHS organisation. Her review suggested that library staff can be the best marketers of LIS and that clinical librarians are perceived as a favourable addition to clinical teams, and have a positive impact upon patient care.

Closing remarks were made by Pip Divall, who thanked all the presenters for the variety and rigour of their efforts and once again plugged the next ICLC to be held in Boston in 2013.

Take home messages that can be applied to the practice of any health librarian include the importance of successfully marketing the library service, attention to detail in planning, user buy-in and evaluation are key to successfully implementing projects, finding library champions and honing professional relationships beyond the walls of the library are vital to

maintaining a high profile and a service that is relevant to user needs.

Thanks must go to Pip, Sarah & all the team who delivered a fantastic programme in a marvellous setting that provided a valuable opportunity to get to meet colleagues from all over the world. All of the delegates from the North

West who attended would like to extend our gratitude to LIHNN for funding our places and supporting CPD in such difficult times. Now, let's start saving up for Boston 2013!

Presentations can be viewed here http://www.uhl-library.nhs.uk/cl_ICLC11.html

Some thoughts from a manager's perspective
Paula Elliott, Library Manager, Bolton NHS Foundation Trust

As the manager of a service where the Clinical Librarian is about to retire, I applied for LIHNN funding to attend the second day as this seemed to include more speakers of interest to someone who wouldn't be taking on the CL role but would have responsibility for the management and development of the service.

This proved to be the case and I have returned to work with a more developed idea of what a CL service can be, having listened to a range of staff undertaking the role and from those who have investigated the users' perspective. There were also several ideas which might be applicable in our setting and I have made some excellent contacts. I've also joined ACLI – the Association of Clinical Librarians and Informationists: http://www.aclionline.org. Launched at the conference, ACLI aims to be "an international hub and professional association providing networking, peer

support, access to evidence demonstrating the value of the profession, promoting clinical librarianship and keeping up to date with current developments" – phew!

Although we will be truly sorry to see Pauline Francis leave us, we are fortunate to be able to take the role she established forward as our Trust integrates with community services and new maternity services are developed. The timing of this conference couldn't have been better for us. Now all we need is a reason to go to Boston in 2013…

SHALL Talent Management Toolkit

http://www.libraryservices.nhs.uk/forlibrarystaff/staffdevtandsupport/
talentmanagementtoolkit/talentmanagementtoolkit/

Talent management is currently a "hot topic" for many managers. The SHALL SDG (Strategic Health Authority Library Leads Staff Development Group) have recognised a need across libraries for more support in this area and in response have produced the SHALL Talent Management Toolkit.

Whereas in the past the term talent management was generally applied to the management of specific highflyers many organisations are *"broadening their definitions, looking at the 'talents' of all their staff and working on ways to develop their strengths."* (CIPD, 2011). The self-directed toolkit covers the 5 recognised stages of talent management and provides links to case studies, good practice examples, relevant websites and useful resources.

Within each of the five main areas the toolkit is further divided into the following sections.

IDENTIFY	ATTRACT	DEPLOY	DEVELOP	RETAIN
TM Toolkits / TM Systems	Vacancy advertising and recruitment surveys	Identifying current work-force skills & harvesting knowledge	Skills assessment & development	Leadership development
Career advice, guidance and fairs	Support from Professional Bodies	Training Needs Analysis	Shadowing schemes	Knowledge retention and transfer
Apprenticeships	Generic and library specific qualifications		Focus groups	Influencing skills
				Reflective practice
				Literature searching

The SHALL SDG recommends that you *"discuss ideas and implementation plans with wider networks e.g. Patch Groups. Some tools can be used in or as part of an individual's appraisal/-PDP and any learning/development needs identified recorded in local documentation. A talent management approach could be used as part of your business planning or service review to determine the appropriate skill mix within a team and evidence used to support your LQAF submission."* (SHALL SDG, 2011)

