LIHNNK UP

personal development
unlock
your potential

A number of the articles we bring to you in the Autumn edition are events that took place in the summer which now seems so long ago, but its nice to think back to summer days as November and then Christmas approaches!

There is a very strong focus in this issue on Continuing Professional Development, and career opportunities, and it is especially encouraging to see so many health professionals involved in this area and who are also keen to develop both their teams and themselves.

Two delegates have written their experiences of attending Umbrella 2003 which of course took place in July in sunny Manchester. They attended quite a variety of sessions and I will hope you feel, as I did, that they valued this externality and this should encourage more of us to become external and get involved in the wider issues.

Trevor Morris's article links to the area of staff development, by encouraging you to 'Unlock Your Potential'. Trevor has focused on personal development and expresses the view that we all need to take a more proactive approach to staff development and take some of the responsibility for it our selves. He introduces us to the Electronic Personal Development Portfolio, just one of the tools designed to provide you with the support needed in acquiring new skills and knowledge.

We also have a number of news items from LIHNN, the most prominent being the new committee. We have re-printed the candidates manifestos so we know where you live!!!!. Leo has expressed his thanks to the 5 out going members but I would like to re-iterate this and say a big thanks on behalf of all those they have represented, to Liz, Melanie, Gwenda, Linda and Chris.

Now, onto the technical bit and Sc-fi fans take note....Star Wars (parts1, 2, 3, 4 and 5) was re-created at Aintree in July. There was a very good attendance at the E-Journals day but for all those not present, we have a very good account of all the action.

Kieran and **Val** are also keeping us all updated with the latest alerting service tools, its quite technical but don't worry, Kieran gives step by step instructions!! Kieran and the team have also written a very interesting overview of the work they are undertaking using focus groups in the Primary Care and community information setting. This is an exciting move for health professionals, as we get to grips with using marketing tools and also using change management in a positive way.

I hope you enjoy this quarter's LIHNNK UP and I feel the mantra for the season should be...get out there, enjoy meeting other colleagues and all opportunities for meeting other people and groups is an opportunity for personal development.

Thanks,
Rachel Bury
on behalf of the LIHNNKUP Editorial Board

IN THIS ISSUE

Umbrella: 3-5 July 2003
UMIST, Manchester – Conference Report

Stephen Molloy

Assistant Librarian Alder Hey Children's Hospital & Liverpool Women's Hospital

Before attending this year's Umbrella conference my knowledge of Umbrella was very limited. I can remember reading advertisements in previous editions of Update but not really paying much attention to what it was all about.

So when the opportunity arose for me to attend as a delegate – thanks to HCLU – I was keen to know more but not quite sure what to expect. I must say that the pre-conference organisation was excellent. There was plenty of advanced information on the CILIP website keeping delegates informed on all aspects of the conference – how to get there, accommodation, planned workshops and social activities.

First impressions

First impressions count so it is said and mine was of the sheer number of people attending and from such a diverse range of sectors. It was particularly pleasing to find the CILIP stand near the registration desk. There was an impressive display of current literature on display and someone always seemed to be on hand to help with queries on all manner of professional matters. I was particularly impressed that CILIP had thought about the needs of those attending Umbrella for the first time. A walking tour of central Manchester was arranged. One delegate I spoke to was very appreciative of this. For those living a long way from Manchester I am sure this provided the opportunity to settle in

and meet other delegates. CILIP also organised a First Timers' Tea – a chance to meet leading figures from CILIP. The atmosphere was very welcoming and the organisers made the effort to circulate and speak to the delegates.

Plenary sessions and workshops

The first plenary session was an opportunity to listen to Mark Wood chair of Resource and ITN. Mark gave us an overview of his role in both organisations and spoke about issues such as the People's Network, strategic plans for public libraries, and lifelong learning. It was particularly interesting to hear Mark speak about the role of information and newsgathering at ITN. Mark pointed out that far from being in decline, information management skills remain very important.

Anyone attending an Umbrella conference will probably say the same thing: you are spoiled for choice when it comes to deciding which workshop to

attend. I was very impressed by the range of workshops and also the effort that was made to appeal to different specialist interests. I attended a workshop on electronic journals – especially relevant in the light of recent developments in full-text access. I was clearly interested in the workshops organised by the Health Libraries Group. I attended Evidence –Based Librarianship, Information for patients, and E learning workshops all of which will prove useful in my work. I was particularly interested in the E Learning workshop, part of which included a presentation by Alison Brettle and Maria Grant on recent developments in implementing an interactive Medline tutorial. This linked in well with another workshop I attended – this time organised by the Industrial and Commercial Libraries Group -on developing librarians as teachers. This was an extremely well attended workshop – so much so that we had to move to a larger room to allow us all to fit in! The speaker, Sharon Markless gave a lively and thought provoking talk on how we can improve our teaching skills – the main take-home message was that we need to focus on what the learner can learn based on their existing knowledge rather than just on what we can teach.

The Umbrella Exhibition provided an opportunity to see a wide range of products and services – library supplies, booksellers, library automation, recruitment and charities. The glass of wine on offer at many of the stands was certainly well received! I thought it was an excellent opportunity to make new contacts and it was pleasing to meet up with

acquaintances I had met on past training events.

