LIHNNK UP

LIH NN

by Health Libraries, For Health Libraries   **ISSUE 8   WINTER 2002**

winter
warmer

With frost and snow on the ground and a chill wind blowing as I write, winter seems a very appropriate term for this edition.

Hopefully some signs of spring will be evident when this issue reaches you! I feel sure that the dietary excesses of the festive season will now be a distant memory and you will all be ready for some very palatable items of, shall we say, brain food!

Good news from the Editorial Board, as **Rachel, Emma** and I are now joined by **Kieran Lamb** and **Hannah Gray.** We will no doubt be planning the future crop of exciting issues crammed with accounts of projects and events offering practical and inspirational experience to colleagues.

The theme of training is strongly represented in this issue. Several projects, aimed at honing searching skills, have been running in the region. Firstly **Fran Wilkie** reports on a Library & Knowledge Skills Training Programme run in Manchester, **Lorraine Fazackerly** describes the training service available in East Lancashire, and lastly **Anu Garg** reviews the project which was designed to equip health care staff with searching skills, in the Chorley and Preston areas.

A way of putting such skills into practice is to access journal tables of contents at the desktop, and **Steve Glover** tells us how this was achieved at Christie.

General topics then follow, and **Sam Burgess** writes up her account of the IFLA Conference in Glasgow in August. Librarian support to a research team investigating the effects of Human Resource Policy making in the NHS is described by **Riz Zafar** and **Steve Glover**.

The recent upheavals in the world of health authorities and PCTs have resulted in reshaping and relocation and no doubt much more. This was the case for **David Ellis**, who gives a blow-by-blow account of moving his library to the newly formed Ashton Leigh and Wigan PCT premises.

The final contribution will be a relief to those of us looking for divine guidance as we can now call upon the good offices of St Aldhelm, patron Saint of Librarians! I am grateful to **Kathy Atkinson** for forwarding this extract, which I have abridged, from a delightful children's book of saints.

David Stewart whizzed around with his camera at the Christmas Study Day and the selection of photographs provides a veritable feast for the eyes!

Kathy Turtle

Library & Knowledge Skills
Training Programme

November 2001 – December 2002

The Library & Knowledge Skills Training programme has been in place since November 2001, offering healthcare professionals the opportunity to learn how to access and use a wide range of good quality electronic information resources.

Since the start of the programme, 327 different people have accessed the training: there have been **516 attendees on over 100 workshops and training events** at different locations around the city. The training mostly takes the form of 2-hour hands-on workshops: dates are publicised and individuals book themselves a place. Other training has taken place at service study days and GP meetings in the form of lectures and demonstrations. Bespoke training sessions have also been arranged for different teams of staff, according to their needs.

There have been a number of courses offered:
- **Healthcare Resources on the Web**
- **Searching for Journal Articles, Parts 1 and 2**
- **Introduction to the National electronic Library for Health (NeLH)**
- **Introduction to the Cochrane Library**

As a result of feedback from attendees and service managers, it was decided to change the courses that were being offered, and the order in which they are run. These have been piloted successfully in Stockport, and will be implemented in Manchester in 2003. The programme in Stockport has been called **Finding the Evidence** and is split into 4 workshops:

- **The First Step** - covers how to put together a search strategy, searching tips, Boolean logic, and searching effectively – skills which are transferable into any electronic resource
- **Information Gateways** – looking at what resources are available via the NeLH and the Aditus portal
- **Cochrane and Clinical Evidence** – how to use these two "gold standard" resources about the effectiveness of healthcare interventions
- **Searching for Journal Articles** – how to access and search the databases available via the Aditus portal

Attendees on the courses have held a range of positions, from a variety of healthcare professions, mostly from within primary care, including: administrative staff, clinical audit facilitators, clinical governance staff, community nurses, community paediatricians, dental officers, dieticians, district nurses, GPs, health promotion staff, health visitors, health and safety personnel, occupational therapists, orthoptists, pharmacists, physiotherapists, podiatrists, practice nurses, psychologists, rehabilitation assistants, school nurses, service managers, speech and language therapists, as well as staff from the Department of Postgraduate Medicine and Dentistry at Gateway House, and the Greater Manchester Workforce Development Confederation. Work is also being planned in 2003 for staff from the Manchester Mental Health Partnership.

