



A thing of beauty is a joy forever

New departures, new looks, new initiatives and new areas of activity.

This edition of LIHNNK Up has a Spring-like feel to it as gardens bloom, barbecues get dusted down, beer gardens fill up and thoughts turn to summer holidays.

New opportunities have been offered to people with learning difficulties by Northumberland, Tyne and Wear NHS Library Services' Project Choice initiative (p.13).

On their travels have been **Dawn Grundy**, taking part in an Erasmus visit to Turku University of Applied Sciences, in Finland (p.3), and **Sinead English** who visited the House of Commons Library (p.14) while **Kerry Booth**, from Morecambe Bay, is this issue's new starter (p.15).

Librarians from all over the north converged on the National Railway Museum at York on March 10th for the Big Day Out event (p.4) featuring among other things a keynote speech by Jo Cornish, from CILIP; Public Health Resources; Bite-sized e-resources guides; Genomics and Peer Review of Literature Searches.

Royal Liverpool and Broadgreen, Alder Hey and Liverpool Women's are boasting a new look with their splendid HCLU-funded banners (p.2) while the new YOHLNet network's

tendrils now stretch from the Yorkshire Dales to the Humber Estuary (p.12).

Elsewhere in this issue new initiatives include training public-library staff in health information (p.11) and using RSS feeds to put together email newsletters (p.10). As part of your plan for new personal growth this Spring you might be feeling tempted to do a bit of research on your own account – if you are don't miss **Fariba Bannerman's** article on "How to Write the Perfect and Compelling Research Proposal" (p. 8) and **Matt Holland's** Land of Geek column showing you how to get your references together (p. 19).

Like a topiary unicorn the E-books matrix (p. 16) continues to confirm Keats' judgement that "a thing of beauty is a joy forever," while the hardy perennial of patient information continues to pop up in unexpected places (p. 18).

Nothing blooms without a good gardener though and you can see **David Stewart** enjoying some well-deserved cake on (p. 19) while **Andrea Guest** gets a well-earned bouquet (p. 20) for getting everyone to the right place at the right time, paying the bills and generally keeping the show on the road. Here's hoping she gets to spend a bit of time in her deck chair enjoying the view.

John Gale
MID-CHESHIRE HOSPITALS
FOUNDATION TRUST

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Banners: All change in Liverpool!

Following a joint bid for Library Development Funding from the NHS Healthcare Libraries Unit - North, the Royal Liverpool & Broadgreen University Hospitals NHS Trust, Alder Hey Children's NHS Foundation Trust and the Liverpool Women's NHS Foundation Trust decided that their existing banners were in need of a re-vamp to promote their facilities and services.

We wanted a design that was more 'eye-catching'. The wording we chose had to be fairly generic, as the same design was used for 3 different Trusts to keep down the cost.

However, we were able to use our own Trust logos and choose our own colour schemes, with the Liverpool Women's opting for their banner to be more representative of their corporate colour scheme.

They have been placed in a number of strategic locations throughout our Trusts and the feedback so far has been extremely positive. If anyone is interested in the company we used and costings etc. please email me – angela.hall@rlbuht.nhs.uk

Angela Hall
LIBRARY MANAGER
ROYAL LIVERPOOL & BROADGREEN
UNIVERSITY HOSPITALS NHS TRUST



INTERNATIONALISE YOUR CPD!

As Subject Librarian for the School of Health and Human Sciences at the University of Bolton, and from working in libraries for over twenty years (as well as being an active member of CILIP), I have had plenty of experience and knowledge of regional and national library matters.

After recently completing a Fellowship of the Higher Education Academy, I wondered how I could develop my skills further. I asked myself, what's missing?

An opportunity came for support staff from the University of Bolton to take part in the Erasmus scheme and this year I made my second visit abroad to learn more about international library practices. In particular, how university libraries support students; both studying on-campus and on placement. I visited TUAS (Turku University of Applied Sciences) in Finland. There were three strands to the week:

- to participate in their International week for Health and Wellbeing to improve my teaching skills alongside the other teachers
- to meet with the staff at TUAS to discuss potential further Erasmus exchanges for students and staff from the School of Health and Human Sciences
- to visit the Library and discuss resource provision, information literacy and supporting students when they're on placement with how they can access resources

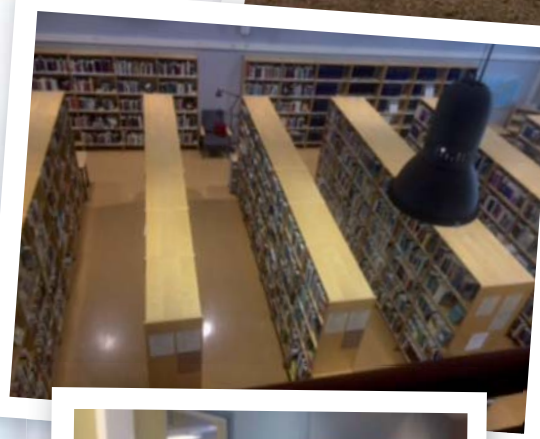
I met with academics from the Health Faculty; staff who taught library students at TUAS (where we discussed potential placements at University of Bolton) and librarians. I went to an 8am lecture, took tours of two university campus libraries and went to the public library in Turku. As part of the International Week programme, on the last night we went to a traditional Finnish sauna and then swam in a frozen lake- which could only be described as exhilarating!

The visit was a great experience and I would encourage anyone who has the opportunity to go for it. Five key reasons to internationalise your CPD from me would be:

- It gives you an opportunity to benchmark your services from an international perspective
- It gives you a greater understanding of living and studying abroad
- It revitalises your CPD - I found it gave me fresh perspective on working life
- It offers an enhanced understanding of curriculum/workforce needs
- The networking and liaison opportunities.

If anyone would like to know more about the process please get in contact with me (D.Grundy@bolton.ac.uk)

Dawn Grundy
THE SCHOOL OF HEALTH
AND HUMAN SCIENCES
UNIVERSITY OF BOLTON



L-R: Dawn Grundy, Librarian, University of Bolton, Hannele Mikkola, Librarian Turku University of Applied Sciences.

Big Day Out

This event was open to all members of the Northern Healthcare networks.

Held at the National Railway Museum in York it aimed to give LKS staff time away from the day job to share experiences of using social media, running training sessions, promoting services and any other part of their job which they would like to share or would welcome advice on. The programme for the day, along with links to presentations where they are available, are on the LIHNN Clinical Librarians blog - <https://lihnnclinicallibs.wordpress.com/2017/03/15/day-out-up-north-10-march-2017-national-railway-museum-york/>

The event started as a LIHNN event in response to requests for an unconference or some sort of less formal event where individuals could have a go at presenting, share work they had done and ask questions in a supportive environment. In previous years we have invited trainers along to run small workshop sessions and help individuals in setting up various social media accounts for their services. Networking is a big part of this event so plenty of time is built into the programme for breaks.

The principles behind the event are very much one of a group conversation in that when it's over it is over, whatever happens is the only thing that could have happened and whoever turns up are the right people (https://www.youtube.com/watch?v=4vEBcr_YkHU)

Last year we changed the title from LIHNN Big Day Out to Big Day Out Up North and opened it to all the Healthcare LKS networks across the North. As part of the event this year various attendees volunteered to take pictures of particular sessions or provide a brief write up. This was done to encourage participation from as many people as possible even if they were not presenting. The write ups from the sessions are below.

Joined Up Jo Cornish

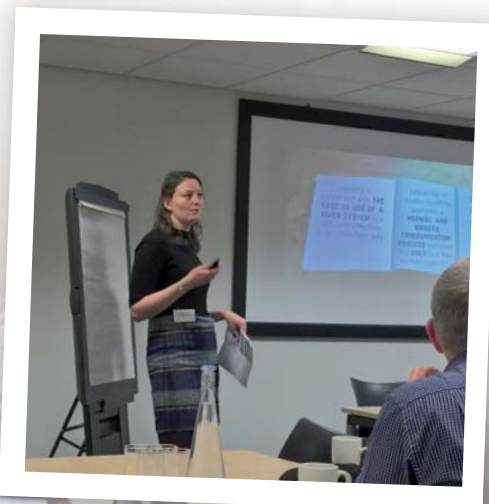
Jo Cornish came to talk about the joint working going on between CILIP and Health Education England and developing and tailoring products to assist the workforce.

In 2014, CILIP undertook some work with Edinburgh Napier University to map the Library, Archive, Records, Information and Knowledge workforce (<https://www.cilip.org.uk/research/workforce-mapping>). This was followed by work undertaken by Alison Brettell and Michelle Maden (<https://www.cilip.org.uk/about/projects-reviews/value-trained-information-professionals>) to look at the evidence of this workforce in demonstrating impact and value. See below for the summary of health care sector.



Since then CILIP have been working to embed the Impact toolkit to build on this work, helping librarians to map their stakeholders and work effectively with them.


