

LIHNNK UP

**Library and Information Health Network
Northwest Newsletter**

BY HEALTH LIBRARIES, FOR HEALTH LIBRARIES

Funded by the Northwest
Health Care Libraries Unit



Printed on 100% Recycled Paper

ISSUE 56

WINTER 2017

Good will to all Librarians



There are as many ways of celebrating – or surviving – Christmas as there are people but there are a few themes that are common to everyone.

Gifts tend to figure fairly prominently and in this issue **Mary Hill** talks about her hour with Jackie Kay, the Poet Laureate for Scotland, as a part of her Trust's celebration of World Mental Health Day (p.2) while **Matt Holland** has some suggestions for gifts for researchers on page 23 in his Land of Geek column. Lots of people have advent calendars and **Sinead English**, from Lancashire Teaching Hospitals, tells us how her library made last year's gigantic one featuring human body parts; this year's plan is to have a mindfulness theme which might be just the thing in the pre-Christmas rush (p.3). Keyll Darree, meanwhile are cheering us up with a song on page 12, while **David Stewart** plays Santa and gives out the annual Director of Health Libraries Prize to **Katie Nicholas** on page 19.

Being close to people is something most of us at least hope to achieve over Christmas and **Caroline Timothy**, **Helen Kiely**, **Emma Child** and **Alex Williams** from Warrington and Halton have all been getting close to their Trust colleagues, shadowing them as they go about their business (p.6). Whether it's Wise Men following the star, Rudolf leading the rest of the reindeers or Santa marshalling his elves you can't get away from leadership – even at Christmas – and **Susan Smith**, **Caroline Storer**, **David Low**, **Hugh Hanchard**, **Vicky Bramwell**, **Dom Gilroy**, **Joanne Naughton** and **Jackie McGuire** have some glad(ish) tidings to report from their System-Leadership course for senior librarians (p.10). Lots of people like a Boxing Day trip to the races. No horseflesh was involved at the International Clinical Librarian Conference at Leicester racecourse earlier this year (unless it featured in the catering) but **Anne Webb**, **Olivia Schaff**, **Yvonne Stubbington** and **Lorna Dawson** were there and give a guide to the going, runners and riders on page 16. Also getting away from it all were **Martin Dowler** at the Informatics Skills Development Network

in Blackpool (p.14) and **Rosalind McNally** at the Let's Talk Research conference on page 13.

If all you want for Christmas is a new library management system **Joanne Naughton** and **Sarah Abernethy** have a few tips for you (p.15) and if it's a Twitter account you're after make sure to read **Abbas Bismillah's** article on page 11. And of course no Christmas would be complete in certain households without an alcohol-fuelled feast of fun/blazing row/ nervous breakdown over a board game – more serious ways of giving your dice a good shake are covered in **John Gale's** article about board games on page four. Arrivals and departures also feature and this issue sees us bidding a fond farewell to **Liz Stitt**, while offering a warm welcome to **Tracy Owen** on page 9. Over indulgence has its own pitfalls though and on page 12 **John Gale** offers his hope that communication will be clearer than an Alka-Seltzer in the New Year.

However you spend Christmas we hope you have a great time and come back feeling refreshed for whatever 2018 has to throw at us!

MY GIFT TO THE LIBRARY COMMUNITY IS 1 hour with Jackie Kay

BEAUTIFULLY WRAPPED WITH A BIG BRASSY RED BOW

Who? I hear some of you ask.

She is the poet laureate for Scotland (Makar) who just happens to live in Manchester. I first came across her not as a poet but through an interview about her early life that I just caught whilst driving. It was riveting, inspirational stuff.

(<http://www.bbc.co.uk/programmes/b007wwtj>)

But why, you muse?

For World Mental Health Day 2017 our service was privileged to help put together a programme of poetry ... well, we mainly sought copyright permission to be able to display some relevant poems but did mean I got to tweet Roger McGough to get permission for one of his, which was granted. As part of that day, Jackie came and read in the Trust. Those of us able to attend were so moved – we laughed, we cried and we empathised. For me, the most moving moment was when she read her poem *Darling* (<http://diamondtwig.co.uk/poems/darling.html>), re-reading it has brought tears to my eyes again.

Please accept my gift and you will have let an inspirational, funny woman into your heart and, maybe, added some brilliant books to your library



LGBT Foundation @LGBTfdn - Oct 10
@jackiekaypoet supporting #worldmentalhealthday @TheChristieNHS encouraging people to talk about mental health through the art of poetry.



Christie Library

@ChristieLibrary

Chris T Bear has found another poem but if he hurries to the Oak Road seating area he could hear Jackie Kay reading some of her poems!

pic.twitter.com/sTdgI9mBKf



A LITTLE TALE OF OUR advent gift for the Trust

As always, the best ideas come out of the most random conversations. Last year a few members of the team were discussing how - although we are a health library - we had never created a library display revolving around the human body.

We asked ourselves how easy it would be to create a library display using model body parts? It still isn't clear how, but it resulted in the idea of creating an advent calendar with the theme of 'the human body' (festive, we know!). The premise was simple - a calendar designed to be opened over 24 days leading up to Christmas. Inside each window there was; a picture relating to 'the human body' such as the brain or the heart; fiction book recommendations such as 'Fever of the Bone' and 'Angel with Two Faces'; and - most importantly - sweets!

After the first week we realised people were disappointed if they didn't manage to open the advent calendar so we put sweets inside the Santa jar too. It was fun and it seemed to genuinely cheer people up when they saw a gigantic advent calendar when they stepped into the library. We saw many students who we had never seen before, and even heard one say "so this is where the library is". It was fun to organise and it was a pleasure to see Trust staff and students all taking part in opening the calendar. It encouraged new engagement with staff and students and fostered the welcoming environment we work hard to create.

Creating the calendar was also a great learning experience. We experimented with the app 'Boomerang' for the first time when posting videos of people opening the advent, which led to some amusing screenshots! The display created an opportunity to experiment with our social media and see people engaged. Lastly, it was a great way of promoting the fiction collection as most of the books used on the display were issued.