A post-training evaluation form was sent out to staff to ascertain if the training had made an impact on the confidence and abilities of participants. The key findings from the questionnaires are as follows:

- 98% rated the training as good or excellent
- 80% felt more confident using the internet after the training
- 82% felt more confident in their ability to form a search strategy and search effectively
- 93% felt more confident about selecting the most appropriate resource to search
- 95% felt more confident in their ability to find relevant information
- 70% felt that the training had already had an impact on the way they work, in terms of changed practice, direct patient care, team-working, and their own professional development.
- Those who said that the training had not had an impact on their work said that it was because they had no access to a computer in their department, or they needed more time to practice and develop their skills
- 84% had recommended the training to colleagues

Comments from the evaluation:
"This introduced me to a number of health sites which have proved to be invaluable." Health Promotion Advisor
"I had no knowledge previously and will find it useful when researching projects or looking for info."
Community Dietician
"It got me started on the computer and gave me more confidence in using internet." Staff Nurse
"Both courses were very useful but NeLH will probably be more useful in everyday work as it contains so much more." Practice Nurse

A number of **workbooks and guides** have been developed to support the training programme. These are used as part of the workshops, and are also distributed to staff who are unable to attend courses. The workbooks have been adopted by a number of libraries across the northwest, and the Northwest Health Care Libraries Unit is making them available elctronically via the Aditus portal. Training on using the Aditus portal and databases has also been provided for library staff across the northwest, on behalf of the Health Care Libraries Unit.

In addition to the workbooks, a web-based resouce is being developed collaboratively with the Evidence for Population Health Unit in the Medical School at the University of Manchester. This resource – **Evidence for Practice** – focuses on the issues of accessing, appraising and applying evidence to healthcare, including information on "how to", as well as worked examples, with downloadable worksheets and tools. The site will be launched in Spring 2003, and will open up access to training for healthcare professionals across the city. Ultimately, the resource will be available across the northwest to help deliver library and knowledge skills training.

As well as the Library & Knowledge Skills Training programme, the trainer has managed a European Computer Driving Licence (ECDL) training programme for library staff across the northwest, on behalf of the Health Care Libraries Unit. ECDL is a recommended standard IT qualification for NHS staff, and 80 library staff completed the qualification in 2002. Another 40 staff are due to start the next round of ECDL training in January 2003.

Fran Wilkie

information for health
training needs and a training response

"I paid for an introduction to the Internet course at my local college, but it was way above my head and I ended up more confused than before"
- quote from a Sister.

I was appointed to the post of Library Skills Training Facilitator in April 2001 as a result of a successful bid to provide 2 trainers for East Lancs, one to cover Primary Care and the other to focus on delivering training across Blackburn, Burnley and Calderstones NHS Trusts.

Initially the contract was for 18 months and to date a small extension of that contract has been funded, to meet the on-going training demand.

THE CHALLENGE!

My brief was to conduct a training needs analysis to gauge skill levels and find out what healthcare staff felt they required, in order to successfully use internet resources to support clinical governance and evidence based practice.

Questionnaires were distributed to various wards and professions throughout the Trusts. The questionnaires were divided into the following sections - PC access and use, E-mail, Use of the Internet, Medical resources on the Internet, Medical databases and Evidence – Based Practice.

The overall return rate was 58% although notably the return rate for Physiotherapists and OT's reached 76%.

Key findings were as follows; Access to a computer, either at work or at home did not appear to be a problem, as 91% of respondents said that they did have access, however figures for actual use were much lower with 55% using a computer less than once a week and 10% stating they never used one. Few staff used e-mail in the workplace,

nor did they have an e-mail address at home. As an e-mail address is utilised as an identifier by a number of health related resources on the Internet, it is an important adjunct to full access to healthcare information, not to mention its advantages as a communication medium!

