LIHNNK UP

LIHNN

by Health Libraries, For Health Libraries **ISSUE 6 SUMMER 2002**

exciting and informative

Safe in the knowledge that the new venture with the change of printer is well under way, I can breathe a short-lived sigh of relief, and look forward to editing some really bumper issues of LihnnkUp.

These will be packed full of exciting and informative reports on courses attended, initiatives developed and milestones achieved. Looking ahead to the autumn issue, there may well be enough material to consider devoting the whole edition to the Health Libraries Group Conference scheduled for July in Edinburgh. I gather that several of you are attending, either as speakers, listeners or poster presenters, and at least one of you will be armed with a camera!

It seems from verbal feedback I've received so far, that the Spring issue was well liked, with the daffodils being a particular favourite. I was also emailed on a particular point about the competition, so I've put that in **"Emails to the Editor"**. It's worth pointing out here that I and the other editorial board members are always willing to receive emails or letters giving comments on any aspect of the newsletter.

This summer edition has three main themes, career development and courses attended, information technology applications, and a local initiative. **Gwyneth Pearson** and **Hannah Gray** and **Maureen Dow** have written up courses they attended on career development, IT & information literacy, and knowledge management. **Mandy Beaumont** achieved a personal and professional milestone this year, by gaining a distinction for her Masters and she provides an abstract of the research carried out into medical students' information needs.

The IT theme is taken up by **Rachel Bury** who describes the redesign of the Aintree website, and **Colin Davies** who briefly refers to the future work to be done revamping the Lihnn website.

Melanie Hinde writes about the passport scheme, being developed in Manchester, which could well be a model for other patch groups to consider.

As the summer holiday season approaches, I wonder if the very keen among you may take "Lihnnk Up" as reading material for long haul flights or tanning sessions on the beach? Or is that just an enthusiastic editor's wishful thinking?

Happy holidays!
Kathy Turtle

IN THIS ISSUE

Lihnn Co-ordinating Committee

The Co-ordinating Committee members are elected by ballot of the LIHNN membership and serve for a two year period. The roles of Chair and Secretary rotate on a quarterly basis, so currently Liz is Chair and Mair is Secretary until the end of September 2002.

Membership of the committee is for 2 years except in this first instance. As the Committee was newly formed in September 2000 half the current members will stand down in September and half will serve for a three year period in order to achieve continuity. Kieran, Mair, Jen and Jean are standing down this September and we are now seeking nominations for committee members for the next 2 years. Members may nominate themselves or colleagues (but check if you nominate someone else that they are willing to take on this role).

Currently elected Committee members are:-

Liz Farrell — Library Services Manager Salford PCT Library (0161-787-0288)

Melanie Hinde — LIS Project Manager Manchester NHS Agency

Kieran Lamb — Library Services Manager Liverpool PCTs Library

Mair Pierce-Moulton — Librarian and General Manager Liverpool Medical Institution

Linda Riley — Library and LRC Manager & East Lancashire Library

Jen Sowerby — LIS Project Manager Blackburn, Hyndburn and Ribble Valley Healthcare NHS Trust

Christine Thornton — Senior Learning Resource Assistant Blackpool Hospitals NHS Trust

Jean Williams — Senior Trust Librarian Central Manchester & Manchester Children's University Hospitals NHS Trust

Head Librarian Bolton Hospitals NHS Trust.

Membership is open to all LIHNN members who want to take an active role in coordinating LIHNN activity and want to improve communication within the LIHNN membership. Committments are attending a monthly committee meeting, taking turns as the Chair and Secretary and being a contact point for one of the Standing or Panel Groups. Members may also be asked to undertake specific pieces of work related to ongoing projects on behalf of the committee.

Monday **15 April 2002**

Career development workshop

The introduction to this day involved us asking ourselves what we wanted to gain from it. Some of us might be actively job-seeking, some might want promotion within our organisation, and some might just wish to brush up on technique. We had to identify where we were and where we wanted to be, and the day was designed to develop our skills to help us bridge the gap.

Where do you want to be?