Thinking about how much Trust staff and students enjoyed it last Christmas; we wanted to give them another advent calendar this year. Earlier this year we officially opened our Health and Wellbeing room at the Chorley library site, so we thought it would be fitting to have a theme of 'mindful moments' for this year's



calendar. We are now collecting some mindful quotes and simple mindfulness exercises which we can include inside each day (as well as chocolates and sweets) so people can have a mindful moment in work. We will also place mindfulness and wellbeing books below as a display and we will encourage people to take them out to enjoy a mindful moment at home. We hope this works as well as last year and that the Trust enjoys our simple but thoughtful gift to them for all their hard work throughout the year.



**SINEAD
ENGLISH**
LIBRARY
ASSISTANT,
LANCASHIRE
TEACHING
HOSPITALS
FOUNDATION
TRUST LIBRARY

No chance of Board-dom

AT THE JET LIBRARY

Like families board games come in all shapes and sizes.

Hilarity can ensue over Pictionary or Boggle, particularly after a few bottles of wine while Cluedo can provoke thoughts of real-life murder and Monopoly result in teeth-grinding levels of boredom while twelve-year-old boys negotiate complex debt-swapping arrangements that would put Lehmann Brothers to shame.

Board games can have a more serious purpose though and Focus Games produce a range designed to make learning about topics such as *C. Difficile* and Pressure Sores rather more fun and – one hopes – slightly more memorable. The JET Library recently brought a few of these games including:

- Game of Stools – designed to teach people about *C. Difficile*
- Drug Round game
- The Communication Game

- Masterful Mentoring
- The Sepsis Game
- Pressure-Ulcer prevention

Game of Stools features a stool chart, tips on hand-washing technique and lots of question and answer cards to test people as they move round the board. The object of the game is to get five brownie points for being the first person to answer five questions correctly or the first player to treat someone successfully for a *C. diff* infection. The games have proved to be very popular although it was a laborious business counting up the different pieces and counters, adding them to the catalogue records and producing a contents slip to go into each box.

The Sepsis Game has been used a lot to teach people about how to spot and deal with sepsis and Viola Jackson, the Trust's Sepsis Specialist Nurse, said "Staff are often surprised at how much they enjoy them and learn from them. They are a great addition to formal teaching and get the brains thinking instead of just listening."



Above and right: Pressure Ulcer board game

Kirsty Howard – who leads on pressure-ulcer prevention in the Trust said “[the] game is a fantastic educational tool with a difference. Whilst training PUP [pressure-ulcer prevention] to nurses, HCAs and students I have used this game and received fantastic feedback about enjoying this way of learning. I have also [used] sections of the game on raising-awareness campaigns throughout the Trust and at a community event with great feedback.”

You can find out more about Focus Games’ products at <http://www.focusgames.com>

John Gale

MID-CHESHIRE HOSPITALS
NHS FOUNDATION TRUST



ME AND MY shadow

No matter what anyone's role is in a hospital, the ultimate aim is patient care but it is important to be able to see the different

perspectives of different groups as to how this is achieved.

This year the Knowledge & Evidence Service (KES) team each shadowed a member of a different hospital team to learn more about their roles and increase communication between the team and other departments and divisions.

Caroline Timothy

Information Specialist

Who I shadowed:

NAME: Sonia Davis

JOB TITLE: Theatre Practitioner and Perioperative Practice Educator Facilitator

The Information Specialists at Warrington & Halton Hospitals NHS Foundation Trust look after a division each and my division is Surgery, Women's and Children's Health.

This gave me a wide range of staff to choose from as to who to shadow! I decided to ask Sonia if I could shadow her as she has two roles, one as a theatre practitioner and one as a Practice Educator Facilitator (PEF). This allowed me to see how things work in theory, on the shop floor, and also to learn how education is delivered to theatre staff.

I sat with Sonia at first and we went through some of the work that she does, which can be anything from writing standard operating procedures (SOPs) for theatres to attending audit meetings, to going out to investigations for student Operating Department Practitioners (ODPs) which can often be at other hospitals. Sonia then asked if I would like to see an actual operation. I put a gown on and went in to see an operation on a child with a squint. It was amazing to see how intricate the surgery was. The sutures were so small and I could not believe how the surgeons could make such delicate stitches. I am often asked to do searches for ophthalmology and it was good to see how everything goes from research being done to operations like this being carried out. I do have to admit that after watching the operation for a little while, I got a little bit woozy and lightheaded and I had to ask to leave the theatre. I am not cut out to be a surgeon or ODP obviously!

I went back to Sonia and she walked me around the theatres. It was good to see where everyone fits in and incredible to see how much equipment is needed. In the afternoon Sonia and I went to the Allied Professions Advisory Group (APAG) meeting. I go to this meeting each month and get asked to conduct literature searches after the meeting, but it was good to go with Sonia and to see her perspective on the meeting. This was the end of the day and of my shadowing and I thought it had been a really interesting and valuable day. I learnt how big theatres are at the Trust and how very busy! I now know what stress people are under to do their jobs and to carry them out in a caring and professional way and if we can help save staff there some time by the work that we do for them, they really appreciate this.

Helen Kiely

Knowledge Services Assistant

Who I shadowed:

NAME: Helen Higginson

JOB TITLE: WHH Charity
Fundraising Manager

Helen is the driving force behind the hospital charity, this means that she is bursting with promotional ideas and has a real skill in speaking to others and passing on her enthusiasm to them. Her role takes her both in and out of the hospital networking with local schools and businesses along with departments within the organisation to implement projects to improve patient and staff experience- from small changes on wards, such as arranging for a patient to have a special seat by their bedside, to bigger projects such as fundraising for the new outdoor playground for the children's ward.

On the day I shadowed Helen we were greeting year sevens from a local primary school who had picked Warrington & Halton Hospitals as their 'chosen charity'.

These children were the chosen charity ambassadors for their year group and the visit was designed to help them learn about planning fundraising projects, promoting them and also to give them a chance to see some of what their fundraising would be used for. The day was very busy presenting, facilitating activities and talking to the children about the hospital and answering questions. It was a great experience for me as it allowed me to see how Helen channelled her energy into projects and also kept sessions engaged and inclusive in a new way. Of course one of the main things I gained by shadowing was the ability to look at

what drives what she does and the perspective she brings to her role, and how she communicates that to others. I feel it was a very useful experience and hope to emulate some of what I observed - in terms of her energy and how she prepared - to help with our own promotional efforts and projects.