Not many staff had other than basic skills when using the Internet and 35% said they did not know how to get to the Internet on a computer.

At the time of the survey, some 70% had never heard of the National Electronic Library for Health and only 8% had used the website.

Similarly, almost 80% had never heard of Aditus and only 8% had used the portal.

63% had no knowledge of medical sites on the Internet.

Those questions focussing on literature searching revealed that only 8% of respondents saw themselves as regular and reasonably competent searchers for clinical information. Confidence levels were generally low and 35% said that they had never searched a medical database. Knowledge of the range of medical databases, as offered by Aditus, was very limited, Medline and Cinahl being mentioned most frequently, with 36% admitting that they had no knowledge of any of the databases listed. Searching techniques other than 'free-text' were virtually unknown and seldom, if ever, used.

Of those who answered questions on evidence-based practice, 90% claimed that some or all of their practice was based on evidence and although journals were cited as the top source of evidence, only 20% would have looked to the Internet and databases to perform a literature search for evidence.

The lack of skill in using the Internet, the puzzlement about its place in providing quality evidence for healthcare and the general absence of confidence, as typified by the Sister's plaintive comment, was all too apparent !!

THE RESPONSE!

Training has concentrated on 2 key areas; Identifying and using quality medical resources on the Internet and using medical literature databases to find evidence and best practice. Training has also been designed to focus on resources for individual professions, doctors, physiotherapists, pharmacists, speech therapists, OT's psychologists etc. Some groups have required tuition on Internet basics (search engines, hyperlinks, e-mail etc) before progressing to training on the resources themselves. Sessions, generally 2-3 hours in duration, have always been well attended and well received. Evaluations immediately following training have all rated the sessions as Excellent (60%) or Good (40%). Individual comments have included 'A must for all staff' - Will really benefit my work' – 'Stimulated my appetite for further learning' – 'Very absorbing' 'Extremely useful' – 'Would readily recommend the workshop' – 'Mind –blowing'.

To date, some 570 staff have attended training sessions, 81 of which have been for groups, usually profession based, plus over 100 one-to-one sessions.

One of the major impediments to delivering training has been the lack of suitable venues for groups within the hospital premises, especially as library skills training has had to compete with EPR and basic IT skills training for whatever accommodation was available. Fortunately, some generous 'one-off' funding has allowed us to hire an IT training suite in the vicinity of the Blackburn and Burnley Acute Trusts. Sessions there have proved extremely effective and successful.

Other issues which were seen as barriers to using resources effectively included lack of time to attend training sessions, the slowness of Internet / NHSnet and computers without relevant software loaded on them, in particular, Adobe Acrobat. There is also a high degree of confusion about the number of passwords needed and also their purpose. The ATHENS access system is not well understood by those 'return to learn' staff who

sign up for part-time university courses (university colleagues, help here please!) and trying to explain that the NHS ATHENS is not quite the same only compounds the problem! Simplification of the systems for access to knowledge, which is hopefully in the pipeline, should solve this all too apparent conundrum!

I thought it important to try to ascertain how useful training had proved by carrying out a limited follow-up exercise with some of the staff who had been trained in 2001 or early in 2002. Letters were sent out in late Summer 2002 asking them to indicate whether they had used the Internet and /or Aditus to assist their work or studies. 69% replied that they now used Internet for healthcare issues and 54% said that they were regularly using Aditus. Those who replied in the negative mostly cited lack of time as a reason, closely followed by poor access to a computer. The respondents were invited to comment further; typical of their responses were –

'Aditus training sessions invaluable – important for future research that my training continues – training was of great benefit – enhanced my clinical work – I have gained confidence since the training sessions – course provided me with useful skills which have helped with clinical work with clients – Aditus is an excellent resource!' Most frequent was a request for updates and further training.

What's next??? Well, there are still many staff to offer the 2 basic courses to and we have also been able to run a course on advanced searching techniques for evidence –based practice.
A course on using the new Cochrane interface is also in the pipeline.
Imparting knowledge and skills to such a committed and enthusiastic audience has been a richly rewarding and THOROUGHLY enjoyable experience!!

