LIHNNK UP

by Health Libraries, For Health Libraries · **ISSUE 28** · JULY 2008

FOOD FOR THOUGHT

Issue 1 PK, where do you begin?

Well first off by muttering something about 'Kathy, come home'. Anyway, as this here editorial's fallen to me who knows where it's heading? Thankfully there are some people round here that do know what they're up to.

Shan is typically engaging in 'Dangerous Liaisons', nuff said really given her new role at HCLU. Mind you I did quite fancy a bit of 18th Century intrigue….

Other than that I have detected a foodie theme to several articles in this issue. **Sue** from Lancashire Care details lovingly the fact that participants at the Leadership Residential were wined and dined. **Vicky Sergeant** and **Kathryn Topping** record the individual risottos, noodles, fruit and cakes available at the 'Information Prescription Conference: Right Information at the Right Time'. The Biccies also get a mention in **Linda R.** and **Tracey R-C's** report on the UMHLG Spring Forum which highlights the key drivers for health libraries at this moment in time (and I don't mean food!). The good news is that in all three cases the

loving references to food don't get in the way of good content.

The other theme in this issue is technology. **Paula's** 'Ur bks R l8!' is a fine example of how to exploit existing technologies and twist their use into something valuable for libraries. Even better she does it at the favourite Fade price! **Sue** outlines the Lancashire Care Blog and the value of Wordpress to Lancashire Care, a very cool blog and welcome addition to the library blogosphere.

It's great to have **Hannah** back in the LIHNN fold with news of accreditation success at North Cheshire Hospitals.

A few traditions are observed, **Steve** has the Athens report so for you stats whores out there…. Then of course there is the traditional Wirral 'Hello' section of LIHNNK-UP. They've been adding new staff to the service again and then they've been loving the library on Valentine's day. Luvved up libraries, what ever next? On that note I'm off to listen to 'The King of Kissingdom'….

Kieran Lamb
HEAD OF LIBRARY SERVICES
FADE LIBRARY

IN THIS ISSUE

BLOGGING

is Good for Health

How a Blog can
help market your service
and raise your profile within the Trust

Starting a new job is a daunting prospect but when faced with being new to the NHS, new to Lancashire Care & Mental Health and finally new to Outreach librarianship I did feel "Help, where do you start?"

The introduction to the NHS was taken care of by David Stewart and the HCLU team so that box was ticked. Next came Lancashire Care, and I stopped worrying when I met Carmel Smith, Jackie Turnbull and Viv Walker the library team I am now part of. They helped make sure any amount of 'daft' questions were answered coupled with the endless laughs and cups of tea, I felt like one of the team from day one.

So next was mental health, getting to know a new subject area, where do you start?

Firstly I familiarised myself with the subject area by undertaking a few literature searches, the responses from the users were very encouraging, but at the back of my mind was the question of how to share some of this knowledge with other staff in Lancashire Care, the outreach side to my role.

So how do you promote a wide range of library services to over 100 sites across the whole of Lancashire Care without spending 10 years working on it? Easy! You start to develop a blog!

Now the words "Easy" and "Blog" don't automatically spring to your mind, but it is true. The word "Easy" is why there are over 15,000 blogs created everyday.

My first thoughts in November 2007 were probably similar to yours:

- Limited technical expertise.
- Have I got time?
- What do I put in a blog?

Now in April 2008, with over 24,000 hits and a readership which is growing every day, these worries have become a distant memory. Thanks to a thoroughly helpful library manager, Kieran Lamb, who took the patience and the time to train me in setting up a blog. Lancashire Care now has a library blog worth shouting about.

Our Blog

Here is our blog, we are all very proud of what has been achieved in a relatively short space of time.

SEE IMAGE 1

The blog helps our library become more "Portable", meeting the information needs of our users in their world, not ours.

The blog has given us complete control on how we would like our library pages to look. It is a mix of static information and current awareness all rolled into one. Our home page is where the current postings of the day are displayed in chronological order. These can consist of special topic features, articles of interest or reports, and when they have finished on the front page they go into the assigned Topic areas.

SEE IMAGE 2

The Topic areas are listed on the left hand side of the front page in alphabetical order. They provide a good introduction to anyone wanting to see what is new in a particular subject area.

RSS Feeds

RSS feeds are also supported by the blog, enabling users to simply click on to a journal article and gain full-text.

SEE IMAGE 3

Supporting Information Literacy

The blog is not just a current awareness service, it also provides signposting to using good quality information literacy resources for research and practice.

SEE IMAGE 4

The user can click on to:

Clinical Tutor Info.	Page from John McKenna – Clinical Tutor Info.
E-Books	List with hyperlink of mental health titles
Journals	List with hyperlink of main mental health journals
Library Catalogue	Searchable library catalogue
NLH	Link to National Library for Health
Resources Guides	Links to various guides
Lib.Info.	Link to library powerpoint presentation

Being able to bring all this information together is helpful when training staff to use quality information resources. By centralising all the information they need in one area it helps the user navigate the resources they need quickly and easily. When I am training users in where to find good information I use the blog as my starting point and explain to the users that all the articles etc on the blog are found using these information resources. The promotion of the journals and NLH has had an effect and this is reflected in the statistics that show the Journals tab and NLH tab are the top 2 hits of all time.

SEE IMAGE 5

Statistics

Because the blog is a mix of current awareness and static information it is easier to develop a user led service. The administration side of wordpress compiles quite detailed statistics and this helps identify a variety of information for management purposes.

SEE IMAGE 6

It shows daily, weekly, monthly usage of the blog.

Which are the most popular posts daily, weekly and all time.

What search terms people use to get to your blog.

Conclusion

The blog has not only raised our profile within the trust but across the UK and overseas. We have tapped into a niche market because we specialise in mental health information only. The blog has helped us to gain a new training room, increased requests for journal articles, literature searches and training, and provided a better idea of what our users want from the library service.

