LIHNNK UP LIHNN

by Health Libraries, For Health Libraries **ISSUE 29** NOVEMBER 2008

Collaboration Co-operation... & Cardiff!

Welcome to the Autumn edition of LIHNNK – Up, all reports are from much sunnier times, well sort of ...Summer 2008!!!. They reflect the many aspects of our work, but especially the key areas of collaboration and co-operation.

We will start with, 'Didn't we have a lovely time the day we went to... Cardiff'. This issue includes a full report of the HLG Conference in Cardiff where we had the best turn out of a regional group of colleagues, had the most fun, and drank the most wine. **Hannah, Shelia** and **Victoria** have given us a full review of the conference and some important strategic messages which are relevant and very timely for all our services.

Two P's in a Pod by **Catherine** and **Christine** is a very interesting article about a service demonstrating flexibility, partnership and collaboration, all the things health information professionals are very good at!

Steve Glover has provided us all with a very timely report and review of one of the regions consortium e-resources packages 'Journals@Ovid', another demonstration of our willingness to collaborate. The information from Steve

is very important to everyone, both library and information managers and NHS staff, as we look to future strategies and the funding of e-resources.

Collaborative work with acute based NHS staff is a key part of Clinical Librarianship and **Tracey's** article 'Into the Wilderness?' explores the issues to help and guide other colleagues who may be thinking of further developing this part of their service. It's a very honest and reflective piece as Tracey shares the successes and the challenges.

As we began in Cardiff, the editorial ends in Blackpool... 'What a ride!'. **Debra**, who became the new manager at Blackpool in January 2008, reports on the refurbishment and re-launch (check out the new logo!!!) of the library at Blackpool. There are some great pictures and I'm sure Deborah can expect lots of visitors in the next few months as colleagues will be keen to see this new service in action

Talking of pictures....**Kieran** may have got on the wrong bus; surely he was due in Blackpool to join a show??????

See you all soon

Rachel Bury
AINTREE LIBRARY AND
INFORMATION CENTRE MANAGER

IN THIS ISSUE

Health Libraries Group Conference 2008

21st – 22nd July 2008 City Hall, Cardiff

Impact and Influence: evolving to succeed

Piecing together the puzzle: reflections on the HLG Conference 2008

The grass pitch of the Millennium Stadium in Cardiff is 120 metres by 70 metres; it is made up of 7412 pieces that fit together like a giant jigsaw puzzle - just two useless nuggets of information learned during a tour of the Millennium Stadium while enjoying the Health Libraries Group (HLG) Conference 2008 in Cardiff.

Far more useful information was harvested from the wealth of presentations and posters at the conference. But once safely on the train home, how can we piece together all the ideas and concepts learned to produce our own completed jigsaw puzzle and a clear 'take home message'?

A collaborative approach always seems to work well in the North West, so we (Hannah, Sheila and Victoria) decided to provide snippets of our own reflections on the HLG Conference 2008, and to produce some 'take home messages' to bring back to the North West.

Welcome

It was good to see the North West well represented at this years HLG Conference. We benefited from bursaries from LIHNN and HCLU and others like Sue Taylor, Chair of LIHNN, received a conference bursary from HLG, *(see September HLG Newsletter for Sue's*

conference report [1]). All useful for you to note, if you are interested in attending this, or other relevant CPD events.

The venue was the impressive City Hall, and Cardiff City itself provided a beautiful backdrop for the two day conference. For those of us who managed to squeeze in some sight seeing, Cardiff Castle was a must-see, and the pre-Conference dinner at Mermaid Quay afforded us magnificent views of Cardiff Bay.

The title of this year's conference focused

on the **impact** and **influence** we as library staff can have and thereby help our service to **evolve** and **succeed** within our own organisations.

Dr Steve Singleton (Chair of NLH Board / Medical Director NHS North East) was the first key note speaker. He advocated the benefits of the planned NHS Evidence portal and called upon all health information professionals to support not only the work of healthcare professionals but to improve the cultures of our organisations and the processes of healthcare. Bruce Madge, CILIP

President, then took the stage. Bruce plays guitar in a band and used musical references during his presentation while talking about CILIP developments and issues, including the possibility of producing a UK version of Hollywood Librarian as a marketing tool for the profession.

Our 'take home messages'

1. Personalise the user experience
In his presentation, Web 2.0 in the NLH: personalisation and collaboration, Steven Ashwell, from the Knowledge and

Learning Team at NLH showed us how the 'user experience design approach' had been used in developing MyLibrary. Personas[2] are a tool to help identify the needs of users and involves creating archetypal users that represent the needs of larger groups of users, (see example of the NLH persona for Allied Health Professional). The idea behind persona are that they help you understand your users motivations, expectations and online behaviour by bringing them to life by giving them names, personalities and sometimes even including a photo! Although fictitious they are based on

Health Libraries Group Conference 2008

knowledge of real users, and they are a tool usually used in website design. The session also offered the opportunity for a hands-on experience exploring the possibilities for library application of some Web 2.0 tools (see: www.library.nhs.uk/forlibrarians/toolkits).

Personas remind us of the diverse user groups we serve and could offer a tool not just for developing our websites, but library services too.

Tailoring training to suit user needs was the topic of 'Teaching the users other training can't reach' by Diane Pritchatt from NHS Blood and Transplant. Diane talked about the difficulties of delivering information skills training to 6,500 National Blood Service staff dispersed across the country. She shared her experience of training via web conferencing software, (GoToMeeting) and teleconferencing, (BTMeetMe). Some of the benefits were that they were able to offer many more staff the opportunity to receive training than was possible using traditional classroom based approach.

