LIHNNK UP

NEW BEGINNINGS

Spring is a time for new beginnings so, as I write this editorial, it is a poignant time to look forward to new beginnings for the newsletter and to acknowledge the hard work that has led to this point.

The newsletter says thank you to **Mike Hargreaves**, who has chaired the editorial board and supervised the collection of content and the production process over the last six years. Having been "stitched up" at a meeting he did not attend, Mike sportingly took on the role and has delivered a successful run of issues that have been interesting and colourful. So, on behalf of the Editorial Board and broader community, "thanks Mike". Going forward, Gary Sutton has taken on the role of chair and chief whip, and I have taken on the role of production editor.

So in no particular order, this issue officially kick starts a new era. **Jo Whitcombe** reports on new beginnings for the refurbished Manchester Central Library, as well as reporting on the *Point-Of-Care Study Day* held at Glenfield Hospital, Leicester. **Linda Ferguson** outlines changes to the CILIP professional registration processes to help you gain Certification, Chartership or Fellowship. **Michael Cook** puts the "Q" in Quality and relates this to LQAF.

Alex Williams and **Amy Roberts** tell us how the Knowledge and Evidence service at Warrington and Halton Hospitals celebrated *World Book Day*, and Amy is also featured in our New Starter section, as is **John Gale** who is now plying his trade at Mid Cheshire Hospitals. Welcome John and Amy. **Jane Roberts** gives us a flavour of *World Book Night* at Salford which due to the success of the event did not finish too late in the evening.

Mike Hargreaves

Eva Thackeray tells of her experience on the *12 days of Christmas* online tutorials, introducing tools such as Prezi, Twitter, and other social media and web apps. Our "**Land of Geek@#**" section covers web apps you may also find useful, thanks **Linda, Andy** and **Matt** for the tips.

From tips and tutorials to two excellent practical examples of web technology - **Graham Haldane** and **Judith Aquino** of East Lancashire Hospitals launch their new ELHT Evidence Hub using Weebly to create a knowledge and evidence portal. Well worth a look! **Angela Hall** describes an exciting development at The Royal Liverpool & Broadgreen University Hospitals. Angela led on a project to convert an Emergency Medicine Handbook into an App available for download to IPhone and IPad devices.

Alex Williams and **Vicky Bramwell** collaborates on a journalistic report of the **Umbrella 2013 Conference** held at the University of Manchester. Lots to think about from this multi-sector CILIP event. **Graham Breckon** also reports from the conference and acknowledges his funding support from LIHNN and gives us his view of the sessions attended. Collaboration is also the theme in **Mary Hill's** report about a scheme involving Stockport's NHS and Public Library Service with a helping hand from HCLU.

On a personal note, after 15 years of working at The Kostoris Library at The Christie it is time for me to move on. I am taking on a new challenge at Central Manchester University Hospitals library service so I am looking forward to a new beginning but will take great memories with me from The Christie.

Steve Glover

Manchester Central

After 4 years, £48 million and more cups of builder's tea than you can ever hope to count, Manchester Central Library has opened its doors once again.

Although open for public pressure testing during our visit in early March, the library was very much still a work in progress – apparently staff had only abandoned their hard hats and hi-vis jackets the day before!

We started our tour in the town hall extension at City Library, which holds the library lending stock. The library has been designed to promote self-service for as many library resources as possible, but engagement staff will be available throughout City Library to help with enquiries and provide front of house support. Even the wifi is accessed via a library card login so users can really take control of their library experience.

Like the recently reopened Liverpool library, Manchester Central Library celebrates local heritage. The theme for

the children's library is "The Secret Garden" – a nod to local-born author Frances Hodgson Burnett. Although there is no real garden in the library, another Manchester motif can be found in the bee hives on the library roof.


"We're not expecting it to be a "ssssh!" kind of library"

The refurbishment of the 1934 building brought a few surprises, including the beautiful staircase leading to the new media lounge which had been hidden

for decades. Staff estimated that prior to this restoration project, only 30% of the library was accessible to the public; now that figure has been flipped and approximately 70% of the library has been opened up for public access.

A quick jaunt through the archives strong room with its familiar aroma of old books, led us into the original library building. Community consultation and partnerships with local groups and education bodies have been key to the redevelopment of the library. Stock from Greater Manchester County Records Office and the Greater Manchester Archives has been brought together with materials from the University of Manchester, Manchester Local & Family History Society, the North West Film Archive and the British Film Institute to create a one-stop shop in Archives+.

As well as providing access to the historical materials held here, Archives+ has been designed to be an interactive and engaging multimedia space with film pods, listening posts, exhibition spaces and a LED curtain to display messages and publicise events.
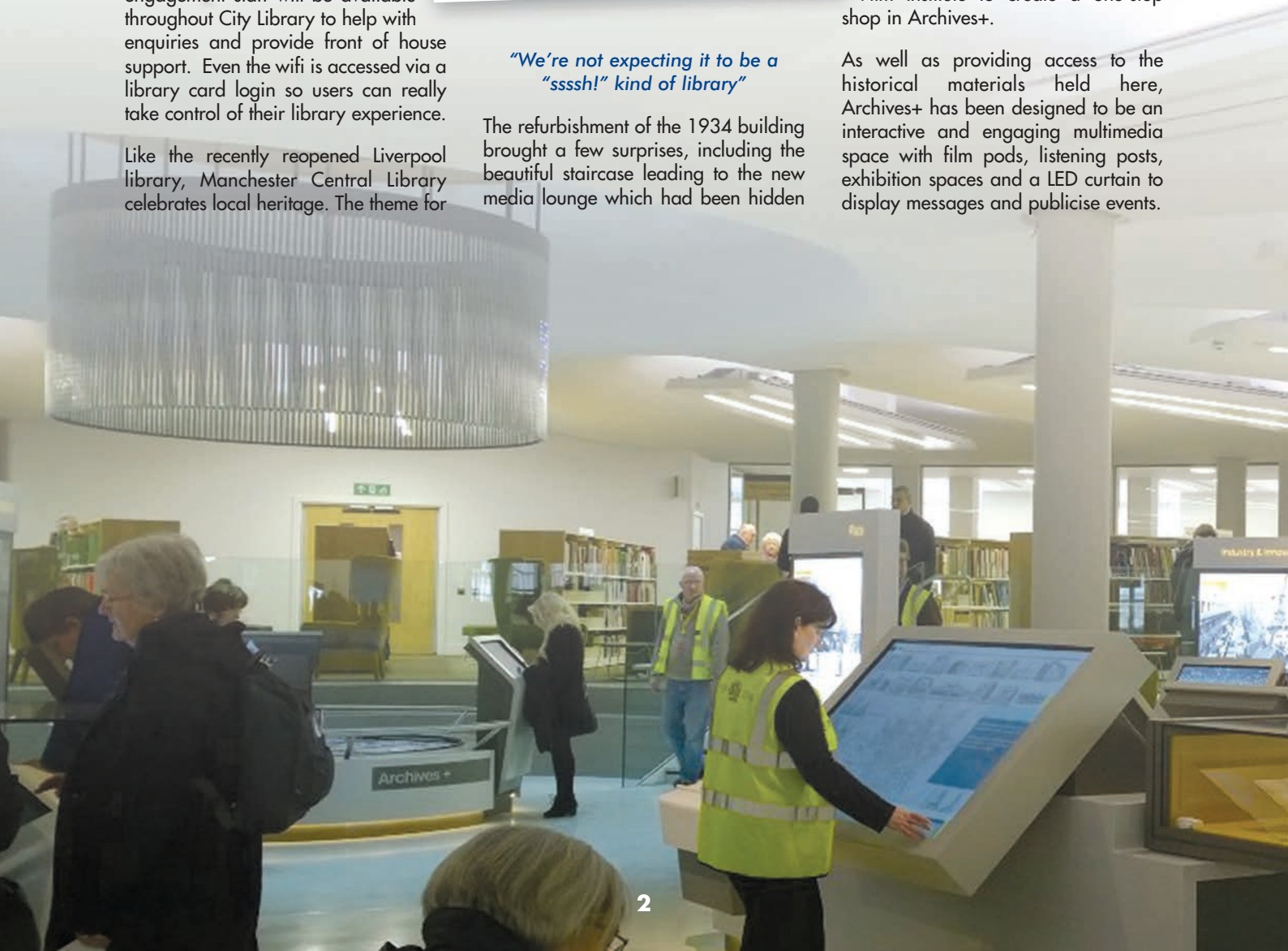
Library reopens

Whilst much of the work has focused on bringing 21st century technology to the building, work on the Wolfson reading room has concentrated on sensitively restoring it to its original glory.

Glass lifts give users access cross four floors of Central Library which hold a mixture of reference and lending stock ranging from the Henry Watson music library (complete with silent instruments and iMacs loaded with music composition software) to the latest business & information holdings, with reading areas, computers and study hubs dotted throughout. As RFID tags only activate on approach to the building exit, users are free to move between these floors with their chosen resources.

"We anticipate that people will find their own favourite spot when they visit"

I remember it being a rather tired grand dame of a building. From this visit, the Wolfson reading room and Archives+ were the stand out places for me, demonstrating that new and old really can sit comfortably side-by-side.

I left with the impression of a light, open airy and above all, an engaging and exciting building. Hopefully, fellow Mancunians will feel the same and it truly will become "the living room of the city".