I now know the investment in time, energy and enthusiasm has been well spent. The blog has achieved more in 6 months than I could have done in 6 years and it hasn't stopped. It's dynamic, evolving, exciting.

"It's a blog's life", and it's great!

Sue Jennings
OUTREACH LIBRARIAN
LANCASHIRE CARE NHS FOUNDATION TRUST

image 1

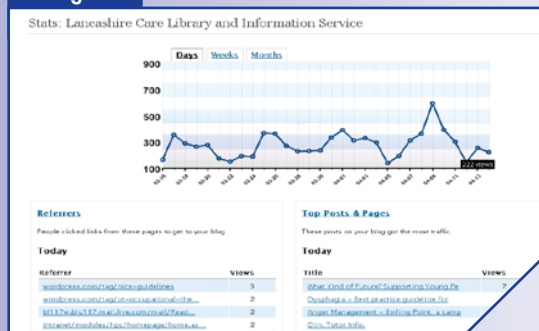image 2

image 3

image 4

image 5

image 6

Dangerous Liaisons

In January 2008 I had to order a larger business card. Why was that? My job title had changed from CPD Manager to CPD and Partnerships Manager. Very grand! So what will I be doing that's different?

When we write the job description for this part of my role (!) it will probably say something like:

- Foster better working relationships with other library sectors.

- Identify existing links between NHS and other library sectors including Higher Education (HE), Further Education (FE), Public Libraries (PL) and others such as social care, specialist libraries and public health.

- Identify gaps where a working relationship could benefit both staff and library users.

- Encourage the sharing and dissemination of good practice.

- Create and maintain a database of library contacts, shared activities and issues >common to all sectors.

- Contact and visit key personnel in the other library sectors. Maintain contact.

- Attend joint meetings of NHS/ Higher Education/ Public Libraries and keep notes.

So, why do we need this role?

The links we have with other sectors are a bit like the curate's egg – good in parts! There is much evidence of strong working relationships between the NHS and HE; joint library services, high student numbers using NHS libraries, joint meetings. Liaisons with the public library sector are a little more patchy although there are successful joint projects in some areas around the North West.

I sent out a form to library managers earlier in the year asking for details of their links with other library sectors and although only about half the library services have replied so far, I have gleaned much information for the database.

The two main drivers for ensuring our relationship with other library sectors is less 'Dangerous Liaisons' and more 'When Harry Met Sally" are as follows:

We all wish to ensure that the student experience of moving from a university to an NHS hospital library is a positive one. Much can be gained from our NHS librarians learning more about the kind of resources students are using in their universities (Blackboard, MetaLib etc.) and university library staff can benefit from knowing more about the kind of support their students may expect from the NHS libraries (National Library for Health website resources, National Content e journals etc.)

In public libraries there is a need for library staff to have a good understanding of where to find evidence-based health resources for their users. Over 60% of all queries in a public library are health-related. Our NHS librarians could, and do, help train public library staff to find free and easily accessible patient information. Another really good way of fostering good relationships is to share resources for health-themed events such as the National Year of Reading's 'Mind and Body' display. NHS libraries lend health books to public libraries for display and public libraries lend relevant fiction or leisure books to NHS libraries to help them foster a culture of reading as part of their multidisciplinary library service.

I hope that my new role taking operational responsibility for Library Partnerships will help to strengthen what is already a fruitful liaison. If it helps library staff to give a better service to users and helps us all to work together to tackle common issues then I, for one, will be happy.

Shan Annis
CPD AND PARTNERSHIPS MANAGER
HEALTH CARE LIBRARIES UNIT

welcome
TO NEW LIBRARY STAFF

Faye Keane and Beccy Fulcher joined the Wirral University Teaching Hospital (WUTH) Integrated Library Service Team in March 2008.

Hi I'm Beccy Fulcher and I'm the new Library Assistant based mainly at Clatterbridge Hospital. I studied Psychology and Criminology at Keele University and graduated in 2005. Since then I have worked as a support worker at Liverpool John Moore's University and as a volunteer for victim support, specialising in domestic violence. I think I will enjoy working in a health library as I studied health psychology at university and I am looking forward to getting to know the people here as I have only lived on the Wirral for 2 years.

Hi! I'm Faye Keane and I've just started working as a Library Assistant at the McArdle Library, Arrowe Park. I have just completed a journalism degree at The University of Sheffield. I really enjoyed my degree as it gave me a brilliant opportunity to develop my communication skills. I have also worked temporarily as a library assistant for Wirral Libraries and have enjoyed dealing with the public and developing my ability to provide confident customer service. I am excited about working in a health library and am looking forward to meeting new people and learning about my new workplace.

Beccy Fulcher

Faye Keane

The **Right Information** at the **Right Time**

We attended this meeting independently, but found each other on the delegate list, always a bonus when attending something on your own.

We come at this topic from different perspectives. Vicky from that of the Mental Health and Learning Disabilities Trust, Kathryn from the voluntary sector, where through the charity, Neurosupport, she provides patient information to anyone with a neurological condition. Despite our different work situations we both found similar points of interest and challenge in the conference topic.

For those of you who aren't sure what Information Prescriptions (IPs) are, or whether they will have any impact on your work, here is a brief summary of the situation.

The White Paper, 'Our health, our care, our say' published in 2006 (Cm 6737) set out the vision and future direction of the Department of Health regarding the care of people with long-term health conditions. Central to this is the recognition that self-care and empowerment have a vital role to play in the care of people, of which there are currently over 15 million in the UK, who have a long-term health condition (LTC). Self-care describes activities that enable people to deal with the impact of a LTC on their daily lives. An important part of

this is providing the right information at the right time through information prescriptions.