The toolkit will be revised on a regular basis and reviewed annually. If you have any suggestions for additions or useful resources please contact me (gil.young@nhs.net).
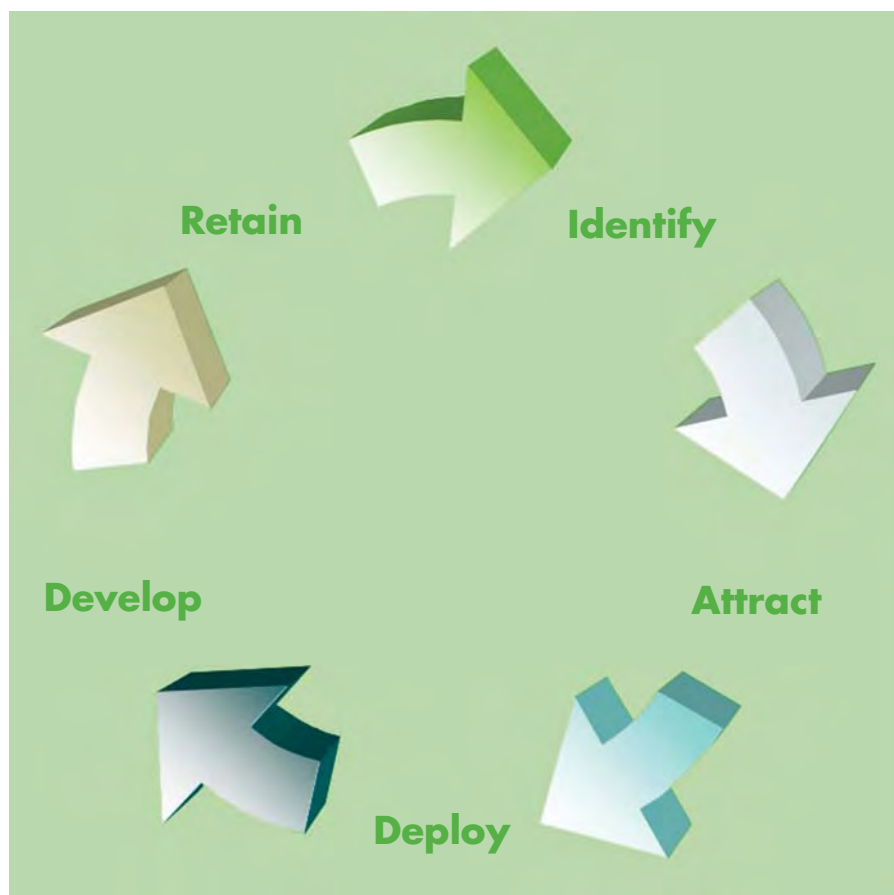
Gil Young
CPD & PARTNERSHIPS MANAGER
HEALTH CARE LIBRARIES UNIT

The Five Stages of Talent Management

Retain

Identify

Develop

Attract

Deploy

Reference:

CIPD (2011) *Talent management: an overview.* Chartered Institute of Personal and Development, London, UK. Viewed 7 July 2011
http://www.cipd.co.uk/hr-resources/factsheets/talent-management-overview.aspx

SHALL SDG (2011) *About the SHALL TM Toolkit.* SHALL Staff Development Group, UK. Viewed 7 July 2011
http://www.libraryservices.nhs.uk/forlibrarystaff/staffdevtandsupport/talentmanagementtoolkit/

There was no getting away from the fact that the financial situation was going to feature heavily as a theme throughout the 2011 Umbrella conference.

However, rather than wallowing in self-pity about the negative impact this is having on library services in all sectors, the overall mood of the conference was upbeat, with examples of library services not only proving their worth but thriving in a time we need to do more with less – because we're good at it!

Skills and professionalism

This session was an interesting mix, with Sharon Jones from the Department for Work and Pensions talking about survival, Franko Kowalczuk talking about librarian skills in knowledge management, and Laura Woods and Ned Potter's talk on escaping the echo chamber.