The user experience was also discussed in 'Changing rooms: designing an information and library service fit for the future', presented by Ray Phillips from the Kings Fund. The message from this project was that the library of the future should be a space that isn't home, isn't the workplace, but is a space where you can belong – somewhere that people can engage and formulate ideas that can change healthcare. Library services are diverse and so are the staff that run them; we should all use our skills but in a creative way. The conference provided excellent evidence of the creative ways that we can use information technology to provide efficient library services, but this project served as a reminder that the library space can also be used creatively to enhance the experience of our users.

Plymouth Hospitals NHS Trust have recently developed a fantastic new library service; Sarah Cohen and Sue Frost's presentation outlined their struggle to raise funds as well as focussing on issues of design for the new space and development of staff to enable effective provision of a new service. The session was an inspiration to continue to raise

funds for the development of our services and offered some great design ideas.

Polly Setterfield's session on the Specialist Library for Surgery, Theatres and Anaesthesia reinforced the usefulness of such resources and the need for us to promote specialist libraries to target audiences across the organisation rather than reinvent the wheel by trying to recreate such gateways. She hinted that they could visit organisations so we might just take her up on that!

2. Be cost-effective but creative!
Parallel Session 5 featured collaborative

First no grass...

...and now this!

partnership working in child health, mental health and overseas in Sierra Leone. Nance M'jamtu-Sie and Professor George Gage spoke about 'Community Health Information for Poverty Alleviation in Sierra Leone: a DelPHE funded partnership between University of Sierra Leone and Cardiff University supported by Partnerships in Health Information'.

Sessions like these serve as a reminder that you can do a lot with very little funding if the relationships are in place with willing and enthusiastic partner organisations.

3. Be Web 2.0 wise!
Web 2.0 technologies were most definitely on the agenda and Mae Park from the Information Centre for Health and Social Care presented a new information service for staff of the centre which made good use of Web 2.0 tools. 'Geek Corner' was created – an online forum for technical questions and answers, with a weekly 'Geek of the Week' prize. Topic portals were created for current awareness called 'In the Know', and internal blogs were created on different topics e.g. commissioning, public health.

Kieran Lamb (Fade NHS Library) presented a very entertaining talk about his project with Michelle Maden (Edge Hill) to 'define the health library blog'. The project looked into how health libraries are using blogs –proving the diversity of health library blogs and how creative we librarians can be.

Sir Muir Gray also utilised technology to present his thoughts on sustainable health care – via a podcast!

Andrew Booth's session on supporting the X and Y generations highlighted the rise of the 'digital natives', those aged between 14 and 28 who generally 'think of google before libraries'. These users prefer to study in a variety of spaces and are used to online social networking and group work and perhaps view the library as invisible since we provide increasingly more content electronically. This session was invaluable in better understanding the needs of our present and future users. Increased awareness and understanding should help us to effectively develop services and spaces (and market them to insure 'visibility' of the library service's efforts!). Using Web 2.0 in providing current awareness services and to enable networks is a positive step forward, for example sharing and developing documents using a blog and or Wiki.

Mark Clowes' and Helen Buckley Woods' presentation 'The INSIDE story: new solutions for current awareness' provided detailed explanations of what the service is, how it was set up, promotion and evaluation methods used, as well as the lessons they learnt. This session offered so much insight into what could be done with outreach-related posts in our own

services. Hearing people clearly explain how they had used Web 2.0 technologies and sharing their experiences of the process made it seem so much less daunting and just exciting!

Zana Etter's session on Digital Audio Lectures revealed how the University of Medicine and Dentistry of New Jersey library has been making recordings of lectures available to students since 1976. They started with tape cassettes and now create MP3 files which students listen to on their iPods. The session focussed quite heavily on the technical aspects of sound quality and other recording issues, however it did stir something in the creative right side of our brains about the use of audio and video in delivering the service and also to support knowledge sharing in the wider organisation.

4. Collaboration, collaboration, collaboration!
Many of the projects presented at the conference provided excellent examples of collaborative working. We are pleased to report that the North West led the way in this area.
Linda Riley and Valerie Haigh from the LIHNN Quality Exchange and Briefing Group presented 'Producing a health library 'pick 'n' mix' survey toolkit for the North West' and delivered an eye-catching presentation about the journey taken in producing locally adaptable library survey toolkit to evaluate library services more consistently.

Steve Glover and Anne Webb (Christie Hospital NHS Foundation Trust) collaborated closely with Research and IT teams to create an institutional repository of scientific publications published by Christie Hospital NHS Foundation Trust and the Paterson Institute for Cancer Research. The end result was a web-based database of publications accessible from the library website.

Marina Waddington (UCL Library Services) worked with the Clinical Governance team at the Royal Free Hospital to produce consistent, evidence-based guidelines. She helped with providing a literature searching service and assisted with the grading of evidence.

Joan Lomas and Hannah Prince from the ECLaKSA Project Group collaborated to great effect in their e-journal purchasing, managing to negotiate single-title e-journal content from publishers and

avoiding the usual 'bundles' of e-journal content usually provided. The journal content is available to all NHS staff in the East of England NHS.

All of the above are evidence that sharing good practice between library service and organisations can produce innovative and pioneering projects.