More recently, CILIP and HEE have been working on the #amilliondecisions campaign, focussed on senior staff within the NHS to push the value of Library and Knowledge Services. Social media activity peaked on 30th January and



Up North

10 March 2017

Pictures taken by Joanne Naughton,
Maria José Simões and Tim Staniland

 the campaign was officially launched at an **All-Parliamentary party group** by Patrick Mitchell of HEE. The focus has now moved towards access – how do we help unserved groups within the health sector and also putting together case studies.

As well as this, the Knowledge for Healthcare Workforce strand continues apace, with the Learning Zone, the Health PKSB and the Leadership course all up and running. The biennial Training Needs Analysis has recently been undertaken and will hopefully yield some useful results that will drive training in the sector.

Jo spoke about the benefits of CILIP membership and professional registration in particular, but as she pointed out, you don't need to be a CILIP member to access these resources, they are all freely available and useful to help improve your service, work on your impact or for your annual appraisal to help map your strengths and areas for development.

And finally, there was a big push on working with other sectors – as we are stronger together. The Public libraries Skills Strategy is in draft form and there is a lot of work ongoing around the new apprenticeship levy and how libraries can become involved in that agenda. As such, CILIP have organised a number of employer engagement events to help drive this agenda.

Jo finished with a call to arms. Information literacy has never been more important, in the era of fake news, so protecting and promoting the work we do is crucial to our future success. Engage, join a task and finish group and do your professional registration!

Public Health Resource Centre Offer Rebecca Väänänen & Grace Kelly

The Public Health Resource Centre (PHRC) has been embedded in the council since 2012/3. It acts as a knowledge and resources hub, initially serving up to 2000 users, but with an open door policy that welcomes anyone working in (or interested in) the area of health and wellbeing. This includes users such as: people working in the community, people working in the education sector, those in administrative or clerical roles, and health and social care professionals such as midwives.

The PHRC is a physical library made up of multimedia resources, sharing a catalogue with Leeds NHS libraries. However, Rebecca and Grace demonstrated that they often host open days to encourage networking and host stalls at events, as well as encouraging social media contact with the staff at PHRC – their resources are not limited to their physical space.

Training is offered for Leeds Public Health employees, with a view to increasing the understanding of public health in the wider workforce. This training aims to upskill staff so that they are better able to promote health and wellbeing initiatives. 'Want to know more?' sessions can be run ad hoc and tailored to their audience, as well as MECC training and Google and Beyond.

The group were asked to feedback on how we as library and information professionals may be able to make use of their resources, and there was a strong feeling from the group that inter-library loans, particularly of multimedia resources, and organising joint promotional events/stalls would be useful.

Continued over...



Big Day Out *Up North*

Continued...

Library services for new band 4s

Sarah Gardner

In this session Sarah explained the help the library was giving to 24 new trainee Assistant Practitioners, who had all previously been Healthcare Assistants. Initially the trainees were reluctant to step over the threshold of the library.

Their programme takes place on the job with 1 day a week to study. The library planned to hold 2 sessions: e-resources (which ended up being more presentational than interactive as they wanted because the trainees had not yet received their laptops) and they will hold a two hour session on HDAS. The library also plan to hold "surgeries" on the study days so they can answer any questions the trainees may have.

The library decided to evaluate what the trainees knew about the library and its services very early on in the course using a detailed user needs analysis survey. They were met with many baffled faces at all the services and resources that were detailed on the survey.

The library will survey this cohort again at the end of their course and they are hoping that the trainees will know a lot more than they did before, and will compare the "before" and "after" aspects of the two surveys.

Peer review of literature searches

Sarah Gardner

Sarah also had a quick question for us – has anyone done a peer review of their literature searches? Which was followed up by a further question, would you do it? A third of the room said that they would. The team, of three people, are looking for suggestions of how to go about it. Some ideas were:

- Pick one subject, all do the search individually and compare strategies
- Develop the search strategy as a team

If you have done it or do have any suggestions, Sarah and the team would like to hear from you. Contact sarah.gardner@dbh.nhs.uk

Bite-sized e-resources guides

Dave Ashbey

Dave has developed 3 bite-size guides, for DynaMed Plus, Anatomy TV and BMJ Best Practice. The main ethos behind providing the guides was that, there's no point having a resource if people don't know about it and if they do know about it, they don't know how it works!

The bite-size guides should be short and keep people's attention, no more than 2 sides of A4 and should take people no longer than around 20 minutes to work through.

The guides should cover the question "what might people want to know?" and this can be answered by using the following framework:

- Where can I find it?
- Is there an app? (a lot of people use tablets/phones now)
- What are the main features?
- How do you find your way around?
- What might I not know about it?
- How often is it updated?
- Is there help?
- 10 quick questions – to see if users can find the answers on the resource
- 10 quick question answers

Then, at the end of the guide the question is – now do you know what it is?

The guides are available on the Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust Library's pages (half way down the page "e-Resource Bite Size Guides") and they are happy for you to use them:

http://www.dbh.nhs.uk/about_us/board_of_directors/whos_who/People_and_Organisational_Development/library_info_services_health/doncaster_library_health/med_nursing_library_services/Resources.aspx

Knowledge for Healthcare Leadership Development Programme **Lisa McLaren**

Lisa shared her positive experience of the Knowledge for Healthcare Leadership Development Programme. She was recently inspired to undertake this programme believing it



would be a useful and enjoyable opportunity. Needless to say she wasn't disappointed.

The one-year programme, which is open to all grades and job roles, has no formal writing assignments attached to it, and instead is comprised of 4 workshops, 4 action learning sets, 8 webinars, and 1 group project. In addition to these official gains from the programme there were multiple other advantages and opportunities, such as gaining support and forming new friendships, attending conferences, and as Lisa describes it 'a year of craziness'. Ultimately it enabled her to work with others, identify her leadership style, discover the importance of a work/life balance, and to develop a national outlook, gaining a better understanding of the sector and NHS as a whole. Throughout the process she has learnt, undertaken, and achieved a lot.

If you would like more information on this programme, Lisa has welcomed individuals' getting in touch with her to any questions. Alternatively you can find out more about the programme in this document (<http://kfh.libraryservices.nhs.uk/wp-content/uploads/2017/01/Knowledge-for-Healthcare-Leadership-Development-Programme.pdf>), and can subscribe to the Knowledge for Healthcare blog for updates - <http://kfh.libraryservices.nhs.uk/>

Genomics Katie Nichols

In this session Katie offered delegates an insight into genomics, the basis of which is to understand individuals' DNA as a whole, and subsequently look at the whole sequence to unpick the gene and deliver personalised medicine. The 100,000 Genomes Project being run by Genomics England aims to sequence 100,000 genomes from around 70,000 people. Sequencing is key to diagnosing rare disorders and choosing the correct treatment. As healthcare information professionals we may find that more people start asking us about it as this area of research grows.

Katie's own insight into this area came from a talk given at one of her Library's monthly 'lunch & learn' sessions where they invite specialists to attend and talk about their area of research. As the monthly talk is being delivered to non-clinical staff, a stripped-down version is offered ensuring it is accessible to all.

If you would like more information about this topic you can join the Whole Genome Sequencing course. This free course run by Future Learn starts on 22nd May 2017 and can be worked through at your own pace. Alternatively more information can be located on the HEE Genomics Website.

Adding Trust procedures and policies to the Royal Marsden Manual of Clinical Procedures Janet Oliver

Janet Oliver, a Nursing Librarian from The Christie NHS Foundation Trust, spoke to us about the benefits of customising The Royal Marsden. Her talk focused on the idea that the resource is not just an e-book, but can be customised to suit the needs of the Trust by incorporating its own policies and procedures.

Janet described how she formed a working group with the Quality & Standards Team, which enabled her to address any concerns such as:

- Would it be clear which were Christie's policies and which were the Royal Marsden's?
- Would they be only visible to Christie's staff?

Janet was now able to begin customising the site, adding existing current procedures and policies to the relevant section and contacting people who were responsible for any that were out-of-date.

Through the regular checking of document dates and maintaining an on-going relationship with the Quality & Standards Team, Janet has been able to utilise her skills as a librarian, to further enhance the Trust's access to information.

Feedback

"Overall, attending the event has given me confidence to try out new things in my workplace and to think creatively about how I can problem solve in the library. It has made me think whether I do, or will do, anything that I could share at the next BDO."

"I will definitely be introducing some of the productivity tools that Laura Drummond spoke about. I might try and adapt LQAF Thursdays too (all that cake in a two-person library might not be a good idea!) "

"Incorporate some of the ideas suggested by Dave Ashbey with handouts/guides for e-resources. Read March's blog for A Million Decisions, as suggested by Jo Cornish. Look at the Learning Zone on the CILIP website"

"Hearing about the CILIP workforce mapping was useful. It was also nice to hear about projects from the other North regions like the eResources guides being developed and the dementia sessions. I also met a colleague who had just started working in the same building for a different part of the NHS – this will be a useful link in the future "

"I found all of the talk interesting but the most useful one was on reminiscence kits."