Above: Helen Higginson



Above: Year 7 Ambassadors from Hope Academy

ME AND MY shadow

Emma Child

Information Specialist

Who I shadowed:

NAME: Dr. Jerome McCann

JOB TITLE: Intensive Care
Consultant and
Postgraduate
Education Tutor

As Caroline's counterpart I am responsible for supporting the information needs of all staff in the Acute division of the hospital. I am always trying to think of new ways to engage with my division and embed the KES within clinical teams and departments. However this can be challenging when most of my time is spent in the education centre opposite the main hospital. I was therefore keen to use my shadowing experience as an opportunity to integrate with clinical staff on the wards.

Having already developed a good working relationship with Dr. McCann, I asked him if he would let me shadow him on the intensive care unit. Dr McCann kindly agreed and invited me to shadow the team as they did their morning handover and ward round, which lasted about two hours.

Before the ward round I was a little nervous about how the medical team might react to a non-clinical member of staff on the ward. I was also concerned about how ill the patients might be. I needn't have worried though as the team were very friendly and explained the different patients' conditions to me as we went around the bedsides.

I was surprised by how quiet and calm the ward was and whilst some of the patients had been on the ward for months

and were very poorly, others were awake and waiting to be discharged onto another ward.

At the end of the ward round Dr. McCann asked if I would like to participate in ward rounds on a regular basis so that I could support the team in finding any evidence they might need. I was delighted with this outcome as ward rounds would be a fantastic opportunity to really embed the service with the intensive care team.



Alex Williams

Knowledge & Evidence Service Manager

Who I shadowed:

NAME: Louise Bradbury

JOB TITLE: Medicines Information
Pharmacist

Although not as hands-on with the clinical divisions as I used to be, I still provide literature searches and training to the corporate functions of the Trust and this includes the pharmacy department. Interestingly, we work extremely closely with the Medicines Information department, often working together on searches to ensure that evidence to support questions about drugs is accurate and comprehensive. We also buy things together so that staff have access to up-to-date and relevant information on the wards.

I contacted Louise to spend the day shadowing her to find out more about

her role, the nature of the searches she does and how she manages her clinical time effectively. I spent the morning meeting people in the department, learning about what happens to expired medication and speaking to the procurement department to find out how they manage a shortage of medication. I spent some time speaking to the technicians who showed the new pharmacy robot to me and then worked one-to-one with Louise in the afternoon talking about the best way to buy information resources.

Following a recent project, all purchases made against our books and journals budget line are approved by the Knowledge & Evidence Service including pharmacy's essential resources. We often wait for advice from the Medicines Information team before placing orders but Louise and I talked about ways of

streamlining the process to update books and journals before they go out-of-date. Louise showed me the pharmacy database of resources and we came up with a plan for improving our communication. I was also given access to their national literature-search database and picked up some useful ideas for our own, such as an ID linked to the patient record where possible.

The biggest insight my experience gave me was evidence-based practice in action. It brought home to me the importance of being proactive and present, wherever possible, at the point-of-need. It also taught me how important it is to "walk in someone's shoes", as it's so difficult to share and understand another person's knowledge without doing so.

Farewell to **Liz Stitt**

Liz Stitt retired from her post as Library Services Manager at Whalley Library (formerly known as Calderstones) in August 2017.

Liz took up her post as library manager at Calderstones in 2001, and quickly became an active member of the LIHNN Mental Health Group. Her outgoing personality meant that she was well known in the regional network, and had a high profile within her Trust.

As a member of the sadly defunct East Lancashire patch group, Liz regularly hosted an annual Christmas lunch in the Calderstones canteen, where she force-fed home-made truffles to any attendee that sat still long enough, and woe betide you if you weren't wearing a paper hat!

Liz had a good send-off, attended by many of her colleagues old and new, and even by some old friends from her days in the public library service. All were sustained throughout by a small mountain of Liz's home-made cakes.

With her new-found leisure time Liz has great plans involving school runs for her 2 grandchildren, a bread making course, swimming lessons, French lessons and, of course, lunching with friends.

Mike Hargreaves
FACULTY LIBRARIAN
UNIVERSITY OF CENTRAL LANCASHIRE

Clare Morton
LIBRARY OPERATIONAL SERVICES
MANAGER, EAST LANCASHIRE
HOSPITALS NHS TRUST



I recently started at North West Boroughs Healthcare NHS Foundation Trust as the Knowledge and Library Services Manager.

New Starter **Tracy Owen**

Before this I was working at Salford Royal NHS Foundation Trust Library and Information Resource Centre on a temporary contract and before that, as most of you know, I worked at FADE. I worked at FADE in all its many organisational names for nearly 15 years. That's right I put up with Kieran Lamb for all that time (or should that be he put up with me?)!

Starting in 2001, I changed roles throughout this time, moving

from Assistant Librarian to Librarian and finally to Library Resources Manager.

I am looking forward to getting my teeth into this new role and working with Sarah Cross the Library Assistant here.

Tracy Owen
KNOWLEDGE AND LIBRARY SERVICES
MANAGER, NORTH WEST
BOROUGH'S HEALTHCARE NHS
FOUNDATION TRUST

Shared Leadership Reflections:

It's now been a few months since the end of our System Leadership Course for Senior Librarians - supported by Health Education England, CILIP & the NHS Leadership Academy.

It's given the Northern participants on the course some time to reflect on the work and share some of the learning we got from the course.

Leadership courses are usually highly interactive, full of personal discoveries and can be very intense. Networking is an important part of these courses and helps you to develop professional relations which support you throughout your career. They give you the opportunity to meet some really

inspirational people, from lots of different backgrounds who, at some point or another, have been in a similar situation to yourself.

There is a lot of research on what makes a good leader. Some people's ascent of the greasy pole can be ascribed to luck, but this is often something one creates for oneself. The more you put yourself out there and connect with different types of people, the more opportunities seem to occur - and there is a skill at doing this.