Mention should be made of the excellent posters on display at the conference. Particularly interesting and informative was Stockport NHS Foundation Trust's partnership working initiative with public library colleagues to see how we can help them to meet the health information needs of the public.

Conference dinner

Some of the North West contingent wonder what's happened to the wine.

5. Diversify
Jackie Cheeseborough recounted how the Information Services team at the Royal College of Nursing (RCN) underwent a structural re-organisation which resulted in them being responsible for supporting the business decision making of the RCN. Library staff had to adapt their skills to be able to interpret and use business information – a new skills set for most of them. The RCN are creating a Knowledge Management Skills Directory (a 'Yellow Pages' of skills and expertise). They are also involved in creating an e-Repository for documentation and policies.

Another project is 'RCN Direct' – a 24 hour call centre. This project was a reminder that library and information services are operating within business-focused organisations and that we may have to adapt our existing skills to support business information needs.

6. Be useful!
Christine Urquhart and Alison Weightman's session outlined their work to develop guidance on assessing the impact of a health library service. The focus was particularly on a systematic review of impact studies (Weightman and Williamson HILJ 2005, 22, 4-25) and on sampling strategies and distribution methods. The workshop that followed the presentation concentrated on research methods rather than the issue of impact. It would have been interesting to hear the group's thoughts on impact – something that is vital yet so difficult to capture. It's imperative that we can prove the value of our services and that we don't undersell ourselves by missing some key benefits of libraries.

In conclusion
The conference dinner was held at the Millennium Stadium, and delegates were treated to a behind-the-scenes tour of the stadium before dinner. Highlights of the tour included an encounter with some cardboard cut-out rugby players, a size 18 rugby boot and a host of facts about the rugby pitch which may prove useful in a pub quiz somewhere down the line!

The two day conference left us buzzing with valuable and useful nuggets of information - new ideas and inspiration to take home. And hopefully all you LIHNNK-Up readers can piece together our 'take home messages' to produce some inspiration of your own!

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References

1 CILIP Health Libraries Group Newsletter, 25(3) September 2008 www.cilip.org.uk/specialinterst-groups/bysubject/health

2 Further information on 'Persona' see www.steptwo.com.au/papers/kmc_personas

Getting into READING Conference

At the very last moment I put my name down to attend the 'Getting into Reading' Conference held at Manchester Town Hall on 21st October 2008. It turned out to be one of the most enjoyable work days I have ever spent.

Following the usual welcome and introductions, the day kicked off with a session led by Jane Davis, Director of The Reader Organisation. Jane explained what 'Getting into Reading' (GIR) was all about and how it had first started back in 2001. Described in The Reader Organisation publicity as ' a non-medical intervention, a social prescription, to aid emotional distress….. an activity that can be delivered at any time and on any day', GIR is based on regular reading groups where the emphasis is on the reading aloud model. Sessions are led by a facilitator who reads aloud; group participants have copies of the text and may or may not choose to read aloud. The groups read a wide range of material from short stories and novels to poetry and don't shy away from 'difficult' texts. The reading material often provides a prompt for group members to share life stories and experiences - whether sad or joyful – an avenue which may not otherwise be open to them. Jane later shared several case studies which underlined the impact which GIR could have.

Jane was followed by Professor Louis Appleby, NHS Director for Mental Health, who discussed the direct and indirect impact of shared reading on the mental health of both individuals and society.

Next came a breakout session: 'Try it yourself, a 'Getting Into Reading' Group'. This was a powerful and enjoyable, small group session during which a number of poems were read aloud and discussed in terms of their resonance to our own life experiences.

Honor Wilson-Fletcher, Director of 2008 National Year of Reading, then gave an overview of the work of the Year of Reading. This time round, it wasn't about embracing new projects but about finding new ways to reach audiences. For example, in talking about engaging with young people, she highlighted the need to blur the lines between home and school and the importance of embracing a wider definition of reading, to include emails, blogs, magazines and websites.

Casi Dylan from the Reader Organisation recounted the experiences of 'Wirral Community Shakespeare Project'. This had grown out of a GIR group on the Wirral which had been reading 'The Winter's Tale'. Somewhere along the line the group had decided that they would like to act out the play. Alongside the reading group, a series of workshops were provided which included activities such as photography, film making/editing and confidence-building. Auditions were held and the play was performed in Birkenhead Park.

The final session before the debrief, round-up and feedback was by Blake Morrison. Blake told us about an article he had written for the Guardian about the GIR initiative, entitled, The Reading Cure (January 5th 2008). In this he discusses 'Bibliotherapy' and traces its historical antecedents. He suggests that, whilst 'the self can get help from a book, ……….the best kind of help doesn't

necessarily come by way of self-help books'.

So, where to now ? Most of the attendees were from the public libraries sector and were already engaged in community outreach programmes. For them, the immediate relevance of the GIR project was apparent. Of the four of us from LIHNN who attended, three were from Primary Care Trusts. Perhaps for them, too, the link between GIR and their user base was also fairly obvious. For me, working in the acute sector, the next steps are likely to be more indirect. I am hoping to work with my Trust's Staff Support Team to see if between us we could set something up with staff, rather than patients, in mind. After all, who amongst us doesn't at some time or another have difficult and challenging life events to deal with ? Which of us wouldn't benefit from sharing the responses of others to similar episodes? If I sound zealous it's because the message of this conference really struck a chord with me. As I think it did with everyone else who attended. Perhaps it will with you, too.