"I love any opportunity to meet people from outside of the region, and this was a very friendly event in a great venue."

Sarah Cross, Rachel Gledhill, Lorna Goudie, Kirstin Himsworth, Lisa McLaren, Gil Young

HOW TO WRITE THE PERFECT AND COMPELLING RESEARCH PROPOSAL

Research... is an ancient and ubiquitous activity.

Curiosity about others and the worlds in which they live has always been displayed through conversation, asking questions, working together to see what happens after different kinds of actions are performed, talking or gossiping about others to tease out intentions and other reasons for behaviour, clarifying and understanding circumstances; all are fundamental research functions.¹

I recently went to an event on 'Writing Research Proposals' organised by CLIP Library Information Research Group (LIRG) in Manchester.

This session was led by Professor Alison Brettle and Dr Roy Vickers from Salford University and Mark Burgess, a subject Librarian from Manchester Metropolitan University.

It's widely known that there is no solid template for a research proposal. The reason for writing one is to get approval or funding for a project or to ask for feedback to refine one's ideas. Funding proposals usually get sent to a committee which makes a decision or gives feedback, looking for the following within the submission:

- A well-developed outline with a clear focus
- Background reading, thorough and up-to-date
- Realistic scope within available time
- Sponsorship requirements which meet obligations and standards
- Originality - being special, different and challenging
- Appropriateness of methods
- Costs and expense – funding
- Health and safety
- Ethics, confidentiality, anonymity

Finding examples of previously accepted research proposals is always

a good starting point as they can give you hints about the preferred style and format. Most importantly you need to check that your research idea is truly original and that your work will make a new and valuable contribution. You can do this by scanning the current and ongoing unpublished (invisible) research. If similar research exists you need to prove that you can revisit it with more up-to-date and efficient methodology and techniques, expecting to find something new. The following databases are good places to start:

ClinicalTrials.gov: A registry and results database of publicly- and privately-supported clinical studies on humans conducted around the world.

World Health Organisation international clinical trials registry platform search portal: The Clinical Trials Search Portal provides access to a central database containing the trial registration data sets provided by the registries such as EU-CTR. (<http://apps.who.int/trialsearch/>)

ISRCTN: A primary clinical trial registry recognised by WHO and ICMJE that accepts all clinical research studies. (<https://www.isrctn.com/>)

NIHR-HTA: A database providing free access to bibliographic information about ongoing and published health technology assessments commissioned or undertaken by members of INAHTA and other HTA organisations from around the world.

PubMed: Open access search of Medline.

Cochrane library: A collection of databases in medicine and other healthcare specialties provided by Cochrane and other organisations.

One of the main differences between a proposal and a published research paper is that a proposal is written in the future tense because it has not been conducted and does not include analysed data, discussion and recommendations which research papers contain.

Components – What to include

Title: Short yet descriptive enough to capture the essence of what your study is about, capturing the attention of the readers.

Introduction: Acts like a trailer for your research. It identifies key issues, placing your project within a wider context and establishes relevance and timeliness by drawing on existing literature. It consists of a statement of the problem being addressed, justifying the novelty and importance of your research. You need to demonstrate there is a significant question to address and why answering it matters.

Another important element of the introduction is the hypothesis, stating what you think the answer to the question is. You can base this on previous research into similar (although not identical) questions.

Aims and Objectives:

Aim – What you are going to do?
Objectives – How you are going to do it?

Literature review:

The current body of knowledge about your question providing some context to your current study. The literature review consists of the research related to your topic, including all sides of the argument, and highlights what gaps there are which your research will address. You can highlight how your research will add to the existing knowledge of the subject and show you have thought about – and understood – what you are researching.

Methodology:

This section is about what you will do and why.

You can discuss the appropriateness and feasibility of your project as well as discussing its limitations and design, explaining how you will do your research and which methods you will use, including your data-collection process (who, what, when and where), whether it is qualitative, quantitative or a mixture of the two and a short

philosophical reflection as to why you have chosen one particular method -

- Population or Samples (who you wish to take part in the study, how you are planning to recruit them, sex, age, ethnicity etc.)
- Procedure or investigative techniques – what the sample will be doing, providing enough details
- Materials / measures / instruments: such as questionnaires, puzzles, images
- Methods to avoid bias
- Data analysis: What data /tests will be used? How are you going to analyse your data?

Ethical considerations:

You can discuss ethical issues, especially if humans or animals are involved in your study. Ethical issues need to be considered at all stages of your proposal including obtaining informed consent from participants during data gathering, maintaining anonymity, confidentiality and accuracy leading to a reliable writing up and dissemination.

Discussion:

Include indicative outputs / outcomes. Restate the hypothesis – what limitations might affect the conclusions in your project, potential implications of results and applied implications. You should also mention how you will disseminate your findings and to whom, whether it is for an internal or external audience. Is it going to be published in academic journals / newsletters / blogs/ or presented in a conference?

Timetable:

Using a Gantt chart you can make the key milestones and deliverables in your project easier to visualise for yourself and the funder.

Resources required / Statement of Costs:

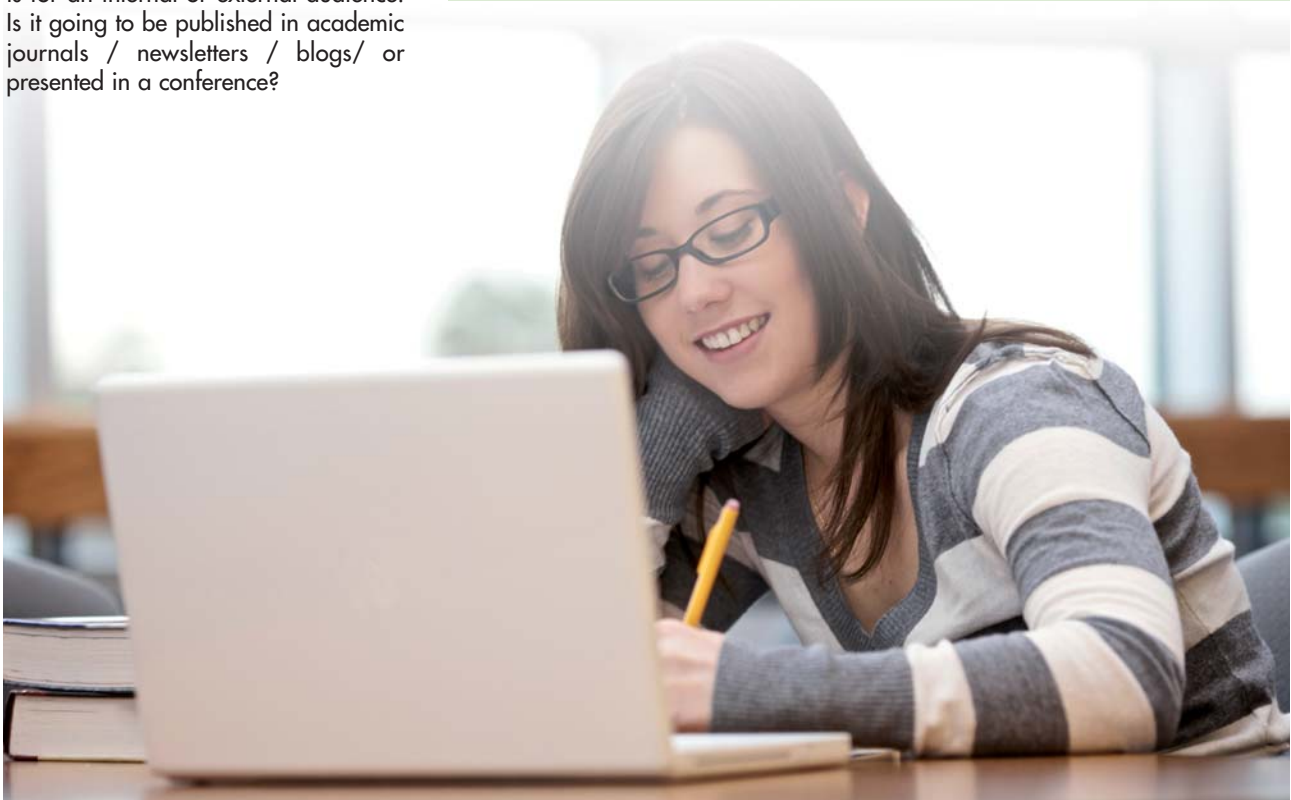
In this section you can outline the amount of funding and resources you will need to carry out your research project. To draw up a realistic estimate you need to think about whether you will be recruiting staff or what equipment you will need. Does your project involve travelling? Does it require computing facilities? Try to read the guidelines and make yourself aware of the internal procedures in advance.