One of the most useful communication techniques we were shown was "chunking up" which is a negotiation tactic. Sometimes when communicating we are so specialised in our field that we use our own terminology.

Things we take for granted, other don't. This means that you need to start thinking in broader categories, to find some degree of common understanding. Often this can be something abstract which seems far from practical. However, once you have common ground, you can slowly start to become more specific. A number of us have now used this technique to great effect dealing with senior management.

Many in the North will be familiar with courses run by Amanda Stearn. She ran a Plan on the Page workshop as another way of improving communication with senior staff.



ABOVE:

Susan Smith: Senior Librarian, Mid Cheshire Hospitals NHS Foundation Trust

Caroline Storer: Knowledge Manager, NHS Digital

Dr David Low: Knowledge and Innovation Programme Manager, Pennine Care NHS Foundation Trust

Hugh Hanchard: Library Services Manager, South Tees Hospitals NHS Foundation Trust

Vicky Bramwell: Library Service Manager, Cheshire and Wirral Partnership NHS Foundation Trust

Dom Gilroy: NHS Library and Knowledge Service Development Manager, Health Education England

– Working across Yorkshire and the Humber

Joanne Naughton: NHS Library and Knowledge Services Development Manager, Health Education England - Working across North East

Jackie McGuire: Library & Knowledge Services Manager, Northumbria Healthcare NHS Trust

Building skills and strengthening our network

It's not all plain sailing though. What are your personal perceptions of what a leadership course should be? Some thought this was going to be a really business-orientated course, with lots of theory and application. Some of it seemed rather soft and fluffy. To only focus on techniques and theories grossly misses the point. Leadership comes from within, and to be able to lead with skilful intentions and integrity, you must be able to understand and be compassionate to yourself.

There were certainly some surprising personal discoveries, not all of them comfortable. It's also difficult to balance this with the pressures we are all facing at work to meet deadlines, service transformation and staff shortages. The session on compassionate leadership, exploring the meaning of it, how we can better make time for others and also be more forgiving and compassionate to ourselves provided us all with powerful messages.

Caroline Storer: "I would definitely

recommend the course to others, it was a great opportunity and I think undertaking a leadership course with others in my profession was beneficial and provided a different approach to leadership courses within organisations."

David Low: "The value of this course is immense, and it has certainly shifted and expanded my paradigms on the leadership subject. It is certainly a journey I look to be on for the foreseeable future."

Susan Smith: "It has provided me valuable time out in a supportive environment and access to tools which have given me understanding of personal strengths and development needs."

Hugh Hanchard: "It was a brilliant opportunity to step outside of the day job, to reflect and learn about your own leadership style and why you behave in the way that you do. Ultimately, being a better leader is down to you but this course gives you

the understanding and the tools to make those changes in your behaviour."

Vicky Bramwell: "The shared experiences of the speakers and those in the group allowed me to inwardly and outwardly explore leadership from my own and other perspectives. It was very thought provoking. The time to reflect away from the office to consider the approach of other colleagues and their interpretation of situations has provided additional and varied viewpoints to draw on."

Jackie McGuire: "The quality of the facilitators and speakers on this course was excellent and I learnt a lot from them and also my colleagues on the course. I have shared both my experiences and some of the tools and techniques with my own team and beyond in my organisation since finishing the course and continue to do so. Do the course to increase your knowledge, explore your own motivations and to build your confidence!"

A REFLECTIVE ACCOUNT OF **Social-Media Training** AT BRADFORD TEACHING HOSPITALS



The popularity of social-media platforms is inescapable as more and more NHS organisations provide us with a hashtag or ask for a like for their account on their promotional material.

Social media has proven to be a great way for organisations to post out guidance, health campaigns and organisational updates to staff. However one of the main issues with using this tool is that many health professionals are still not entirely sure how to use social-media accounts like Twitter. To help solve this issue we have been giving people basic training on Twitter throughout our Trust. Since starting the training people have given us some very positive feedback. Staff

reported that they found the sessions 'relaxed', 'fun' and most of all really "informative, relevant and useful". The impact of the training has been tremendous. New Bradford Teaching Hospitals Twitter accounts have been created such as @bthftpaeds and health professionals are now more aware of the power that Twitter provides. In our inductions, we are also feeding this back to new staff and to students too. This is to ensure that social-media literacy is communicated at the very beginning of the health professionals' journey.

We are now expanding our services to including other types of social-media training such as YouTube. Watch this space!

ABBAS BISMILLAH

KNOWLEDGE, LIBRARY AND INFORMATION SERVICES
MANAGER, BRADFORD TEACHING HOSPITALS
NHS FOUNDATION TRUST

THE GIFT OF CLARITY

Every so often researchers, librarians and NHS bigwigs work themselves up into a tizzy about how the public fail to get to grips with research.

The Daily Mail usually gets mentioned as a culprit somewhere along the line, along with a lack of health literacy among the public and the machinations of university PR departments. Yet should researchers – and to some extent librarians – look a little closer to home?

I summarise quite a bit of research for the various current-awareness bulletins I'm involved with. I love doing the writing but getting to grips with what the research has found can be an uphill struggle involving picking one's way through a forest of numbers – invariably garlanded with >, <, + and – signs, not to mention lots of Ps – negative and positive correlations and regression analysis. Yet, quite often what the research has actually found could just as easily be summarised as we used treatment a, b and c and symptoms x, y and z got either worse or better. Some articles are even worse and just say that thing a was found to be linked to sex, race, class, marital status etc without actually specifying what effect any of these factors had and whether they made thing a better or worse. If researchers really want to communicate to half a dozen people in their specialism then that might be good enough – if they want to communicate with the general public (who by and large pay their salaries) then this is lazy, arrogant and woefully inadequate.

Communicating clearly is often a case of putting oneself in somebody else's shoes. Some universities run workshops for lecturers where people researching astrophysics have to get their ideas across to experts in Medieval Studies (or vice versa). It gets across the idea that perfectly intelligent people might know next-to-nothing about your research but that you can explain it

to them without resorting to cat-sat-on-the-mat stuff. Many research grants now come with a condition that researchers prepare a plain-language summary of their work which can only be a good thing but what can librarians do about it?