More information from:

http://www.guardian.co.uk/books/2008/jan/05/fiction.scienceandnature
http://thereader.org.uk
http://www.yearofreading.org.uk/

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INTO THE WILDERNESS?

… the Clinical Librarian visits the ward

I decided to write an article about my experiences of taking the Clinical Librarian service onto the ward to help anyone else who might be thinking of doing this.

When I started as Clinical Librarian (CL) for the University Hospitals of Morecambe Bay Trust, one of my key objectives was to get out of the Library and onto the ward. As a newbie to the NHS sector, this was quite a scary prospect! In this article I want to share my experiences of developing a CL service working within two wards, the challenges and plans for the future development.

Research

In typical librarian style, I researched the models of CL to plan my 'attack'. It soon became clear that there was no single approach to integrating the CL into clinical departments. Some CL's attend ward rounds or are assigned to specific departments, whilst others attend more generic meetings e.g. audit or guidelines development. What a mix!

Visits

My next job was to get my face seen at as many meetings as possible throughout the Trust. I delivered a presentation and stressed my vision of the CL role and how it could collaborate with individual teams from within. I offered to visit any departments/wards/meetings to support clinicians 'at the point of need'. People were genuinely enthused at this idea, and (naively) I was disheartened not to be confronted by a stampede of people taking me up on my offer. Eventually, after much knocking on doors, I met two people, both practice educators, who wanted to explore how the CL could support their teams.

My model

We decided that I would visit each ward monthly at staff handover. I displayed posters advertising my visits in both units, with information about me and the services offered. After trotting down with

a folder of resources and buckets of enthusiasm it became clear that a poster was not enough warning! My first couple of visits were not expected, which was a bit embarrassing for everyone. As a result I emailed the week before and rang on the morning of the visit to check that wards were not too busy. Visits ranged from 15 minutes to 1 hour and alternative appointments were made with individuals who needed assistance but were not available.

Activities undertaken

- Delivery of evidence, resources and information displays
- 13 literature searches supporting guideline development, patient care, cost effectiveness and research
- Library training including induction, registration, NLH, Athens and university resources
- Attendance at the specific departmental meetings.

Successes

- Awareness raising, definitely! Clinical staff weren't all aware of the CL services offered.
- People get to know you and feel happy to contact you when they need to.
- Provision of educational research support for staff, promotes the clinical application of the service.
- Increased use of the CL service from the 'in-house' support provided.

Challenges

- Senior staff do not want the CL to attend ward rounds due to perceived issues of confidentiality.
- If the wards are busy, staff cannot access the CL on their visit.
- When one of the practice educators went on maternity leave, momentum died down.
- Whilst people associate the Library with studying, they don't automatically think in terms of clinical practice.
- People don't always have time to get in touch!

The Future

After providing this support for nearly a year, I interviewed one of the Practice Educators to see how the service could be developed and we cam up with the following:

- Display an eye catching informal poster promoting literature searching for clinical practice.
- Contact individual appraisers and provide information about CL services e.g. literature searching and training.
- Attend regular meetings, e.g. journal club, audit, senior medical meetings.
- Provide CL information on the ward round trolley including space for research needs
- Ask the clinical staff what they want from the Service!

What I learnt

I have enjoyed working on the ward, although it differed to my original expectations. My regular visits were often reduced in length because I felt that I was in the way when my 'help' wasn't needed. One thing I soon realised was that the visits helped me to develop relationships and raise my profile. I found out that different departments may use the CL service in different ways and actually that's OK. I now have ideas to expand the services provided to these wards and the ideas from clinical teams have been invaluable. I have developed a model of collaborative working, which I can now promote to other departments demonstrating the impact of the service. My final message would be, don't underestimate the value of your 'champions' and don't give up on your visits.

Tracey Pratchett
CLINICAL LIBRARIAN
MORECAMBE BAY HEALTH LIBRARY AND KNOWLEDGE SERVICE

Apples & Pears:

THE UPS AND DOWNS OF A GRADUATE TRAINEE

When I initially applied for the graduate trainee position almost a year ago my primary motive was to get a decent period of library experience under my belt prior to beginning my MA. I had little knowledge of health librarianship and my planned career path was to head into the world of academic librarianship; my year in the NHS was simply to be a stepping stone to what I really wanted to do.

In hindsight, I was probably jumping the gun a little and not considering all of my options! I've spent the last ten months working alternate weeks in Stockport and Macclesfield, and the experience has opened up many more paths than I realised existed.

After spending my first few weeks finding my way around the library circulation desk, it wasn't long before I ploughed into the first of my major projects: upgrading the Heritage library management system at Macclesfield. This has been a great project to work on. Given the time and freedom to experiment, the project allowed me to get to grips with a lot of the background workings of a small library management system like Heritage, and to reconfigure parts of the system to better serve our, and our users, needs. I was also able to transfer the skills I was developing at Macclesfield to the Heritage system at Stockport, where a lot of time consuming processes have now been automated.

The project also gave me the opportunity to develop my skills in project planning, and negotiating with different teams within a large organisation - I'm sure lessons learnt here will be valuable for years to come!