Thanks go to the staff of Manchester Central Library for taking the time to take the groups around the building and providing such an informative tour.

Joanne Whitcombe
PENNINE ACUTE HOSPITALS
NHS TRUST

Above: Wolfson Reading Room.

Below: Wolfson reading room tour in progress.

MY 12 DAYS
OF CHRISTMAS

Just before Christmas, an email on the LIHNN list caught my eye: '"12 days of Christmas" online tutorial'. Intrigued, I had a closer look.

The course was an online tutorial (http://twelvedayschristmas.wordpress.com/) aimed at introducing the learner to 11 web tools, many of them examples of social media. The course was run by Lisa Jeskins (http://www.lisajeskinstraining.com/) and was sponsored by HCLU. The tutorials were delivered through a blog over a three-week period – each entry containing an introduction to the tool and an exercise – and were accompanied by a set of reflective questions, finishing up with a 'grand' reflection on the 12th day. The tools covered were Wordle, Doodle, Creative Commons images (CC images), Slideshare, Blogs, Wikipedia, Twitter, LinkedIn, Diigo, Pinterest, and Prezi.

Why I chose to do it

I admit without hesitation that so far, I have not shown the slightest bit of interest in social media – I am not on Facebook or similar sites, and after a day's work, I prefer it if I don't have to look at the internet again until work the next morning. My lack of interest has been niggling away at me for some time, as I regularly hear from friends how useful social media can be for CPD and keeping up-to-date. So this course was the perfect opportunity to finally do something about it!

How it went

The first two tutorials, Wordle and Doodle, went brilliantly. I was full of motivation and enthusiasm, both tools were accessible at work and were easy to use.

Wordle allows you to produce word clouds, which was fun and would be a good way of illustrating marketing materials or reports, or you could even use it to 'analyse' library users' feedback or your own writing. You would have to use it sensibly, though, not too much, and for marketing, you would have to make sure that your clouds convey the right message.

Doodle is a scheduling tool, so I arranged going for a coffee with my colleagues. This would be great for organising meetings, especially if you were trying to co-ordinate people from a number of different organisations.

By the third tutorial, CC images, I ran into problems, as Flickr is blocked at our Trust. Of course, working in the NHS I knew this would happen at some point, and we had been warned at the start of the course, but it was still a disappointment when it happened. I eventually managed to do the tutorial at home, but my schedule slipped considerably! I was very pleased when the original deadline for completing the course, 10th January, was extended.

The CC images tutorial introduced the learner to copyright for images, the CC license, and the websites Flickr and Flickr: The Commons. It was a good overview of how you can use images without breaking the law – an area where I tend to err on the side of caution and end up using clip art – and a good introduction to Flickr, which I had never looked at before. I particularly liked Flickr: The Commons, which contains images from publicly held photography collections with no known copyright restrictions. The right image can make all the difference to your report or presentation, but I would have to work from home to use them.

The 4th tutorial was on Slideshare, and again, I had to do this at home. This time the site wasn't blocked, but it didn't display properly in Internet Explorer or Chrome. Slideshare is a site for sharing PowerPoint presentations, and although I was dubious at first, the exercise directed you to some useful presentations, such as Ned Potter's presentation on marketing in libraries ('Marketing Libraries: what the non-profits can learn from the lots of profits' http://www.slideshare.net/thewikiman). So I did come away thinking that Slideshare could be quite useful, for example, for sharing presentations about our library, sharing conference presentations, dipping in and out of to get ideas on marketing or teaching, but of course, only if you are working at home.

Thankfully the next two tutorials were easier: Blogs and Wikipedia. Two tools that weren't blocked and that I actually knew something about! Some of the blogs explored in the tutorial were new to me – I especially liked Evidently Cochrane, a quirky blog about Cochrane reviews – so I will make a point of keeping up with these. Regarding Wikipedia, people rely on it too much not realising how it can provide misinformation, but I

accept that it can be a useful starting point for unfamiliar topics.

I hesitated whether to complete the 7th tutorial: Twitter. I had been meaning to sign up to it for ages but kept putting it off for various reasons. The reason I wanted to sign up, though, was to keep up to date with all things library, so I eventually persuaded myself to do the tutorial. After grappling with technological issues yet again, I worked on this tutorial at home too.

The tutorial provided a very basic 'here is how to start', and it was really helpful. I soon realised, however, that you need to invest some time to make it work for you: you need to decide why and how you are going to use it (personal, work, both), set up your account and profile (including photo and blurb about yourself), check the privacy settings, find the right kind of people/ organisations to follow, and then check it at regular intervals so that the number of new tweets remains manageable. But, and I didn't think I would ever say this, since finishing 12 days and spending a little time on it, I am growing to like Twitter.

I had heard of LinkedIn, the 8th tutorial, but had never looked at it. It is a professional networking site, and I was amazed at how much personal information people put up on it, although there are different privacy settings. I can see how it would be useful for marketing yourself and for networking, although I did not create an account. At least I know it's there, though, and it's not blocked!

I had various technical issues with Diigo, a social bookmarking site, in the 9th tutorial. Working on it from home sorted the problem, although I struggled to find the time. The tool allows you to bookmark websites, and you can even highlight them and add sticky notes. I'm sure there are plenty of similar tools out there, but to the uninitiated like me this was rather novel. It could be useful for organising your professional reading, keeping up-to-date with the literature, or maybe for sharing reading/reading lists with colleagues, but again, only from home.

The 10th tutorial on Pinterest, a virtual pin board site, was great, and for a week or so, while it wasn't blocked at work, I had grand visions of using it to promote our library's fiction and well-being collections and for sharing our library displays. Sadly, this was not to be because now it is blocked!

Finally...

The last tutorial was on Prezi, the web based tool that allows you to create presentations that are more visually attractive than PowerPoint. I had so many issues getting this site to work, however, and was by now so behind schedule and fed up with the technology, that I wasn't that impressed with it. I can, of course, see how you can make your presentations more interesting and memorable with Prezi, but PowerPoint can also work well, and given the difficulty I had accessing Prezi, I think I'll stick to PowerPoint for now. Maybe I'm just old-fashioned.

Conclusions

Despite technology and time being against me, I had made it to the end! I was so pleased.

The most useful thing about 12 Days was that it introduced me to some online tools/social media in manageable chunks (the tutorials took around 30 minutes each to complete), and I finally don't feel so out of touch with these things anymore. Some of the tools, Twitter especially, were things that I had intended to look at myself but never got round to, so 12 Days gave me the nudge I needed.

What will I do differently from now on? Well, the main thing will be to invest some time setting up my Twitter account fully so I can keep up with library-related issues. I'll also have another look at Diigo and Pinterest. Plus I've got high hopes of using Wordle for my next report! So a big thank-you to Lisa, Gil Young and HCLU for running this course and dragging me into the 21st century. Finally, if you are a novice like me when it comes to these tools: give it a go! The 12 days blog is still open http://twelvedayschristmas.word press.com/

Eva Thackeray
LANCASHIRE TEACHING HOSPITALS NHS FOUNDATION TRUST

CILIP Professional Registration has changed -
why not sign up?

If you have been avoiding gaining or revalidating your CILIP Charter or Certification or Fellowship, or always thought it wasn't for you or your role, then it's time to take a look at the new framework.

CILIP has introduced "professional registration" to bring our profession in line with other professionals such as human resources, the health and care professions and engineers. The regulations have changed to make it clearer what you need to do and, perhaps more importantly for an IT-enabled profession, registration submissions are now electronic via the new CILIP VLE (accessed by logging in to www.cilip.org.uk) rather than paper-based.

The Professional Knowledge and Skills Base

There are more people working in the library or information or knowledge management field than before. In many cases the words library or librarian or information do not feature in job titles or the name of services. The profession is expanding and CILIP reflects this in the changes to professional registration. The Professional Knowledge and Skills Base (PKSB) is designed to help you map your skills and achievements for your current or future roles. You self-assess against the competencies so you can plan appropriate training and development activities based on your development needs.

Barrier-free

Barriers have been removed. There is only one pre-requirement for professional registration: you need to be a member of CILIP and pay the appropriate registration fee. You no longer have to wait for a year before submitting or resubmitting your portfolio – you press the button when you are ready. Also you now decide what level you want to attain. If you feel you are ready for Chartership rather than Certification then go for it.

Other changes

- Candidates at all levels now must be supported by a mentor.
- Personal development plans have been replaced by the self-assessed PKSB.
- The assessors can award either a higher or lower level of assessment if required.
- All evaluative statements are now 1,000 words.
- New manuals for Certification, Chartership and Fellowship at http://www.cilip.org.uk/cilip/jobs-and-careers/qualifications-and-professional-development/cilip-qualifications

Knowledge and skills v professional practice and reflection

This diagram below summarises the main difference between the three levels of professional registration. It shows the move from dependence on knowledge and skills in Certification through the equal mix required for Chartership and ending with the dominance of professional practice and reflection at Fellowship level.

The assessment criteria

All three levels now use the same category of criteria with much clearer statements of what you have to demonstrate:

The personal performance criterion for Chartership and Fellowship is exactly the same. For organisational and wider professional context there is a clear progression in what has to be demonstrated between all three sets of assessment criteria.