Lorraine Fazakerley,
Library Skills Training Facilitator for E. Lancs

Photographs from the
Christmas Study Day
David Stewart

Linda Ferguson (left) and Linda Riley - Our "Ladies in red!"

Beryl Stanley with speaker, Colin Paterson from E-Tempest

Michael Mason and Marie Ford - pausing for much needed refreshment.

...and another event

Lihnn librarians at the "Knowledge and Libraries Co-ordinators Forum" at Walton Hall in January.

Knowledge management training project
Contributors to success

My last year was spent on managing a 'knowledge management' training project for Chorley and Preston PCTs' and Lancashire Teaching Hospital Trust's health professionals.

I believe the project was very successful because it managed to train 40 health professionals, from OTs to GPs, in literature search and retrieval skills and not to mention the critical appraisal skills. A pre and post-test measure to identify search and retrieval skills improvement showed approximately, on average, 54% improvement in skill &2 levels. Some could even give the librarians a run for their money! (I can already picture some of you fuming but no hate-mail please!)

Anu and students (Anu is third from left).

More students proudly display their certificates.

It is the post-mortem time, a usual undertaking for the end of the project. With the benefit of hindsight, I would like to share five major contributors to the success of my project.

- A trainee needs analyses was conducted in which data was collected through questionnaires and focus group interviews to design a truly learner led curriculum.

- Contact with the heads of various health occupations was made right in the beginning of the project to explain the project aims, delivery time frame and to identify best promotional channels for their own staff. This in turn made them perfect godparents for the project. You need those!

- Design of courses at two levels – introductory and advanced- to cater for the novices as well as experienced searchers.

- Plenty of hands-on practical or shall I say hunched-on-computers time (5 out of a total 8 hours course) was built into the courses through structured and open-ended activities.

- Pre and post-training tests2 were conducted to quantify the trainees' achievements. This was done to provide a meaningful feedback to the trainees and to build in a quantifiable evaluation measure for the quality of the training provided. This fitted in well with my philosophy of never taking my dinner guests' compliments seriously.

I have only managed to isolate only five major contributors to the success of my training project but I have a penchant for ten things. Therefore, on behalf of the editor, I would like to invite other Knowledge Management Trainers to identify at least five more steps/ features from their own training projects or experience. Please send your contributions to the editor3.

Anu Garg
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3 Mrs Kathleen Turtle, Editor, LIHNNKUP at Kathy.Turtle@lthtr.nhs.uk

E-TOCs & ZETOC

Current Awareness Services delivered to the desktop

Introduction

Shortly after midnight every Thursday morning, a list server in Massachusetts delivers an electronic table of contents message to the Kostoris Medical Library at the Paterson Institute for Cancer Research in Manchester, England. The message contains details of the latest edition of the New England Journal of Medicine complete with hyperlinks to the full text of the content online. The use of publishers' electronic current awareness services have been integrated into the dissemination process of the library service to enhance the speed of communication and access to full text content. As a means of promoting electronic journal use, a system of email delivery coupled with fast Internet access has allowed a migration from paper-based current awareness alerting to a seamless online product. [1]

E-TOCs – Electronic Tables Of Contents

E-TOCs or electronic tables of contents are now freely available for a great number of journals. E-TOCs provide a fast system of current awareness delivered straight to the desktop, in many occasions, before the printed journals have even left the printers. E-TOCs' offer a number of advantages over other current awareness products, such as:

- Email alerts with embedded links to full text
- Alerts to articles available in advance of publication
- Alerts to in press and future issues
- Citation tracking
- Subject Collections

In 1998, the Kostoris Library began by profiling users and setting up E-TOCs. The first journal title to be piloted at Christie was the Proceedings of the National Academy of Sciences (PNAS) hosted by High Wire Press. The Library registered a library email address on the PNAS website, then set about creating an internal distribution list of doctors & researchers who wanted to receive the alerts. The result is that twice a month, the Medical Library receives an alert from PNAS via email, two mouse clicks later over 45 users have the alert with links in their inbox.