Prior to beginning my traineeship, I had heard rumours about the growth of web 2.0, but my experience of it was only through spending far too much time on social sites such as Facebook, MySpace and Last.fm, I'd not really considered the application of such technologies to the 'serious' world of work. Evidently this was all about to change! It wasn't long before Mary and James were regaling me with their stories of apples and pears (I'm still slightly unsure – ask Mary!), and my descent into web geekery began. The last year has given me the opportunity to attend two web 2.0 training courses, and, thanks to some LIHNN funding, I'll also be attending the NOWAL 'Up Close and Personal' Conference in Ormskirk in September. I've also learnt a great deal through assisting on various projects at Stockport, including the development of specialty guides, updating of intranet/internet pages, and of course the PEAR project which has involved setting up web 2.0 based current awareness pages for Trusts in Greater Manchester. Back in Macclesfield, we've moved the current awareness service from paper to Blogger, and we're about to launch our new Pageflakes based website and specialty pages which I have been working on over the last few weeks.

It hasn't all been playing around on computers though. I've also had the chance to have a go at cataloguing and classification, including, on occasion, delving into the confusion that is the Dewey schedules and tables. I've attended training sessions on a range of health databases, resources and search strategies, and I'm also beginning work on a disaster management plan.

I'll be beginning my MA Library and Information Management at Manchester in September and will continue to work at Stockport and Macclesfield part time for much of my course. I'm sure the experience gained in my traineeship will be very beneficial as I begin my course, and I'd certainly recommend an NHS graduate traineeship to any aspiring librarian. The last few months have given me some great opportunities, and have proved to be a steep, but enjoyable, learning curve. I've enjoyed developing new interests and increasing my knowledge of subjects I already had an interest in, such as access to information. I've also enjoyed the responsibility, and the freedom to develop my interests, that has been given to me at both libraries. My traineeship has also given me a much broader picture of librarianship, and the dynamic nature of the role in a field such as health, and resultantly I'm no longer fixed on that career in academic librarianship – my options are most definitely open!

Jo Bates
GRADUATE TRAINEE
STOCKPORT NHS FOUNDATION TRUST
AND EAST CHESHIRE NHS TRUST

welcome
TO NEW LIBRARY STAFF

Hello! My name's Vicki Ferri and I'm the Assistant Librarian at the Multidisciplinary Education Centre Library at Stepping Hill Hospital in sunny Stockport. I'm originally from Dover but I love travelling so I've moved around a lot. I studied French and Italian at Bristol University and then went to Japan to teach English for four years. After that I taught in Poland and Egypt. By then I was starting to miss the UK so I had a career change and became a library assistant in a hospital library working for Napier University. I studied part-time to get an MSc in information and library studies at Robert Gordon University in Aberdeen. It was there that my classmates and I invented the exciting sport of extreme cataloguing. (See photo for demo.) Look out for it in London 2012! In 2006 I got my first post at the University of Chester, Warrington campus as an assistant subject librarian in health and social care, and worked with a lovely team of people there. I moved to Stockport about a month ago, to join another lovely team here. Working in the NHS is a new challenge for me and has been extremely interesting so far!

Hi, I'm Annabel Clark and I am the new Site Librarian based at both Arrowe Park and Clatterbridge Hospital. I trained to be a primary school teacher at Liverpool Hope University College, before deciding that I would love to pursue a career in librarianship. I worked as a Graduate Trainee at University of Chester, before starting a MA in Library and Information Management at Liverpool John Moores University. My first professional post was at Cheshire Education Library Service where I worked for 6 years, during which I became a Chartered Librarian. I have thoroughly enjoyed my first couple of months in my new post, and love being part of such a proactive and hardworking library team!

Hello! I'm Tom Hudson and I've just started a new job as Clinical Teams Outreach Librarian at Macclesfield District General Hospital. This will be the first time that there's been an Outreach Librarian for staff at the hospital, so it's very much a pilot project. I've come from Derby Hospitals, where they have a very well established Clinical Librarian service with half a dozen clinical librarians, so I'm looking forward to getting out there, shaking many hands and seeing how far we can take the service in Macclesfield, not to mention meeting up with the fine folks from other LIHNN libraries and seeing what they're doing for their users.

Vicki Ferri

Annabel Clark

Tom Hudson

North West Health Libraries
CELEBRATE
"Talk Like a Pirate Day"

Do you recognise this salty sea dog?
No, it's not Mel Smith.
No prizes, just a bit of fun!!

What a ride!

The ups and downs of refurbishment at Blackpool

To say it has been a roller-coaster year for the library staff at Blackpool is something of an understatement. A trip on the *Pepsi Max Big One* is nothing compared to the changes seen here.

An *Avalanche* of design ideas has led to a *Revolution* in the layout of the library, adding an *Infusion* of colour and lots of *Bling* to an outdated building.

It all started back in January, with the introduction of a new library manager, and the news that the library and education centre would be undergoing a programme of refurbishment in readiness for a new intake of medical students from Liverpool University.

So it was thinking caps on as all library staff were tasked with coming up with ideas for the library. First, a major review of stock was carried out and around a third of the old journal stock was cleared, along with many outdated books.

In the meantime, negotiations had been taking place with a number of library design consultants to get an idea of designs and costs. We finally chose FG Library Products, who delivered a very professional and supportive design service. After many consultations and 'tweaks' the final design of the library was complete and the construction work could begin. The major consideration was to provide ample study space, but at the same time, have enough space for current and future stock. An extension of the current library space was negotiated with the education centre and a wall between the library and the adjoining classroom was opened up to provide further space. This allowed for a more

logical layout of the library and enabled the incorporation of a few novel features, such as bookshelves with corner stools, curved sofas for comfortable seating and an open area on entering the library, giving a spacious feel.