Professional Registration

Professional practice / Reflection

Knowledge and skills

Certification
- Minimal changes
  - Purpose
  - PKSB
- 2014 review of vocational qualifications

Chartership
- Removal of routes and pathways
- 'Not where you start it's where you finish'
- PKSB
- Knowledge, Skills and ability to apply them

Fellowship
- Largely unaltered
- Direct application

But I'm already an ACLIP, MCLIP or FCLIP

It will soon be obligatory to revalidate our registration on an annual basis to keep our skills up to date, and retain the right to use the postnominals ACLIP, MCLIP or FCLIP, just like other professions. We will need to:

- Itemise a minimum of 20 hours per year of a range of CPD activities - not just formal training/conferences; activities such as professional reading, shadowing a colleague or contributing to a LIHNN meeting could all count
- Write a 250 word reflective statement
- Submit online via the VLE.

Don't despair support is available

Emily Hopkins (emily_hopkins@hotmail.co.uk) is the CILIP NW Candidate Support Officer (CSO). Her role is to help candidates understand what is expected of them and provide guidance and advice on compiling successful portfolios.

Linda Ferguson (linda.ferguson@nhs.net) is the CILIP NW Mentor Support Officer. Her role is to train, support and advise CILIP mentors.

Why not contact one of us soon and start or continue your journey through professional registration?

If you have previously registered under the old scheme and would like information and advice on transferring to the new scheme, we are happy to help.

Linda Ferguson
NW HEALTH CARE LIBRARIES UNIT
31 MARCH 2014

	Certification	Chartership	Fellowship
Personal performance	Identified areas for improvement in their **personal performance** and undertaken activities to develop skills and enhance knowledge	Identified areas for improvement in their **personal performance**, undertaken activities to develop skills, applied these in practice, and reflected on the process and outcomes	Identified areas for improvement in their **personal performance**, undertaken activities to develop skills, applied these in practice, and reflected on the process and outcomes
Organisational context	Considered the **organisational context** of their service and examined their role within the organisation	Examined the **organisational context** of their service, evaluated service performance, shown the ability to implement or recommend improvement, and reflected on actual or desired outcomes	Examined the **organisational context** of their work and evidenced substantial achievement in professional practice
Wider professional context	Enhanced their knowledge of information services in order to understand the **wider professional context** within which they work	Enhanced their knowledge of the **wider professional context** and reflected on areas of current interest	Established their commitment to, and enhanced their knowledge of, the **information professions** in order to have made a significant contribution to all or part of the profession(s)

Don't believe everything you read in the press!!

A Stockport resident might believe that the 3 people to the right in this picture are parents (or children) after the local paper printed this picture with the following caption "Children at Stepping Hill Hospital and their parents with the selection of books" Ah, what have David and Vicki not been telling us?

So let's get the true story here.

The library service at NHS Stockport FT has a well-established collaboration with the public library, providing a collection of self-health resources. So when a volunteer working on the children's wards at Stepping Hill Hospital approached the public library for some books to help parents and children to understand more about their condition, the public library contacted us to see what could be done.

This resulted in a successful bid to HCLU to fund the purchase of a collection of self-health titles. In a true example of partnership-working, the books were chosen by the play therapists and nursing staff, after reviewing the titles held by us at the Trust library and by the public library.

We were very fortunate to have a formal handover of the books to the staff by David along with attendance by Wendy Griffiths, the Public

Left-right: Karen Vernon, Claire Gibson (Sisters at the Tree House), young patient Sam Wilkins, David Stewart (from North West Healthcare Library Unit), Vicki Ferri (from Stepping Hill library), Wendy Griffiths (from Stockport Public Libraries.)

Library's Development and Specialist Service Manager.

So in the end, the truth was told. We will leave the last word to Karen Vernon who wrote to us recently saying *"Quite a lot of the books have been borrowed already and although not much feedback, comments have been made that the books were useful and easy to read."*

Celebrating

19th March 2014

This year, the Knowledge & Evidence Service decided to celebrate World Book Day by hosting a day of activities for staff and students throughout the Trust.

To promote our events we tweeted during the build-up to the day. We also distributed leaflets in the staff canteen, offices and around the library space. We advertised the day on the Trust's weekly news bulletin and on the Intranet. Due to time restrictions, we were unable to visit wards and staff rooms throughout the Trust. Next year, we will plan in advance to visit every area.

We started the day with a delicious, and mostly nutritious, breakfast spread complete with a balloon zoo created by balloon modeller extraordinaire Gary. This was held between 8 and 9 am to allow staff to visit us before or at the end of their shift. We were inspired by Stockport Library's breakfast events and found it an excellent way of encouraging staff to physically visit the library space and browse our fiction collection. One of the lessons we learnt was that we needed to expand the time we offered the breakfast for, as some staff who wanted to attend were in early morning meetings.

One of the conditions of having a free breakfast was that staff had to loan a fiction book and have their picture taken with their chosen read. This was a useful way of promoting the range of titles in our stock as well as utilising staff members as champions of the service. As the day went on, we "live tweeted" the pictures so that staff around the Trust could see what was happening. The Chief Executive and Director of Nursing, who were interviewing that day, followed our Tweets and retweeted us so that our

Alex Williams

audience was greatly expanded. We were also on hand to make title suggestions for those who were unsure what to loan. This dialogue was fantastic for building relationships with staff and students we may not usually have had the chance to talk to as well as giving us the opportunity to promote the extended range of services we have on offer.

We also held a "Mystery Book Event" as we had seen similar events from public libraries through Twitter. Our pre-employment Skills for Health assistant, Steve, who was with us on a 10 week back-to-work scheme, chose and wrapped up a range of titles that staff could randomly loan without knowing what they had chosen. The idea behind this is that the reader would hopefully be put out of their comfort zone by reading a book from a genre they may not have originally sought. Staff found this event exciting and entertaining. The main lesson we learnt here was that a librarian needs to be responsible for choosing the titles to be wrapped. The assistant had unintentionally selected obscure titles, non-fiction and sequels, much to the amusement of the recipients.

World Book Day

Overall, the day was a great success. The Director of Education & Development has already read and returned her choice and taken another book out. We found that fiction loans had greatly increased compared to our previous World Book Day event and we intend to build on this to improve further for next year.

Holding an event like this was well-received by the staff and students as light relief in their busy days and supported the Trust's wider health and wellbeing strategy.

Alex Williams
Amy Roberts
WARRINGTON AND HALTON HOSPITALS
NHS FOUNDATION TRUST

Amy Roberts

THE LAND OF GEEK

TEN **WEB APPLICATIONS** YOU CAN USE NOW…

1 Tweetdeck

Turn your adventures on the library Twitter account into real **media management.** Tweetdeck allows you to log in using one of your Twitter accounts and bring one or more Twitter accounts together on one screen. It has a neat column display that separates out messages, activity and so on. Very easy to use and makes monitoring activity on your account(s) a cinch, if you subscribe to multiple twitter feeds. Really helps to rethink your Twitter strategy. "Do you Twitter", "I am sorry, are you saying I talk too much!" Link: https://tweetdeck.twitter.com

2 Audioboo

Audioboo records short audio messages and posts them to the Audioboo website. You can manage your Boos easily, edit, add comments and images to go with your audio clip. Each Boo has its own url which you can embed in your own website. Boos can be recorded using the Audioboo app on your mobile phone ((Android OR iPhone) NOT Windows)) which turns your Smartphone into a sound recorder. Spoken word is easy to access for users, record a welcome message to your library service as a Boo, or add audio to enhance point of use instructions. Link: https://audioboo.fm

3 WeVideo

Video editing programs are complicated. The trauma of editing topped off with the challenges of compiling the right moving image files. WeVideo is a simple web based editing programme that lets you do the basics and add a copyright free music track. Videos are compiled and posted to a web site you choose, including YouTube. Free to use, however, to get the best from it you can buy 100 minutes of storage time for 36 USD that eliminates a watermark and creates a

better quality of video, or higher dpi. Very easy to use, it will work within your web browser, even using a ChromeBook!
Link: https://www.wevideo.com

4 Mendeley

Mendeley has been written about elsewhere in LIHNNK UP, Number 34. Just to recap, Mendeley is a fully functional desktop Reference Management Software [RMS], which is constantly being improved. The desktop version links to a web interface that syncs with your desktop. Of course, NHS IT may prevent this process. Just having the desktop version may be enough. However, you can extend the functionality onto the web with different forms of Groups and online reading lists / bibliographies. Mendeley is popular with health librarians across the globe and has a very active support network. You also get your own online profile. Link: http://www.mendeley.com

5 Cloud Storage

Not really one application but a great free tool for work and personal computing. Cloud storage is just lots of free storage on the web, log into your web application on any computer and you can pick up the files you were working on elsewhere. You can also share documents or digital artefacts with other people. Time to stop thinking of Google Drive as just another Google add on. Drive is a real productivity tool integrating a much-improved Google Docs. Get a Microsoft Live account and access to the newly named OneDrive (used to be SkyDrive, apparently there were issues with the name) this integrates with a basic web version Word processor from Microsoft. Amazon gives away storage too. I even get GB's of storage with my ASUS computer. Link: Up to you really.