Sharon reminded us of Melvil Dewey's quote: "The librarian must be the librarian militant before he can be the librarian triumphant." Sharon closed with this quote from Ammianus Marcellinus, 378AD: "The Libraries are closing forever, like tombs" – so the prediction of our demise has been around for a while – we shouldn't let it dishearten us now![1]

Franko Kowalczuk then gave us an interesting overview of knowledge management in his role at King's College London, and how his librarian skills contribute to his slightly untraditional role. Franko summarised the skills he felt were needed in the world of KM – namely accessing the knowledge base, training, quality, change management, systems development, release management, document management, and an ability to manage upwards as well as downwards. Many of those relate quite closely to traditional library skills, and

the rest certainly aren't a million miles away. Not only was it interesting to hear about Franko's career progression and how he felt the different skills he'd developed along the way contributed to his current role, it was encouraging to hear a successful story of how a librarian had made the move into KM and the unique skills, not to mention enthusiasm, he'd brought to his role.

Laura Woods and Ned Potter's presentation, Escaping the Echo Chamber, was not only superbly delivered but interesting food for thought about how many debates and discussions take place within the profession, but never get broadcast outside. The example was a negative comment might be said by someone outside of the profession (and, let's face it, there have been plenty) and the immediate response of many information professionals is to debate it in a forum containing only information professionals, who inevitably come to the same conclusion- that the critics are wrong and libraries are good. Ned and Laura's point was, these conversations don't need to be had, they waste energy as the – no doubt perfectly valid – points they discuss never actually reach policy makers, detractors etc.

The plan to deal with criticism and escape the echo chamber seems simple – respond to attacks from whence they came, deal with our rivals. We must make the effort to write for publications our users, and critics, read, and spend time showing them what we can do, instead of spending our energy in the echo chamber.

It certainly inspired- and reminded- me to write a short piece for our Trust's staff newsletter; admittedly not advocating for libraries on a global scale, but spreading the word and writing for a publication our users (hopefully) read.

For more information, you can visit Ned's site at http://www.netvibes.com/nedpotter#The_Echo_Chamber

The Future of Libraries

This session formed a lively debate and discussion with 3 panellists – Ned Potter, Annie Mauger (CILIP Chief Executive) and Ferelith Hordon (Children's librarian at Wandsworth public libraries), answering questions about the future, roles of librarians and whether libraries would still be relevant. The panel were posed various questions, and were each given 3 minutes for their initial answer, with plenty of time for questions and comments from the audience.

The debate started off with an interesting question: where should the focus be – on "libraries" or on outputs? Ferelith Hordon felt there is lots of sentimentality about "libraries". She said we need to reach out to communities, and focus on more than physical space. Ned Potter said his instinct is to focus on services and outputs, and not be nostalgic. Annie Mauger stressed that CILIP are supporting "libraries" in the broadest sense – including all services and information professionals, not just public libraries- as the criticism had often been levelled at it. CILIP's view is to promote the outcomes of our work – as it is the outcomes that benefit society, and as Annie put it, the importance is "brains not bricks"! The discussion continued, with Ferelith talking about the value of partnerships and creative ways to use space. Ned also pointed out that some of the outputs and areas libraries could contribute to were sector dependent; his own experiences with students showing that they were overwhelmingly "technically" literate, but not necessarily "digitally" literate – the first does not automatically create the second. Annie also pointed to the universal librarian ethic of (as Annie herself paraphrased it) "the right stuff, to the right people, at the right time" – which surely still applies in whichever sector or type of service you're in.

Another interesting question was pitched: will the public library still be around in 5 years? Annie pointed to South Korea – arguably the most digitally advanced nation, but where

New structures, new technologies, new challenges – how can we adapt to an age of austerity?

180 new public libraries have been opened. For them, there is no dilemma about the validity of public libraries in a technological age. People have been foretelling the death of the public library for years – long before the internet came along. Annie stressed that we need to look at new models; different set-ups and shared spaces, and rightly pointed out, as for the debate about getting the whole population online so we don't "need" public libraries – not everyone wants to be online. Why should they? We shouldn't be too quick to vacate the space, but should be willing to embrace new models.