Academic Press's Ideal online journals product recently ran an E-TOC promotion that asked "what would be in Darwin's inbox today?"

As E-TOCs are free you can provide this type of Current Awareness product to titles you may not even hold a subscription for.

ZETOC –
http://www.nelh.nhs.uk/zetoc

ZETOC is a service provide by the British Library. The are a few differences between ZETOC and publishers' E-TOCS, the main difference being ZETOC alerts don't contain links to the full text of articles. There is also a time lag with ZETOC, as the alerts are not sent out until after the British Library has received the content.

ZETOC does however provide a powerful search tool for searching across TOC's, which is useful when looking for articles not indexed by Medline or EMBASE.

Discussion Points

At the Kostoris Library, we are now providing E-TOCs to over 70 journal titles. Library users can provide us with a profile in the form of a list of journals that are core to them and we will set up E-TOC/ZETOC alerts on demand. An added bonus of providing E-TOCs with hypertext links is that it promotes e-journal usage and awareness, as well as marketing the Library's services within your organisation.

It has taken 4 years for us to get to this point with our E-TOC service, if you are considering setting one up in your institution, choose a popular title such as the Lancet or New England Journal of Medicine, this should give you a quick win with the users.

Many of the bigger publishers and subscription Agents such as Academic Press, Elsevier, Wiley, and Swets Blackwell provide a central method of managing E-TOCs. Under 1 management log-in you can subscribe to a multitude of journal E-TOCs which allow you to add or delete alerts as required.

Steve Glover
Kostoris Medical Library
Christie Hospital NHS Trust

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68th IFLA
General Conference and Council

Libraries for life: democracy, diversity, delivery.
August 18th-24th 2002. Glasgow, Scotland.

This year I was lucky enough to be the recipient of a CILIP funded place at the IFLA conference in Glasgow. This is one of the annual conferences for the International Federation of Library Associations that are held around the world, last year in Boston, next year Berlin.

The IFLA celebrated its 75th Anniversary in Scotland, its founding country. The conference was held at the Scottish Exhibition and Conference Centre (SECC), which had the capacity for more than 4,600 conference attendees including 1,441 from the UK[1].

As with every conference there were too many sessions for any individual to be able to attend each one, but a selection of papers were available during the conference at www.ifla.org. They are still available online, just click on IFLA publications, conference proceedings and then select the link for the Glasgow conference. For anyone that is interested, all other conference details as far back as the 59th conference in Barcelona in 1993 are also available.

The beginning:

My first lecture was for first time attendees, of which there were about seven hundred. This session was interesting as it introduced to us to some of the main players of IFLA as well as outlining its history and purpose. One of the speakers, a regular participant of the Conference, exhorted us to get involved and not to be too shy to talk to colleagues.

With that in mind, I planned my week at the Conference to cover sessions based on particular

key areas of interest such as the health sector, professional development, education and training. The Conference began in earnest on the Monday morning to a packed theatre. Participants were welcomed to Glasgow by the sound of pipes and a speech by the Lord Provost, Alex Mosson. We were then entertained with a poetry reading by Seamus Heaney, present via video link! Sadly, the poem is not available online at ifla.org, but the following few lines give a flavour of the poem.

"...Have a fine dance with it this week, unlock Your word-hoards, take heart and take stock Of everything a library can do. To let the future shimmer and show through."[2]

The lectures:

The Health sessions were of particular interest. The three key speakers were Jan Veltrop (BioMed Central Ltd, London) talking about BioMed Central and 'Turning publishing on its head'. Prudence Dalrymple (Dominican University, River Forest, USA) talking about 'the impact of medical informatics on Librarianship'. Miriam Pollack (North Suburban Library System, Wheeling, USA) describing a 'a model programme for education, information and debate in public libraries' with relation to the genome project. Unfortunately, Jan Veltrop's paper is not available on the IFLA website, but the other papers on medical informatics and health in public libraries are online.