And finally, take a look at the reasons why we need research and what it can do for us:

Fariba Bannerman

LIBRARIAN, ALDER HEY CHILDREN'S
NHS FOUNDATION TRUST

To Describe > Explore > Examine Situations, Issues
To Explain > Understanding > To Provide Logic, Sense
To Categorise > Classify > Typologies
To Evaluate > Judgement > Measure
To Compare > Finding differences and Similarities
To Correlate > Influence and Relationship
To Predict > Future Trends and Patterns
To Control and Experiment > Cause and Effect
To Test Hypothesis / Theories
To Create Change and Making Policies



Lancashire Teaching Hospitals' Newsletter Service

A CURRENT AWARENESS SERVICE

Every working day the Library and Information Service at Lancashire Teaching Hospitals (LHTR) sends out an average of 25 email newsletters on a wide variety of topics.

Some of you will be familiar with the External Health Management newsletter we send to libraries across the region. In fact, we currently produce 41 newsletters that are sent out on a daily, weekly, fortnightly and monthly basis. Popular newsletters include Health Management, Renal Medicine, Palliative Care, Critical Care, and Anaesthesia. During the 13 years we have been running this service it has steadily grown in popularity. There are currently 525 individuals or organisations signed up to at least one newsletter, with LHTR staff often signing up to multiple newsletters. This article discusses the original reasons for developing this service, the day-to-day management of the service, and recent developments: in particular the launch of the Newsletter Website.

Given their expensive nature, all libraries are keen to ensure maximum usage of their electronic journals. We are no different at Lancashire Teaching Hospitals. Traditionally, libraries have used services such as ETOCs (Electronic Table of Contents) to help promote their journals. But whereas clinical staff and managers tend to sign-up to journals specific to their discipline, the newsletter service attempts to add value by including material published in journals outside an individual's discipline or core reading. For example, an article published in a palliative care journal relating to end-of-life care for dialysis patients will appear in the "Renal Newsletter". A second way that the newsletter service attempts to add value is by bringing together government publications, general news items from sites such as the BBC, and research published in peer review journals. The choices of resources we include are therefore based on our local, regional and national subscriptions, as well as quality material freely available online and, as such, all articles that appear in the newsletters are available full text for Lancashire Teaching Hospital staff and students. Like journals, staff time is also expensive, and so, when designing the

service, we sought to minimise the time needed to produce the newsletters. We currently spend 8-10 hours a week on the newsletter service. In order to achieve this we designed the Newsletter Database.

The Newsletter Database works by scanning through RSS Feeds importing newly published items into the database. Currently there are 211 feeds added to the database. Once the articles have been imported into the database we assign them to the newsletters. The Newsletter Database attempts to assign articles to newsletters automatically by spotting keywords in the title and abstract and mapping them to a newsletter. To take the previous example, an article that discusses end-of-life care for patients on dialysis will be assigned to the Palliative Care and Renal Medicine newsletters. We do, however, manually review the articles and add and remove items from newsletters as we think appropriate. Once we are happy with the contents of the newsletters, we click on an option in the database to automatically generate the emails. The BCC field is populated with the staff or organisations signed up to that particular newsletter. The information for this is also held in the Newsletter Database.

Overall, the newsletter service has proved popular with staff at Lancashire Teaching Hospitals. In 2016 the Library and Information Service ran an impact assessment survey of the library newsletter service for 1 week. Of those who replied, 88.24% said the newsletter service had contributed to service development or delivery, while 71.43% stated the service had helped to improve the quality of patient care. While we are generally pleased with the response to the newsletter service, we are still looking for ways to improve it. In the last year the Newsletter Database has undergone a re-design. Originally designed in Access 2003 it has now been upgraded to Access 2010. New features have been introduced. RSS feeds for embargoed journals in packages such as ProQuest can now be included in the database. We can now import articles from The Lancet, for example, into the database on the day they are added to The ProQuest platform and assign the articles to the relevant newsletters. These articles, however, will not appear in the newsletters until after the

embargo has been lifted three months later. The biggest change however is the Newsletter Website that was launched at the end of 2016.

The Newsletter Website runs on Lancashire Teaching Hospitals intranet. There are currently over 60,000 citations in the database, allowing readers to browse past issues of newsletters as well as search for specific subjects. Three features in particular have been developed for the website: "Email me this article", "More like this", and "Share this article". "Email me this article" allows staff to order articles with a couple of clicks. The "Share this article" allows users to share articles with a colleague or create distribution lists to share with groups. The "More like this" option finds similar or related articles. A key point is that these three options can be accessed directly from the email newsletters. For example, a reader sees an article they are interested in in the Renal Medicine newsletter. They click on the "More like this" link within the email and the Newsletter Website opens up searching the 60,000 articles for related articles.

It is early days with the Newsletter Website and we have a lot of work to do in terms of publicity, but a start has been made. A presentation was given initially to a group called Innov8. This is a group of LHTR staff that meet to discuss innovative ideas. On the back of this presentation we were invited to give a talk to Workforce and Education Directorate Meeting. A consequence of this presentation is that we have been asked, once a week, to include Lancashire Teaching Hospitals' "job vacancies" bulletin in all of our newsletters. We are also currently liaising with the Communications Team who has offered to support the newsletter service. For example, we are hoping to have an article in the next issue of "Connect", our in-house magazine.

A full list of newsletters offered at LHTR can be found at <http://bit.ly/2kuelOC>. You are of course welcome to sign up to any newsletters you feel could support your own current awareness services.

Andrew Craig

ELECTRONIC RESOURCES OFFICER
LANCASHIRE TEACHING HOSPITALS
NHS FOUNDATION TRUST

Training Public Library Staff in PPI

5.31 – it's the LQAF criteria that everyone's talking about this year.

Where we were previously able to state 'not applicable', we are now all required to 'evidence some level of direct or indirect contribution to patient and public information'. Here at Warrington Knowledge and Evidence Service we decided to roll out training sessions for staff in our local public libraries.

Here at Warrington Knowledge and Evidence Service we decided to roll out training sessions for staff in our local public libraries.

These 'Health Information for the Public' sessions were intended to give staff the confidence and ability to answer any health-related enquiries that they might receive from members of the public.

We knew that other libraries were already doing this so it was not a new idea but we felt it would be a fun way to meet 5.31 and also develop partnerships.

We went to meet the manager of Halton Lea public library. We decided to approach Halton Lea and Widnes libraries as we already have a loaning agreement and felt they might be more receptive. They were very happy for us to run sessions and seemed keen that all staff across the two sites attended.

We sat down to plan the sessions and decided quite quickly that four websites would be enough to cover in the time that we had – one hour. When we discussed the sessions it was easy to choose the first two websites – NHS Choices and Patient UK. NHS Choices is well known and a lot of people would go there to find information if they thought they had a certain ailment or if they had just been told by their doctor that they had a certain condition. Patient UK is perhaps less well known and it is similar to NHS Choices, but it offers a different way of searching and there are also a lot of useful leaflets on this site that GPs themselves use.

The other two sites were a bit more difficult to decide on. We chose

HealthTalk.org as it provides videos so offers a different format for people to find out about their condition. At first we chose the Public Health England (PHE) campaigns site as the fourth resource. We thought that the librarians at Halton Libraries could print out the information on various campaigns at specific times of the year (e.g. Stoptober in October) and put them on the walls or noticeboards in the libraries. We discovered on the first day of training however that staff are not allowed to display information unless it is from the council so we changed to the Care Quality Commission (CQC) website for the second day of training.



5.31
Library/knowledge services are developed to support information provision for the patient and/or the public.

A member of staff had asked where you could go to get professional ratings about health services so the CQC website was a good tool. Emma introduced the session and then we took it in turns to go through the four websites and try to cover as much detail as we could. It was good that we did the sessions in a room with computers as it allowed staff to get practical experience of using the sites.

Future directions

At the end of each session we asked participants to fill in a short survey to capture their immediate feedback. This was really positive and we received some great comments. We plan to follow up this session by emailing impact surveys to participants and hope to interview staff or (even better!) members of the public to see how our training helped them.

Over the coming months we hope to roll out the training further by contacting Warrington Public library. We have also set up an agreement with Halton and Widnes libraries where staff can forward any complex health enquiries on to our team.

Advice to others

Our advice to anyone else planning to run similar sessions would be:

■ Four sites are enough

Before the session we were worried that we would get through four websites in no time at all, but in an hour long session it was the perfect amount of resources to cover

■ Have some back up sites

We prepared several 'back up' resources in case of technical glitches or to fill extra time. This came in handy when we realised the Public Health Campaign site wasn't of much interest and we could pick another option

■ Get interactive

We found the session worked so well because participants could get involved and practice navigating the websites with us as we demonstrated at the front. An hour of watching us explore the sites would probably not have kept their attention

■ Real-life scenarios

At the end of the session we gave the groups several exercises in the form of real life information enquiries. This helped them to practice what they had just learnt and gave us the opportunity to offer some further help when it was needed

■ Ideas Bank

We found the Patient and Public Information resources on Knowledge for Healthcare really helpful when we were planning these sessions. The 'Ideas Bank' and 'Resources' sections are full of great ideas
<http://kfh.libraryservices.nhs.uk/patient-and-public-information/>

Emma Child

WARRINGTON AND HALTON HOSPITALS
NHS FOUNDATION TRUST

YOHHLNet Launch

The launch of YOHHLNet, Yorkshire and the Humber Libraries and Knowledge Network, took place at the Queens Hotel in Leeds on the 12th December 2016.