The White Paper states: *"The information prescription will be given to people using services and their carers by health and social care professionals (for example GPs, social care workers and district nurses) to signpost people to further information and advice to help them take care of their own condition. Information prescriptions will direct people to relevant and personal sources*

of information about services and treatments that they will need at key points in their care journey, for example, at diagnosis, at different stages of their treatment, for care planning and when they are discharged from hospital. They will signpost anyone with a long term condition information on where to get advice and support, how to make contact with others with a

similar condition and important national and local information other than health and social care – like information about benefits." (Our health, our care, our say).

The main purpose of the conference was to feed back from the 20 pilot schemes, which have been running for the past year. The pilots were based in Hospital Trusts, PCTs and County Councils and involved working in partnership with other organisations, both voluntary and statutory. All the pilots approached the scheme in a different way. Some used a hard-copy prescription-style tick-box resource; others developed web pages and on-line videos and others telephone helplines. Using a range of communication channels and formats enabled them to reach a more diverse population, including those with mental health conditions and Black and minority communities.

Feedback from the pilots was very interesting and it was good to see the enthusiasm with which they had embraced the idea of IPs and the different methods of delivery and resources produced. The pilots showed that there is no "one-size fits all" approach to implementation, but that the IP can be adapted to suit each organisation. There are common factors to an IP system and they can be summarised as:

Information Prescriptions - **National Conference:**
TUC Congress Centre, London, 19th March 2008

- **CONTENT** – ensure there is a system to provide reliable and relevant sources of information.
- **DIRECTORIES** – create 'directories of information' that are easy to use, offer a wide range of help and links to relevant local and national services.
- **PERSONALISED** – make sure the IPs are tailored to each patient and carer – their condition, stage, location. The format and method of delivery needs to specifically address patient and carer needs at that time.
- **ISSUING** – IPs are created and given to each person through a prescribing and dispensing process (those who prescribe and dispense will be different depending on the setting and the professionals involved)
- **ACCESS** – IPs are made accessible to users through a range of channels and formats.

There are resources available with suggested procedures and templates, see below for further information.

The first half of the conference presented the Dept of Health's vision for IPs and the background to the piloting programmes. It was noted that "Information prescriptions have a key role in helping people combat information overload," a comment that rang true with ourselves. From our perspective we also feel that there is a lot more work to be done on this to ensure that professionals and patients are clear what is authoritative information. The Dept of Health has

plans to accredit information for inclusion onto its website "NHS Choices." This website seems to be central to the DH's plans for wider access to patient information. There is, possibly, a danger that this will lead to over-reliance on this one website and that for many users this may not fulfil all their information needs, for example those with mental health or neurological conditions, as identified by the pilots.

Suitably refreshed after a very innovative lunch of individual bowls of freshly cooked risotto, stir-fries and noodles (you could sample several!), followed by yummy cakes and a fresh fruit platter, we settled down for the afternoon session. This looked at national initiatives to support local implementation, including the role of NHS Choices.

It was made clear that it is envisaged that IPs are intended to be given along the whole care pathway by multiple professionals. For example a health professional may "prescribe" condition-specific information, whereas a social care professional may prescribe information around welfare benefits, lifestyle, housing, exercise etc. There are many opportunities for health information professionals to get involved and to contribute our expertise to support the information prescription initiative. Our involvement level may vary depending on the approach each organisation takes; however the experience of the pilots show that it is better for to be involved in the early stages, in order to help shape the way the Information Prescriptions are

supported and delivered.

Following on from the pilots an online resource tool has been developed, which brings together the practical advice and tools needed to introduce information prescriptions within organisations. For more details go to http://www.informationprescription.info/resource/1-introduction/PDFs/08-03-14_Overview.pdf

For more information on NHS Choices go to www.nhs.uk
We also have more hard-copy information. Please feel free to contact us if you'd like to discuss the issue further.

Kathryn Topping
INFORMATION OFFICER
NEUROSUPPORT
Info@neurosupport.org.uk

Vicky Sergeant
OUTREACH LIBRARIAN
CHESHIRE AND WIRRAL PARTNERSHIP
NHS FOUNDATION TRUST
Vicky.Sergeant@cwp.nhs.uk

10 reasons to love your Library
(For your heart and the hearts of others!)
this Valentine's Day

The team at the Integrated Library Service (ILS) celebrated St Valentine's Day, 'together', in a very unique way this year! As part of a campaign to further promote the already popular Trust Libraries (McArdle Library & John A.Aitken Library), the team identified reasons why Trust staff should love their Library even more on the most romantic day of the year.

Reasons included:

1. Expert help in locating health information on the Internet

2. Borrow books from a collection of over 20,000

3. Range of specialist software to support your research

4. Use of library computers free of charge

5. 'Ask a Librarian Service' 24 hours a day, 7 days a week, 52 weeks a year

6. Check your library account online

7. Comfortable study areas

8. Fast and efficient document supply service

9. Literature Searching Service to help you find information on your chosen topic

10. Electronic and print journals collections to keep up-to-date with the latest health news and trends

Along with 10 reasons to love your library, the team helped others to love their own heart and the hearts of others by;

- Providing British Heart Foundation (BHF) health promotional booklets
- Hosting a 'Romantic Movie' Prize Sweepstake to raise funds for research into heart disease for the BHF

- Holding a book sale to raise funds for the Cardiovascular Unit, Arrowe Park Hospital

The ILS Team would like to extend their thanks to all those who gave donations on the day and to the team at the Cardiovascular Unit for supplying the very well received health promotion materials for the display.