Social Events

The organisers made a commendable effort to provide entertaining social events that would appeal to different tastes – there was a trip on the East Lancashire Railway passing through the West Pennine Moors or – the option I chose – a trip to the new Imperial War Museum

North. There was a wide range of interesting exhibits to see and this was followed by an excellent dinner. This again provided an opportunity to meet people from diverse backgrounds in our profession. The closing plenary session included an entertaining and informative talk given by local crime writer Val McDermid. She spoke about the influences on her writing, the difficulty of the process of writing, and her involvement in a TV adaptation of one of her novels.

She spoke appreciatively of the role that librarians play in helping writers to promote their work.

Overall this was a very good conference – well organised with plenty to see and do. I am grateful that I was given the opportunity by HCLU to attend and I would certainly recommend it to anyone interested – give it a try!

Maureen Horrigan

Librarian "Diana Campbell Library" Cardiothoracic Centre

The biennial Umbrella conference took place at UMIST in Manchester. Attending as a day delegate I was looking forward to meeting some of my colleagues in the Health Libraries Group. (Hilda Farragher) (Steve Molloy) I was also delighted to see my tutors from Liverpool John Moores University.

My first impression of the conference was quite negative as I found it a little unorganised and sessions I would have benefited from cancelled.

Fortunately the first conference session I chose to attend was hosted by Andrew Booth Director of Information (ScHARR) entitled - **Evidence Based Librarianship: Holy grail or wholly inappropriate?** His session on cross-fertilisation of the evidence based paradigm from healthcare to other fields such as social care and education and its implications for librarianship provoked

lively discussion.

After a coffee break, I was hoping to join a session on **Promoting the library service via the web** but unfortunately this had been cancelled. I made a quick decision to join a session entitled - **Why do we need research?** hosted by Dr Bob McKee, Chief Executive of CILIP. Bob was very witty and the session light-hearted. He took us through his long and interesting career and the decision of the Library and Information Research Group to become a special interest group within CILIP. He reviewed the current state of research within the library and information field.

After this session a sandwich lunch was provided and time to look at the trade stands. I found this quite useful and obtained contact detail of library designers which I then went on to use in my new post.

The afternoon session started with an

E-Learning overview hosted by Tracy Stanley, Head of e-Strategy and Development, Leeds University Library. As we all know e-learning is becoming increasingly more important and relevant throughout the entire library sector. The session explored the basics of e-learning including current concepts and tools available. It provoked discussion on the impact on services and the challenges faced by the Information Professional.

On the whole the day went quite well and I would recommend it to any member of staff who has not attended a conference like this before.

E-JOURNALS 2
COMING TO A DESKTOP NEAR YOU!

Julie-Anne Weaver, Aintree Hospitals

A long long time ago in a galaxy far far away (well University Hospital Aintree, 15th July 2003) Obi-Wan and Luke Skywalker (Steve Glover and Leo Appleton,) arranged for the 'wise ones' to meet and share information which could benefit their 'people'. This information would be revolutionary in the world of E-JOURNALS.

Yes welcome to the world of **E-JOURNALS 2 COMING TO A DESKTOP NEAR YOU!**

Skywalker (Leo, Aintree) addressed the 'wise ones' as to the aim of the event, which secret sources have revealed was to share experiences, difficulties and solutions regarding e-journal facilitation in NHS libraries. As well as the publishers and Data Service Providers (DSPs) providing us with information as to what they can do for us….if only R2D2 was on hand to record the image, so nothing essential was missed!

Leo was up first talking about problems with facilitating electronic journals for the NHS. This included problems with the NHS i/p range and publishers failing to fully understand the NHS i/p. Leo illustrated how, although very time consuming, he has negotiated usernames and passwords for journals as many medical journals do come with free online access but aren't currently Athens compliant. Leo also pointed out that sharing experience with Higher Education has been beneficial in trying to facilitate electronic journals. He pointed out that the Higher Education e-philosophy and e-culture should be embraced by NHS librarians as our users are demanding more and more. Leo spoke about solutions, which he has worked on, including close liaison and communication with Athens and DSPs with regards to being reactive to problems which the NHS are facing in their e-journals facilitation.

Now it was Steve (Man U 0 Liverpool 1) Glover taking the plunge and talking about moving to "e- only….2003 or 2033?"

Steve reported this is not a space oddesey it is an inevitability and will definitely happen, as it has already within corporate businesses. With the rate at which technology develops and the driving force of user expectations, we are able to provide e-journal access at a desktop at anytime, anyplace. Steve also illustrated the great benefits and functionality of e-journals such as text backed up with video footage. At Christie Hospital Steve has surveyed his library users and engaged them in discussion with a view to moving to e-journals only and changing their 'library culture'. This has now been approved by the Kostoris Library Committee.

Steve asked "why do we need print?" Do we need an archive or is it just using space? Is it the reading habits of our user? The impact of e-only will take many shapes and forms, for example there would be no checking in of serials, saving time and money in both staff terms and binding! Evidence from usage statistics from Science Direct shows that downloaded articles (at under a pound per article) prove very good value for money. The Kostoris Library was the third most used site on the hospital Intranet during last year and visits to the site increased considerably after the further addition of Blackwell Synergy e-journals collection. There has also been a significant impact on their inter library loan resources in that the money saved from less British Library requests helps to finance their electronic journals collections. A money saver!

Including the purchases of Science Direct and Blackwell Synergy, the Kostoris Library is now able to provide access to 3,000 electronic journals. 95% of these are Athens authenticated. They have 99% of their current print titles available online and 90% of their usage is estimated to be online!