6 Remember the Milk

You know when you are onto a good thing when a small Internet startup makes it to its 10th anniversary, or Internet Old Age. **Remember the Milk** is just a very good idea. An online to do list with lots of added features, notes, prioritising and colour coding. It integrates with Outlook and has Apps for Android, iPhone and Windows. Very simple to use and much better than notes stuck to the Issue Desk computer. Have a Library account that can spread the message about what is to be done today. Link: http://www.rememberthemilk.com

7 Trello

Contributed by Andrew Craig

Trello is a free simple to use project management app available for Android devices and the iPad. Trello is also available via your web browser on IE9+, Chrome 9+, Safari 5.05+, and Firefox 4+. Trello works by creating a series of "boards". Each board represents a single project. Within these boards, you can create a series of lists. To each list, you can add "cards" representing individual tasks. I am currently developing a website. For this project, I created a board called Web Application. I then created four lists: "To Do", "Next", "Doing", and "Done". Each card can have information attached to them relating to that particular task such as comments, checklists, documents, and embedded videos. I move these cards between different lists by simply dragging and dropping. Trello demonstrates its real potential, however, when managing teams working on a project. Project leaders can invite members of the team to join a project and then assign them to a task by dragging their avatar onto the card. Any changes made to a Trello board are synchronised via the internet so all members of the team will instantly

see the changes in their own browsers or on their mobile devices. Link: https://trello.com/ I have published a Trello board that you can view at the following URL: https://trello.com/b/tnt6LsND You can find out more about Trello by watching this video: http://www.youtube.com/watch?v=aaDf1RqeLfo

8 Evernote

Another grand ol' web app, the web version launched in 2008. The motto of Evernote is *Remember Everything*. Essentially a note taking application, Evernote allows screen capture and saving pdfs into notebooks that you can organise through their web portal. You can drag and drop material into Evernote or use the simple strategy of photographing material with your Smartphone and upload into Evernote. Evernote has a nice line in designer merchandise too, so you can take notes in your Evernote Moleskine notebook and photograph that. Very good for making sense of web searches. Easy to use. Link: http://www.evernote.com

9 Page2RSS

Contributed by Linda Ferguson

Don't you find it frustrating when certain web pages do not have an RSS feed? Have a look at the free Page2RSS www.page2rss.com. It checks any page for updates and then delivers it directly to your preferred RSS feeder including Outlook, Netvibes and Feedly. You can add the Page2RSS button to your browser to create a feed from the page you are viewing. There's also a Google Chrome extension. It can also post page updates direct to your Twitter account. All in all a simple to use application that does what it says on the tin. Link: http://page2rss.com

10 LibreOffice

LibreOffice has a complicated history, but it is one of two developments from the now defunct Open Office, the other being Apache Open Office. If you can't afford the full Microsoft office suite, you could install Open Office, a free to download office suite with word processor, database, spreadsheet and presentation software. It uses the Open Document standard .odf but it can use Microsoft document formats too (.docx). Just released in Version 4.2 you would recognise it as a slightly different version of the Microsoft Office suite. Very easy to use Link: https://www.libreoffice.org

We made this:
Linda Ferguson (HCLU),
Andrew Craig (LTHTR) and
Matt Holland (NWAS LKS)

NEW STARTER **Amy Roberts**

I graduated from Liverpool Hope University with Combined Honours in Fine Art and History in 2009 and went on to work at Tate Liverpool.

In 2011, I enrolled on the Information and Library Management postgraduate course at Liverpool John Moores University and studied part time over two years. I graduated in 2013, being part of the last intake of library students.

Whilst studying I was successful in gaining the position of Trainee Librarian at Halton Borough Council where I undertook librarian duties such facilitating IT sessions, class visits, checking and ordering book stock as well as practicing customer service.

I became the student representative for the CILIP NW committee and remain an active committee member today, recently writing newsletter articles and speaking to MMU library students.

I completed a work placement at the Liverpool Medical Institution and gained skills in cataloguing, using Heritage and document supply. I also volunteered for HCLU, updating links for the Healthwise website after the NHS restructure.

I now work at Warrington and Halton Hospital NHS Foundation Trust where I am the Outreach Librarian. The main objective of my role is to visit GP practices in Warrington and inform staff about the library services available to doctors and medical students on placements in the community. I am making my way through the list of GP practices, approaching the practice managers to arrange the

meetings. I like going out and about and meeting community staff, where I've found everyone to be approachable and responsive. This is my first professional role in the NHS and I am enjoying learning lots of new skills. Many thanks to the team at Warrington for looking after me!

The Clinical Key to keeping UpToDate with **Best Practice in order to be a Dynamed**(ic)!

I recently attended a study day at Glenfield Hospital, Leicester that aimed to help librarians make sense of Point of care (POC) tools.

Health librarians are familiar with such resources, which synthesise current evidence in order to support effective, evidence-based clinical thinking and decision-making. Many of these tools boast an impressive array of publications, which back up their claims of speed of access, reliability of content and contributions to patient care. I hoped that this day would give me a better understanding of the different resources available and what they can bring to the library repertoire.

Steve Glover
Education Business Manager, Christie NHS Foundation Trust

Steve took us on a whistle-stop tour of how The Christie has integrated UpToDate into their systems. Users can press, "toggle UpToDate" to see the context-relevant topic from inside the patient care record, giving them the option to read more from this resource.

He also gave an overview of the 2012 study conducted across North West hospitals on how doctors use a particular POC tool. He suggested that as the majority of respondents in this study were senior medical grades, there could be room for a further study targeting junior grades to gain a more comprehensive picture of POC tool use.

Sarah Sutton
Clinical Librarian, University Hospitals Leicester (UHL)

Sarah gave her take on POC tools based on her experience at UHL stressing the need to have confidence in the evidence base behind the tool in order to be able to promote it effectively to clinical staff. She posed the questions: do POC tools pose a threat to the "traditional" role of library service staff? If so, how can we best manage this and still benefit librarians and staff? Certainly many services have made trade-offs in order to afford these resources but are they really a genuine threat? Interestingly, UHL have not seen a drop in literature search requests despite having subscriptions to both UpToDate and DynaMed, so it would seem we're not in danger of being replaced by the omniscient machines just yet.

Sarah reiterated the benefits of getting clinical staff to champion library resources and gave a few tips for making access to resources as easy as possible for users:

- put icons on your home pages
- reduce the number of click-throughs
- do away with the need for an on-site login

Then it was on to the main business of the day – presentations from the resource providers themselves.

DynaMed Claire Honeybourne, Sales Manager

Claire pulled no punches in her opening statement on DynaMed: "It's evidence-based, not expert-based", then went on to explain how authors draw on the top 500 journals and national bodies in order to produce topics.
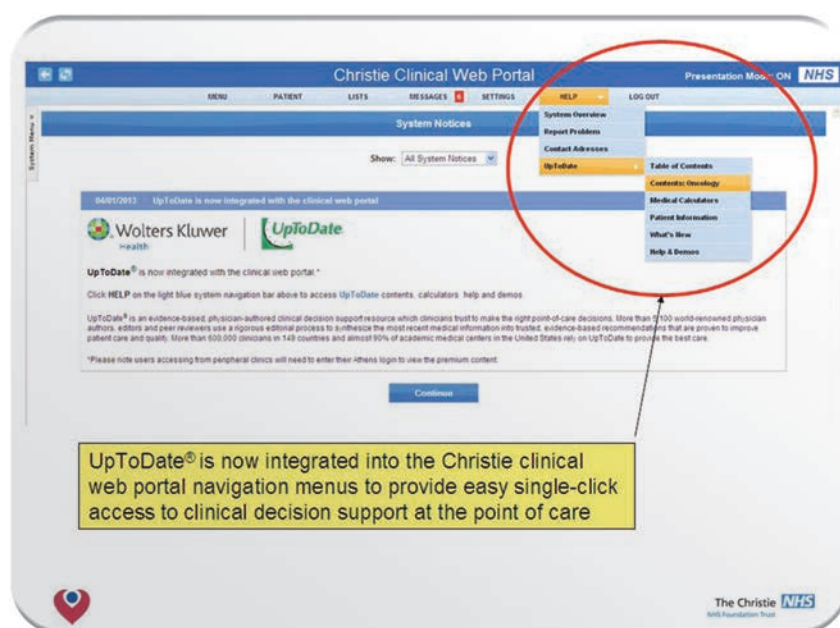
Screen shot of Integration of UpToDate into Christie Clinical record

DynaMed is used in over 50 acute trusts in the UK, and links users to resources such as BNF and NICE and SIGN guidelines, which have a UK focus, as well as international information. The guidelines pages looked particularly useful and some delegates said that the practice changing updates were useful for their current awareness bulletins.

She admitted that perhaps EBSCO's previous marketing approaches have focussed too much on promoting this resource to librarians, neglecting the clinicians who can often bring additional heft in terms of influencing subscription decisions.

Clinical Key
Gaynor Jones,
Product Marketing Manager
Although a relative newcomer to the POC market, 25 NHS trusts have already subscribed to this resource. Content is drawn from titles held in the Elsevier stable as well as Medline, 3rd party journals and international guidelines and users can create "read later" lists, view videos and images and create presentations.

We trialled this resource last year and while we received some positive feedback, it was felt that it was just not a point of care tool; rather it is an electronic resource which can help support CPD and deliver information at point of need.

This resource focuses predominantly on medical information but a chat with Gaynor over lunch revealed that content which would be of professional interest to a wider health care audience is planned in the near future.