There was a brief discussion involving the audience about the concept of "libraries without librarians", which as children's author and library campaigner Alan Gibbons stated, to rapturous applause, is "just a room". We also discussed the idea of librarians without libraries – not exactly a new concept but still seen by many as a novelty – and one close to my heart after being in a couple of jobs where I didn't have a library, before moving to my current role with a "proper" library, only to find ourselves library-less for 6 months due to an Estates problem! I couldn't help weighing in on the debate to point out that we'd kept a service (albeit a skeleton one) running despite

having hardly any stock. No one seemed surprised by that, which was strangely gratifying.

Annie summed up by saying that as a profession we should stop being so modest, start blowing our own trumpets and remind people of our value. We need to be militant about our value if we are to make people understand what we do.

Of course, the inevitable question to anyone at the earlier Echochamber presentation was whether this session was itself an echo chamber, but I think it was an important debate to be had, and good to hear what other people thought about particular issues, and in particular, to hear Annie's take on things, and how she sees the future of the profession.

Mashed Libraries
This was probably the most interactive session I attended. Mandy Philips from Liverpool John Moores University facilitated, and explained the concept of mashed libraries to us. The idea is to "bring together interested people and doing interesting stuff with libraries and technology", usually in the form of an "un-conference". In case you're wondering what on earth any of that means…

A "mash-up" is when lots of things are brought together. This can be data – for instance, combining pictures from Flickr and data from Google maps to create a photo map, with lots of different people adding data. There are many web services such as Yahoo! Pipes and Netvibes which combine data from lots of different sources, to create new content and value out of it.

An un-conference is a gathering of various like-minded people interested in sharing information and experiences about a particular topic, but without the formal, top-down organisation of a conference. Similar concepts include Barcamp, TeachMeet and Knowledge Cafe. The concept originated in the IT "geek" community with people gathering to share information on new web technologies. Some very dedicated people even bring along sleeping bags and literally camp out! One-day events are just as popular, however.

Mandy's tips for a successful 'mashing' session:

- Find the good people; maybe within your own organisation
- Be cheeky and ask for freebies and even funding from companies
- Focus & be specific – have a vision
- Have fun!

continued...

CILIP EVENTS
Bringing information professionals together

I attended the CILIP Umbrella Conference in Hatfield.

Around 500 delegates (actual delegates and reps for the exhibition) of which circa fifteen were from health and of these, three from the NW. Generally a very good programme and support events.

I attended:

- Plenary – Gerald Leitner from the Austrian Library Association
- Skills and professionalism – Sue Hill and Susie Kay
- Creating a personal learning style – Phil Bradley (one of the best sessions)
- Future of libraries – Annie Mauger (CILIP CE), Ferelth Hordon and Ned Potter
- Equalities issues in libraries – John Vincent and another (late replacement on the programme)
- Imagination and LIS research – Paul Sturges and David Streatfield

As usual the opportunity to go to non-health sector events and the networking were good aspects of the Conference.

David Stewart
DIRECTOR OF HEALTH LIBRARIES NW

...continued

Advertising the session may be done by word of mouth or other 'viral' means such as Twitter, or on the Mashed Libraries website http://www.mashedlibrary.com/. If you get enough interested people involved, people will come along and it will be a success.

The rest of the session involved getting up into small groups, divided up to give a mixture of "techies", "creatives" and "organisers" to give a good project management team, to plan our imaginary event, making sure we addressed the main issues, namely: What, Where, When, Wonga, and Cake. (Who said you couldn't plan a conference in 20 minutes?)

Our event, if you're wondering...