After a wonderful extended lunch, the marathon afternoon session began:

So what is the role of the publisher in e-journals? Emily Gillingham from Blackwells, took the stage next to tell us exactly that.

Emily illustrated the functionality of Blackwells electronic journals collections in their use as a research tool. Using the Blackwells interface allows searches to be undertaken via subject areas or journal titles, and can connect to further e-journal articles referred to within the text! Blackwells record usage data which will hopefully help in future developments. Initiatives such as these could possibly help to drive the pricing model as well as have input into the content of future e-journals as editors want to know which are their most frequently used titles.

Next it was the turn of Marie Martens, who has the beauty of Princess Leia…and the charm of Han Solo, (but no Wookie in sight!) Marie could sell snow to the Eskimo's. She made us laugh, she made us think and the craziest thing about it she was selling something that was free! Marie proceeded to tell us the story of Biomed Central, which essentially is an independent online publishing house which provides barrier free open access for all. Articles are made universally and freely accessible via the Internet and the authors retain the copyright, meaning it's of benefit to a library as a resource. Biomed does this by charging an article processing charge of $500 dollars per published paper, however the NHS has signed up for institutional membership. There are currently over 90 open access journals in total and they also are enabling scientists/ health professionals to launch new journals in specialist areas. All the papers are peer reviewed and all are fully searchable and retrievable and are also indexed in Pubmed.

Now it was the turn of Phil Leahy, Athens Helpdesk Supervisor. Now this is where it all gets technical and if you like me you don't know your IP from IT then we may all learn something! The principle behind Athens is that it is a 'world class access management system enabling access to web services'. It provides one username and password for multiple services and single sign on. They have a stable service and are trying to provide ease in registration and IP authentication via library WebPages, however they also encounter difficulties. But as

a service provider it is simple to implement, can make a service more attractive and removes the task of providing usernames and passwords for each resource. Athens administration within organisations is often taken on by the library. This is because library services can act as a first point of contact for both the user and the Athens Helpdesk. Libraries within the NHS can help to reduce duplication of accounts by administrating Athens accounts. The administration interface can be located on the Athens Website and provides tools to create the accounts as well as help with other 'house keeping' tools. Phil also talked about the use of permission sets, which can define a set of resources to either a person or a collective and allows the administrator to create a default and then add to for particular users. This is particularly useful if you have a variety of multi-disciplinary users and you only want to give them access to specific and relevant resources. Phil was very re-assuring to those who were suffering from Athens apprehension, and was welcoming in inviting any kind of query or problem to the Athens Helpdesk.

After coffee, having had the library, publishers and Athens viewpoints it was the turn of the aggregators. Julie Boyd-Reynolds from EBSCO demonstrated some of the EBSCO services and products which can ease the burden of e-journal facilitation. Amongst other things, EBSCO provide

databases and electronic journals. Their databases offer the 'most native' PDFs and have many customisation options. They can also provide usage statistics, have links to a Web based OPAC and they are Athens compatible. They also provide links to E-journals through their now Athens authenticated EJS service, providing a seamless interface to your locally subscribed titles, and a pay per view facility for approximately 2000 journals. They are open URL compliant and have durable URLs (I wish they would speak English, how I wish CP30 was here to translate!) They are also able to set up linking in and out and if a publisher won't allow all of its content, they provide a link to the publisher site. And that's not all…they can provide you with promotion material if required to display for library users. Phew!

And last but by no means least Jo Allsop from Swets/Blackwell was given the last slot of the day and tried her very hardest to make it quick knowing that most people were already on information overload! Swets can provide e-journal access on an individual library level or a multi-site level through Swetswise. They provide reports identifying availability and cost and authenticate via i/p ranges or Athens usernames and passwords. Added features from Swets include an auto renewal and check up process and an integrated handling of both print and electronic journals. Jo then illustrated some further features and developments including

helping libraries with license agreements and encouraging publishers to accept payment online. True to form Jo zoomed through her presentation allowing Leo to close the day.

Skywalker once again took charge of the situation and hoped we had found the day useful in that it had presented e-journals from the library, publisher, aggregator and Athens perspectives. He thanked everybody for coming and added that he and Obi Wan were off for a swift half and the 'wise ones' were more than welcome to join them.

All the speakers' presentations are available at: http://www.edgehill.ac.uk/lirc/lihhnejs

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RSS Feeds Idiot's Guide by Kieran Lamb and Valerie Clark

What does RSS stand for?

■ RSS stands for Rich Site Summary or Really Simple Syndication or RDF Site Summary

Why is RSS a Good Thing?

■ If a website has a RSS link, you can get notification of changes on that site sent to yourself which you can use any way you like. The simplest reason for doing this is just to keep up to date with subjects you yourself are interested in. The next most likely thing to do with links is use them to keep your own website up to date, e.g. with a news feed, or add RSS to your Current Awareness portfolio.

How can I make RSS work for me?

■ You need to get yourself an "aggregator", a piece of software which allows you to read RSS feeds. There are web-based

aggregators (http://www.bloglines.com), or you can install one on your desktop like "Feedreader".(http://www.feedreader.com/)

■ You choose the pages you want to be updated on, and copy the URL into your aggregator. The aggregator reads XML files, and every time the page you are interested in is updated, it brings you either a link to the updated page or the updated full text (what you get depends on the author of the site).

How will I know if I can get my aggregator to link to a site?

■ Words to look for when trying to link to a site are:
  ■ An orange button with XML on it
  ■ A green button with RDF
  ■ A green button with RSS on it
  ■ Or there might just be a link saying "site feed"

How can I find out more about RSS?