Jan Veltrop spoke convincingly on the premise of BioMed Central, offering free access to peer reviewed journals and suggesting that we, as Librarians, should be persuading people to

read and publish in such journals so that information may be free to all. The theory is that all original research articles published by BioMed Central are available freely, immediately and permanently online without any barriers to access.

The section regarding continuing professional education was interesting, Gwenda Thomas from the Library and Information Association South Africa (LIASA) spoke about the development and progression of a partnership programme between LIASA and the University of Illinois as a means of providing professional education. The South African Library Leadership Programme was created and is currently training 18 staff members from across South Africa.

Education and training was another session that I attended. John Feather and Alan Brine from Loughborough University lectured on supporting skills development and discussed the acquisition of key skills, both generic and specific to sectors such as law or health. Feather and Brine showed that the results of research into the area has come up with four key areas of professional practice: information resources, information services and organisation management, information systems, policy and the broader social dimension of information work. They have also come up with four skill levels ranging from recognising a problem and using simple techniques to solve it, up to the fourth level of being able to successfully solve a complex problem using more advanced techniques.

In amongst all the papers being presented, were workshops, library visits, poetry readings and lively talks from authors such as Deborah **continued on page 8...**

68th IFLA
General Conference and Council

Moggach (wrote Tulip Fever), Michael Morpurgo (wrote Arthur, High King of Britain) and Jim Crace (wrote The devil's larder) amongst others. Out of a choice of several libraries to visit including the Edinburgh College of Art, the Scottish Poetry Library and the National Archives of Scotland; I chose to visit the Royal College of Surgeons, Edinburgh and was quite surprised to see that the focus of the collection is historical rather than current. Nevertheless it was interesting to see such a collection and admire the surroundings.

The exhibition:

The conference exhibition displayed all the usual companies; Swets, CILIP, IS Oxford and a few showcasing their wares to the international contingent, namely the British Library and The United Nations Organisation. The British Library stand focused on the digital conversion of a beautiful centuries old book. This was a treat to see and to use, I had not expected a digital book to be so intuitive, all 'handling' of the book was done via a touch screen, the pages turned as you would a real book – virtual reality indeed!

Within the main hall was situated the poster papers presented by colleagues from around the world. A selection of posters include: 'From sticks and stones to bits and bytes' from Iran, 'Developing technology skills in future library professionals' from the USA, 'The use of digital libraries by visually impaired people' from the UK and the winning poster was from South Africa: 'The managerial process of digital imaging projects at the University of Cape Town Libraries'. There were over thirty poster presentations, all very interesting, in particular

a project from Thailand, describing non-paper reading materials where books made from cloth were exhibited.

Party time:

The highlights of any conference are usually the social events. IFLA was no different, the opening reception was held just a few yards from the SECC across the Clyde in the Glasgow Science Centre, where we could examine the hands-on exhibits whilst sampling the buffet. However, either the entire contingent of delegates were either hungrier than expected or the caterers had not anticipated the demand for food, but many delegates were left wanting!

Other social events consisted of an evening at the Royal Cultural Hall in Glasgow where we were entertained by the students from Royal Scottish Academy of Music and Drama. Audience participation was encouraged with a group rendition of Auld Lang Syne for the finale! On Thursday, an early reception for the people that had managed to obtain tickets for the Edinburgh Military Tattoo was held at the Scottish Museum in Edinburgh after a day of library visits. The Tattoo was a thoroughly enjoyable event, although it rained at first, with military bands from around the world and Trumpetterkorps – a band on bicycles from the Netherlands!

The end:

Anne Fine, Children's Laureate, speaking powerfully on the subject of encouraging children to read, gave the final plenary. Fine makes an extremely good advocate for children, even to the point of the creation of a website where children can download book-plates to encourage them to build their own book collection. A quote from Anne Fine, to the amusement of the audience, was 'you never know what's in a book until it's too late'.

Final Thoughts:

It was particularly interesting to discover what was going on outside the world of health librarianship and to meet with colleagues. I would definitely recommend that you go if you ever get the chance to attend an IFLA conference. For those of you that like to see the world, the next few conferences are to be held in Berlin (2003), Buenos Aires (2004), Oslo (2005), Seoul (2006) and Durban (2007).