UpToDate
Janet Broome, Sales Manager
Developed 22 years ago, this was the first POC tool and appears to be the current market leader with over 100 NHS institutions holding a current subscription. Like other resources, evidence is graded and practice-changing updates appear to be useful as current awareness bulletins. Janet suggested that the topics are written in the way a clinician thinks, with the recently introduced "summary &

recommendations" button proving particularly popular. Look out for a mobile app for institutions due to be released later this year.

Janet took the opportunity to do a bit of myth busting - the resource has been updated 5 days a week since 2012 and topics are subject to blind peer review to reduce author bias. She also suggested that the subscription cost could be mitigated by reduced patient length of stay costs – something which is potentially difficult to quantify in a free at point of care system such as the NHS.

On a purely personal point, I'm sure I am not the only librarian to point out to users that UpToDate's drug prescribing information is based on US formularies and send them in the direction of the BNF instead. This will change now that Lexicomp have brought the BNF into their portfolio.

BMJ Best Practice
Dr. Klara Brunnhuber,
Product Manager.
Created for the UK market BMJ Best Practice sets out its stall in a clean, consistent and easy to use interface, which covers pre and post diagnosis information. BMJ Clinical Evidence is included in a subscription and links to other BMJ group products are provided. It appears to be very customizable. Searches can be saved, pages can be bookmarked and you can add links to local guidelines as well as those from NICE and SIGN. It has a multilingual search function and patient information leaflets are available in a range of languages.

Clinical Knowledge Summaries (CKS)
Ingrid Evans
Ingrid Evans from NICE presented the recently revamped CKS tool, which launched in April 2013. Produced at no charge by NICE and with no need for a login, this resource covers over 340 conditions with primary care/public health slant. Updated on a monthly basis, topics summarize current evidence and allow for a degree of clinical judgement in topics where controversies or evidence

uncertainties exist. NICE plan to add up to 10 new topics each year.

Take home message:
how deep are your pockets?
One of the provocative questions of the day was "who's funding your current POC tool?" Some larger organisations had garnered funding from libraries and medical education, whilst others had to source funding solely from library budgets, often at the cost of journal subscriptions. One delegate reported that they had resorted to applying for short-term funding from one of their hospital charities in order to fund a subscription! As budgets continue to be squeezed, this may well be a card some other libraries are forced to play in the future.

In conclusion, each of the resources has their individual merits and it would be difficult, and unethical, to pick one out as a market leader. In honesty, no single tool is likely to fit *all* the needs of *all* users and tough decisions may have to be made if your service is going to take out, and perhaps more importantly, maintain a subscription to one or more of these resources.

To learn more and view the presentations from the day, just copy and paste this URL into your browser:

http://www.uhl-library.nhs.uk/ cl_POC14.html

Joanne Whitcombe
PENNINE ACUTE HOSPITALS
NHS TRUST

Umbrella 2013 conference

We attended the first day of the Umbrella 2013 conference and thought it would be nice to share our thoughts and write this piece together. The reasons we attended were similar, we were keen to learn from others outside of the health sector.

The first session we attended was "Opening the envelope - using library/KIM skills outside the library environment". The presentation was delivered by the Assistant Director: Corporate Records & Information Assurance Services, Department for Communities and Local Government. This session provided a central Government perspective and highlighted the range of information roles in his department from Librarians and Knowledge Managers to Analysts. He identified three main skill sets: Using and exploiting knowledge and information; managing and organising information and information governance. We recognised this diversity as it resembles the NHS. We too have a diverse range of areas of expertise including informatics, research, information governance and knowledge management to name a few. He talked about adapting information so that it is tailored to the customer need, something we also do regularly for our users.

The second speaker Helen Clegg, Knowledge Team Director, Procurement & Analytic Solutions, A.T. Kearney spoke more about mobilising knowledge to capitalise on best practice. She discussed the importance of managing documents and helping others to manage theirs. This is also similar to how library and knowledge professionals work in the NHS, we are often asked to use our skills to advise on how to effectively store and catalogue documents. Both our organisations use Sharepoint and we know that its success is often dependant on how much support is given to the department creating, capturing and indexing the content. The speaker discussed utilising podcasts to share and capture knowledge and the creation of virtual team spaces and Wikis. The LIHNN network uses these technologies across some of the groups to share work in progress and then shares the finished results with the rest of the network.

The session titled: Cloud busting: demystifying 'the Cloud' and its impact on libraries was delivered by Leo Appleton, Acting Director of Library Services, Liverpool John Moores University & Andy Tattersall, Information Specialist at ScHARR, University of Sheffield. This presentation illustrated the benefits and implications of sharing data in the cloud. It was interesting to note the possibilities of utilising the cloud for collaboration and sharing across systems and boundaries that can lead to new and innovating products and ways of working, such as developing learning packages. One of the implications of sharing data in the cloud was copyright. An example shown was of a presentation that had breached copyright through the inclusion of images taken from Google. These are then shared and stored within the cloud, creating a new layer of copyright breach. This is not surprising as users of the internet often have the idea that everything is freely available. The speaker also further cemented with us the importance of version control, data protection and copyright when sharing across metaphysical boundaries.

We were both keen to attend the session titled: SharePoint - Just another piece of software. We wanted to further develop our understanding of how we could best make use of the systems to support our respective organisations. Graham Monk, Head of Resources and Capability - Information Management, Devolution and Governance, Department for Work and Pensions delivered the session.

Some highlights of his presentation included his experience of inputting "information" into SharePoint and his considerations in terms of indexing, thesauri and implementing ownerships. In terms of usability, it was interesting to hear about the robust systems he ensured were in place to maximise the retrieval and validity of information. This is something we both recognised the importance of for our own Trusts to assist them in getting the best out of the system. Graham identified that the ideal of SharePoint success is for each department and member of staff to accept responsibility for their own documents and to be well informed to properly index their documents and that "SharePoint Nirvana" would be all information in one repository. This session confirmed that we are both already on the right track with SharePoint but what we found especially noteworthy was Graham's thoughts of what is on the horizon and why we need to succeed: dangers of information overload, the inability to trace information, waste of resources and reworking of the same issues over and over again. We related to this as the importance of making information easily accessible to save staff time and resources in the NHS is paramount.

The 'I' in BIM: new directions for construction information   Keith Wilson, Technical Information Director, RIBA Enterprises Ltd

This session demonstrated how different sectors use information to support their work and how crucial information is in the construction industry. This included computer aided designs and drawings and storing information on what regulations and standards affect the building. This saves time, ensure standards are adhered to for each job and that knowledge can be shared avoiding duplication of effort. They collated information related to materials needed for the job and the specifications of each product so that the correct ones were selected for

Umbrella 2013 conference

I was lucky enough to secure funding from LIHNN to attend the second day of the Umbrella conference. I was keen to attend sessions which covered the subject areas I was least familiar with.

I felt this would expand my knowledge of the issues which concern the wider professional community. The conference demonstrated to me that in a climate of cost-cutting and closures, there is a lot of positivity in the library and information world and the sessions I attended seemed to be neatly interconnected.

Janice Lachance

Janice Lachance's keynote speech introduced the idea that a library service should absorb and align with its organisation's objectives as much as possible. This theme was endorsed by the subsequent 'role of Knowledge and Information Management professionals in government' plenary session.

Ben Showers

Ben Showers echoed Victoria Treadway's super hero librarian theme by tooling up librarians with the bad news sandwich that we are a trusted part of a community, subject to constant disruption but it's the best time to be a librarian. I agreed with his sandwich as he gave a convincing argument in his description of the Internet as still in its infancy and full of further potential.

Even the glamorous world of television has parallels with libraries, as Geoff White from Channel 4 News taught us that we need to be able to engender trust with our customer base particularly in the light of alternative information sources.

Q & A Session

In the Q&A session, the panel concurred that effective leadership can be achieved through developing key skills such as self-awareness. In the information professions, networking and advocacy, aligning objectives to your organisation, being passionate about staff development and customer service are paramount to effective leadership. This has made me think about the supervisory aspect of my role and how I can improve my leadership skills.

Information to Best Support Society

The 'Information to Best Support Society' session increased my awareness of current practice in academic libraries. I was introduced to MOOCs (Massive Open Online Courses). The session also demonstrated the ubiquity of Twitter by showing how it can be harnessed as a feedback tool for students in the classroom.

Phil Bradley

Phil Bradley talked about how libraries should focus on its' communities rather than its collection. His theme was inspired by a blog post by New York public librarian Rita Meade who blogs as 'Screwy Decimal'. He encouraged the delegates to view risks as positive actions and learn from mistakes. "If you don't make mistakes you are doing nothing".

He believed it is important to embrace freedom - "loss of control is good" - and if we don't move we entrench the service. As he concluded, he described social media as "our tool …not a pleasant bolt-on… something we have to do".

Final Thoughts

The main messages I took home were that it is necessary to map your job role to the organisation's objectives so that you can demonstrate how you fit into the organisation This helped me significantly to address the service evaluation criteria in my Chartership portfolio. I also learned that a librarian's strengths should be exploited to engage with its service users, particularly through social media and that we need to learn to work and adapt in an ever-changing environment.

Graham Breckon
WIRRAL UNIVERSITY TEACHING HOSPITAL NHS FOUNDATION TRUST

…continued

each build. This means they can learn from every job they carry out and use this learning for the next one, something that should translate into all organisations.