■ Read references to RSS on www.cache2.blogspot.com, of which the simplest is: http://www.eevl.ac.uk/rss_primer/#fundamentals

■ This "Information Cache" is a collection of useful information for staff new to a Health Library, which is being added to all the time in the light of questions generated by a new member of staff at the FADE library in Liverpool.

Life Through a Lens

One of the most significant developments at Fade over the last year has been the use of focus groups to develop an understanding of our readers' work patterns to enable us to tailor our service to their needs.

We don't see this as an end point in the underlying research we need to conduct to market the library as a service but as one of many vehicles that will make the journey easier.

The Resource

People are the key. Fade has been lucky in it's staff (existing, past, away on secondment, and only vaguely related or Sally, Mo, Mic and Val if you must have them named) there is a genuine commitment to change and to our users. This commitment meant that recognizing the need to market the library effectively was not a huge mind shift and that focus groups provided a tool we could readily use. In particular you need to have one individual with a desire to carry the whole process through and in our case Maureen was that person. All too often as librarians we suggest we could do this or that if only we had the staff or resources forgetting that we could actually do it if we are committed enough to divert existing resources to achieve the project we want to implement. Perhaps we should all have the words of Roy Tennant (2003) pinned above our desks and ritually chant them every morning because this is the essence of the marketing of the service. 'Learn to thrive on change. Anticipate it, smell it out, and chase after it. If you do this well enough, instead of being the victim of change, you will be its agent. And you will be able to mold change to serve your public better' (admittedly I have Iggy Pop's 'What sounds to you like a load of trashy old noise is the work of a genius' to inspire me in my passion for grey literature but the principle holds). Other required resources are time, venues and a willing user group.

The Reasoning

Why employ focus groups? Focus groups are extremely valuable for library services because we work in an area where group dynamics are vital. Services need to tailor their delivery to their user groups. For those of us in the NHS and primary care particularly we are also dealing with an area where ambiguity and uncertainty is the norm with clear power differences amongst our user groups. Primary care does not have the historical legacy of being well served by libraries that secondary care has (this despite some excellent work on the part of some secondary care providers in providing services to primary care) and needs to develop a sense of consensus from its users particularly to understand the multiple and complex issues and demands being placed on our users by NHS redesign. In all of these areas focus groups can provide valuable insight and a resource effective research tool.

The Ideal

Powell et al (1996) define a focus group as being 'a group of individuals selected and assembled by researchers to discuss and comment on, from personal experience, the topic that is the subject of the research.' Ideally they should not know each other, should be relatively homogenous but not excessively so because without some heterogeneity you will never draw anything insightful from the group. Problems may occur where the sexes are mixed, where social class is an issue and where widely differing ages of participants are present as a result of the social conditioning that leads us to defer to our elders and betters and your average bloke is convinced his pearls of wisdom are of greater value than the rest of the planet's. The group should meet on a completely neutral venue that is serviced by all the facilities that they will require, and should be moderated by someone who's sole aim is to ensure that they don't deviate from the point of the focus group. In terms of numbers of participants you should be using between 6 and 8 users. In addition the focus group should meet no more

than once and should be called expressly for the purpose of holding the focus group alone. A research objective should allow the construction of an interview guide. Furthermore the interview guide should have between 5 – 6 questions to direct the group. Groups should be repeated with different sets of people until a consensus position has been discovered (usually within 3 to four focus groups in a single area)

The Reality

Calling a focus group together of people who don't know each other for in-house research is impossible in the sense that over a corporate body people will know each other (if not personally almost certainly by reputation). In addition because of the time constraints under which NHS staff work early on a decision was made to piggy back onto existing meetings, to maximise effective use of participants time. In addition as we had no control over numbers at the meetings our focus groups ranged from 17 people to around 6 and were in venues that we had no control over. With practice managers we have run two groups and found consensus but aim to confirm this with a third group. The Occupational Therapists are by nature a small and self-selecting group, giving us little opportunity for meaningful repetition of the focus group. There is some debate therefore on the validity of the focus groups conducted so far by Fade, however, we would counter that our intention to use a group once, and subsequently call fresh focus groups to consider any service developments, will negate the problems with our current methodology. We would also suggest that this is a practical piece of work that we are conducting and not a piece of research that is rooted in the ivory towers of academia.

The Persistence

Getting time on the agenda of existing meetings takes time and persistence. Be prepared to be knocked back and to be moved around to suit the agenda of the group you wish to use. For focus groups called to discuss a particular service development, time and place of the group will be of paramount importance if you are to attract members to the group. Identifying that time and venue will not be a straightforward process as people juggle diaries to accommodate you. Throughout the reward to you as a service or as an individual needs to be sufficient to justify the effort. However the collective view at Fade is that knowing our clients and developing appropriate services for them is a core part of our business and justifies any effort required.

The Communication

Focus groups are about communication; they should provoke lively discussion and debate. Throughout they should have a moderator or pair of moderators ensuring they stay on topic. The key tool for them is the interview guide. This gives a structure to the focus group, identifying the running order of set questions and defining the topics to be covered. However, as they are all about communication this should be viewed exactly as it is titled, it is a guide. If interesting things (on topic) are developing that need further investigation, and the group is undertaking to investigate them, go with it. In an ideal world you are aiming to communicate at the authentic level with the group in which they express their motivations, feelings, moral and ethical values and belief systems. In reality you are more likely to reach

at best the authentic level where they express the truth as they see it as a group. However beware, because before you reach this level there are three other communication levels that the group may use; the superficial level where they respond to what they think they heard and include all those mental deletions and distortions that we usually use when communicating, the Games level where group members wish to project a particular image or persona, and finally the Defensive/Protective level where they don't want to reveal anything that will land them in trouble. Throughout the focus group moderators should be aware that people will communicate at different times, and at any number or combination of these levels.