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finding THE EVIDENCE

a librarian's involvement in a team approach

Riz Zafar, Assistant Librarian at Christie Hospital has recently joined a research team from UMIST School of Management, Manchester Centre for Healthcare Management, and National Primary Care Research and Development Centre, who are undertaking a two year project looking into the effects of Human Resource Policy making in the NHS.

Research experts and associates will carry out the research study with the intention to produce reviews of current practice, which will distinguish best practice, inform the HR policy agenda and make recommendations for future research.

The project will be on-going for two years and is titled *New Ways of Working – A research facility to support HR policy*

making in the NHS. The team recently completed their second review paper, a review on Skill Mix commissioned by the Human Resources Directorate of the Department of Health (to support the NHS Changing Workforce Programme).

The team identified 9064 papers, of which 24 met the criteria for inclusion. The databases searched included MEDLINE, CINAHL, PsychINFO, Cochrane Library, HMIC, Centre for

Reviews and Dissemination, and Department of Health Research Findings Register.

Riz's roles as Librarian within the research team is to set up search strategies for searching the literature databases, provide advice on interrogation methods, keywords and search languages, and to conduct the searching as and when required. The search results are then analysed by the researchers. The Skill Mix review was published for the Department of Health in September.

As well as gaining valuable experience being part of a multidisciplinary team, Riz is being contracted to the group through UMIST Ventures, providing the Medical Library at Christie with a valuable source of income generation.

Steve Glover & Riz Zafar,
Christie Hospital NHS Trust

The Road to Wigan Cheer
A moving story

QUESTION ... when does a library become a Knowledge Assets Mining Facility Resource Centre?

ANSWER ... when it's given a whiff of PCT management pheromones.

That is precisely what has happened to the former Wigan and Bolton Health Authority library which has now been transported to a higher level (up the hill actually, near the chippy), kitted out with some wicked gear, and completely transconceptualized. So. Bye-bye WigBolHA. Hello librariness. I think I'm on a high-high.

So, what's this all about then? Well, at last, the former waif of a library has got a proper home. At long last, the library service is being properly embedded within the evolving structures and functions of the new PCT. This development is being driven by the push to make the PCT a learning organization.

Part of the strategy is to include the library in the programme to improve workforce knowledge and competencies, not just vertically via the PDPs and appraisals process for each individual, but also horizontally via the NSFs programmes, care pathways and the multidisciplinary teams. The library has switched to a new directorate and moved out of Information Services and into Corporate Development.

One organizational move, inevitably, has been to create a learning/education centre that accommodates a library, IT training suite and a conference suite. A fourth wing in the building houses two of the Intermediate Local Health Groups which are earmarked at some stage for relocation so there might be further scope for developing the centre.

Despite this investment in education and training however, the new library has been set up using external funding. I must acknowledge that the spirit of, and uplift given by, a new beginning, and the potential for realizing incomparably better services than before, is due, in no small measure, to the contribution made by the North West Health Care Libraries Unit, which has funded the bulk of the new library set-up. As for the new computers, which some are drooling over, these were funded by the Greater Manchester WDC through mechanisms of the LIS.

So. We've got a new base, a new role and an image to go with it, but what of the new service itself? Well, the hard graft of the physical move has now given way to the hard grind of a programme of work designed to get the show on the road and to provide the kind of service the new organization is requiring.

The list (recognize it?) is endless – sorting funding (including sponsorship); user needs assessment; new library management system; website development; marketing and promotion; user guides and literature; the umpteenth strategy; establishing stakeholders group; end user training programme; the LIS; current awareness service; trust knowledge management systems; accreditation; researching the library evidence-base; library columns in others' newsletters; enquiries and literature searches; cataloguing and indexing; meetings; making a brew ... and that was all just yesterday.

On top of all that, you have to cope with being not a librarian, but with being a Knowledge Assets Mining Specialist, or Learning Resources Systems Facilitator, or a ... Oh! Nearly forgot. A showman.