The good news is that we – or at least those of us who do evidence synthesis – are already doing it; summarising and synthesising research, giving it a structure and (one hopes) presenting it clearly to our end users. Time is at a premium in modern life – one could say it's almost an alternative currency – and by presenting things clearly in a logical, well-structured way we can save expensive people lots of it. Our privileged – and some might say unique – position as intermediaries between academia and the rest of the world – gives us the chance to act as a zip wire between the ivory tower and the man on the street and I think it's an opportunity we should grab with both hands (which is often best as far as zip wires are concerned).

Of course it's not just academics who are guilty of talking in jargon. Eyes roll at Patient Information Group meeting when the patient rep and I argue the toss about simplification, bullet points and clarity. But misunderstood instructions can result in cancelled procedures, medication not being taken properly, consent being given without proper understanding and – at worst – legal action. Writing clearly and communicating effectively are no longer luxuries or 'nice-to-haves,' to be squeezed into the time between appointments. They should be seen as an essential part of doing research and of looking after patients and an essential part of what we can contribute to health care. So that's the gift I'd like to give in 2018 – clarity.

JOHN GALE

MID-CHESHIRE HOSPITALS NHS FOUNDATION TRUST

THE GIFTS WE GIVE OUR USERS

Here at Keyll Darree we have been very generous to our users over the years. The gifts we have given (although not physical) have enabled our users to have productive experiences and the knowledge that someone will always be on hand (within staffed hours!) to help with that article request, reassurance or just a friendly face. Here is a Christmas hymn to sum up the 'gifts' we have given our users this year.

**Keyll Darree Library
Christmas Hymn
(To Little Donkey)**

Keyll Darree, Keyll Darree
Library always at your aid

*With their knowledge, expertise, and
"how to" videos they've made*

*Time is priceless, KD Library, but
you're always there*

*To support us with our needs, it's so
good to know you care!*

*Find me that book I need
Keyll Darree, Keyll Darree
Quiet spaces to study and read
Keyll Darree, Keyll Darree*

*Keyll Darree, Keyll Darree
Library sends out daily Tweets
On current practice, health news items
or when they're baking lovely treats!
Knowledge is power, KD Library, and
you always share*

*Your expertise in displays, with
creative flair!*

*Sharing a useful link
Keyll Darree, Keyll Darree
Tranquility so I can think
Keyll Darree, Keyll Darree*

*Keyll Darree, Keyll Darree
Library giving you the choice
To recommend books, enhance the
service, listen to your voice.
Thinking of us, Keyll Darree Library,
putting books aside
That you know will help our study and
gain high marks with pride!*

KEYLL DARREE LIBRARY

Let's Talk Research

It's a real problem for NHS staff working in changing organisations to keep up good relationships with external stakeholders.

Energy is drained by restructuring, which can be very unsettling. I was really lucky to get a HCLU Bursary to go to the NHS R & D (Research and Development) North-West (<http://research.northwest.nhs.uk/>) Let's Talk Research Conference on September 14th 2017 at the Royal Northern College of Music. Also joining me from LIHNN were Emily Hopkins (Knowledge Management Programme Manager, Health Education England) & Victoria Treadway (Library and Knowledge Services Lead, Wirral University Teaching Hospital).

Before the event I took another look at the Research Strategy of NHS England (<https://www.england.nhs.uk/publication/nhs-england-research-plan/>). As soon as I got the delegate list I identified a few people so I could find out what was important to them currently and what I could do to help.

Chatting to Gillian Southgate (Director of Collaboration and Communication), the Team at North West R & D are looking to networks like NHS Library & Knowledge Services to inform next year's event. This will take a different format. What would NHS Library and Knowledge Services staff like from this event to help us deliver the research and innovation bits of Knowledge for Healthcare in our area? Please send

your thoughts on the event and contributions for the next issue of Researcher magazine (<http://research.northwest.nhs.uk/work/the-researcher-magazine/>) to Joanne Simpson at North West R & D, Joanne.Simpson@researchnorthwest.nhs.uk



Let's Talk Research - collage created by conference goers

During a workshop I met staff I didn't know from the Greater Manchester CLAHRC (Collaborations for Leadership in Applied Health Research and Care) (<http://clahrc-gm.nihr.ac.uk/>) who regularly collaborate with Greater Manchester Mental Health (GMMH). After the event, I got in touch by email and we are keeping in touch through the Knowledge Service Twitter feed (https://twitter.com/Knowledge_GMMH).

I also had time to meet up again with someone we'd trained during their National Institute for Health Research (NIHR) Integrated Clinical Internship. The fabulous cohort of interns presented their work at the event. The Knowledge Service can now train researchers to communicate their findings to staff locally, and update their searches, so their findings can be constantly updated and publications

planned. I also found out about changes to - and what will replace - the NIHR Internships (<https://www.hee.nhs.uk/our-work/developing-our-workforce/clinical-academic-careers/integrated-clinical-academic-programme>) in the North West next year. I put that date on my calendar and shared this in Research and Innovation so we can promote and support them at Greater Manchester Mental Health

Keynote speakers, Jenny Popay (Professor of Sociology and Public Health at Lancaster University) and Alison Chambers (Pro Vice Chancellor for Health & Social Care at Manchester Metropolitan University) both talked about their personal experience of family, history and community and how this shaped their professional and personal life. I really enjoyed listening to them.

Phew! Thank you HCLU. If you would like to, view the Storify (<https://storify.com/HearneCreative/nhs-r-d-let-s-talk-research-conference-2017>) & #LTRCONF17 (<https://twitter.com/search?q=%23LTRCONF17&src=typd>) If you would like an email with all the links to presentations please contact me.

Rosalind McNally

rosalind.mcnelly@gmmh.nhs.uk

OUTREACH LIBRARIAN
GREATER MANCHESTER MENTAL
HEALTH NHS FOUNDATION TRUST



Let's Talk Research - final speeches at the end of the afternoon's awards and celebrations

WITH MY LITTLE STICK OF BLACKPOOL ROCK...

For those that aren't aware the ISDN is the Informatics Skills Development Network, which has been running in the North West for seven years now.