The Ethics

A key element of getting people to communicate effectively is establishing the ethics of the group. Participants should be clear about the purpose of the group and how their contributions will be used. They also need to be reassured that the contribution they make as an individual will remain confidential amongst the group, and in any subsequent use of data generated by the group will be anonymised. As with any facilitation the moderator is there to ensure that everyone gets a chance to be heard but must not pressurise people who don't wish to participate into making a contribution. In addition be straight with the group and they will be straight with you. The Fade approach is to begin the session by explaining what we're doing, why we're doing it and the ground rules for the group with regard to confidentiality.

The Outcomes

Practice managers expressed concerns over their ability to handle the vast amount of paper that populates the NHS. This initially led us to believe that developing some paper handling training could be developed by Fade to meet this need. However, a further outcome of the Focus Groups with the Practice Managers was

to enable Maureen to undertake some shadowing work, which revealed that paper handling was less of a problem than described. Time constraints which prevent the location and retrieval of appropriate materials for courses such as the ISM Certificate and Diploma in Management has led us to begin developing appropriate information caches (http://cache1.blogspot.com is the pilot cache on research). From the Occupational Therapists it became clear that we need to develop more robust remote delivery services for those members of staff who have yet to be reached by information technology. We have yet to establish quite how to do this, but at least we know where the challenge lies.

The References

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Tennant R. (2003) Strategies for Keeping Current. Library Journal [webpage] 15 September. Available from http://libraryjournal.reviewsnews.com/ [Accessed 25/09/03]

Kieran Lamb, Maureen Horrigan, Valerie Clark, Sally Gould and Mic Heaton

Information Anarchists
North Mersey and Salford

Unlôcking your potential

Providing the opportunities for you to open the doors to your personal development'

"People become really quite remarkable when they start thinking that they can do things."

Norman Vincent Peale (1898-1993)
Author of 'The Power of an Idea'

It is accepted practice that companies and organisations need to provide training and development opportunities for their staff throughout their careers. But I'm sure you will agree that most NHS Trusts are not constantly knocking on your door offering you relevant training opportunities that will help you learn and develop. Those of us who want to develop ourselves know not to wait for our organisation to open the door and hand us training every now and then. We must take a more proactive approach and take responsibility for our own development

INFOcus has been working over the past 12 months at providing resources that will aid health informatics staff, like yourself, working in the NHS in developing your skills, developing your career and, most importantly developing yourself and taking more control over the career opportunities that become available to you. This means we have to seek out ways of developing our skills and abilities and ways of having these recognised by other people. This process is commonly referred to as personal development and is defined as 'any activity required to develop you on your journey towards the achievements of your goals'.

Two projects are looking to offer health informatics staff with the tools to aid them to monitor and support their continuing personal and professional development.
These come in the shape of an electronic personal development portfolio (e-PDP) and the Health Informatics Mentoring Scheme (HIMS).

Electronic Personal Development Portfolio

'A living document that will continually change and grow as you progress through your working life'

Taken form the INFOcus PDP

A Personal Development Portfolio (PDP) is essentially a record of your career to date, detailing your achievements, skills, qualities and qualifications. It also brings together all the evidence that reinforces what you have achieved in terms of work activities and attainment, using testimonials, appraisals and other forms of personal feedback.

Your Personal Portfolio enables you to detail your skills, experience and achievements in a way that demonstrates how you fit against competencies required for both current and future roles. If fully utilised this should provide you with a head start in the process of developing yourself and your career in line with the requirements of the changing environment.

Last year, INFOcus developed a printed portfolio suitable for staff in the information function of the NHS. The portfolio was based on the hugely successful portfolio developed by the Finance Staff Strategy Group. The INFOcus portfolio was well received and is available to download as part of a toolkit via the following link: www.infocus-nw.nhs.uk/documents/personal-portfolio.pdf

Earlier this year, INFOcus started to research the feasibility of creating a PDP that would feature all the contents and features of the printed PDP but that would be available electronically.

It soon became apparent that a similar resource had recently been launched at Royal Liverpool Childrens Hospital which had been developed by Mark Pierce, eLearning & Accredited Training Co-ordinator. In the ethos of sharing good practice, Mark agreed for INFOcus to take on the resource template and make it available to all Health Informatics staff in the North West NHS.

Outlined below are the key sections of the e-PDP with a brief description of what they involve:

Induction Checklist

The purpose of this section is to hold your induction documentation. The e-PDP contains a general outline of what a good induction should include. These can be ticked off on the page as you complete each activity. As well as these general induction activities, the nature of your job/career may require you to have other specialist induction needs and you will also be able to add these items to your checklist.

Employment History

This section enables you to record details of the different responsibilities you have had across your career along with evidence of successes you have achieved whilst carrying out those responsibilities.