The bulk of the work took place over one week in July, when the library had to close. Than it was back to work as normal, despite builders, joiners, electricians, painters and decorators all coming in at various times to finish off. The library staff worked extremely hard throughout all this to continue to provide a library service to users.

The finished library offers a variety of study areas for either personal or group study and has a mix of formal and informal seating arrangements. There are 12 PCs in the library area and a further 12 in the dedicated IT Training Room, plus space for laptops (WiFi is soon to be installed). A new swipecard entry system allows 24 hour access, and we have installed various security measures to complement this. One of our successes

has been to enable remote access to UCLAN using Citrix software. Previously the solution to this was to either have dedicated UCLAN PCs (which couldn't be used by Trust staff) or to have extra hardware which allows computers to be switched between networks. The Citrix solution gives greater flexibility to all users, without the need for unsightly and

costly hardware.

OPEN DAY

An open day was held in August when Trust staff were invited over to look at the new facilities in the library and education centre.
The chairman was so impressed that she promised to donate some of her old

From left: Dr R. Gulati (Foundation Programme Director); Nick Grimshaw (Director of HR & OD); Nigel Fort (Business Manager); Peter Benning (Assistant Director of Medical Education); Beverley Lester (Chairman); David Stewart (Director of Health Libraries North West); Debra Thornton (Knowledge and Library Services manager)

books and a few weeks later several boxes of novels arrived at the library to add to the new fiction collection.

MEDICAL STUDENTS

The Liverpool University medical students who arrived on the 1st September were suitably impressed with the new look of the library. Their first visit to Blackpool had been in May of this year, so they were able to see the transformation that had taken place in their absence.
The finished result has proved to be very popular with users and library staff alike and has provided many jaw-dropping moments for users who hadn't been in over the summer. One doctor remarked, "I only came in here twice last year, but I've been in every day this week!" Another user was overheard to say

"Wow, you could live in here, couldn't you" The library staff have a new office, with plenty of space for storage and work areas. A few local features have been incorporated into the design, including a depiction of Lytham Windmill and a restful Lake District scene to inspire creativity!

And finally........

The finishing touch was to invite a local company (Source Creative of Blackburn) to design a logo which not only represents a 'spiral' of learning but also depicts the five main users groups within the health community: medical; nursing; allied health professionals; clerical / managerial and ancillary / technical staff.

Library and Knowledge Service

And it is no coincidence that it looks like a famous Blackpool landmark!

Debra Thornton
LIBRARY MANAGER
BLACKPOOL FYLDE AND
WYRE HOSPITALS NHS FOUNDATION TRUST

Regional subscription to Lippincott, Williams & Wilkins journals on Ovid – Year 1 Report

In 2007 a regional subscription was funded by the Health Care Libraries Unit (HCLU) and topped up with some voluntary contributions from a small number of trust libraries.
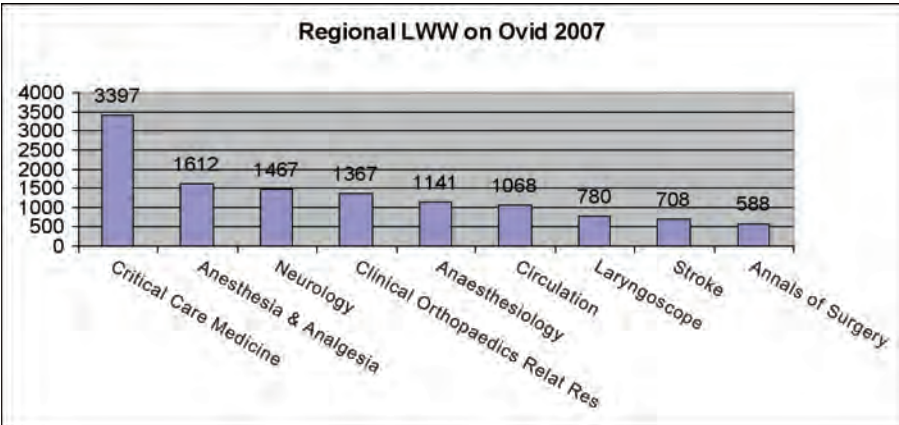
The regional offer was based on existing confirmed local print and online subscriptions with a top up element to licence the 9 titles to all NHS NW England staff via Athens Authentication. The 9 titles were *Anesthesia & Analgesia, Anaesthesiology, Annals of Surgery, Circulation, Clinical Orthopaedics and Related Research, Critical Care Medicine, Neurology, Laryngoscope, and Stroke.*

In year two of the deal the cost was met by all NHS NW libraries topping up a HCLU subsidy to meet the subscription costs. Libraries were allowed to cancel local subscriptions and pay-in to the regional licence fee. The top up was calculated on a pro-rata fee based on usage.

All titles were linked into National Core Content databases at North West level using Dialog E-links manager. Deep linking was allowed from trust library websites using Ovid supplied Jump Starts. A local marketing poster was designed in PowerPoint.

COUNTER statistics were supplied on request from Wolters-Kluwer at regular intervals throughout the year broken down by trust and title. In November and December a high usage spike was seen at Wrightington, Wigan & Leigh on *Clinical Orthopaedics and Related Research.* This was mapped to a specific user via Athens sessions and the download has been removed from the final figures.

The total number of full text downloads recorded by COUNTER Journal Report 1a was 12,128. The most popular title was *Critical Care Medicine* and the least popular title was *Annals of Surgery.*

Regional LWW on Ovid 2007

The package was heavily used by acute and specialist trusts which is reflected in the table of top 10 users by trust name.