- Any opportunities for developing your own job?
- Find out what other departments do
- Appraisal can help towards promotion
- Have a clear idea of what you want out of a new job

Exercise: make lists

- 5 things you love doing
- 5 skills you have
- 5 things others tell you you're good at
- 5 careers you wish you'd had
- 5 things you'll wish you'd tried when you're old and grey

Preparation

- Marketing yourself
- You are the product; CV the packaging
- Assess your strengths and weaknesses
- What are your motivations?
- Conduct a skills audit and build up a skills portfolio
- Identify your education and knowledge
- Identify your experience

Preparing the CV

- Layout
- Content
- Chronology
- Size
- Electronic vs paper
- Tailored for different jobs

Application form

- Read the entire form before starting to fill it in
- Draft answers on a separate sheet
- Answer all questions
- Draw attention to what you want the reader to know
- Keep a copy

Application letter

- Plain white unlined paper
- Only write on one side
- Preferably word-processed
- Precise and concise
- Proofread it
- Post in time!

Interview

- 2-way exchange of information
- Opportunity to convince the employer you're right for the job
- Different types, e.g. one-to-one; panel; aptitude testing
- Different lengths: 1 hour; two days; three rounds...

Do your preparation

- Research the organisation
- Refresh your knowledge about current employer's business
- Prepare questions to ask
- Dress appropriately
- Be punctual!

Some sample questions...

- What do you know about us?
- What appeals to you about this job?
- Why are you the right person?
- Why did you choose your current job?
- What is your main strength/weakness?
- Where will you be in 5 years' time?

All in all, the day was extremely worthwhile, and answered a number of questions that the participants had as well as refreshing our memories about the whole process of job-seeking and application. Useful details such as lists of agencies and potentially awkward interview questions were the icing on the cake, and I would thoroughly recommend this course to anyone considering attending another time.

Gwyneth Pearson
National Refractory Angina Centre

Knowledge

Hannah Gray: Knowledge and Information Facilitator
Radical Department and Resource Centre, Mersey Care NHS Trust

for Health Care Managers

I was invited to attend this workshop after applying to write a Management Briefing for the National Electronic Library for Health's (NeLH) Virtual Branch Library for Health Management (VBLHM)

My aim is to outline the four key topics covered and reflect on the session. I have attempted to present my feedback on the session in the style of an NeLH Management Briefing.

Managing the Knowledge Base: supporting health care management. *National electronic Library for Health (NeLH) skills and Knowledge Workshop.*
Friday 15th February 2002 – King's Fund, London

What topics were covered in the workshop?

1. Development of the NeLH VBLHM

Lynette Cawthra:
King's Fund (NeLH VBLHM project manager)

Andrew Booth:
SCHARR (NeLH VBLHM project manager)

This session focused on:

- The Developmental stages
- The scoping study (questionnaire distributed to managers)
- Some of the views of managers highlighted by the study:

After looking at what managers want, the session moved on to the resources required to satisfy this need

2. Resources supporting Healthcare Management
Alison Winning: SCHARR

This session focused on:

- The various types of resources which support this group
- Delegates' current knowledge and use of resources

Management Digests are one type of resource developed in line with the conclusions from the scoping study.

3. Management digests

Alison Winning: SCHARR
Andrew Booth: SCHARR (NeLH VBLHM project manager)

This session focused on:

- The aim of digests
- The importance of digests
- How to produce a digest

4. Electronic Library for Social Care (eLSC)

Tracy Stiles, Knowledge Officer at the Social Care Institute for Excellence (SCIE)

A brief guide to the eLSC, including:

- Background
- Development
- Aims
- Content
- Design

Why is the workshop important?

- Important focus on the information needs of managers, which has possibly previously taken second place to clinical information needs in the health sector.
- The synthesising of information fits clearly into the role of all those who manage knowledge and information.

How did I benefit from attending?

- Interesting overview of the scoping study methodology, an exercise which is key to all those offering a service to users.
- Useful exploration of resources available and how information professionals use them
- Exploring the use and development of digests as a useful tool in the management of information has stimulated the production of digests within the Radical Department on key documents and issues.

How have I used the skills I learnt?

- I created a Management Briefing for the NeLH VBLHM

What do I plan to do next??