Personal Development Plan

This section of the portfolio is designed to enable you to engage in a process of planning to achieve your goals. Here you can list any activity required to develop you on your journey towards the achievement of your goals. You will then be asked to ponder how you will learn this activity, what support or resources you will need, and what the outcomes will be of learning this activity? You will be asked to assign a target date for review and completion of this activity. A future addition to this section of the portfolio will be a 'reminder box' appearing when you log in to remind you to act on an activity that you have set a deadline to work on.

Development Diary

Once you have completed an activity you can reflect on it in the 'Development Diary'. Here you can consider how you have developed your skills and abilities and then record the activities that enabled you to develop.

The e-PDP will be housed on the INFOcus web site (www.infocus-nw.nhs.uk) which is maintained by the NHS Information Authority. The contents of each PDP will only be accessible via a Username and password system which will make each PDP personal and private only to its owner. Because the resource is housed on a web site, you will be able to view and maintain your portfolio from home or work. You will also be able to add, amend or delete any information in your portfolio at any time.

The resource is as easy to navigate as a web site with each portfolio section clickable via a menu on the left of the screen. To add information to your portfolio is simply done via an online form located in each section of the portfolio. Once you have filled in your details you can submit the information and it will be automatically added to your portfolio.

As you build your portfolio, your online CV will automatically be amended to incorporate this new information. The CV can currently only be printed, but by early next year you will be able to send your CV to a potential employer via email directly from your portfolio area.

The e-PDP is about to be piloted over a 8 week period by a sample of around 30 health informatics staff who will evaluate and provide feedback on the content, navigation, usefulness and reliability of the online resource. The e-PDP is expected to be available for all health informatics staff in the North West NHS by February 2004 via the INFOcus Web site.
If you would like to participate in the pilot stage of the e-PDP then please contact INFOcus via the details at the end of this article. The pilot process will involve you using the online portfolio and maintaining a record of your education, training & development. At the end of this period you will be asked to complete a short evaluative questionnaire to ascertain your impressions of the resource.

Health Informatics Mentoring Scheme

Health Informatics Mentoring Scheme

"To accept good advice is but to increase one's own ability"

Johann Wolfgang Von Goethe (1749-1832) German Novelist

As well as providing a virtual resource for you to document your personal development, INFOcus is developing a mentoring scheme that gives health informatics staff the opportunity to learn and develop new skills and knowledge using the expertise of an assigned mentor based in the local area.

A good definition of mentoring is 'The process where an experienced, empathic person guides another individual in their personal and professional development'.

The scheme aims to promote a culture of lifelong learning and enable staff in the NHS to expand and fulfil their potential through a competency and skill-based mentored transfer of expertise and knowledge.

The scheme differs from other mentoring schemes in that it is based around the skills and knowledge of individuals rather than their experience and seniority in the NHS. Health Informatics staff pinpoint the skills and knowledge they would like to acquire and these skill requirements are matched up with a mentor who has registered having these specific skills.

This is done by potential mentors listing the skills and knowledge they have through a profile sheet they complete and send to INFOcus who feed the information into the mentoring database which will enable them to locate a mentor who has the skills that a person is looking to develop.

Mentors are made up of health informatics professionals from across the North West NHS. Once they are registered they attend a one day mentoring skills workshop and are then assigned mentees based on the information they provide. Each mentor specifies the amount of time and number of mentors they can commit to.

This information is stored on the HIMS database and ensures that no further effort or time is required of the mentor than what they specified at the registration stage. They are also provided with access to a mentoring helpline to privately discuss any issues that they may have. This helpline is available throughout the working week during office hours.

Signing up to the mentoring scheme encourages your self development and is used by many to commit themselves to act upon the activities they highlight in their personal development plans.

You can sign up to the mentoring scheme, either as a mentor or mentee or both, via the INFOcus web site or by contacting INFOcus via the details below.

The mentoring scheme will be officially launched in December 2003 with a half day event at Wrightington Hospital Conference Centre.

These two projects have been designed to provide you with the tools to support you in acquiring new skills and knowledge as you progress through your career in the NHS.

The e-PDP will help you know which doors you have gone through and point to those you need to go through, a mentor will provide you with the strength to open them allowing you to unlock your potential

The INFOcus programme began in April 1998 and identifies and endeavours to fill gaps in the education, training and development of Health Informatics staff in the North West NHS.

Contact Details:
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Web: www.infocus-nw.nhs.uk

Health Informatics Mentoring Scheme

LIHNN News & Developments
New LIHNN Co-ordinating Committee members

Many thanks must be extended to the outgoing members of the LIHNN Co-ordinating Committee:

- **Liz Farrell**
  (Salford PCT)

- **Melanie Hinde**
  (LIS Project Manager, Manchester NHSAgency)

- **Gwenda Mynott**
  (Stockport NHS Trust)

- **Linda Riley**
  (Blackburn, Hyndburn and Ribble Valley Healthcare NHS Trust)

- **Christine Thornton**
  (Central Manchester & Manchester Children's University Hospitals NHS Trust)

Taking their places will be:

- **John Addison**
  (Royal Oldham Hospital)

- **Steve Howarth**
  (University of Central Lancashire)

- **Helen Blackburn**
  (Royal Liverpool Children's and Liverpool Women's Hospitals)

- **Mandy Beaumont**
  (Royal Preston Hospital)

- **Steve Glover**
  (Christie Hospital)

Due to the number of nominations, there has been no need to hold elections for the new Committee members. However, in the interests of accountability here are their manifestos for you perusal:

Steve Haworth

I work as Senior Learning Resources Assistant in the University of Central Lancashire Library & Learning Resources Service's Blackburn Clinical Site Library at Blackburn Royal Infirmary. The library deals mostly with nursing staff, both student nurses and registered nurses doing ongoing training and updating. My background is in further education libraries, for many years I was a tutor - Librarian/Learning Resources Manager at Bolton College until taking early retirement. I feel I could bring to the LIHNN Coordinating Committee the Higher Education perspective at a time when close links between HE and the Trust libraries are becoming extremely important.