To find more reasons to love your Library, visit us today at: www.whnt.nhs.uk/library

To learn more about the British Heart Foundation Valentine's 2008 appeal please visit http://www.bhf.org.uk/valentine/

Lisa Anderson
CLINICAL LIBRARIAN
MCARDLE LIBRARY

Many thanks

BA(Hons) MA MCLIP
Education Centre, Wirral University Teaching Hospital NHS Foundation Trust, Arrowe Park Hospital, Upton, Wirral CH49 5PE
Tel/Fax 0151 604 7223
Internal Ext: 8610
Email: landerson2@nhs.net

TOP PHOTO: Carol Millington (Library Assistant, University of Chester)

BOTTOM PHOTO: from left to right - Carol Millington, Lisa Anderson (Clinical Librarian, Wirral University Teaching Hospital NHS Foundation Trust) and Victoria Kirk (Librarian, University Teaching Hospital NHS Foundation Trust)

Library Services at Trafford Healthcare NHS Trust have cooked up a successful (and free!) SMS messaging service, which doesn't generate replies.

If you'd like to give txt msgs a go, here's our recipe for 'under reminders' – sent to borrowers three days before their items are due for return.

Ingredients
- An NHS Net e-mail account (preferably not a personal one)
- A draft message (see 'Variations' below)
- A Heritage report to generate a list of borrowers (substitute your own library management system if you don't have Heritage)
- Borrowers' mobile phone numbers

Method
Prepare a generic NHS Net e-mail account. You may need the help of your local NHS Net Administrator for this. While this is being set up, whisk up a message suitable for borrowers who have library items due in three days' time. We use:

Your NHS Trafford library items are due for return soon. Call 0161 746 2263 to renew. Please do not reply to this message.

Once the e-mail account is ready, log on and add your pre-prepared message, remembering to save it as a draft. Set to one side.

Use Heritage (or another library management system) to generate a report listing borrowers with items due for return in three days' time. Combine with the borrowers' mobile phone numbers.

Return to NHS mail and copy and paste your draft message into an SMS message, adding the mobile phone numbers (follow the on-screen instructions). Send the message.
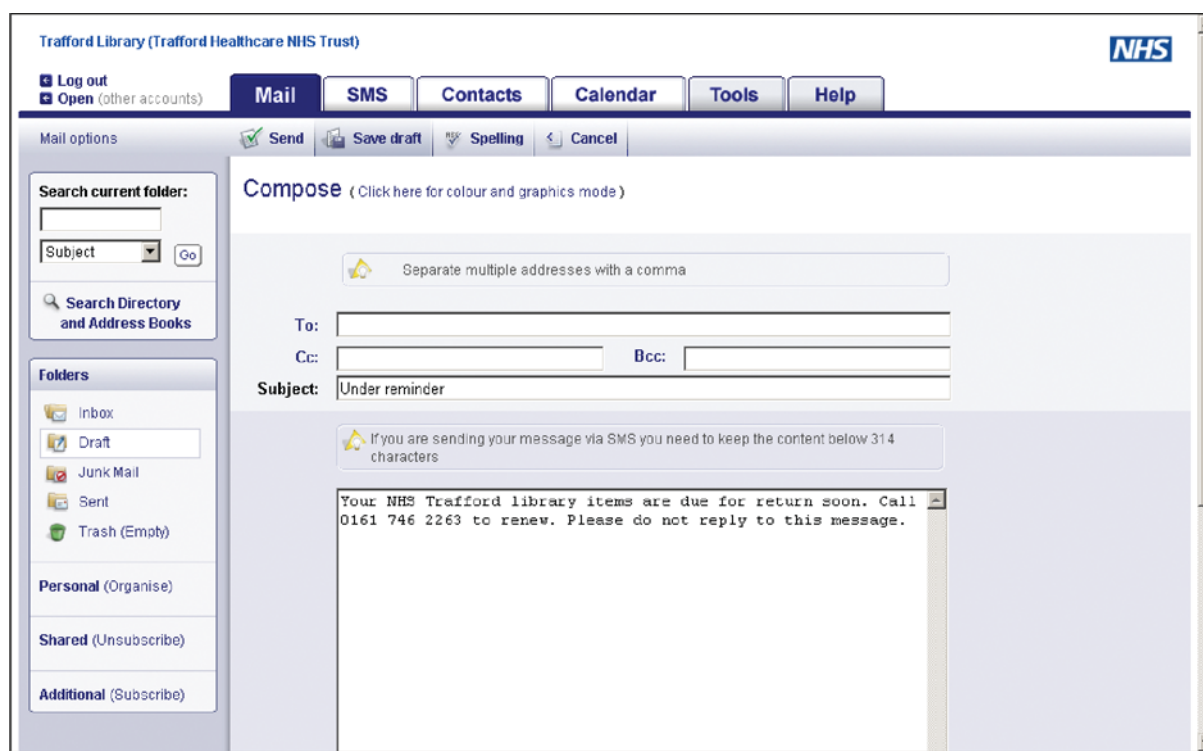
Wait for the phone to ring with users wanting to renew items before they become overdue!

Variations
Try saving a number of draft messages and use them as the occasion arises. We have messages for very overdue items and journal article/inter-library loan ready for collection. You could also try seasonal variations at Easter and Christmas.

Paula, Chris, Helen and Pat
TRAFFORD HEALTHCARE NHS TRUST
For further details please e-mail:
library@trafford.nhs.uk

NHS NW Athens usage 2007

This report highlights Athens authenticated activity by National Health Service (NHS) registered users across the NHS North West of England in 2007.

Athens sessions are recorded whenever a user is challenged by supplier systems to verify access rights. Once authenticated users may make use of and download content without the need to re-authenticate each time the resource is used. Athens sessions are open until a user closes their internet browser. The Athens system records this activity and administrators can generate statistical reports when required. In 2006 approximately 35,000 NHS North West staff had accounts, this rose to approximately 39,000 in 2007. The NHS North West administrator account is a sub-account of NHS England.