- Share knowledge with the Radical Department so that we can all digest documents and issues for the team.
- Create a user guide to electronic resources for Health Management for the Trust

Resources

Examples of digests

- ERIC Digests http://www.ed.gov/databases/ERIC_Digests/index/
- Royal College of General Practitioner's Information Sheets
  http://www.rcgp.org.uk/rcgp/information/publications/information/infosheets_index.asp
- London Business School Information Service http://www.bestofbiz.com/briefings/matrix.asp

Alison Winning: SCHARR

References

NeLH HM
http://www.nelh.nhs.uk/management/
NeLH HM Management Topics
http://www.nelh.nhs.uk/management/mantop.htm
eLSC
http://www.elsc.org.uk/

Whom can I contact?

For more Information about the course contact Hannah Gray at Radical 0151 250 6176

For information about creating a digest for the NeLH VBLHM contact Lynette Cawthra at the King's Fund. e-mail: lcawthra@kehf.org.uk

1st International Conference on IT and Information Literacy

Kelvin Conference Centre, Glasgow

20 – 22 March, 2002

Mike Hargreaves, Karen Haddon and myself from University of Central Lancashire, Library & Learning Resource Services attended this Conference earlier this year. Not quite knowing what to expect, but with what looked to be an interesting programme and a wide variety of speakers of differing nationalities, we ventured forth.

The Conference was a joint venture of The University of Glasgow, University of Strathclyde and Glasgow Caledonian University.

The topic is an important one as we are all involved in being educators in some form or another. In Libraries we are seen to be 'the fount of all knowledge' regarding information, retrieval and knowledge of the 'technologies' to gain that information. In the age of Lifelong Learning our clientel should be constantly improving their skills of information gathering and with the emergence of more and more Electronic Information, their IT skills need to be kept up to date.

It was a very packed programme, with Plenary and Parallel Sessions all day and into the evening. Even over Dinner it was interesting to talk to various people from many different walks of life within Libraries, Education and IT.

What is Information Literacy? It was defined as wisdom basically by J. Stephen Town of Cranfield University, for the purpose of this brief first report of this Conference, and wisdom is "possession of expert knowledge together with the power of applying it practically".

Along with our Academic and IT colleagues, we need to share in the role of educating our nursing students, nurses and doctors so that they can gain this expert knowledge and apply it in their particular fields of speciality.

Other Sessions included topics such as Creating Effective Information Users, Models of Integrating Information Literacy into the Higher Education Curriculum, Developing and Assessing Information Literacy Key Skills, Measuring Competency, IT skills are not enough!!!!
There were also sessions about Information Literacy in Schools and how these skills should be developed at an early age.

All in all it was a very worthwhile Conference, giving lots of food for thought. If you get a chance do attend the next one, which they told us could be next year.

Maureen Dow
Information Officer
Library & Learning Resource Services
University of Central Lancashire

Reflections
and Tips for Surviving an MSc.

Four years ago I decided to take my MSc in Heath Information Management at Aberystwyth. My main reason for doing so was to gain a wider knowledge and experience of the different types of information provisions within the health field and in particular the delivery of information electronically.

The course runs over three years and is by distance learning. A summer school is held at the beginning of each year at Aberystwyth and this gives you the opportunity to get to know your tutors and fellow students.

The first two years of the course consist of set modules, which are delivered by post, followed by a dissertation year.

Throughout the course I have always tried to link any of the assignments that I did, with work orientated topics. I found that this approach worked for me, as it gave a sense of purpose to what I was doing and had the added bonus of helping to achieve work objectives.

I applied the same principle when it came to choosing my dissertation topic. I decided to do research into the information needs of medical students due to the Trust becoming a teaching hospital in September 2003. This development would involve the influx of 90 medical students per year who would need access to library services and the impact that this group would have on library services would need to be explored.

People have asked me what I found the hardest part of doing the course and in retrospect; I must say my dissertation year. This was mainly due to the need to set your own deadlines and then to stick to them. I found the research element of the dissertation enjoyable but then came the hard part, the writing up. Motivation is the key here, especially nearing the completion of the dissertation, when there are all those little fiddle things to complete such as the reference list and proof reading.

One of the tactics I employed was to ask colleagues to ring me up on a regular basis and ask me how I was getting on with my dissertation. This helped to keep the pressure on and did motivate me to complete the work. However, be warned this does have it's downside. Imagine the scenario, you are snowed under with work and the last thing on your mind is finishing your dissertation when you go home that night. Then you get that phone call "How's the dissertation going", committing murder sometimes sprung to mind.