Member organisations pay an annual membership fee and the network has been constantly growing with more development subgroups, links to organisations such as the University of Manchester and the development of programmes to support staff in informatics professions. Anyone interested in further information can sign up to the website www.skillsdevelopmentnetwork.com.

There are many similarities to the LIHNN network although they aren't as friendly a bunch as we are! I have been the ISD Lead for CWP for a number of years now and LIHNN kindly funded my attendance at this year's annual conference in Blackpool. There was sadly no time for Kiss Me Quick hats though, as the 2-day event was very much all business. It took place at Blackpool Hilton and as I rolled up to park in the drizzling rain in September it felt very much like there would be few Blackpool high-jinks involved.

The conference was titled 'Connect 2017: Beyond the Boundaries'. The event's main sponsors were InterSystems and Samsung and there were lots of their staff on hand. John Glover, CIO of Bay Health Partners and chair of the ISD Strategy Group, opened the conference and was followed by the keynote motivational speaker, Professor Damian Hughes. His talk 'The Liquid Thinker' was an extremely entertaining one. He works

with deprived children in Manchester, raising life expectations through a boxing charity and his talk was on behavioural psychology. Being a Mancunian he had some entertaining stories about the city and his work and the best of those was about the week he spent with Richard Branson which had the audience (of 200-250 people) in stitches.



The rest of day 1 involved workshops so we had to engage the grey cells somewhat. I went to a session on the Digital Maturity Assessment which was very useful as my organisation is involved in the peer-review pilot being run by NHS Digital and I link in with our informatics team. David Sgorbati from NHS England gave feedback on the process so far. InterSystems Clinical lead, Yossi Cohen gave an interesting talk on big data and clinical risks and then there was a '6 in 60 minutes' round of presentations from some of the

Exemplar sites in the NW.

I found myself humming that famous tune by George Formby as I checked in for the black-tie evening dinner. The food and wine hit the spot but I can't say I enjoyed the after-dinner speaker so I sneaked off to my room early and missed the 4am drinkfest...

Next morning I heard that I missed quite a lot of entertainment. The Managing Director of Harris Healthcare, who had come over from the States especially for the event (pictured centre below with me on the right), had been determined to sample the nightlife in Blackpool but no one would go with him so he went off into the night and got completely lost. There's more to that story but this is a family publication!

Day two started with updates from the subgroups within the network and then presentations by each of the Global Digital Exemplar site leads. The Royal Liverpool's work to go paper-free was particularly impressive (as no doubt was their budget to achieve it!). The annual awards took place after that before Nick Wood, CCIO from East Lancs Trust closed the event and we all packed up and stepped back out into the Blackpool drizzle to brave the M6.

If you want to know more about the ISD contact myself or visit the website: www.skillsdevelopmentnetwork.com



Martin Dowler
KNOWLEDGE MANAGER
CHESHIRE AND WIRRAL
PARTNERSHIP NHS TRUST

A North East Library MANAGEMENT SYSTEM

During the summer of 2017, the North East Library Management System (OLIB) expanded to take in three extra Trusts: Tees, Esk and Wear Valleys; County Durham and Darlington; and North Tees and Hartlepool.

This means that the catalogue now contains 36,250 items people can borrow across the North East and the North via the PANDDA agreement. Of the ten trusts in the North East, eight are now part of the scheme. Some of the benefits of the partnership include:

- Shared costs
- Easy for users as they join at one Trust then move between Trusts
- Stock from all 21 Libraries is available to all users
- Library staff from across the North (PANDDA Network) can now access the resources from all 8 Trusts with one search
- Provides more opportunities for librarians to work together
- Less time spent on cataloguing
- Easy, online, reservations are supplied seamlessly across the system.
- Hosted by OCLC, so no NHS IT involvement
- Shared data quality standards
- Circulation rules and regulations agreed by all 8 Library Services which means there is consistency for users across the patch

The OLIB partnership has worked successfully for 12 years. We agreed to extend the partnership last year when the three Trusts who joined decided that their previous library-management system was no longer good enough. As an experienced and knowledgeable OLIB user, Sarah Abernethy was seconded for two days a week for three months to

manage the migration, support new staff joining the system and liaise with OCLC about technical aspects of the transition. The migration was completed smoothly and on time.

Some lessons learned

The new network of staff is as important as any of the processes developed to use Olib. Support and time for staff to meet, learn and discuss developments together is vital in ensuring that the LMS is used effectively and can improve over time. Without funding for someone to manage the LMS, the only option is to share the workload across the eight Trusts. Whilst this worked for the previous smaller network it will be more of a challenge due to the large geographical area covered and the number of small library services who find hard to release staff for meetings or training.

Time was needed after the data migration to tidy up data. There were large numbers of duplicate records in fields such as Publisher and Place of Publication. These need to be fixed as soon as possible so that searching and cataloguing both stay straightforward.

Follow-up training in more advanced options will also be useful to staff who are new to the system.



Managing a shared system is not always straightforward. Different Trusts have different staffing levels and capacity which means that more experienced users can be relied upon heavily. In any collaborative venture, it is essential that all participants feel that their service and organisation are benefiting from the scheme, as well as contributing. There is no easy answer to this issue and we will continue to work through these questions to deliver a joined up, efficient service for our users.

JOANNE NAUGHTON
HEALTH EDUCATION
NORTH-EAST

SARAH ABERNETHY
NORTHUMBRIA
HEALTHCARE NHS
FOUNDATION TRUST



A day at the races

The International Clinical Librarian Conference took place at Leicester racecourse, and while there was an excellent turnout from around the world (Ireland, Denmark, Norway, Sweden, The U.S.A., Iran), Steve Glover, Olivia Schaff, Yvonne Stubbington, Lorna Dawson and Anne Webb made up a small contingent from the North West.

The conference got off to a great start with Margaret Foster (Associate Professor from Texas and AM University see

<https://nml.gov/scr/professional-development/systematic-review-series>) delivering the keynote talk: Assembling the puzzle of Librarians and systematic reviews. Margaret is a prolific author and has taken part in lots of systematic reviews, helping many professionals and students on their systematic-review journey.