Rise of the cyborgs: the growth of librarian / IT hybrids Simon Barron, Project Analyst, British Library

This presentation explored the relationship between IT and Librarians. In many places it has become collaborative; often the library becomes one of the main customers of the IT department due to the number of electronic resources. IT skills form a large part of library job descriptions requiring web development skills and problem solving, something we both recognised it in our own roles. The speaker encouraged librarians to embrace the technology side of their role highlighting that many of the traditional roles are done using technology, also our information management and retrieval skills should be used to influence web design. Finally he highlighted the importance of continuing to use our communication, teamwork and relationship management skills as well as teaching and research to further our careers.

Alex Williams WARRINGTON AND HALTON HOSPITALS NHS FOUNDATION TRUST
Vicky Bramwell CHESHIRE AND WIRRAL PARTNERSHIP NHS FOUNDATION TRUST

Evidence for Safe, Personal, Effective Care
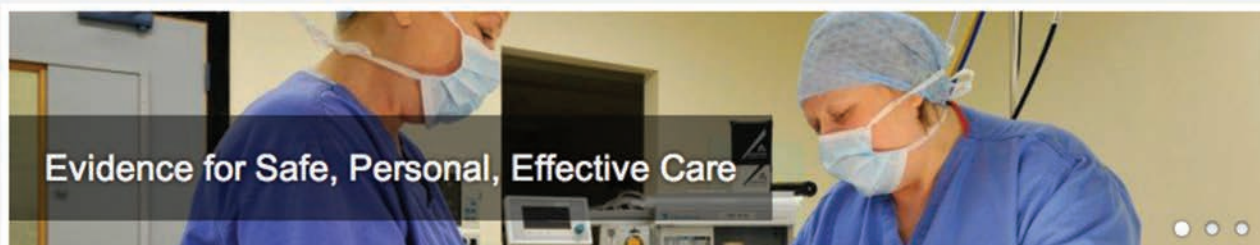
Locally, regionally and nationally, millions of pounds are spent annually on online resources that are administered by NHS Libraries in England. Yet many staff still find it easier to use Google or say that they can't remember where to find a particular resource.

Updating professional knowledge is becoming more mandatory, through e.g. the appraisal and revalidation scheme for medical staff. And an emphasis on evidence-based practice is become more prominent again through recent reports such as Francis, Keogh and the new CQC inspection process.

Development

It is in this context that the East Lancashire Hospitals NHS Trust Library & Knowledge Service decided to create a new portal which focuses on providing links to key resources - but framed in a way we hope relates to clinicians and other staff. After initial discussions on needing a portal to promote and develop our resources, Judith identified Weebly as a potential web site content builder and host, and then developed a prototype. We showed this to a few of our clinical teams and gained feedback. Graham used the MAP framework to develop a project outline. We launched the *Evidence Hub* at an open day in February, although the portal had been publicly available for some months.

Current content

The *Evidence Hub* currently includes:

- **Core Evidence** – a page of links to key resources such as BNF, NICE

Guidelines, NICE Evidence and UpToDate (our recently acquired clinical decision support tool).

- **Knowledge Centres** – structured by clinical division and specialty, with some additional generic and professional sections. Each Knowledge Centre includes links to resources relevant to the specialty: books, journals (including RSS feeds of latest articles), current awareness bulletins, websites, professional organisations, and Twitter feeds. We flag up in all centres that an NHS OpenAthens password is required to access some resources.

- **Library Services** – this currently gives links to our intranet and web pages, but we are considering integrating all our content onto the Evidence Hub.

The *Evidence Hub* can be accessed from the library pages on the Trust intranet or directly via the URL (http://elhtlis.weebly.com). Within the Hub, we have created links to the Medicine Division's internal portal, and can add others as required. One of the key advantages of using the Weebly platform is that it adapts its formatting when used on a smart phone, thus promoting mobile access.

Technical issues

Weebly is a free online website builder, operating on the WYSIWYG (what you see is what you get) principle. Everything you see when you create your website will appear exactly the same when you publish it. The user interface is very intuitive to use. It has an easy and user friendly drag-and-drop function - you just click on an element and drag it into your site.

The first steps in creating a website using Weebly are to choose a theme, of which
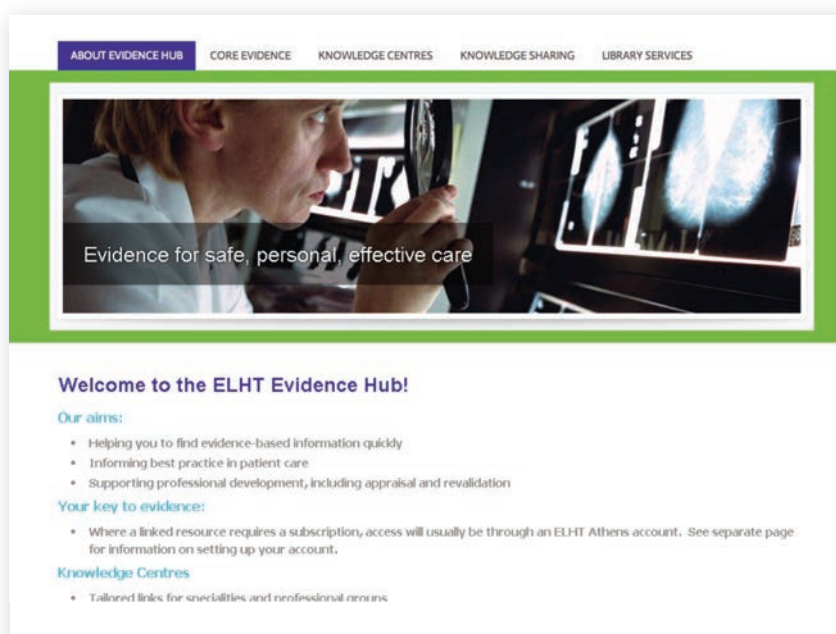
there are over a hundred, then give your site a title and choose a domain name. The next step is adding the elements to the site. Some of the basic elements consist of text, image and slideshow, the structure elements are dividers, columns and buttons and there are media elements such as HD video, flash and YouTube. Adding an element to a site is as simple as clicking on that element and dragging it to a page. There is also a feed reader element which we have used for RSS feeds to key journals.

It's easy to add pages and you can have as many pages as needed. There is a choice of standard pages or blog pages. You have free access to the HTML/CSS of your website so you can make any changes as you wish and customize your design to find the right look. We have used this feature to change the colours of our website so that they are our trust corporate colours.

Weebly is free to use but it is possible to upgrade to a Pro account. With a Pro account you have access to extra features which include a customizable footer, premium support, a header slideshow, password protected pages and a site search.

You can view statistics for your site. Free use administrators can see their Pageviews and Unique Visitors from the past 30 days. Pro users can see this information as well as their most visited pages, search terms that were used to find their site and the sites which referred the most traffic to their site. The data, however, changes daily, so you have to make sure to capture information regularly. We had over 1200 hits in March 2014 (NB these include use by ourselves when checking the site). Some of the peaks in the graph below can be linked to days on which we promoted Knowledge Centres to particular departments.
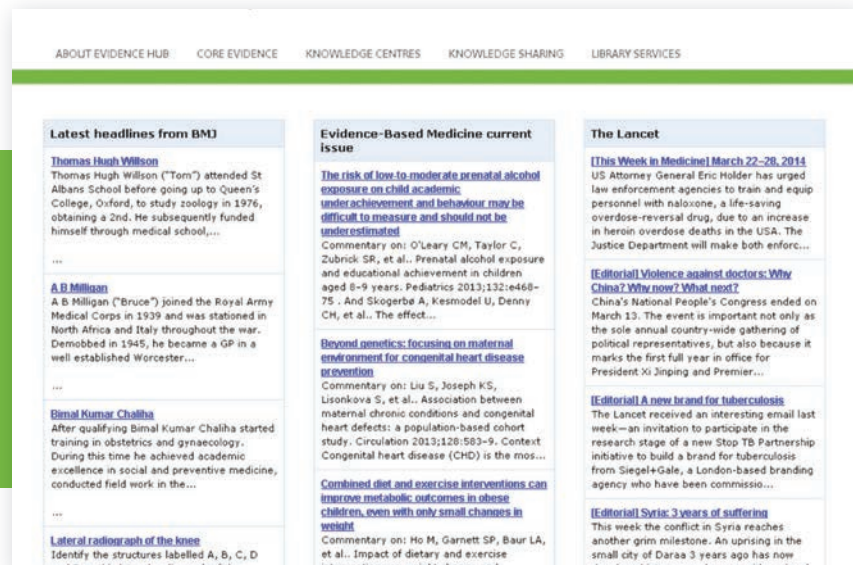
Future development

We are still developing the content of the Knowledge Centres, asking teams for additional sites and resources of particular interest to them. For the future, there is the potential of developing a 'Knowledge Sharing' section, which could include e.g. lessons learned, case studies and project reports. There is also a review at present of the way guidelines are accessed and reviewed within the Trust, and the Evidence Hub is one option for making these more accessible. We are having to consider whether Weebly is a sustainable platform in the long term, particularly as the Trust has a preference for moving to Sharepoint where possible; we don't think, however, that Sharepoint will give all the functionality we require (including mobile access).