However, although I can't say I found the three years study enjoyable, I have found it a valuable experience and have made some great friends along the way.

Below I have included the summary of my dissertation and if anybody would like any further information please contact me on **01772 522763** or via
e-mail: **mandy.beaumont@patr.nhs.uk**

Summary

The remit of this study was to investigate the information needs of medical students while following a problem-based learning curriculum, and the impact that a substantial increase in medical student numbers would have on library facilities at Preston Acute Hospital NHS Trust.

The research was prompted by a number of organisational changes taking place within Preston Acute Trust. These were a site rationalisation process, which involved the amalgamation of the two existing Trust libraries and the change in status from a District General Hospital to a Teaching Hospital.

The study canvassed the views of fourth and fifth year medical students on placement at the Trust by the use of electronic questionnaires and focus group interviews. In order to provide a clearer picture of medical students' usage of teaching hospital libraries, the views and experience of library managers who currently provided these services were sought by the use of a questionnaire. Further clarification of their answers was obtained via e-mail or by telephone.

The research identified three main barriers that prevented students satisfying their information needs, which included; access to computers, book availability, long book loans and the absence of printing facilities out of office hours. Other findings indicated that there was a need for a formal library orientation and training programme to cover a range of information seeking skills, ranging from refresher courses for literature searching to library orientation.

The need for better marketing and promotion of existing library services was indicated and improved partnership working between library managers, tutors and the university.

The dissertation finishes with a list of recommendations for implementation in the new library facility and suggests that a training needs' analysis study will be required before a formal training timetable is produced for this user group.

Mandy Beaumont
Library Services Manager
Preston Acute Hospital NHS Trust

New Web Site for Aintree Library and Information Resource Centre

http://www.edgehill.ac.uk/lss/lirc/index.htm

The LIRC pages had been initially designed when the LIRC first opened in the summer of 2000. The picture was supplied by the architect of the Clinical Sciences Centre and the primary use of the information within the pages was for PR. We had the pages set up on a Information Kiosk which allowed visitors to read about the history of the project and the new service.

We found that over time that much of the information was redundant and usage of the site was very low. The information about the project became more historical so it was decided we would re-launch the site. The style and template were already established but there was scope for the Helpdesk team to delete outdated links and information and add new, more relevant links.

It was felt that the new pages needed to have a strong NHS focus. One of the driving forces for improving the pages was that NHS users of the LIRC were very familiar with the Edge Hill resources available to them via the LIRC networked machines but they were becoming very frustrated with not being able to access those resources remotely. 'How can I access journals remotely?' was a common query.

Much of the LIRC specific information remained and we decided to retain some of the logo's but it's the introduction of the E Journal links and Aditus that has brought the biggest improvements to the site.

The information and links on the left of screen are specific to the LIRC and contain details of staff, opening hours, facilities, the library catalogue and the Learner Support timetable.

The information and the links on the right of screen are direct links to Aditus, Aintree Electronic Journals, Nelh, The Walton Centre for Neurology and Neurosurgery homepage and the University of Liverpool Library homepage. The electronic journals are the titles where we hold the print subscription and the full text electronic is free or is available at a small additional payment.

We have also include a link to Highwire. Highwire offers free Internet access to many electronic journals within the disciplines of science and medicine. They are not up to date runs of the journal titles and normally exclude the last 12-24 months access. However the **Highwire collection** can still be used as a substantial resource and searched as a whole collection. It is also possible to just view each Highwire journal title individually and we have listed them alphabetically by title.

The Helpdesk team which is myself, Leo Appleton, Sue Astley and Stephen McDermott will be doing a great deal of publicity of the new site. This will include presenting at Grand Rounds, audit meetings and posters both within the LIRC and throughout both trusts. We will be adding journals when ever we can as we are still awaiting a number of username and passwords from publishers.

When users log on to the Edge Hill machines within the LIRC they can access over 4,000 electronic journals, many of these from the major science and health publishers such as Elsevier Science, Academic Press, Kluwer and Blackwell Science, and we will continue to promote to our borrowers the excellent collection they can access if they use a library machine...but we all know they want it at their desk top!. The new site has gone a long way to promote using our resources at work and at home and we will add new developments as and when they happen.