Resources are purchased at NHS England level and in 2007 there was little change to resources purchased nationally. This report includes a section on trends and in 2007 there was a marked increase in sessions for the National Library for Health (NLH) and TDnet which provides the A-Z list accessed via My Journals on the NLH website.

Headline Figures:

Overall Athens Usage climbed to 542,287 sessions which is an increase of over 100,000 since 2005.

Total Accesses 2005 - 2007
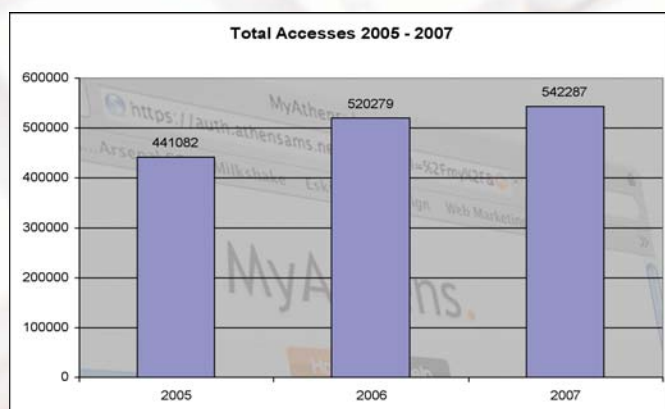
Resource	Value
1. NHS National Library for Health	121744
2. Dialog DataStar	96614
3. ProQuest	91094
4. ADITUS	37811
5. Ovid Online	29192
6. ScienceDirect	25820
7. Blackwell-Synergy.com	23392
8. MyiLibrary	23271
9. BMJ Journals	22058
10. TDNet e-Resource Management System	17764

The top resource was the NLH website

Top 10 Resources
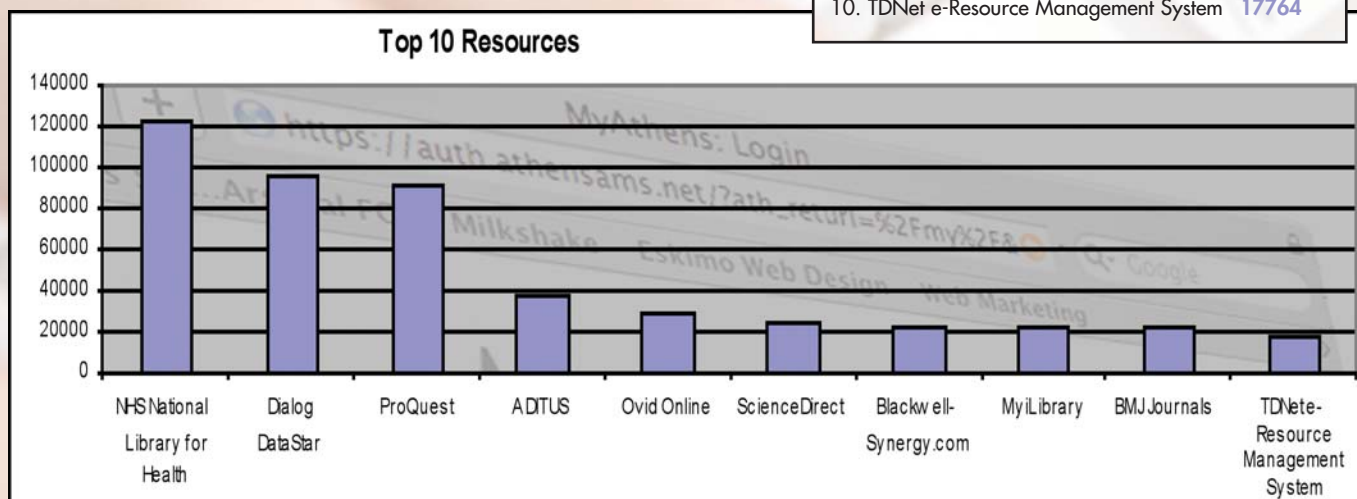
There were some changes to resources purchased at North West SHA level. It was the first year of a three year region-wide license for 9 Lippincott, Williams & Wilkins titles accessed on the Ovid for NHS platform. 2007 also saw some locally organised consortia purchases including Science Direct for NHS Manchester trusts, Royal Society of Medicine journals for primary care trusts, and the BMJ Publishing Group collection for all trusts in the Cheshire & Mersey SHA area.

On a local level several trusts have bought into local e-journal content from Blackwell Publishing (Synergy), Elsevier Science (Science Direct), BMJ Publishing Group, New England Journal of Medicine, and Wiley (Interscience).

Changes in 2008

During 2007 resources supplied by National Core Content (NCC) were re-procured for 2008 onwards. Ovid and

EBSCO are to be the suppliers of the clinical databases which will be accessed via the NLH Search 2.0 interface. Journals supplied by NCC will include the BMJPG journals and the American Medical Associations JAMA and Archives journals. These will be linked to the databases using a link resolver procured from OCLC PICA.