What – a knowledge sharing event to allow people to find out more about the latest technologies of Tablets such as the iPad and e-readers – with people bringing along their own gadgets to demonstrate to others, and hopefully even demonstration models on loan from places such as PCWorld

Where – Nottingham Trent University, because someone in our group works there and could access a free room with a nice outdoor area, with a decent WiFi connection

When – Either a Friday afternoon or Saturday morning, over the summer vacation when the room will be available and the weather would (hopefully) be nice

Wonga – We'd try and get some sponsorship and freebies from manufacturers and retailers of the devices (after all, it's free advertising for them), as well as CILIP as it's a CPD event

Cake – If the weather was nice enough, a barbeque, with some of the sponsorship money being spent on food (& participants could bring something along too)

While I can't say for sure a LIHNN un-conference is the way forward, the informal knowledge sharing is certainly something we do a lot of in the North West.

Gala Dinner – Bonnie Greer

Attempting to report back on the conference's social event is never an easy task, without resorting to listing the food and drink on offer. Needless to say, much merriment was had. The after-dinner speech from Bonnie Greer seemed to go down very well, with Bonnie recounting her childhood in a small suburb of Chicago, and the excitement and wonder with which she viewed her local public library. Bonnie voiced her support for the campaign to save public libraries to great applause. I'm sure she'll be a great ambassador for the campaign.

Conclusions

Overall, the conference was a great opportunity to get some perspective on what developments are happening in other sectors. Predictably, there was a big focus on public libraries and I'm not sure that's something we can ever get away from – when "cuts" and "libraries" are mentioned, the immediate mental image for a lot of people is their local public library being closed down, rather than a cutback to a corporate information service. But I think, as was mentioned in a few talks, we need to

know what our users, and critics think, and if for many of them, their image of libraries is that of the public library, we need to be aware of that and decide how to address it. If it's learning from some of the good work going on in public libraries then that's great, but perhaps more likely, it's acknowledging the outdated stereotype of the crumbling public library, with a stern librarian frantically stamping things and shushing people – and then doing what we can to dispel that myth! One good thing about such a multi-faceted profession is the opportunity to learn from lots of other sectors, and perhaps, to know that ours is not the only sector facing cuts and austerity measures. It doesn't make it any less painful, but hopefully by collaborating we've got the ammunition to get a good outcome for our services, and can continue to develop services despite the cuts. If we're up for the challenge...

You can see the programme for the conference, along with speaker biographies, at http://www.cilip.org.uk/umbrella2011/pages/default.aspx. The plan as I understand it at the time of writing is to make the presentations available on the pages of the CILIP special interest group that arranged that particular presentation, rather than on the Umbrella pages.

Emily Hopkins
HEALTH INFORMATION & RESOURCES LIBRARY MANAGER
MANCHESTER MENTAL HEALTH & SOCIAL CARE NHS TRUST

Reference:

1. Full write up of this session is available in Update, August 2011

I attended the conference along with David and Emily

In addition to the opportunities for networking and catching up with former colleagues personal highlights for me were:

- After dinner speaker, Bonnie Greer OBE
- Poster presentation on 23 Things for Professional Development
- Session delivered by Sharon Jones from the Department for Work and Pensions: "From Melvin Dewey to Bear Grylls: the heat is on"
- Session delivered by Ned Potter and Laura Woods: "Escaping the echo chamber"
- Session delivered by Patty Doran , Macmillan Partnerships Information Project Manager: "Health information and support services in Manchester libraries: partnerships, innovations and change"
- Session delivered by Alan Brine: "Beyond pathfinder – currency of staff IT skills"

I am under the impression that Umbrella 2013 will take place in Manchester so hopefully more of us will be able to attend the next event and maybe even present a session!

Gil Young
CPD & PARTNERSHIPS MANAGER

East Lancashire Hospitals Trust
welcomes new manager

Graham Haldane joined East Lancashire Hospitals NHS Trust as Library Services Manager in March this year, providing strategic management for the libraries in Blackburn and Burnley. Graham introduces himself:

Originally from Fife in Scotland, I've lived in the flat lands of Cambridgeshire for the last 19 years. My wife and I are really enjoying living in the Ribble Valley; we're renting in Clitheroe until our house-sale is completed (hopefully by the time this article is published!). We have a married son living near Bradford (Yorks) and another at college near Doncaster.