The day was well attended with almost 40 delegates from a range of services across Yorkshire and the Humber as well as the HCLU team.

The day opened with an address from David Stewart highlighting the benefits of LKS networks. This was followed by an overview of YOHHLNet written by Janet Sampson, the YOHHLNet Chair, and delivered by Dominic Gilroy.

It all started in November 2015 with a *Developing the Network Event* in Leeds which sparked work so far. In January we held a survey to help us choose a name for our new network and Yorkshire and the Humber Health Libraries and Knowledge Network arrived! In March 2016 the inaugural Steering Group (later known as the committee) was formed, officers were nominated and appointed and work began on the draft constitution. Since June we have consulted on the acronym – YOHHLNet was the winner - agreed the constitution, launched a competition for our logo and planned and delivered CPD events (more of which later). A call for membership was circulated following the event.

Benefits of YOHHLNet membership include:

- Better quality LKS through sharing best practice
- Better access to high-quality resources
- Increased sector and cross-sector engagement
- Improved skills through CPD opportunities
- Professional development of all staff including funding for conferences, coaching and mentoring.

On the day the YOHHLNet logo was launched and could be seen on new notepads and pens. Rebecca Stevenson the logo-competition winner from The Rotherham NHS Foundation Trust was presented with her prize – well done Rebecca!

Our first Keynote speaker was Jennifer Gardener from NHS Employers, Health and Wellbeing. NHS Employers “work with employers in the NHS to reflect their views and act on their behalf in four priority areas: pay and negotiations, recruitment and planning the workforce, healthy and productive workplaces, employment policy and practice.” On 2nd September 2015 Simon Stevens announced a major drive to support and improve the wellbeing of NHS staff. Eleven organisations committed to testing a wellbeing offer which includes:

- Supporting and developing board level leadership
- Developing core line manager training
- Supporting and enabling healthier food choices
- On-site NHS health checks
- Rapid access to health services, e.g. physiotherapy and talking therapies
- Promoting physical activity

Jennifer highlighted key resources on the NHS Employers website including the NHS Workforce Bulletin, NHS Line Manager’s bulletin and the How are you feeling? NHS toolkit and presented three case studies of good practice in Yorkshire and Humber libraries. Caroline Storer spoke about knowledge management at NHS Digital and Helen Swales, from Leeds Community Healthcare NHS Trust, outlined the benefits of working together delivered by the pan-Leeds library collaboration including shared marketing, training and information for patients and the public. Paul Twiddy and Jenny Makeham from Leeds Teaching Hospitals NHS Trust presented their Working Lunch initiative – a forum where managers can learn from each other, share ideas and network.

Ruth Muscat from EBSCO, who sponsored the lunch at the launch, promoted EBSCO Discovery, DynaMed Plus and EBSCO resources for nursing and AHPs.

After the delicious lunch, Jo Marsden was ‘master of ceremonies’ for the Christmas quiz. It was lots of fun and there was fierce competition for the prize chocolate.

We then got down to the serious business of planning the future of YOHHLNet. The discussion sessions were informed by presentations on the achievements of YOHHLNet so far. CPD opportunities including study days on impact, knowledge management, LQAF and social media for paraprofessionals have been delivered and bursaries have been provided for the CILIP HLG 2016 conference. Funding has been provided for the Y&H LKS CPD book collection. There have been collaborative-purchasing initiatives such as funding top up for the Northern Oxford Handbooks and Textbook e-book collections. YOHHLNet has also supported special interest groups including a survey of future special interest groups. Future plans include a second paraprofessional study day, a marketing masterclass and a session on managing outreach.

Dom Gilroy, Joanne Naughton and Gil Young also gave an overview of collaboration across YOHHLNet, LIHNN and HLN networks.

Lively, constructive discussions then took place on future work for YOHHLNet and how we could work together across the networks.

Our second keynote, Nick Poole, Chief Executive CILIP, ended the day with a talk on securing the future of the library and knowledge profession. He highlighted data from workforce mapping and a vision for the future, “CILIP’s goal for 2020 is to put library and information skills at the heart of a democratic, equal and prosperous society”. He also introduced the A Million Decisions Campaign.

Further information on YOHHLNet and the presentation and discussion notes for the event are available at http://resources.lihnn.nhs.uk/wiki/Yorkshire_and_Humber_LKS.MainPage.ashx #YOHHLNET

Helen Barlow
ROTHERHAM GENERAL
HOSPITAL



project CHOICE

Northumberland Tyne and Wear NHS Library Services became involved in supporting Project Choice in September 2016 and continues to provide a rolling programme of 12-week placements for interns.

The project is an NHS-supported internship programme for adults with learning Difficulties/Disabilities or Autism and is run in partnership with Newcastle Hospitals and Gateshead College. The aim of the project is to give interns the opportunity to gain work skills in different environments with the ultimate aim of them being ready to apply for roles at the end of their year-long internships. 77% of interns have managed to get jobs over the last 4 years including one who ended up working in the Pharmacy department.

Amber Studholme and Rachael Havalak have both experienced 12-week placements in St Nicholas Hospital Library, Newcastle and made excellent progress in developing confidence and gaining transferable administrative skills.

The Project Choice team are delighted with the support provided by the library. Lorna Harasymiuk, the Project Coordinator, said

"Amber has really benefited from this placement and we have seen her confidence increase dramatically during her time with the team. During her first placement it was important that she learned the basics of employability skills, such as being; a reliable employee, demonstrating an excellent attendance record, showing a positive and willing attitude and

how to be an efficient team member. Her mentors taught her the foundations of becoming work ready which is so important to all interns on this project."

While Amber herself said:

"I really enjoyed my placement in the library, the team were kind and really patient, they supported me to learn new tasks. I particularly enjoyed helping to put awareness displays

important to be polite to the customer and say hello."

Sheena Hanes, Head of Library and Knowledge Services writes, "Having reviewed the placement with my colleagues, we agreed that having Project Choice placements in the team had been a positive experience for us, and the library service. In line with the Trust's values, in particular being 'Caring and Compassionate', the library team supported Amber and Rachel to gain further skills and improve their confidence levels. The experience was a two way learning process. We gained a lot from them too. The initial awareness and mentor training provided by the Project Choice team was excellent, and we have felt fully supported throughout the process."

We're now eagerly waiting for the results of an interview for permanent posts at a café that Amber and Rachel were shortlisted for. We plan to continue to support Project Choice with a new placement starting in May, when Katie our new intern joins us.

What we as a library service have learnt over the last two placements is to keep communication clear and boundaries simple, such as no mobile phones during working hours, and to have a set task list so interns and desk staff have clear goals. We encourage other services to spend time to supporting similar projects as the benefits far outweigh the challenges. The very best thing about the placements is the pleasure of seeing young people blossom in a supported environment.



together and it also helped to raise my own knowledge of different topics such as stress awareness."

Rachel said of her placement

"This is my second placement. I am working in library services two days a week from January until Easter. I am learning to put books away by myself. I am doing displays e.g. Eating Disorders and the Brain. It is helping me to learn about customer service and working as part of a team. It is

Lisa Jenkinson
ST NICHOLAS HOSPITAL LIBRARY,
NEWCASTLE, NE3 3XT

Northumberland Tyne and Wear NHS Library Services supports placements for adults with Learning disabilities/Autism.

MY VISIT TO THE HOUSE OF COMMONS LIBRARY

When I applied for a place at the House of Commons (HoC) open day I knew it would be beneficial for my Chartership as it would increase my knowledge of the wider profession.

I was awarded a place and I successfully applied to the Health Care Libraries Unit for funding to cover the cost of the event.

My calamitous arrival at the HoC began with me entering the wrong building! Extremely embarrassed I retreated to the opposite side of the road to a completely separate entrance. On the way I snapped a selfie with Big Ben, gathered myself together and went inside, where I then set off the security alarms! After being patted down I was shown to the room in which the open day was taking place. Suddenly I saw it, the saviour of every librarian's life, the tea and biscuit tray! Tea and choccy biscuits in hand, I made my way to the table I was assigned to, the health and

science libraries table. I met some very interesting people who worked for the Royal Marsden, the Royal College of Nursing and were from various hospitals located in the South of England. Other tables had people from different sectors such as law, school, further education and public.