Trends Data for selected resources
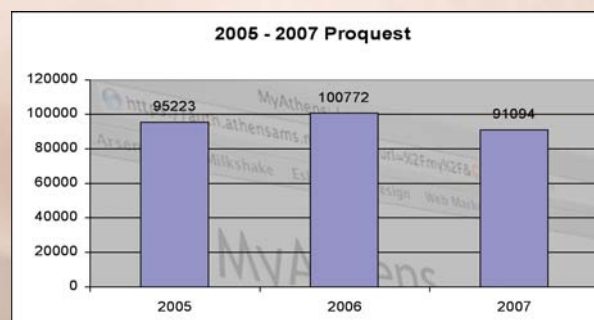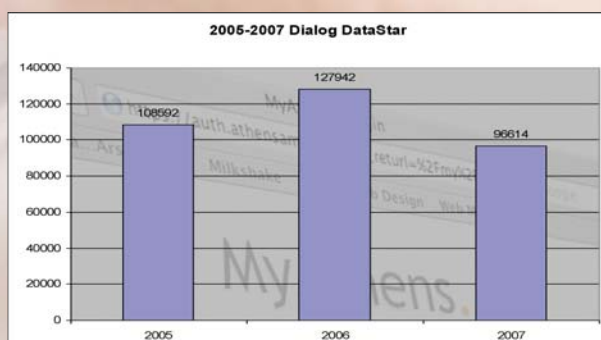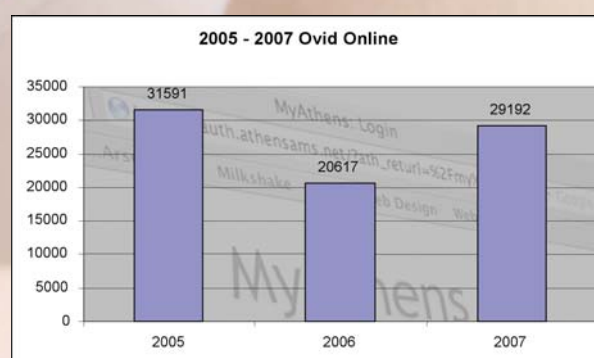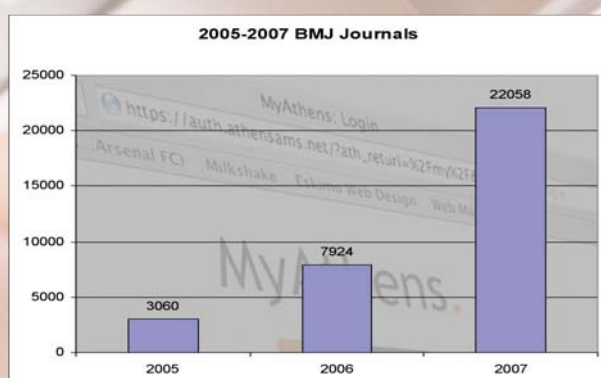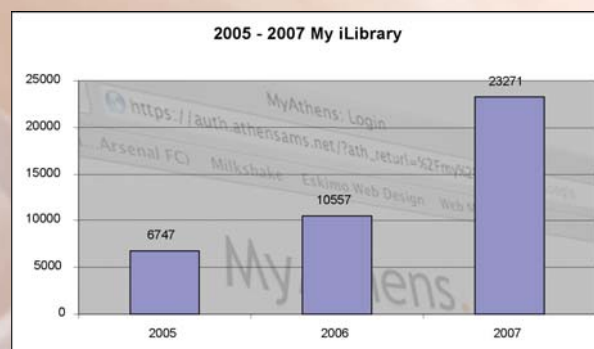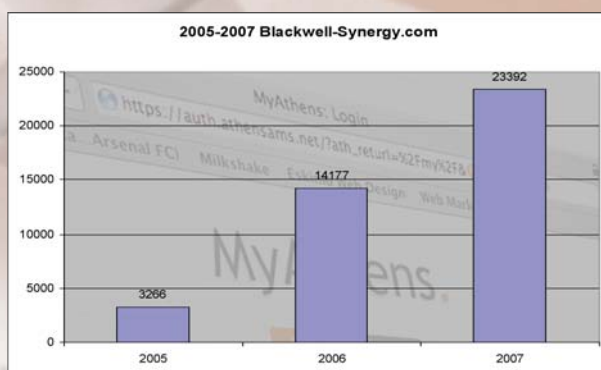
NORTH CHESHIRE ACCREDITATION
Success!

I'm very pleased to announce that North Cheshire Hospitals NHS Trust Library Service based at Warrington and Halton Hospitals were awarded stage 1 Accredited status following HCLU's assessment visit on 18th March. This is the first time the service has achieved a level of accreditation following organisational merges and a period of change and restructuring.

The Assessors stated that
'All the library staff are to be commended for their work in supporting the development of the library service'

The Assessment Team identified some examples of **good practice:**

User Consultation
The service has a User Involvement Policy and while the level of involvement is in development this is an excellent model to ensure a representative and effective means of consultation.

IT facilities
The availability of IT facilities on the Halton site to enable information-handling skills training is excellent.

Links to clinical staff
The library service has excellent links to the clinical staff on which the service can build to ensure that services for clinical staff are tailored to their requirements.

The Accreditation Report concluded that:

'The library service has excellent foundations and the work to provide one integrated service across two hospital sites is progressing. There is a lot of work to do to ensure that the Trust has a range of services that support its business objectives. The assessors look forward to receiving the accreditation progress report in one year's time and feel certain that the library service staff will be able to demonstrate the added value that a high quality library service can provide'.

'Lots of recommendations have been made in this report and they will form the basis of an action plan that the Library services manager and Trust can use to ensure the service continues to develop. The assessors are confident that if these are addressed, then we will be able to award much higher stage of accreditation to this library service in the future'.

Well done and congratulations to everyone involved!

Hannah Gray
LIBRARY SERVICES MANAGER
Hannah.gray@nch.nhs.uk

UMHLG Spring Forum Meeting

MONDAY 10TH MARCH

The first annual meeting of the University Health & Medical Librarians Group (UHMLG) took place in London on 10th March 2008 chaired by Betsy Anagnostelis.

Hill Report

First up after the usual coffee and biccies was Professor Peter Hill talking on *"Implementing the recommendations of the recent Report of the Review of NHS Health Library Services in England."* Hill explained that he wrote the report against the context and background of continual change, politics, the Tooke report and the Darzi Review. He spoke of the challenges facing health care in the 21st century namely providing the best possible patient care, improving health and reducing inequalities. Peter Hill stated very clearly that library and knowledge services need to involve themselves very actively in these agendas.