Evaluation

We are seeing a steady growth in the use of the Evidence Hub in response to promotion, a role in which all the library team are important. 2013/14 is going to be our best year in the recent past for ELHT use of Athens resources, and the availability of the Evidence Hub has contributed to this. We have had a lot of positive verbal feedback, but are now aiming to be more systematic, e.g. an online feedback form has recently been added.

"It's looking fantastic and is exactly what we need."
John Dean,
Associate Medical Director

"This is a great idea and one I fully support."
Rineke Schram,
Chief Medical Officer

As we anticipate a Trust inspection in late April, the *Evidence Hub* is one of the library service's key contributions to promoting 'Safe Personal Effective' care within our Trust.

Graham Haldane
LIBRARY & KNOWLEDGE SERVICES MANAGER, EAST LANCASHIRE HOSPITALS NHS TRUST

Judith Aquino
E-RESOURCES OFFICER,
EAST LANCASHIRE HOSPITALS NHS TRUST
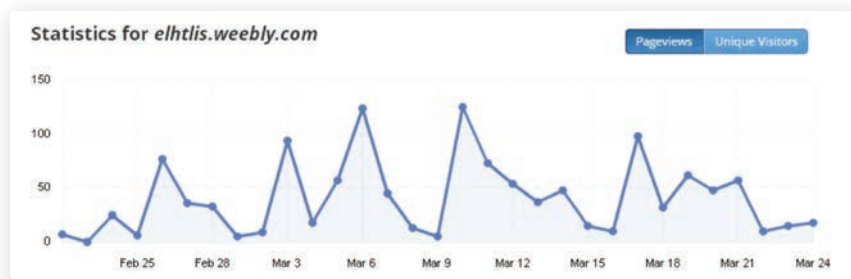
The Quality Survey

HELPING PUT THE 'Q' IN LQAF!

As we enter 'LQAF' season, thoughts often turn to quality within our services – and perhaps how best to measure this. One such handy tool was launched by the Quality Group in 2012 and that is 'The Quality Survey Toolkit'.

The toolkit is located within the Quality Group Page on the LIHNN Wiki: http://resources.lihnn.nhs.uk/wiki/QualityGroup.MainPage.ashx and the centrepiece of the toolkit is a questionnaire that is intended to capture data about usage and non-usage of core library services. This data could be used to:

■ Identify ways to improve your service

■ Help you to argue for changes in service delivery or resources

■ Demonstrate to your organisation that you are providing a valued and worthwhile service

■ Help you to identify priorities for future service provision

■ Help you to identify targeted marketing needs

■ Engage with your users

■ Raise awareness of your library and knowledge service and what it can offer

In LIHNNK-UP Issue 43, Tracey Pratchett shared how three organisations within the 'LIHNN family' had used the toolkit to measure and improve quality within their service. The case studies can be found in full in the 'Frequently Asked Questions'. The survey is set-up in a way that suits your needs best. It covers many facets of the library from usage of library to preferred resources to training analysis and can be modified anyway you feel fit. It is primarily designed to be used within SurveyMonkey (if you do not have access to a 'Gold Account' – HCLU can administrat the survey for you), it can also be used in hard format such as Word or PDF. For further information on how this toolkit can help your service please contact Linda Ferguson: linda.ferguson@nhs.net

Michael Cook
PUBLIC HEALTH EVIDENCE AND
KNOWLEDGE SPECIALIST
BOLTON COUNCIL

Fond farewells at CMFT

BY **Michelle Dutton** CENTRAL MANCHESTER UNIVERSITY HOSPITALS NHS FOUNDATION TRUST

We have recently bid farewell to two members of staff from CMFT Library Services.

Colette King retired at the end of March after many years on site between the School of Physiotherapy, St Marys Library and the amalgamated services of CMFT.

Elaine Ashley left at the beginning of May after several years at Trafford, but will still be in the North West region.

Starting work at the JET Library

Having lived and worked in London for fourteen years both my wife and I had decided that it would be nice to live somewhere with fewer cars, more greenery and less noise.

Sarah's family live in Chester and on the Wirral and mine are in Hereford so Crewe seemed like an ideal location when I saw the job on the mailing list. Despite having to buy a new shirt on the morning of the job interview which retained its plastic clips – albeit under a jacket – until I got home in the afternoon, I got the job and started at the JET Library in November last year.

It's lovely to be able to say that both Crewe and the new job have turned out very well so far. Despite the occasional frustrations with NHS IT (when are we going to move on from Windows 1897 I wonder?) and bureaucracy I've really enjoyed being back in an NHS environment. I've been getting stuck into literature searches which range from comparing the effectiveness of air-conditioning versus good old-fashioned window opening, to vending machines for prescriptions, kidney injury in children and the use of Sharepoint in the NHS. We've now put an anonymised list of searches – and their results – on the Trust intranet so everyone can benefit from the knowledge and people can share expertise across the Trust. I think the word passionate should be reserved for one's significant other(s) but I'm very keen on the use of plain English so I've also enjoyed being on the Trust's Patient Information Committee and getting a chance to edit a few leaflets for patients.

Having come from an Information Specialist's background where I wafted around looking dashing in my red trousers and delivered the occasional EndNote session it's been great to be able to get stuck into some more traditional library work. I've done quite a bit of cataloguing adding donated fiction books to the collection as well as lots of lovely new ones to support our story-telling project. I've had a very friendly welcome from my colleagues at the JET Library – Susan Smith, the Trust librarian, Steve Collman, the Community Outreach Librarian and Elisa, Julie and Avril who look after the Chester students. Julie recently witnessed the documents for our impending house purchase and no one seemed to notice when I sat for half an hour in my cycling tights – having left my trousers at home – until Sarah could cycle up herself and deliver them to the library. Susan has been very supportive while I get to grips with the Link Resolver despite my occasionally vague diary management. It's also been great to be able to get involved in a bit of current-awareness work. I've been really impressed with the great work being done on this in LIHNN and I've enjoyed compiling the Education Horizon-Scanning bulletin (which you can find at: http://educationnwpctl.wordpress.com/).

The bulletin is also available as a Word document and has been circulated to London and as far afield as Southend.

I've been able to make the most of some of the excellent opportunities for training with LIHNN – including a great course on copy-writing in Liverpool and a visit to the Christie Hospital to see Andy Burnham (the Shadow Secretary of State for Health) holding forth on Labour's plans for the NHS.
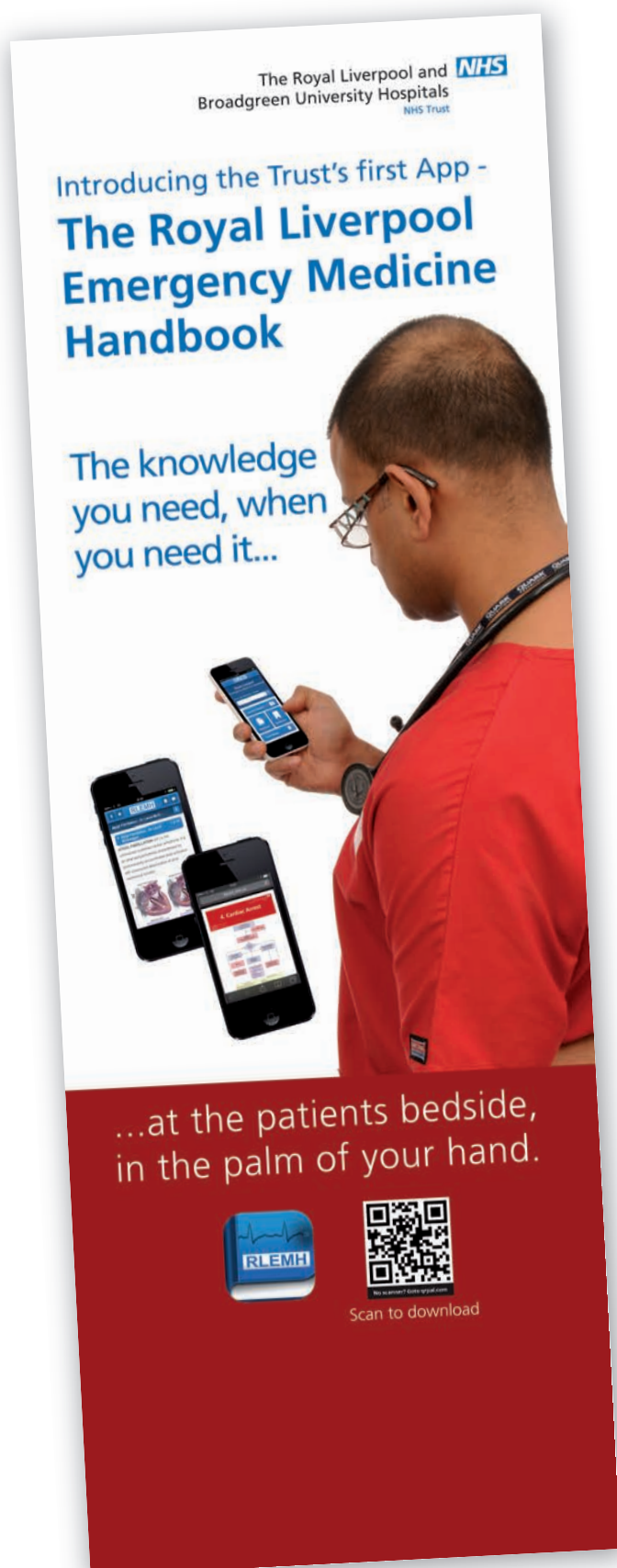
Despite my crossword-solving skills and knowledge of current affairs suffering a bit from only having half-hour lunch breaks it's been a very happy change of location and job for me. Crewe's very friendly and it's easy to get around and about in town, and to explore some of the lovely Cheshire countryside (and pubs). There's lots of good stuff going on at the JET Library (including our lovely new foyer) and plenty for me to get stuck into – it's been a real pleasure joining the team and I'm hoping to stick around until the sad day when I can no longer keep up with the technology and have to get to grips with the cheese counter at Morrison's instead.