She shared some of her experiences of systematic reviews, highlighting the horrors (including discovering a typo mid search strategy) and delights (getting published)! She also expanded on what she saw as the role of librarians (and their levels of participation) in: teaching, participation, research and the support process for systematic reviews

Margaret identified two key questions that she found useful to clarify what is required when we are asked to help with a systematic review:

- What do you understand a systematic review to be? Often the people asking for them aren't sure what they really need
- How long have you got to do it?



Margaret Foster's keynote address

Margaret's speech was totally engaging and set the tone for what was to prove to be an interesting and intense couple of days.

For us, the conference developed several key themes including developing our systematic-review skills, raising our profile and embedding services.

There were some great presentations and lightning talks, as well as several in-depth workshops. We have picked a small selection of our highlights illustrating some of the themes.

For Anne, the work done by **Steve Glover and Olivia Schaff (Manchester University Hospitals NHS Foundation Trust)** in **Supporting Priority Setting Partnerships**, was a good example of how a project could be delivered using a collaborative approach and specialist search skills helping to raise their library's profile.

The National Institute for Health Research (NIHR) coordinates a

series of Priority Setting Partnership (PSP) through the James Lind institute in order to decide what to spend its money on. The James Lind institute looks for treatments which have uncertainty i.e. they have no up-to-date evidence or systematic reviews to support them.

Steve Glover and Olivia Schaff talked about the work they'd done for the PSP. Their talk described the process of working out the questions to be answered and the role that the library played in developing areas for further research.

A key feature of their talk was how the project was done by getting together a team of librarians across the North West and the systems used to support remote working, communication and tracking progress between teams.

Importantly, the benefits and impact for the library were numerous: they increased their profile across their trust and beyond, generated better subject knowledge, wrote articles for journals, got more work with PSPs and improved their relationships

with University of Manchester staff. Another key benefit for the library was the money they got for their work which helped them to buy more resources.

Elsewhere you had stories of librarians successfully integrating a clinical-librarian service within a hospital sector. **Farhad Shokrane** from Iran spoke of single-handedly setting up a clinical-librarian service in a hospital emergency department, including working night shifts to make sure that all members of the team had access to evidence-based medicine exactly when they needed it. **Irene Lubker** told us about her experiences setting up a service in Virginia, USA and the demands of covering a wide geographical area. It was fascinating to see that, although the Health Services structures varied so greatly from country to country, clinical librarians were all meeting the same need for evidence-based information and overcoming similar challenges.

Bennet Jones and Katie Barnard (North Bristol NHS Trust) gave an enthusiastic overview of developing a new clinical-librarian Service in their talk **Winning Friends and Influencing People**. This was a good example of using the power of proactivity and communication to revamp a “passive” and traditional library service (with no current-awareness services, little training delivered and not much literature-searching activity). Bennett and Katie were asked to develop a proactive service, changing perceptions, delivering library services to where people need them so that they were integral to clinical decision-making.

To do this they developed their core offering: literature searching, current awareness and training programmes and then broadcast it as widely across the Trust as possible. They promoted their services through marketing and writing articles for Trust newsletters and spent a lot of time meeting people in the first year. They were keen to point out the power of communication, which included many conversations, “schmoozing and coffee” and networking in



Steve Glover presenting



Olivia Schaff presenting

communal places. They found talking to staff and attending meetings was important in identifying contacts and understanding the “bigger picture”.

Examples of their activities included: a fortnightly drop in to the ICU,

going to Breast Care team meetings, attending hospital “Safety Thermometer” meetings and going to other clinical events.

Continued over...

A day at the races

...continued

They found that some were the right time, right place right people, but not every encounter was a success story and they had to use their judgement when to stop. After a successful start they are now developing their services but are conscious of the need to balance their reach against their capacity, as well as maintaining the service's profile.

On the theme of embedding services there was much going on across the country and it was fascinating to hear of services' experiences, as often this varies depending on the culture, needs and staff of an organisation. Whilst our own services may have enjoyed some successes at developing more embedded services, the talk by **Laura Wilkes, (West Suffolk NHS Foundation Trust)** was truly inspirational. Laura described her experiences of: **A new model for Clinical Librarians: Embedding in to acute adult Speech and Language Therapy.**

This was a good example of how a chance conversation can lead to so much more! In Laura's case it was the beginning of embedding librarian services into a team of Speech and Language Therapists (SALT). Following a chance conversation in a car park Laura successfully pitched her library services (including e resources, training, core services) and the offer of personalised and practical services to the SALT team and then went on to make spectacular progress in developing and embedding services.

The feedback received from the SALT teams was very positive, with an impact on staff development and improvements in patient care. Plus, librarians benefited by better understanding the SALT team's interests and developing their search skills through the increased volume of searches.

The services have since been expanded to Dietetics, Occupational Therapists and Physiotherapists and other teams such as Transformation. The impressive scale of Laura's work was apparent in her final presentation slides which mapped her current provision and models developed.

During the conference there were many opportunities to meet and talk to fellow clinical librarians, a poster display to look at and stalls to visit and see the latest innovations and services being offered. There was also a presentation from Richard Hollis from Cochrane Innovations, who demonstrated Cochrane Interactive Learning – a new online tool for anyone involved in or wanting to learn how to conduct a Systematic Review. In Tom Roper's presentation we were introduced to a wide range of online tools that might help Clinical Librarian productivity. These included project-management apps, text tools and time-management tools.

At the end of the conference it struck us how much good work was going on across the country and it was exciting to hear that a new Clinical Librarians' Group was to be formed. So look out in the North West! We are sure there will be plenty of opportunities to work together and share good practice across the regions. Of course, no write up would be complete without thanking the Clinical Librarians at University Hospitals of Leicester NHS Trust, for all their enthusiasm and hard work to organise and deliver a successful conference. Finally, thank you to the Health Care Libraries Unit and Health Education England for sponsoring our places at the conference and to our Trusts for supporting our attendance.

"It struck us how much good work was going on across the country and it was exciting to hear that a new Clinical Librarians' Group was to be formed."