Pennine Acute Hospitals NHS Trust	1769
Lancashire Teaching Hospitals NHS Trust	1232
South Manchester University Hospitals NHS Trust	821
Central Manchester & Manchester Children's University Hospitals NHS Trust	713
Stockport NHS Foundation Trust	675
Blackpool Flyde & Wyre Hospitals NHS Trust	661
Cardiothoracic Centre Liverpool NHS Trust	645
Wrightington Wigan & Leigh NHS Trust	554
St. Helens & Knowsley Hospitals NHS Trust	528
Aintree Hospitals NHS Trust	363

The top 10 Primary Care Trust users were as follows. Primary care trusts downloaded a total of 696 articles.

Blackpool PCT	148
Wirral PCT	65
North Lancashire PCT	59
Manchester PCT	41
Halton and St Helens PCT	40
Salford PCT	36
Western Cheshire PCT	35
Cumbria PCT	29
Ashton, Leigh & Wigan PCT	27
Central and Eastern Cheshire PCT	26

In 2008, *Clinical Orthopaedics and Related Research* changed publisher from Lippincott, Williams & Wilkins to Springer-Verlag and was removed from the licence. This title was replaced by Spine. In March 2008 we opened up a further 10 titles as a trial for 31 days. Usage data was gathered and compared to the existing titles contained in the current deal.

Purchasing journals on a regional basis is problematic when selecting titles with relevance to acute, specialist, mental health and primary care trusts. Future regional deals may target aggregated packages like Proquest which provide a broader coverage.

The average cost per article download after adjusting for the spike at Wrightington was £5.36 which is slightly cheaper than a Secure Electronic Document Delivery request from the British Library DSC.

Steve Glover
LIBRARY AND EDUCATION FACILITIES MANAGER
THE CHRISTIE NHS FOUNDATION TRUST

Two **P's** in a **Pod!**

Let me introduce you to the two P's of the title, we are Catherine Eaves and Christine Woolley fondly known as the Peripatetics! Let me explain further...

We work for the University of Central Lancashire as Assistant Information Officers for the Learning and Information Service. Catherine is based in the Learning Centre Library at the Royal Blackburn Hospital and I'm based at the UCLan Preston campus.

So, what is a peripatetic…? Where do we go…? And what do we do when we get there?

According to the OED "A Peripatetick is a two legd liuing Creature, gressible, Vnfeathered" …so far so good then! Or "The Diuell is a Peripateticke, …always walking and going about, seeking whom he may ensnare" …hmmm! We often wonder "What if somebody calls us a pair o'pathetic peripatetics?"…now that's more like it!

For those of you who know us all three could easily apply! But seriously, we fit more comfortably under the remit of higher education and information services where we go whenever and wherever we are needed delivering library services to users, specifically university students and NHS members in the absence of the regular library staff.

Where do we go? Well, UCLan has five Clinical Site Libraries across the north-west situated at the major hospitals in Blackburn, Blackpool, Burnley, Ormskirk and Wigan. Of these Burnley and Wigan are solely UCLan libraries with the remaining three, Blackburn, Blackpool and Ormskirk offering a multi-disciplinary service with the NHS. These joint libraries aim to provide an holistic approach to the provision of library services and the role of the peripatetic in this is crucial. Acting as ambassadors for the university, peripatetics can and do provide an important link for staff and students with the main campus library and our NHS partners.

Whenever UCLan library staff are absent from the clinical libraries we are there to cover and maintain the library service. We can provide a broad spectrum of knowledge from inductions, IT queries, literature searching and even on occasion basic maintenance! At the joint libraries we use two library management systems, TALIS and HERITAGE and work in close co-operation with our NHS colleagues.

Through a network of meticulous diary keeping and forward planning we liaise with our line manager Mike Hargreaves, (current chair of LIHNNK UP's editorial board no less!) to ensure continuity of service wherever possible.

We both agree that the peripatetic aspect of our jobs is the most rewarding… people are always glad to see us, we are like the cavalry coming to the rescue, no two days are ever the same and we get to meet such interesting people!

To add a more personal note, Catherine is in the final year of her BSc Econ degree in Information and Library studies at Aberystwyth University and I'm studying for a Masters degree in Women's Writing at Edge Hill University…not such "Pathetic peripatetics" after all!

Please give us a wave as we fly past you on the motorway zooming off to yet another venue in the busy world of the "Peripateticke"!

Christine Woolley
ASSISTANT INFORMATION OFFICER
UNIVERSITY OF CENTRAL LANCASHIRE

2ND International Nurse Education Today/Nurse Education in Practice

CONFERENCE

The 2nd International Nurse Education Today conference was held this year in Ireland's fair city of Dublin from the 9th – 11th June 2008.

The conference covered the following themes:

- Interprofessional education
- Education in clinical practice
- Technology in health and social care education
- History, policy and theory in education
- Research methodology in nursing education
- Teaching and assessment in practice

The conference venue was located about 6 miles outside the city on the edge of the very restful Santry Demesne Park, however, regular buses did ensure the next pint of Guinness was readily accessible.

The conference aims were to "enable educators, students, practitioners and researchers to disseminate and discuss evidence of education research, development and innovation in health professional education" (www.netnep-conference.elsevier.com/scope.htm).