After working in school and further education libraries, I found my niche in healthcare at a nursing college library in Edinburgh. I moved to Cambridgeshire to set up a county-wide service for what became Homerton School of Health Studies, not long after Project 2000 was launched. Some people may remember me as a Study Day Organiser for Libraries for Nursing; it was on the LfN committee that I first met David Stewart, and it's good to be working with him again. Many changes and developments later, I took a career break to work in pastoral and community work in my local church in Huntingdon.

I've found working in a large integrated care Trust quite different, and much more complex, than working in a small academic institution, even though I worked closely with other NHS Librarians in the East of England. Activities in the first few months such as compiling an annual report, submitting HCLU statistics (!) conducting an information needs survey and formulating a strategy have really helped me to benchmark where we are at and begin to set further vision for the future. We aim to transform fully from a library and information service to a library and knowledge service, fully aligned with and engaged in Trust priorities. In so doing, I hope we will help to transform the organisational culture, as we work towards NHS Foundation Trust status.

I'm really glad to be working in the North West, and have found library colleagues very supportive. There's also a very supportive team within the Trust's Organisational Development department where we're based, which provides opportunities to be involved in a range of wider issues. I was able to join a leadership development programme for example, at the end of my second week in post.

I've joined a gym in Clitheroe and have picked up running again – great scenery, but not sure about all these hills! We will really enjoy exploring Lancashire and the North West, and I'm hoping to pick up other interests, such as involvement with TCF, a network for bereaved parents, and CAP, a charity which provides local support to people in debt.

Graham Haldane
LIBRARY SERVICES MANAGER
EAST LANCASHIRE HEALTH TRUST

Manchester Health Information and Resources Library

When I accepted a three month appointment after graduation to set up a library for the three Public Health Medicine departments in Manchester, almost 20 years ago, I didn't really foresee how it would develop into the strong Health Information and Resources Library it is today.

NHS Manchester HIRL re-opened on 28th March 2011 in a nice Art Deco building in Fallowfield, one week before we were transferred under TCS to the Manchester Mental Health and Social Care Trust. So as retirement approaches I thought I would give you a brief account of how we got here.

Beginnings

The library has always been situated in buildings which have featured historically in healthcare. In 1991 Manchester Purchasing Consortium moved into Darbishire House on Upper Brook Street and a 12' x 13' room was set aside to create a library from the personal collections of the three DPH's for North, Central and South Manchester, to support the purchasing function. This building had been bought by the Nuffield Provincial Hospital's Trust for £17,000 and opened in 1954 as the first university-led Health Centre in Manchester. The building was named after Robert Darbishire, who, as one of Sir Joseph Whitworth's executors, had been instrumental in purchasing all the land around the Medical School and MRI to develop institutions which complemented the university's medical teaching.

The Health Authority years

This room was almost bursting at the seams by 1996 when we moved to Gateway House following the merger with the FHSA to become Manchester Health Authority. This iconic building with its sweeping, curved glass frontage was completed in 1969 as part of the refurbishment of London Road (now Piccadilly) station and became home to the North West Regional Health Authority and then the Greater Manchester (later NW) Strategic Health Authority until

Darbishire House Library – it really was as small as it looks.

Gateway House Library

Gateway House Library – donated shelving, strange shaped walls and pillars in odd places!

Mauldeth House Library

2010 when the lease ended and the NHS finally moved out of the building. Here we had much more space to create a more conventional library with areas for private study. It was a pity we had no proper bookshelves, only the old melamine ones from the walls of Darbishire House which kept falling into the hanging files racks they sat on because nothing could be screwed to the partition walls!

Whilst we were here, public health in Manchester went through a bleak period. Changes were again happening, the purchaser/provider split led to the creation of PCGs/PCTs, hospital services were being rationalised, local government was being restructured, GP Fundholding began its short life and we had no DPH for 2 years. The conclusion to this period, after transferring the library from the HA via the shared services Agency to Central PCT, was six months in storage 'somewhere near the airport' – the stock, not me personally, I hasten to add.