John Addison

Having worked as a schoolteacher for more years than I care to recall, I began work as a library assistant at ROH in 1997. Before becoming Library manager here at ROH I also worked as Trust Librarian at St Mary's, (CMMCUHT), and Deputy Librarian/Training Officer back at ROH. I am chair of the LIHNN Heritage Users Group and an active member of the newly formed LIHNN Trainers' Group. I can think of no good reason why my nomination for the Committee should be looked on more favourably than that of any other candidate, but await the electorate's decision with interest.

Helen Blackburn

I started work as a Library Assistant in the Royal Liverpool & Broadgreen NHS Trust in 1998 after graduating from Liverpool John Moores University. I have been the Library Manager at the Royal Liverpool Children's and Liverpool Women's hospitals since July 2001.

I feel the role of the Librarian and Libraries will become vital in supporting the emerging challenges of knowledge management and evidence based practice. LIHNN will be instrumental in achieving these goals and I would like the opportunity to represent my peers on the LIHNN committee.

Steve Glover

I am currently the Librarian at Christie Hospital, I have an Interest in journal publishing in Science & Medicine. I would like to stand for the LIHNN Co-ordinating Committee on the following grounds:

- I would like to see LIHNN become a more member focused group for Librarians trying to run a service and LIHNN should have more say in how Libraries develop within the North West.
- I would like to see HCLU become more transparent in how monies that are channelled out to LIHNN Libraries have been distributed, for example an annual statement.
- I would like to see National holidays when England Play Cricket.

LIHNN Knowledge Community on the Web

Aditus is now host to the new LIHNN Web platform. To access the area please follow these steps. If you login into Aditus with your Athens username and password, click on **Knowledge Communities**, then onto **By Profession**, then click on **Librarians LIHNN**, you will arrive at the pages. It is hoped that the pages will become a central platform onto which all LIHNN communications and documentation can be accessed.

Under **LIHNN Groups** is a central area whereby LIHNN members can gain access to all minutes and agendas of all LIHNN groups. This includes the activities of the Co-ordinating Committee, all the Task groups, all the Special Interest Groups, the three patch groups as well as other associated groups. It is a great way of making LIHNN accountable to its members, and any chairs or secretaries of LIHNN groups are encouraged to host their documentation (i.e. minutes, terms of reference etc.) on the site.

Future plans for the site include the inclusion of a platform for sharing good practice amongst LIHNN libraries, e-groups, bulletin boards, access to the Union catalogue, and an online training booking system.

For more information please contact Emma Bailey (emma.bailey@nch.nhs.uk) or Leo Appleton (appletol@edgehill.ac.uk)

Infocandy briefing

NHS Framework Agreement
October 2003

NHS

NHS Purchasing and Supply Agency

Introduction:

The professional information sourcing market is currently undergoing radical changes, most notably in relation to the advance of new technology and its application to procurement of subscriptions. Organisations across the country are placing increased demands on their existing suppliers, as they look to reduce overall expenditure and procurement related costs across their operations, and make life easier for subscribers. Online procurement is rapidly taking the place of more traditional methods (including paper-based suppliers of subscription catalogues and materials).

Driving e-procurement into professional information management, Infocandy is currently emerging as the modern-day supplier of choice for professional subscriptions. Our unique "total outsourcing" approach coupled with best-in-class technology solutions has created a new kind of service available at a very competitive price. As a result, more and more organisations are turning to Infocandy to gain control and reduce the cost related to their professional subscriptions. The NHS PASA is no exception, having recently awarded Infocandy part of its new National Framework Agreement for printed and electronic journal subscriptions. (Additional detail is available from Laura Gillan, NHS PASA, 01244 586707, or laura.gillan@pasa.nhs.uk)

A unique proposition:

This award recognises the unique strengths of Infocandy, both in terms of its service offering and its pricing structure. Furthermore, the national framework agreement has been negotiated to take into account the global NHS volume of subscriptions, while still allowing each trust to manage its subscriptions in an autonomous manner. In other words, Infocandy offers the pricing benefits of a

national agreement, with all the agility and flexibility of a local supplier!

How it all began...

Infocandy is a privately held company that grew out of the need for a business solution to the subscription industry and the complexities that it brings. At the same time, Infocandy recognized the need for providing business solutions and the time and cost savings that could be brought to clients through procurement and in particular, e-procurement. With a background in the telecommunications, internet and IT industry, the founders of

INFOCANDY

Infocandy identified a need for a solution to provide a single point of access for the end-user and the publisher that combined complete control, transparency, management information and decentralized ordering. This increases the information flow to the most appropriate user while reducing costs and creating a high-level management view that enables informed analysis of subscription activity. Infocandy has experienced dramatic growth in the last several years.