Delegates were welcomed by an address from the editors of the journals Nurse Education Today and Nurse Education in Practice. This was followed by a warm welcome to Dublin from Professor Cecil Begley of Trinity College Dublin who spoke about the importance of interprofessional education in the health care professions.

From a personal point of view the conference offered the chance for me to present a paper called 'A collaborative approach to enhance the teaching and learning of evidence-based practice'. The paper, co-presented with a colleague from the School of Nursing at the University of Salford, detailed initiatives to ensure greater integration of evidence-based practice (EBP) teaching and training into the pre-registration Diploma Nursing curriculum. I was asked to be involved in the project to address the challenge of delivering literature searching skills to a large cohort of students and their tutors.

As a non-clinician I was unsure what to expect from a nursing conference and did wonder how much of what was presented would be relevant: I needn't have worried! The breadth of technological deployment in nursing education is simply staggering as practitioners embrace and experiment with burgeoning

Web 2.0 technologies to reach a wider range of students.

Highlights of the first day included a paper from Dr Tracy Levett-Jones and colleagues from the University of Newcastle, Australia. Dr Levett-Jones reported the initial findings of an investigation into how the ICT skills of nursing students and graduates impacts on the quality of patient care. Initial results from the survey of 1800 nursing students and 400 new health care graduates surveyed revealed new graduates do not always recognise the extent to which ICT can enhance patient care. Many students considered acquisition of ICT skills a burden and many tutors failed to articulate to students the importance of these skills. Dr Levett-Jones also presented rich data on how students acquire (or not!) these ICT skills. Reference was repeatedly made to the role that library and IT services play in this function as well as the importance of information literacy to patient care. The study is to run for two years in total and the results will be directly applicable to the work of library and IT departments that service health care institutions.

From papers like Dr Levett-Jones' that explored the central role of ICT in health care education, it quickly became apparent that my worries about being side-lined by some of

the content delivered were wildly unfounded. Indeed as the day progressed the converse became true as I realised that the role of the modern educator and the role of the modern librarian/learning technologist/information professional (and the myriad other names with which we confusingly label ourselves) were blurred.

An evening of carousing in Temple Bar ushered in another stimulating day of sessions. Annette Greer of East Carolina University in the US delivered a paper entitled *'Blogging to learn in the health sciences'*. Annette described the process of how a blog was used to develop student writing and communication skills as well as encouraging greater independent engagement with the subject. The geography of East Carolina comprises dispersed rural communities and the blog allowed students to come together to share resources and good practice in the areas of rural public health. The paper stimulated a lively debate about issues of patient confidentiality in the use of publicly accessible blogs. The work also clearly highlighted how technology can enable self-reflection and independent learning in geographically dispersed students.

One of the strands of the conference, *'clinical education in practice',* was also an area in which technology featured heavily. Kim Leighton from Bryant LGH College of Health Sciences in the US explored the links between preferred learning styles and the efficacy of using METI men clinical simulators. Collette Lyng from Dublin City University reported on the use of blended learning specifically using streaming video to support the teaching of clinical skills.

Many practitioners reported on the teaching of EBP. Nancy Matthew-Maich from Mohawk College Canada reported on a project to equip clinical practice mentors and students under their supervision with the skills to take an evidence-based approach to practice. A central part of this project was equipping the mentors with the skills to search and retrieve high quality clinical evidence. It was interesting to note that gaining access to subscription databases for these mentors seemed to pose fewer problems for

colleagues in Canada that it often does for us in the UK FE and HE communities.

Finally on day three I was able to present with my colleague from the School of Nursing. I was a little nervous as I wished to do a live demo of an online searching skills resource that I had developed to support information skills delivery for large cohorts of students. Thankfully the technology held out and the presentation generated some interesting debates about the nature of quality information and also raised the issue of how to provide access to electronic resources for university associates such as clinical mentors.

I came away from the conference having very much enjoyed Dublin and the company of nurse educators and students from around the world. However I did have a vague feeling of worry that what we as librarians often see as our roles (facilitators and enablers of IT usage, early adopters of new technologies, expert searchers, information managers…) are already being carried out by other professions.

There is a lot of talk in the library and information press about how the role of the librarian/information professional is changing. This conference made me realise that this is equally true in many other professions. Rather than commenting on this change, librarians should be more upfront in advertising the fact that we have the skills to design the content and effectively facilitate the use of many of the wide-ranging technologies that were reported on in this conference.

The author would like to express his thanks to the LIHNN committee for their financial help with attending this conference. ■

Michael Raynor
INFORMATION & LEARNING SERVICES
UNIVERSITY OF SALFORD

LIHNN Co-ordinating Committee

LATEST NEWS

New LIHNN Member: Marion Spring Senior Information Specialist NICE, Manchester

CPD funding agreed for 4 members to attend various Web 2.0 seminars and 1 member to attend a Heritage updating session.

Study Days for library assistants currently at the planning stage based on suggestions received. These events will be run in conjunction with HCLU and will take place at various locations across the NW to facilitate travel.

Elections for the LIHNN Committee will take place in November and we need four new members. Please consider standing as we want new ideas from as wide a range of staff as possible. Further details will be sent out in a separate mailshot.

Editor's Column

Notes for contributors

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

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

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

3. All items should be submitted in electronic format.

Please abide by the following points:

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

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

- The name of event and location

- Date of event

- Name of organizing or sponsoring body

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

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

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

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

Contributions should be submitted to:

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LIBRARY AND INFORMATION HEALTH NETWORK NORTHWEST NEWSLETTER

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