The official opening of the new centre and the library will be some time around late January 2003 (on current guesswork). There will, of course, be the glitterati, laudatory speeches, photos, eats-treats, as you can imagine. Our humble selves (Teresa is the other half of the library) will be using the grand occasion as the opportunity for a library Open Day to promote the service for all its worth.

So, if there is anyone who's done this before and would like to do a good deed by contacting us with any advice, this would be much appreciated. We've already got various ideas as we need to be a brilliant success on the day. I guess it's all about establishing and promoting your own 'brand' of function amongst all the others in the trust. And with branding comes identity. What's the bet whether I am still plain downhome 'Librarian' next year?

No doubt, there will be a sequel to this article. Till then, let the library rip!

David Ellis
Ashton, Leigh and Wigan PCT

St Aldhelm
(The patron saint of Librarians)

Aldhelm was born about the year 639 of a noble family in Wessex, related to the king.

While he was still a child, and Irishman named Maelduin settled in Wessex at Ingelbourne... Aldhelm...as soon as he was old enough...was sent with the other children of noblemen to the school, which the Irish teacher opened there. He was by far the most brilliant of the pupil, and when he had learnt all that Maelduin could teach him he got his father's permission to go to Canterbury to study...For some years he stayed at Canterbury, teaching as well as learning and writing books as well as reading them.

Then in 675 he went back to ...Ingelbourne. Aldhelm, by the death of his father, was now very rich, so he decided to devote his wealth to building a great abbey instead of a small house, which should be a meeting place for scholars as well as a home for monks. It was named Maelduin...and became known as Malmesbury, and Aldhelm became its first Abbot. ...

Though...the greatest scholar in the land, Aldhelm taught people in a very simple way. He used to disguise himself as a minstrel and sit on the town bridge singing popular songs which he made up himself. People would stop and listen to him because he had such a good voice and the songs delighted them. Then, once he had got his audience, he would introduce more serious things into his ballads and so gradually win even the most ignorant and careless to take at least some interest in religion and learning.

...Aldhelm felt he must...visit Rome itself. He wanted to be sure that, after his death, his three houses would be kept on in the way he wished, and he knew that, in those troubled times, only the Pope himself, by giving him a 'charter of privileges' for them, could make this certain. So he made ready to sale and went to the sea-cost of Dorset to wait for a favourable wind. ...he had to wait for...sometime, and while he was there he built a little church for the people of the neighbourhood. When at last he was able to leave, a great number from all over Wessex came to see him set off, and the place from which they saw his ship fade into the distance is still known as St Aldhelm's Head.

The Pope received him with great friendliness, granted hi the charter he asked for, and gave him many things to take back to England. It was books and rare manuscripts that Aldhelm

mostly collected...Aldhelm's safe return was the occasion of so much rejoicing that it was almost like a religious festival. The people actually did 'dance for joy' for the old chronicle records: "The people engaged themselves in dances, and by these and other bodily gestures declared their joy. All united in praising God who had restored Aldhelm to his native shores."

He was made Bishop of Sherborne and while he was at Canterbury for his consecration he heard that a foreign ship had landed at Dover. He hurried there to see if there were any books

he could buy, and found a complete copy of the Bible, beautifully copied and illuminated. But the sailors, seeing only a poor man, not very well-dressed, looking at this treasure, refused to sell it to him because they thought he would not offer them enough money. Just after they set said again a great storm arose. Aldhelm managed to organize a resuce party which brought them all safe to shore, and in gratitude they gave him the Bible, which for hundreds of years remained one of the treasures of the library at Malmesbury.

St Aldhelm was the first Englishman we know of who cared about learning; the first to write books, which we can still read today, and the first to found a library. So it is most appropriate that he, and he alone, should be the patron saint of librarians.

Williamson, Hugh Ross The children's book of patron saints Harrap 1959 pp45-49

Submitted by
Kathy Atkinson, adapted by **Kathy Turtle**

"editor's column"

LIHNN

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.

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