The open day began with a quick overview of what the HoC library service consists of and the reasons for hosting the open day. There is the physical library - housed in the HoC - which is for MPs exclusive use. There is also a separate building which research staff work in (see below). In 2014 there was a review of the research directorate and a change of the culture in the department. They stopped viewing MPs as stakeholders and associates and began to see them as core customers. Customer service is now at the forefront of the library strategy; ensuring customers' needs are understood. The library staff did lots to work out what their customers' wanted including:

- One-to-one interviews with members
- Regional constituency events
- Introductory library sessions
- Data collation
- A buddy scheme to support new starters

Although MPs are the core customers, they also wanted to expand to reach other internal teams and the general public. They are doing this by publishing parliamentary papers online so they are available to the public, running promotional events and by marketing services through their social-media presence.

There are many services offered by the library:

- An enquiry/research service
- Briefing papers
- A blog
- On-line subscriptions and databases
- A help hub and training

On average the HoC service receives around 30,000 enquires per year and they have 70 subject specialists who deal with those enquiries impartially and confidentially. Most of the subject specialists work alongside committee teams over seven floors in a separate building to the library itself. The main searches last year revolved around Brexit, NHS and employment. The maximum deadline for turnaround of an enquiry is 10 working days, but 80% are completed within 5 days. Some MPs have deadlines of a couple of hours. The information provided is used by MPs in a variety of ways such as informing legislation, constituency casework, debates, Prime Ministers Questions, media appearances and select committees.

David Beales, the Head of Research Information Services, spoke about their new initiative to involve the public through an outreach and engagement service. He gave an example of the "Brexit" briefing paper which they published on www.parliament.uk. Unfortunately, as David noted, hardly anyone read it due to its length - it was 24 pages long! There are many ways they are tackling the engagement issue, they now have a select-committees engagement team, a universities programme and an education centre.

After the presentations, we were asked to take part in a workshop to discuss how we could use the parliamentary publications in our libraries. There were lots of ideas and on my table we discussed the idea of using constituency statistics alongside public-health initiatives, using the impartial





New Starter Kerry Booth

I recently started at the University Hospitals of Morecambe Bay as Assistant Librarian.

Before that I worked at Blackburn with Darwen Library and

Information Service – starting in 2008. I changed roles throughout this time, moving from Saturday Library Assistant to Library Branch Manager to Library Officer for Learning Development so I have a good knowledge of the various roles and responsibilities in a public library service.

This is my first role in a specialised library service for the NHS after studying for an MA in Information and Library Management. My other experience in a specialised

Library was while studying for a teaching qualification at Edge Hill University where I spent a year organising and returning stock and resolving stock and OPAC related enquires.

I'm really enthusiastic about the opportunity to work in a healthcare library and advancing my skills and personal and professional development.

Kerry Booth

ASSISTANT LIBRARIAN, UNIVERSITY HOSPITALS OF MORECAMBE BAY NHS FOUNDATION TRUST

published information for horizon scanning and having a general awareness of the information published because of its impartiality. We were also asked to provide feedback on improvements they could make to their service, which led to a conversation about **what do well** and how we could incorporate it into their service.

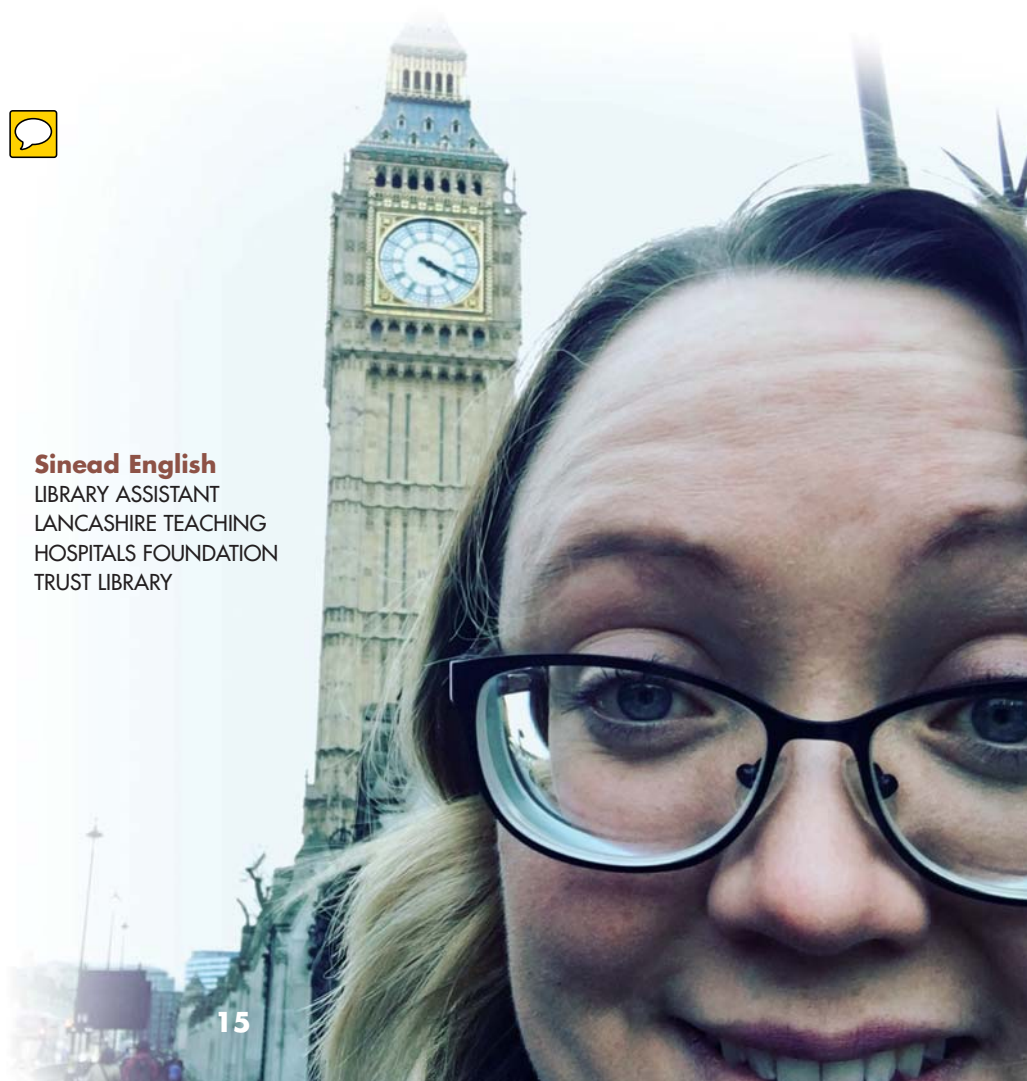


Overall it was a successful day for networking, finding out what other services are doing well and what they're trying to improve. Later in the afternoon, we were guided through the whole of the Palace of Westminster and were shown the HoC library, which was very impressive. The main thing that I took away from the day was that all libraries are facing the same pressures but that they are resilient in coming up with new ideas for encouraging wider use; this event gave us the opportunity to voice our ideas and gain new insights into how we can work together to support each other.

If you would like to know more about the library then please visit their blog page <https://secondreading.uk/> or follow their twitter [@commonslibrary](https://twitter.com/commonslibrary).

Sinead English

LIBRARY ASSISTANT
LANCASHIRE TEACHING
HOSPITALS FOUNDATION
TRUST LIBRARY



The Greater Manchester cancer ebook consortium -



Mary Hill would like to thank all those who have actively contributed to this: Paula Elliott, Patrick Glaister, Steve Glover, Tim Jacobs, Kieran Lamb, Katie Nicholas, Stephen Woods.

Background

Part of the June 2016 minutes for the Greater Manchester (GM) Health Librarians meeting reads:

Mary Hill, Christie

Asked the group if they would be keen to have a joint bid for some cancer ebooks. Affirmative answer. Mary will prepare a bid.

The driving force behind this was the work happening around health provision in Greater

Manchester. One of the population-health aims for Greater Manchester is that fewer people will die early from cancer, with increased survival rates. The aim is to have a fully-integrated cancer pathway from prevention to living with, and beyond cancer. As it is one of the cross-cutting programmes within GM, the equitable provision of information to those across GM working within cancer is important.

Our bid proposal

To buy a collection of cancer ebooks to be made available across the Greater Manchester patch as part of the Greater Manchester Cancer Sustainability and Transformation Programme (STP). This will be for all staff including GPs, community

and public-health staff. We propose that they will be delivered through their current OpenAthens accounts. We would like patron-driven acquisition so that people can define their own needs but would be open to other methods if they turn out to be better. We, therefore, would put this out for a bidding process to evaluate which supplier can provide the service we want.