John Gale
MID CHESHIRE HOSPITALS NHS
FOUNDATION TRUST

New App: Emergency

The Royal Liverpool and **NHS**
Broadgreen University Hospitals
NHS Trust

Introducing the Trust's first App -
The Royal Liverpool Emergency Medicine Handbook

The knowledge you need, when you need it...

...at the patients bedside, in the palm of your hand.

Scan to download

I was approached by Dr Ray Raj (pictured), a Consultant in our Emergency Department, to see if I would project manage the conversion of our Emergency Medicine Handbook into a mobile App.

The handbook, a 580 page document covering 21 specialties and contributed to by 48 clinicians throughout the Trust, resided on our Hospital intranet. It is used throughout the Trust and covers the management of common acute conditions that maybe presented by either in-patients or people arriving at the Emergency Department. It links in with relevant Trust Policies and also local, regional and national guidelines.

Having established that our own I.T. Dept didn't have the capacity to tackle such a project in the allotted time and given that the Director of Education had agreed to allocate funding for such a project, I made contact with 3 companies. Based on price, experience and location, we chose a company based in Warrington called Appitized who already had experience of producing 10,000 Apps worldwide.

The App development process was as follows:

1. App Project Specification agreed and signed off

2. Initial App Designs completed

3. App Design feedback/changes (if required)

4. App Designs approved by customer

5. App Development begins

6. Testing of 1st app version

7. Bug fixing (if required)

8. App complete

We were given an estimated time of 12 weeks to complete the App. However, in reality, it took 6 months. This was mainly due to delays whilst I liaised with several Departments within our Trust e.g. our Risk department in allowing us to have Trust policies made available outside of the Trust; our legal Dept. in authorising our disclaimer notice; the time it took to get our App enrolled in the App Developer program in order for it to get hosted on the App store.

The App can be searched by keyword, phrase or category. Bookmarks can be created for easy access to favourite sections. Users can provide feedback for each page or section. It has its own simple to use 'Content Management System' which means that I can update the App as and when

Medical Handbook

required e.g. if a Trust Policy or chapter pertaining to the App is updated, then I can automatically update the App with the additions and send out a 'Push notification' to all users of the App.

The App is now available on the ITunes store to be freely downloaded onto iPhone and iPad devices. It may be available for Android in the near future subject to usage and the availability of funding. We can view stats at 'App Annie' – a programme which provides App analytics. Since launching in January, the App has had nearly 1500 downloads in 54 countries world-wide.

We have a marketing campaign underway to promote the App. I've made presentations to junior Doctors at induction and other educational meetings. We've produced a short video of the App which is available via YouTube: https://www.youtube.com/watch?v=ngqlThw5S9s

We've purchased 3 x 6ft pull-up banners promoting the App which are located at strategic locations throughout the Trust.

The App has been shortlisted for a MOMA Award, apparently a big award in the App industry!

Angela Hall
LIBRARY MANAGER
ROYAL LIVERPOOL &
BROADGREEN UNIVERSITY
HOSPITALS NHS TRUST
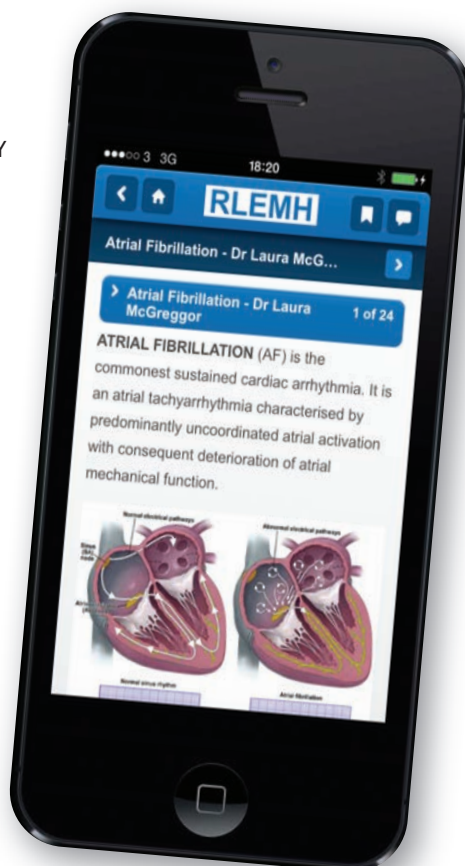
"The App has been shortlisted for a MOMA Award"

Scan to download
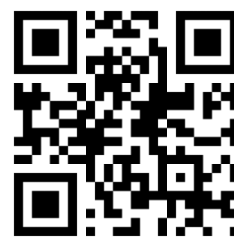
No scanner? Goto qrpal.com

What a bunch of Wallys:

What Salford Royal library staff did to celebrate World Book Night

23rd April 2014

Library staff at Salford Royal dressed up as Where's Wally on the 23rd April to celebrate World Book Night. World Book Night takes place on the same day every year (it coincides with Shakespeare's Birthday and the day he died) and encourages avid readers to share their love of books.

The overall aim of the event is to encourage more people to read for pleasure and improve literacy in the UK. The Reading Agency, who run World Book Night, provides a list of 20 carefully selected titles which are given away on the night.

The books are donated by the publishers and are specifically printed, with special covers, for the event. We selected three books from the list and received 36 copies of each book:

- Peter James-The Perfect Murder
- Matt Haig-The Humans
- Richard Wiseman-59 Seconds

We advertised the event in the Trust's fortnightly newsletter, on the intranet and via flyers posted round the hospital. The event was promoted to all staff and focused on encouraging staff to read for pleasure. We put together a stand and ran the event in the foyer of the main hospital building. We felt it was important to be out of the library, attracting people who were not regular library users and to make sure the stand was as visible as possible. Library staff also baked cakes to entice people over to our stand. The offer of free

cake was put in all the promotional materials.

The event was a huge success; there were around 10 members of staff waiting at our pitch in the main hospital building before we'd even put the stand up. The event was advertised as running between 5-9pm but by 6:15 we had given away all 108 copies of the books and had to close the stand earlier than anticipated! We handed out books to a variety of people including consultants, nurses, ward clerks, secretaries, porters, domestics and patients. We will be posting a notification in the next edition of the Trust newsletter thanking everyone who visited our stand and encouraging staff who did receive a book to pass it on to a friend and colleague once they have read it.

Lessons Learnt

- Dressing up draws people in and is a great crowd pleaser – even if you do look like a Wally!

- Free cake is a good promotional tool

- Organising and participating in events such as World Book Night is great for team building.

For more information on World Book Night please visit their website: http://www.worldbooknight.org/

Jane Roberts
OUTREACH LIBRARIAN, SALFORD ROYAL NHS FOUNDATION TRUST

Working in partnership with the Reader Organisation Calderstones took part in World Book Night 2014. We handed out over 80 books in two events – one to the level 3 Health and Social Care apprentices (bottom photo) and the second event to the attendees at the Trust's Big Conversation where the CEO Mark Hindle and the Head of Learning and Organisational Development Helen Scott handed out a selection of the World Book Night titles to encourage reading in the Trust

Sarah Cross, Library Assistant, giving a WBN book to Linda Buchanan, Medical Education Administrator

Editor's Column

How you can contribute to the Newsletter

All members of LIHNN are welcome to contribute to LIHNNK Up. We particularly encourage contributions from para-professional staff and anyone who has not previously written for publication. Members of the Editorial Board would be pleased to "mentor" new writers and provide advice on what makes a good readable contribution.

What could you write about?

Really it is up to you as we are looking for topics of interest to health library staff. It could be:

- something new that you have used or your library has introduced
- an overview of a piece of software such as a social media tool
- lessons learned (good or bad) from doing something differently in the library
- good news that you want to share with LIHNN
- an account of events and courses attended. For conferences and courses please include what you found most valuable and what you will do differently from having attended the event or course.

Format of contributions and other "rules"

1. Please send your documents as Word (i.e. either .doc or .docx) files.
2. Photos and artwork should be submitted in JPG format. Please don't embed them in the Word documents. They should be submitted as separate files with a meaningful caption.
3. Don't forget your name, location, title of article and date of article.
4. Please give full details of events, courses and conferences attended. This should include:
   - The name of event and location
   - Date of event
   - Name of organising or sponsoring body
   - Details of how any support materials can be obtained e.g. website urls
   - Full references to any published reports, articles etc.
5. All acronyms should be written out in full for the first occasion they are used in the text.

PDF copies of back issues and indexes to the newsletter are available at: http://www.lihnn.nhs.uk/index.php/lihnn/lihnnk-up/read-the-newsletter

Contributions should be submitted to:

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gary.sutton@whh.nhs.uk
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About Library and Health Network North West (LIHNN)

Website: http://www.lihnn.nhs.uk for details of the groups and their activities

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