He spoke around the four key purposes for library and knowledge services as highlighted in the report:

- Clinical decision making by patients, their carers as appropriate, and health professionals
- Commissioning decision and health policy making
- Research
- Lifelong learning by health professions

Stating that 'it was inconceivable that care should not be founded on the best available evidence' and that libraries need to be part of the core business of their organisations. Knowledge is power

and libraries need to be "front of house" not in little backrooms. Hill discussed the significance of the Chief Knowledge Officer and Team Knowledge Officer roles and the currently limited impact of training for a relatively small percentage of people.

The review is a replacement for HSG (97)47 and forms a 'pincer movement' with the new NSF benchmark for standards for health libraries. This is intended to bring about a culture shift, placing health libraries and health librarians as an essential part of the modern NHS.

The review is accessible for download from www.library.nhs.uk/aboutnlh/review

Quality is Everything: the National Service Framework for Quality Improvement

Colin Davies and Tricia Ellis

The three key points of the new NSF are:

- The underpinning aim of putting knowledge to work, transforming patient care and public health. Colin felt the NSF would achieve a quality led review of current service provision, leading to the transition of library services into a more modern information provider for the NHS. This would be a 'journey of development'!

- It will ensure NHS library and knowledge services maintain robust quality improvement programmes

- It will give quality assurance, quality management and quality control.

At present library & Knowledge provision varied greatly throughout the country, and the NSF will provide:

- A tool
- An infrastructure to deliver outcomes
- Defined core services
- Provision of a quality library service delivering consistently high standards across the country.

Significantly, in order to embed the NSF into the recognised wider NHS standards, the NLH has aligned the Framework to the national policies of ISO 9001:2000; Improving Working Lives; IWL Accreditation; Standards for Better Health; NHS Litigation Authority as well as having reference to HELICON.

All areas are outcomes and performance monitored focusing on

- Managing service;
- Managing knowledge;
- Service Infrastructure;
- Access and Information Literacy

The intended benefits of the framework are:

- Quality assurance, management and control
- Generic framework suitable for any type of knowledge service
- Standardised approach on activity
- Aligned with core business
- Staffing opportunities to expand into project management, survey and assessing quality provision
- Clear action plans

contined over...

UMHLG Spring Forum Meeting

...contined

The next steps are to circulate the framework widely, promote a series of workshops on the interpretation of the standards with support tools and guidance, including self-assessment of peer review visits to start in 2009. In addition, Colin & Tricia intend to explore the accreditation of exceptional services.

The work of the NHS-HE Forum Content Group
Paul Ayres

Next up should have been Paul Ayres on the work of the NHS-HE Forum Content Group, but unfortunately unable to attend leaving Betsy gave his presentation…

The changes within the NHS/HE landscape and the publication of the Hill Review and others have prompted the reformulation of the work plan and the membership of the group now includes NLH, HE SCONUL, Health Strategic Group, JISC representation as well as Professor Peter Hill. The group's priorities however remain the same, namely joint procurement, open access repositories and copyright.

Joint Procurement
A number of Joint Procurement recommendations have floundered through a lack of consensus on money, namely who would pay and the inability to change organisational funding cycles.

Open Access repositories
Hill review recommendations have strengthened this agenda and the technical group are focusing within this new context. At present only 40% of NHS-funded, published research is accessible to NHS users, and clearly, this has to change.

Copyright
There is collaboration currently going on with the Intellectual Property Office undertaking a consultation on the fair dealing / library privilege and HE licence interpretation difficulties. The Hill review is helping to take these issues forward and Ayre's presentation stated that negotiations were at a 'sensitive stage' but the group were quietly confident there would be an NHS / HE interface. Significantly, the Group informed us that the current licence will remain in place for the next 2 years, and will be similar to the present one.

Malcolm Teague NHS/HE Connectivity Forum
Malcolm, co-ordinator of the above group, outlined the limited progress over the past three years. Connectivity has improved with the introduction of the N3 network, resulting in improving levels of interoperability between NHS & HE.

Projects to investigate permanent gateways are in place with the most prominent being at the new Academic Health Service Centre** in London which is attempting to connect JANET with the NHS for video conferencing purposes as a starting point

The Forum anticipates solving the security access issues to respective systems through the introduction of smartcards to all users. However, this is debatable as smartcards are only available for clinical systems within the NHS.

Discussions continue on the issue to expand student access to NHS resources and one proposal is for HEI administrators to issue Athens. Unfortunately, this does not address licensing issues or the HE usage of Shibboleth **

Kath O'Donovan Cilip/SCONUL Health Strategy Group

As Group Chair, Kath gave a very brief presentation on its background and current focus. The group brings together key individuals and association from the library and information profession within higher education and national libraries, sharing common interests. In particular, the provision of high-level advocacy, CPD and the support of information literacy across the profession. Current membership includes Muir Gray, Peter Hill, Paul Ayres, Helen Burgham and Chris Fowles.

The current focus within the climate of the Hill review and the NSF are the following

- Advocacy also Learning Development Agreements
- Knowledge Capture of expertise, for example the departures of Judy Palmer and Maggie Haines.
- Develop and present briefing papers on areas of concern and scheduled briefings to HSG and NHS/NLH.
- Respond to government legislation
- Promote and publicise HSG

Donald Mackay, Head of Health Care Libraries, University of Oxford Health Care Libraries

UMHLG Spring Forum Meeting

Unfortunately, Donald drew the short straw, presenting just before lunch at the end of a very long morning. His presentation looked at the modernisation and radicalisation of library facilities, focusing on his own service.