At least once a year the health libraries in North-West England are able to bid for funding for projects, with an emphasis on those which meet LQAF and/or Knowledge for Healthcare aims. Our funding was granted in late October 2016 albeit for half the amount cited in the bid.

using the ebook matrix

Specification	Priority	Reasoning
Access via existing OpenAthens	Essential	Providing access to staff in GM Trusts, GPs, Social Services, Public Health who may provide cancer services / support. Use existing OpenAthens to make it easier for these staff
IE 8 compatibility	Essential	This is still the standard being used in many organisations
Collection of cancer books from a variety of publishers, covering all aspects of cancer (e.g. prevention, diagnosis, treatments, palliative care, patient/carer experience) and suitable for all healthcare professionals across primary, secondary and tertiary care.	Essential	GM cancer covers all parts of the cancer journey from prevention onwards and involves multidisciplinary teams
Individual Trusts should also be able to use the platform for locally purchased content	Essential	Trusts may already be purchasing titles from this platform for their staff to access; this will need to continue with access to the cancer collection in addition
Counter compliant usage data available for individual OpenAthens organisations	Essential	We want to be able to monitor usage and see where we need to target to improve usage
Purchasing model	Open to discussion	Ideally we would like patron driven acquisition (PDA) but are ready to look at rental/loan or outright purchasing
Provision of MARC and/or csv files for cataloguing purposes	Highly desirable	Each library will want to add the collection to their OPAC to encourage usage
Carry-over of any unspent funds after first year	Highly desirable	This is a pilot project, so uptake and costs are hard to predict. The project may last longer than the initial year.
Multiple access	Desirable	Understand that this may be part of the purchasing model
Ability to add individual site IPs	Desirable	This is would enhance usage
Availability on different mobile devices including eReaders and in multiple formats e.g. epub compliance	Desirable	Particularly useful for healthcare professionals in primary care
No platform fee for each Trust	Desirable	This would add cost and also make it a less sustainable project

Why use the ebook matrix?

I was going to have to put together a proposal to go out to suppliers. I needed to decide what the requirements would be and who to send them out to. I was very thankful to know I didn't have to do a large scoping exercise because that had already been done by Patrick Glaister and Katie Nicolas to



produce the ebook matrix
[<https://ebookmatrix.wordpress.com/>]

An afternoon of reading through the suppliers listed in the matrix and the Glossary allowed me to come up with a draft proposal for the other GM librarians to look at. Without the matrix, this would have taken several days' work or would have required help from those with a

greater knowledge of ebooks, taking yet more time. It is a credit to the matrix that very few changes were requested from other librarians. The final document was as shown above:

Continued over...

The Greater Manchester cancer ebook consortium - using the ebook matrix

Company	Pros	Cons
Ovid	<ul style="list-style-type: none"> Collection was very cancer specific Any number of users 	<ul style="list-style-type: none"> Subscription for 1 year
EBSCO	<ul style="list-style-type: none"> Very large collection of titles covering more than cancer titles 	<ul style="list-style-type: none"> Fewer high quality cancer titles compared to the other offers
Dawsonera	<ul style="list-style-type: none"> Out right purchase using PDA if wanted Good collection of cancer titles from a wide variety of publishers Able to collectively purchase other titles as a GM consortium 	<ul style="list-style-type: none"> Once in the consortium, any ebook purchases, already purchased or future purchases from this provider, would be available for all in the consortium Ebooks that are heavily used may run out of accessibility in a particular year requiring a further copy to be bought

...continued over

Once we knew what we wanted, it was easy to identify those suppliers that were likely to be able to meet our requirements. I didn't have to trawl through a whole set of sites, I just used the matrix. The suppliers had very few questions about the specification, which again showed that the time spent with the matrix paid off.

The procurement

We contacted five suppliers; four responded and three presented on the day. One supplier pulled out on the day as they were unable to offer the essential requirement of OpenAthens authentication.

On the day, six library staff from across GM assessed the offers. All three offers were seriously considered as they all provided a solution that was viable. We had developed a scoring sheet but it was hard to score as different models were presented, each meeting some of the core requirements and each offered an interesting collection. Where the scoring sheet came in most useful was for the notes we made on the offers to consider.

The offers

We chose the Dawsonera offer as it most closely matched our requirements. However, before accepting it we had to ask those four GM Trusts who already had purchases with Dawsonera if they were willing to be part of the consortium. Three of these GM libraries were already in a consortium which included East Cheshire NHS Trust. All these services were approached to see if they would join the GM cancer consortium so that a larger pool of titles could be shared. In the true spirit of librarian co-operation, they agreed.

The future

We have not yet purchased our titles, as we are still setting things up. We anticipate some issues when (or if) we have titles that are used heavily but are looking forward to this collective method of purchasing.

We will also be able to give some useful feedback about this method of purchasing for the ebook matrix so that others can investigate this as a possible method of collective buying.

Lessons learned

- Using the ebook matrix helped refine the list of requirements and understand the terminology around ebooks
- The process takes a long time and, therefore, we had very tight deadlines. Ideally, you need at least three full months to complete this rather than the two we did it in
- We had purposely left our criteria around the ebook purchase model loose and that paid off in terms of the different models this allowed providers to present.
- Loose requirements, however, make comparisons more difficult to score!

I would like to sum up our experience by quoting Steve Glover on the day we listened to the presentations: "This is really interesting. I have learned a lot today". I think we all did.

Mary Hill



LET DAVID EAT CAKE!

While David Stewart's 60th birthday was the 8th March, the HCLU team started the surprise celebrations with cake and non-alcoholic fizz at a team meeting on 1 March.

David concluded his "two week" 60th birthday celebration with more cake! The cake was hand made in Scotland by a local baker and carefully transported to the LIHNN Library Manager's

meeting at Warrington on 14th March by Susan Smith. Fortunately David's waistcoat and that on the cake did not clash!



The Director of Health Libraries Annual Prize 2016

Over the last five years I have been delighted to be asked by the Library Information Health Network North West (LIHNN) Committee to give a personal prize to someone in the network who has contributed to the profession, and the network.

Now our sister network in Yorkshire and the Humber, YoHHLNet, have asked me to give a similar prize next year.

In thinking about this I recognised that LIHNN is much bigger than just its NHS members - it includes library and knowledge services in universities, charities and from national bodies with a North-West base. This means that the annual Director's prize could go to anyone from those sectors.

The other thing I had to think about was all the different people that make up the network. I tend to meet and get to know our Library Managers - but I don't think the prize always has to be about "managers" and "people who have been around for a long time". Knowledge for Healthcare is clear that our front-line staff are a vital part of the services we provide.

And so, with those caveats, I thought about who has contributed to the profession and to the network - and it is clear that this is not always going to be easy - everyone contributes, in some way, to the network; but I have decided to give this fifth Director's prize to someone who I think you will agree richly deserve it.



Over the last couple of years I've used Professor Sir Muir Gray's comment that he wanted the resources and services of the erstwhile National Library for Health to be "ubiquitous", i.e. "found everywhere" - well, if you want ubiquitous then look no further than this year's winner - someone who is often there making sure everything in our network runs smoothly, calmly, efficiently. Someone who we all know and I probably take for granted.

This year's prize goes to Andrea Guest.

Andrea:

- Is at almost all of our events - nowadays not just here in the North West but across the borders in Yorkshire - welcoming delegates, making sure that rooms and equipment are sorted - making sure we know where to go and when - and the all-important aspects of catering
- She is the front line of the Unit - dealing with all the enquiries from network members, suppliers of all kinds and our host Trust. Every letter we send, every paper I write - is sorted, tidied and sent by Andrea.
- Every financial transaction goes through Andrea's hands - the library development fund, invoices, credit notes - and the joy of dealing with some of our suppliers - as well as making sure our finance department is happy - and they are happy, we are held up as a model because Andrea's detailed record keeping keeps us "to the penny".
- Andrea contributes to the development of the Unit - seeing us through nearly 10 years of constant change - attending team meetings and away days (and organising them) - and always coming up with solutions and ideas.

Everything Andrea does is dealt with calmly, efficiently, in a no-nonsense but friendly way. Everything gets done and as we add more responsibilities to the Unit's work - her response is always "well, let's see how it goes".

And - somehow - Andrea manages all of this working part time - and bringing up three children, a husband, parents and family - and two allotments - multi-tasking made real!

So, finally I would like to congratulate Andrea on keeping all the plates spinning and making all of our lives that bit easier.

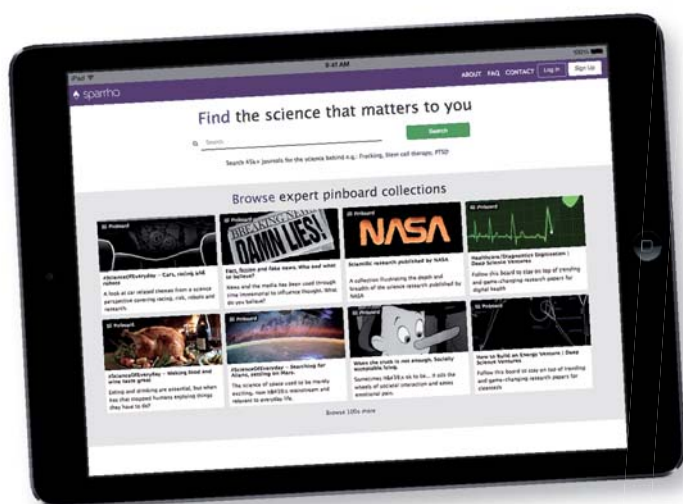
David Stewart

DIRECTOR OF HEALTH LIBRARIES NORTH

ONLINE REFERENCE-MANAGEMENT TOOLS

Welcome back to Land of Geek. Included in this column are two very different online reference-management tools.