Many thanks to Leo and Stephen for setting up the links and registering with the publishers as that was the most time consuming part of the project. Access to most of the current 24 titles listed is via username and password with only 4 that are IP controlled so therefore only available on the NHS network. There are huge issues with NHS IP addresses and anyone who has experience of trying to register via a NHS IP should have a chat with Leo so you can share your views and concerns.

Please have a look at the site and we welcome any feedback anyone has.

Rachel Bury

Manchester & Stockport
Health Libraries Passport Scheme

Co-operation and collaboration are not new concepts to health librarians and both were already very much in evidence within the Manchester health libraries community before the publication of Information for Health. The latter, however, provided the spur for projects which are designed to increase access to a wider range of resources and to a wider range of people.

One of these was the introduction of a local health library passport scheme enabling registered users from any of the participating libraries to have access to resources in partner organisations. Health care libraries in Manchester were invited to join the scheme and were asked to offer a minimum of reference only access to all NHS, and related, staff in the geographical area. It was recognised that each library has its own local service regulations plus each have different charging mechanisms for service. These differences are catered for within the scheme. The passport document clearly states which services are offered by each library in the scheme, further services are by negotiation with the individual library and are subject to local service policy.

There are currently 17 libraries within the scheme which includes the acute trusts, the Health Authority, health promotion, a community health council, Greater Manchester Drug Reference Library and John Rylands University Library of Manchester.

As part of a 12 month pilot scheme the acute trust libraries and the Health Authority Library in Manchester have agreed to allow NHS staff who work in the vicinity of their library to apply for membership and will offer full borrowing rights. This is in addition to other services such as photocopying, access to databases, expert searches, current awareness and inter-library loans which are offered under conditions set by the individual libraries.

Manchester boasts a number of specialist resources (such as the cancer collection at Christie Hospital and the ophthalmology resources at the Royal Manchester Eye Hospital). Opening doors to the wider health community has encouraged fuller exploitation of such specialist resources and has broadened and improved access to library services generally , taking a multi-disciplinary and multi-organisational approach.

The Passport Scheme is managed by the local health librarians' 'patch' group who make policy decisions about the service. One member of the group is responsible for making changes and updating the master copy, which is distributed electronically. The LIS Project Manager is responsible for encouraging local health care libraries to join the scheme.

The Scheme is marketed via newsletters, intranets / extranets, leaflets, word of mouth, mailings to GP surgeries and community clinics, through the PCT's and as part of the library and knowledge skills training sessions.

Statistics regarding the take up and use of the Passport Scheme are being collected and will be evaluated at regular intervals (the group acknowledge the difficulty of monitoring the casual or reference only user). Feedback will be given to both to the local health librarians' group and (via the LIS Project Manager) to the LIS Project Board.

The 'Passport Scheme' policy of open and accessible physical library services makes future considerations, such as merged catalogues, more meaningful. It also enables the 'Patch' to consider collection rationalisation in terms of developing specialist collections and meeting information gaps.

Chris Thornton and Melanie Hinde will be presenting a Poster at the HLG Conference in Edinburgh in July on this and other collaborative schemes introduced in Manchester and Stockport by the Patch Group.

Expanding this scheme to the Workforce Development Confederation areas would improve accessibility to valuable information resources for the NHS workforce and contribute to equity of service provision to all groups.

The Manchester and Stockport Patch Group would like to extend an invitation to all health care libraries in Greater Manchester to participate in the Passport Scheme.

Please contact **Melanie Hinde**
tel: 0161 237 2630 or e-mail:
melanie.hinde@agency.manchester.nwest.nhs.uk

LIHNN

"editor's column"

notes for contributors

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

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

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

3. All items can be submitted in print or electronic format.

please abide by the following points:

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

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

- The name of event and location

- Date of event

- Name of organizing or sponsoring body

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

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

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

Guidelines for contributors are also available on the Lihnn website.

contributions should be submitted to:

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We are on the web at:
http://www.lihnn.org.uk

E-MAILS TO THE EDITOR

I received an email from Sam Burgess at Westmorland, pointing out that it would have been a good idea to repeat the photograph for the "Cap the Caption" competition, in order to jog readers' memories! Thanks for that, Sam. It's a point I'll bear in mind for future editions.