A comprehensive management system:

Infocandy provides a professional periodical procurement solution for organisations of all sizes, in numerous sectors and with various internal requirements. Infocandy's procurement system is flexible and adaptable thanks to continuous development based on customers' requirements. The system allows an unlimited number of users (requisitioners, approvers and recipients) to order from catalogue and non-catalogue items in a controlled and transparent manner. Rules on products

and budgets can be set per user, department, branch or even company. The optional use of cost centre-, department- and address name- fields enable quickly and easily generated organisation-wide reports that meet the requirements of any accounts department. The products currently included in the procurement system included magazines, books, market reports, journals, newspapers, software, and professional memberships. The purchases can be managed in a very user-friendly way; you can for example, change address, recipient, and cost centre in real-time on any active subscription. Users have access to an online customer care desk, backed by a toll free 0800 number where designated support staff can assist with any query. The system is compatible with accounting and e-procurement systems such as ARIBA, Oracle and SAP. The services Infocandy provides bring dramatic cost- and time-saving thanks to the consolidation of subscriptions into one intuitive and easy-to-use system where expectations are managed, transparency is provided through the online company-wide inventory listings, and duplications can be easily identified via the real-time reports. Perhaps the single most powerful feature of Infocandy, all purchases are summarised on consolidated monthly invoices, split by cost centre or department as per the customer's requirements.

Infocandy provides access to the Infocandy Subscription Management Tool (ISMT') at its website: www.infocandy.com, a solution that does not require any

specific software installation on customer site.

What now:

Activating an Infocandy account is very simple to do. It requires no additional investment in software or IT infrastructure, an e-mail address and Internet access is all you need. All your existing subscriptions can be instantly entered on your Infocandy account, regardless of whether they were originally purchased through Infocandy. This means that you can **immediately** enjoy features such as consolidated monthly invoicing in GBP (£), a powerful publication search engine, and online reporting facilities, for your entire subscription base.

To experience having **all** your subscriptions only a few clicks away, and being in **complete control** over your information sourcing activities, this is where to begin: contact Stuart Harris (Infocandy Account Manager) at UK Free phone: 0800 085 7893 for more information and a systems demonstration, or fill in the enclosed account set-up package and send it to sharris@infocandy.com to have your account created today.

We are convinced of the value of the Infocandy subscription management service. Give us the opportunity, and we will convince you as well!

Johan Hjord

"Hello, I'm Emily Thompson, I'm the Information Officer at the Glaxo Neurological Centre. (Some of you may recognise me, I was the "blonde" guinea pig for the colour presentation at HCLU's Christmas Study Day in Manchester last year!)"

Mersey Neurological Trust
Glaxo Centre

"Supporting pe___ with neurological con___ and their fam___

I am writing this article to describe the Glaxo Centre and its library; I believe that our resources may be of interest to you and your library users, especially if your end users include patients and their families.

What is the Glaxo Centre?

The Glaxo Centre provides non-medical information and support for people with neurological conditions, their families, and people who care for them.

What facilities and services are available?

In addition to an extensive library:
- Regular support group meetings.
- Employment advice and support through the Working Life Project.
- Office base for several neurological charities.
- Personal advice sessions on various conditions.

What is a neurological condition?

Neurological conditions result from abnormal function or damage (caused by illness or injury) to the brain, spinal column or nerves. Neurological conditions include epilepsy, Parkinson's Disease, Huntington's Disease, Multiple Sclerosis, Stroke and head injury.

Who runs the Centre?

The Centre is run by a registered charity, The Mersey Neurological Trust, charity number 1010658. Glaxo Holdings plc donated 1m which enabled the Centre to be built, hence the name Glaxo Centre. The Centre now relies on grants and charitable donations for its running costs.

ical Centre Library

The library - What resources will I find in the library?

Information on a wide range of neurological conditions, in various formats, including information about rare neurological conditions. We also have information on general issues such as disability, pain, and information about caring for someone.

Who is the library for?

The library resources are mainly aimed at patients, their families and carers. However we have information available for health professionals and students.

Can I borrow items?

The resources in the library are mainly for reference purposes. However, many leaflets and pamphlets are distributed free of charge, and subject to copyright legislation, most other items can be photocopied. (There is a photocopy charge for health professionals and students).

Information enquiries

If we do not have the information in our library we will carry out Internet and database searches, or we will contact appropriate charities/support groups. We can be contacted by phone or email and we can send information out by post.

Now you've read about what the Glaxo Centre can provide:

Tell your library users; inform any patients; let your Patient Advice Liaison Service know about us.

Signposting

The role of the Glaxo Centre is to signpost individuals to other support agencies. We've built up a network of contacts and we let people know about this information through different mediums:

- Monthly newsletter
- Website: http://glaxocentre.merseyside.org
- Neurological Charities CD-ROM: easy access to a range of neurological support group contact details.

Events and conferences

The Glaxo Centre is concerned with educating and raising awareness to neurological conditions. We hold events on various topics looking at the latest research, rehabilitation, and clinical care for different neurological conditions.

Contact me:

- To find out more about the Centre.
- To obtain a CD-ROM, leaflets for your library or a poster.
- To go on our mailing list for our monthly newsletter, or to be informed of any conferences/events.

Emily Thompson,

Glaxo Neurological Centre,
Norton Street,
Liverpool L3 8LR
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E-mail: mnt gnc.u-net.com
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Open Monday to Friday 9am- 5pm

"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 can be submitted in print or 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.

Guidelines for contributors are also available on the Lihnn website.

contributions should be submitted to:

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Lancashire Teaching Hospitals NHS Trust,
Postgraduate Education Centre,
Chorley Hospital, Preston Road,
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http://www.lihnn.org.uk