Sparrho, a recommender system for scholarly/research publications and Zotero. Yes, that is Zotero, not Mendeley. Mendeley is still the best free desktop reference-management software in my view but changes introduced by newish owners Elsevier have limited some of Mendeley's functions in a less than helpful way. Read on.



Sparrho

[<https://www.sparrho.com>]

Sparrho is a simple and intuitive recommender tool to capture and display journal articles. It is in two parts, *Channels* and *Pinboards*. Channels allow you to create and run keyword searches to find articles and Pinboards enable you to share them to the Web. Channels has a 'share' tool to post articles to Twitter and other social media. Other tools let you refine or expand your search. Pinboards display references you 'pin' to each board. You can personalise Pinboards by adding your own images, information about you and about your board for your intended users. You need to register to use Sparrho. NWS LKS uses Sparrho to collate references on key topics and to share them on social media. These feed into Pinboards that support Current Awareness Services. Pinboards also address areas of interest to researchers. If you subscribe, Sparrho also send out quirky evidence summaries and overviews of mainstream science topics as Research Perspectives that you can read from your dashboard.



Zotero Groups

[<https://www.zotero.org>]

One of the good things about Mendeley was that you could share references in Groups for anyone to see, without them having to register for an individual Mendeley account. It was a neat feature that came with your tags as hyperlinks. You could click through to see subsets of articles in each Group. First the tags went and now the openness of Mendeley Groups. You must register now to see a Group. However, Zotero still has both these features. What to do? Well thanks to the clever RIS format you can, if you want to, move references into Zotero and create new Groups with very little effort. Sadly, Zotero/RIS dumps all the tags and keywords into one field so some post-move editing of tags is needed. The plus is that Zotero has a better presentation of public Groups and easy editing. Zotero's stand-alone desktop version is very serviceable and it has comparable web and Word plug-ins. Colleagues used to Mendeley will have to spend some time locating all the menus. There doesn't seem to be any problem running Zotero and Mendeley on the same computer, however.

Just to sign off on a health warning. Free social-media tools may change without warning or disappear at any time! There, you've been told.

Matt Holland

LIBRARIAN FOR NWS LKS, SUPPORTED BY HCLU NORTH

"So, a patient walks into a library..."

For a long time patient information has been a bit like learning another language, meditating or tidying out the cupboard under the stairs.

We keep meaning to get round to it but never quite find the time. This year, however, its promotion to the Champions' League of "things we need to do for LQAF," has concentrated minds somewhat. Work-streams have flowed, task-and-finish groups been set up and partnerships formed left, right and centre. So the Patient and Public Information (PPI) Study Day held in Leeds on the 2nd of February was a great opportunity to find out what other people have been up to, hear from some of the movers and shakers in this field and come up with some new ideas about what we could be doing.

Sarah Greening from Health Education England kicked things off with an update on the Knowledge for Healthcare (KFH) PPI Working Group. PPI – of course – is not something we should do just to tick off a box in LQAF. It's the right thing to do as it encourages people to manage their own health problems and helps them understand what doctors are doing to, and for, them. The Working Group's partners include The Society of Chief Librarians, the Reading Agency, Public Health England, NHS England, NHS Digital and Health Education England, among others and they've set up an Ideas Bank (address below) where people can share good practice. Services libraries can offer include walk-in reference facilities, an enquiry service, collaboration with public libraries and helping clinicians provide PPI as well as being a neutral space where people can meet up. Four task-and-finish groups have been spawned from the main group and they have been asked to communicate the standards required for good PPI, encourage the support and development of local networks, work with NHS Choices to give training to local library staff, produce guidance and resources for people providing health information directly to patients and identify appropriate CPD resources for library staff.

After Sarah came Janet Sampson from Doncaster and Bassetlaw NHS Trust. The Trust is an unusual one as local

libraries provide services, under contract, to the NHS. Janet's library provides what is known as the Universal Health Offer – a commitment to providing a range of services, public-health information and health-promotion resources, including Books on Prescription supplied by the Reading Agency. The library runs a Health and Wellbeing and Patient Information web site and produces a health-information workbook for public-library staff. They put on training sessions for people who work in public libraries and produce a Health and Wellbeing guide for new staff and students starting out in the Trust.

Rachel Dukes, from Leeds City Council, then talked about Making Every Contact Count. This is a way of making the most of every contact between health professionals and members of the public – talking to them about their "health behaviours" – and draws on techniques from motivational interviewing, health-coaching, solution-focused therapy and strengths-based approaches. It uses a conversational technique known as OARS which uses open questions, affirmations, reflective listening and summarising what people have said.

After lunch Sarah Greening took to the floor again, this time to talk about Health Information Week which, this year, takes place between the 3rd and 9th of July. The aims of the week are to:

- Improve access to health information for the public
- Improve people's health literacy
- Tell people about their local information providers
- Share resources and knowledge

In the past Health Information Week activities have included NHS librarians giving health-information tutorials, promoting books on prescription, health walks, information displays at a racecourse and an event opened by a local MP with coverage in the local press.

Jacqui Smales from Hull and East Yorkshire Trust then talked about the reminiscence resources her library had

used. These include the House of Memories produced by Liverpool Museum and the app designed to accompany it. Hull library have also produced their own website which allows people to take tours of Hull in the 1940s, 50s and 60s and has a menu of music and films from the same era.

Next came Heather Steele from Leeds and York Partnership Trust who talked about her library's work cataloguing departmental collections. The project started when the Trust's Chronic Fatigue Service asked the library for help managing their collection of resources. This ended up with the library cataloguing them, making the books searchable and accessible to other people so that patients can now borrow them. Staff are keen to expand the collection and the library would like to promote the idea to other departments.

Finally Rebecca Williams from Bradford District Care Trust talked about her work managing the Trust's patient-information leaflets. The library keeps a record of all the leaflets and each one gets a number for identification purposes. This allows them to be reviewed after two years with the library sending reminders to the authors of the leaflets when they are due for review. The library hope to use SharePoint to manage the leaflets in the future which they hope will make the process easier and quicker.

All in all this was a really interesting and worthwhile day and a good reminder that PPI can be an interesting, worthwhile and, dare I say, enjoyable part of the job. We've already produced our own Health and Wellbeing leaflet at the JET Library and are hoping to work with the Macmillan Centre on a list of local support groups. In my view libraries are uniquely well-positioned to make a bridge between clinicians and the public and I think we have the communication skills to make a go of it. Are we up for the challenge?

John Gale

MID-CHESHIRE HOSPITALS
FOUNDATION TRUST

Knowledge for Health Care PPI Ideas Bank
<http://kfh.libraryservices.nhs.uk/patient-and-public-information/ideas-bank-2/>

Books on Prescription
<https://readingagency.org.uk/adults/quick-guides/reading-well/>

Health Information Week
<http://kfh.libraryservices.nhs.uk/patient-and-public-information/health-information-week/>

Profile Questionnaire: **Victoria Treadway**

What was your first job in libraries?

Library Assistant here at Arrowe Park in 2004. I must love it because I've never left!

How have things changed since then?

So much has changed. I do recall one of my early duties being to photocopy journal table of contents and delivering them by hand to Consultants' pigeon holes.

When did you start your current job?

In 2014, having just returned from maternity leave after having my second baby. The first six months of the role was mainly spent wondering when someone would find out I didn't know what I was doing...

What are you most proud of in your professional career?

A big highlight for me was delivering keynote at CILIP Umbrella conference in 2013. I was the most nervous I have ever been EVER. Thankfully the audience were kind to me and it was a really exhilarating experience.

And what would you do differently if you could go back in time?

I am eternally grateful that social media didn't exist when I was younger as I've had a lot of hairstyles that I would rather not remember.



If you had a magic wand what single change would you make to improve NHS libraries?

Apart from the obvious answer (funding), it would be to make every NHS librarian feel confident and to have self-belief in their potential to contribute to the NHS.

What advice would you give to someone starting out in NHS libraries today?

Working in NHS libraries is about working with NHS people, so go out and make friends with as many of them as you can.

Desert Island Discs: You can have eight records, one book and a luxury item. What would they be?

Luxury item: Earplugs

Book: 101 things to do with a coconut (no idea if that book really exists).

Records:

The Smiths, This Charming Man
The Pixies, Where is My Mind
Arctic Monkeys, Mardy Bum
Sister Sledge, We Are Family
The Cure, Friday I'm in Love
System of a Down, Chop Suey!
Eagles, Hotel California
I Just Can't Wait To Be King,
The Lion King Soundtrack

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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