Finally, I moved to Mauldeth House in Chorlton in 2002. Built in the 1960's , this was home to South Manchester School of Nursing in the 80's. I spent a few weeks walking around 200+ crates in a very pleasant room on the 5th floor. The views were great, over the treetops to Chorlton Park, towards Salford Quays, if you looked sideways to the City Centre and if you didn't keep the blinds closed in the corner, towards the crematorium! Eventually some new bookshelves arrived thanks to David, and 18 months later we finally got a full time library manager.

Things began to look up.

A new partnership with Public Health

Health Education has always been very strong in Manchester providing a wealth of resources for staff working in the City. It was the university that pioneered Health Education as an academic discipline and a professional vocation in the late 1970's and began the strong trend for involving non-medics still found today. The Manchester Public Health Development Service had a Resource and Information Library, which by 2004 had a North Base settled at Victoria Mill, Miles Platting and

a South Base on the old Withington Hospital site. Then, due to changes on the Withington hospital site (much of it is now housing) and economic cuts starting to bite, it was decided to move the PCT Library from the Commissioning arm of the PCT into the Public Health Development Service, and merge to form a new, integrated Health Information and Resources Library. The staff (Sarah) and stock from the Withington site then moved into Mauldeth House at the end of 2009.

Goodbye to Mauldeth House

Seven months later we were told we were to move again as Mauldeth House was due to close, this time merging with Victoria Mill (Carnell and all of her stock) to become a single site, so one month after Emily started as our new library manager she was project managing the move of the library into…… storage again! Back came our removal men and 360 crates. It was uncertain this time where we would be moving to.

The happy ending…

After first being offered an ex-swine flu clinic – lots of sinks but very little space for bookshelves, and thinking by this time we would be moving under TCS to the City Council, Estates came up with the 1st floor of Fallowfield Library, for us and other teams from PHDS. Yes please! The various arrangements took Estates a while

Mauldeth House, after our removal men had whisked away 350 crates and several van loads of furniture, all taken into temporary storage. At this point we still hadn't been given a new location.

Our new home: Fallowfield Library, 1st floor. Luckily our old shelving fitted in quite well. Note the skeleton standing guard…

to sort (to say the least) and we were finally able to move in and reopen 6 months after leaving Mauldeth House. It is a lovely Art Deco building, opened in 1932 at a cost of £20,000 and with links again to health, as the Library Committee

had to apply to the Ministry of Health for permission to transfer the land from the housing committee for library purposes. The 1st floor was originally the Reading Room, "exceedingly well lighted and ventilated", "the building was designed in an appropriately simple manner with an endeavour to conform to modern tastes and ideas". We still have a "comprehensive selection of periodical publications", now online, but no longer "special alcove accommodation for ladies with homecraft magazines". Although we cannot compete with their first 4 weeks issues totalling 24,000.

We have been very fortunate in our new-found accommodation and hopefully there will be no more moves afoot, if there is then I won't be around to pack up again. We have also been very fortunate in the support we have always received from our colleagues in LIHNN to help us through our "storage days" to provide a continuous, if sometimes limited, service to our users. Thank you everyone it has been much appreciated.

Kathy Atkinson
LIBRARIAN
MANCHESTER HIRL

Reference:

Jones, EL and Pickstone, JV. (2008). The quest for public health in Manchester. Carnegie Publishing

1932. Brochure to commemorate the opening of Wilbraham District Library.

Recent Successes

Congratulations to David Stewart
from the Health Care Libraries Unit who has had his CILIP Fellowship application approved.

Saffron Webb achieved 99% which is the highest score on her course for the ITQ unit "Improving Productivity Using IT".

This unit assesses a candidate's ability to use applications efficiently in a workplace environment. It is a particularly good result as Saffron worked as a distance learner, only attending the classroom for exams.

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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