He addressed the issues of "everything being available on the internet" the mantra of many and highlighted useful recommendations within Hill to help create better and more usable spaces, rather than a storage unit. They are delivering a large percentage of their resources on the net and will be spending 1.75 million on e-content over the next year. The new libraries are spacious and multifunctional, creating comfortable discussion areas, increased computer facilities, quiet spaces for reflection and introduced a range of flexible seating. The whole aim of the project, outlined and the thrust of the presentation was to become more like Borders than the Bodleian!

Sir Cyril Chantler

Lunch was followed by a very lively presentation on the newly formed Academic Health Science Centre (AHC) in London. This coming together of Hammersmith Hospitals NHS Trust and St Mary's NHS Trust with Imperial College London in October 2007 led to the first of its kind in the UK.

The whole purpose of the collaboration was to address the serious inequalities of service within the capital and follow the example of John Hopkins & Harvard in the USA by providing the coordinated translation and collaboration of research into education, teaching and ultimately high quality practice.

The presentation referred to the initial Darzi review of London's health provision as the evidence for this work and a desire to manage both chronic disease and maintaining a healthier population. Darzi is now reviewing national services, concentrating on the development of eight care streams including childcare, mental health and ling-term care. Sir Cyril outlined his work on long-term conditions and the improvement of an end of life care plan worked out with you, enabling those 70% of people who die in hospital to be at home if they wish. However, on a personal note, he added
"My ambition is to live until I'm 95 then be shot by a jealous husband!!"

Professor Elisabeth Paice, Dean Director of London Deanery and the Chair of COPMD

Prof Paice outlined the developments in junior doctor education and development. She outlined the background behind the paper Modernising medical Careers and addressed the rather public difficulties with the reorganisation.

Historically, consultant training is long and individuals became over specialised within a potential nine-year pathway. In addition, the outcomes did not always produce consultants fit for purpose. The forum realised that the structure, content and delivery of training plus the support and assessment of trainers/trainees needed redesign and radical modernisation.

Prof Paice addressed the role of libraries within these changes, providing some interesting points

- Support for diagnosis and skilled clinical interventions
- Enabling the handling of the uncertainty by providing the information back-up
- Critical appraisal training and support
- Promote innovation and research amongst clinicians

Unfortunately, this presentation ended our attendance at the UMHLG event, and although the event continued into the early evening, the relevance to us was complete.

Linda Riley
KNOWLEDGE AND LIBRARIES MANAGER
EAST LANCS HOSPITALS TRUST

Tracey Roberts Cuffin
LIBRARY AND KNOWLEDGE SERVICE MANAGER, UNIVERSITY HOSPITALS OF MORECAMBE BAY NHS TRUST

LIHNN Co-ordinating Committee

LATEST NEWS

New LIHNN member -
Catherine Beverley, Knowledge Manager, Cumbria C.C. Adult Social Care Directorate

CPD funding agreed
for two delegates to Health Libraries Group conference 2008

Discussion forum for library assistants promoted via new email list and committee member liaison *library_assistants@lihnn.nhs.uk*

Work with HCLU to identify areas of research of benefit to NW health libraries

Work ongoing to add documents to web site to ensure better Communication

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 via Aditus at: www.aditus.nhs.uk

LIBRARY AND INFORMATION HEALTH NETWORK NORTHWEST NEWSLETTER

EDITORIAL BOARD

Mike Hargreaves (Chair)
Uclan   mhargreaves@uclan.ac.uk

Rachel Bury
University Hospital Aintree
Rachel.bury@edgehill.ac.uk

Linda Ferguson
Health Care Libraries Unit
Linda.ferguson@nhs.net

Kieran Lamb
Fade, Liverpool   Kieran.lamb@fade.nhs.uk

Steve Glover Christie Hospital
Sglover@picr.man.ac.uk

Andrew Craig
Lancashire Teaching Hospitals NHS Foundation Trust   andrew.craig@lthtr.nhs.uk

Penny Ralph Pennine Acute Trust
penny.ralph@pat.nhs.uk

Victoria Kirk
Wirral University Teaching Hospital NHS Foundation Trust   victoria.kirk@nhs.net

Contributions should be submitted to:

Mike Hargreaves
University of Central Lancashire
Email: mhargreaves@uclan.ac.uk

LIHNN GROUPS AND CHAIRS 2008

GROUP	CHAIR	E-MAIL
LIHNN CO-ORDINATING COMMITTEE	Lis Edwards	lis.edwards@wcheshirepct.nhs.uk
	Sue Taylor	susan.taylor@echeshire-tr.nwest.nhs.uk
Cheshire & Merseyside Librarians	Gill Swash	gill.swash@wcheshirepct.nhs.uk
CPD	Shan Annis	shan.annis@nhs.net
Cumbria & Lancashire Librarians	Tracey Roberts-Cuffin	tracey.roberts-cuffin@mbht.nhs.uk
E-resources	Kieran Lamb	kieran.lamb@fade.nhs.uk
Greater Manchester Libraries	Valerie Haigh	valerie.haigh@srht.nhs.uk
Heritage users	Jean Williams	jean.williams@bolton-tr.nwest.nhs.uk
Information governance	Tracy Owen	tracy.owen@fade.nhs.uk
Interlending & Document Supply Group	Steve Glover	sglover@picr.man.ac.uk
Mental Health Libraries	Vicky Sergeant	vicky.sergeant@cwpnt.nhs.uk
Newsletter	Mike Hargreaves	mhargreaves@uclan.ac.uk
PCT Librarians	Katherine Bell	katherine.bell@sthk.nhs.uk
Quality Brief and Exchange	Linda Riley	linda.riley@elht.nhs.uk
Trainers	Stephen Molloy	stephen.molloy@lwh.nhs.uk
Clinical Librarians	Michelle Maden	Madenm@edgehill.ac.uk