Anne Webb

CLINICAL OUTREACH LIBRARIAN
EAST CHESHIRE NHS TRUST

Olivia Schaff

CLINICAL LIBRARIAN
MANCHESTER UNIVERSITY HOSPITALS
NHS FOUNDATION TRUST

Yvonne Stubbington

CLINICAL/OUTREACH LIBRARIAN
ST HELENS & KNOWSLEY TEACHING
HOSPITALS NHS TRUST

Lorna Dawson

KNOWLEDGE SERVICE ASSISTANT
GREATER MANCHESTER MENTAL
HEALTH NHS FOUNDATION TRUST

The Director of Health Libraries Annual Prize 2017

Over the last six 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.

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 based in the North-West.

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".

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 sixth Director's prize to someone who I think you will agree richly deserves it.

This year's prize goes to Katie Nicholas.

Just a bit about Katie:

- Started 2013 as a Library assistant at Manchester Mental Health
- Certification in her first year
- Started MA in Library and Information Management in 2014 - graduated with a distinction in 2017
- Started at HEE in December 2015 as a Knowledge Officer delivering KM to the NW - since expanded to be a national service. Presented on the service with Emily at the KM day last year
- Sits on the LIHNNK-Up editorial board and represents this group on the LIHNN co-ordinating committee
- Co-runs the e-books matrix - has won a LIHNN Quality Award for this and has spoken at HLG. A key component of this is usability about which she spoke at the Big Day Out earlier this year
- Won a LIHNN Quality award in 2016 for In the Know - Current Awareness and KM

- Written numerous postings for the LIHNN clinical librarians blog including sharing her experiences of the MA, the Evidence Summary and Synthesis courses and her attendance at the Wiley Library Advisory board

- Put together this year's KM advent calendar

- Has recently started her Chartership

Wow. What a lot of things in a very short space of time. Katie has not only impressed me with her professionalism, her enthusiasm and her can-do approach to everything - she has impressed everyone she meets too.

So, finally I would like to congratulate Katie on her achievements - long may they continue!

David Stewart

DIRECTOR OF HEALTH LIBRARY AND
KNOWLEDGE SERVICES NORTH



MANCHESTER

A CITY UNITED

Background

On the 1st of October 2017 a new single hospital service (SHS) – Manchester University NHS Foundation Trust (MFT) - was created for Manchester.

The reasons behind creating a single Trust were:

- To provide much better, safer, more consistent hospital care that's fit for the future for people living in the City of Manchester, Trafford, and beyond
- To build an organisation that is fit and sustainable for the future in the light of rising demand on services, staff shortages and significant money pressures
- To address a number of health inequalities in the region
- To provide opportunities for the new organisation to grow research, education and investment into our region, and attract highly-skilled staff.

The first two Trusts to merge are Central Manchester University Hospitals NHS Foundation Trust

(CMFT) and the University Hospital of South Manchester NHS Foundation Trust (UHSM). North Manchester General Hospital (currently part of The Pennine Acute Hospitals NHS Trust) is scheduled to join the new organisation in around 12-18 months.

The new organisation employs more than 18,000 staff working across all nine MFT hospital sites and within the community making it one of the biggest NHS trusts in the country.

What has this meant for the Libraries?

Both CMFT and UHSM were large teaching hospitals in their own right. In the newly merged organisation there are now over 900 medical students, more than 165 foundation-year (FY) doctors, and over 600 medical trainees. The provision of a library service is a requirement at both sites. So, although the formation of the new organisation may result in the merging and/or relocation of some hospital services and departments, the creation of one library based at one site to serve the new organisation has never been in question. The challenge,

therefore, for both library teams was to offer our customers a single, standardised library service in three different locations (we also have a library at Trafford General Hospital).

Secondments

In August 2016, the library manager at UHSM, Lisa McLaren left for a new job at Bridgewater Community Trust. Managers decided not to advertise for a replacement because it wasn't clear what would happen to this job in a new, merged staff structure. Instead they decided that, as the SHS was imminent, both libraries could use this as an opportunity to begin the process of integration.

The vacant manager's post was filled by Jo Whitcombe who came to UHSM on a year's secondment from CMFT. This created a vacancy at CMFT which was filled by Olivia Schaff who worked at UHSM. This arrangement provided both Jo and Olivia with an opportunity to develop professionally, Jo in her first manager's job, and Olivia as an outreach clinical librarian. It also provided a great



Trafford Library



Manchester University NHS Foundation Trust Oxford Rd Campus

opportunity for Jo, familiar with working methods at CMFT & Pennine Acute, to see how things were done at UHSM. Knowing how things worked at both sites would provide invaluable information when we came to standardising their services.

Pre-merger team meetings

Early on in the process, we set up the first of a number of Professional Operational Team Meetings (POTM). Librarians and senior Library Assistants from both sites went to these meetings and the CMFT manager, Steve Glover chaired them. During the meetings the preliminary discussions centred on the main challenges of aligning the two services, what was required and how it could be achieved.

We looked at what could be done before the merger, and what types of work could be aligned in the longer term. We talked about:

- Cross-site working and visits
- Work distribution and staff cooperation
- Rationalising e-resources
- Common procedures and the offer of a standardised service

- Shared resources
- The eventual merging of OpenAthens accounts

Quick wins on service offer

Where it was possible we agreed that any changes on each site should be an improvement to the library's services. Any changes with a negative effect on our customers would only be made if no other solution was possible.

Changes introduced early on covered how many books people could borrow and how long they could borrow them for. After much discussion, we decided to go for the CMFT loan period of 4 weeks giving UHSM users an extra week. The CMFT maximum number of unseen renewals of three was also adopted. This represented no change for CMFT users but they did benefit as the maximum number of items borrowed was increased to ten in line with UHSM. Readers on both sites, therefore, had something to gain.

These changes were easy to bring in once we'd agreed on them. We've now also agreed on, and brought in, other changes such as standardised fines.

Library systems

The biggest decision we needed to make was whether to move to a single Library Management System, something that would affect

library staff and customers. Before the merger the two Trusts used different LMSs. Both had been in place for a while and were linked to self-service and security systems.

A full options-appraisal and business case was made looking at three options:

- Do nothing
- CMFT moving to the UHSM LMS
- UHSM moving to the CMFT LMS

The business case showed a significant saving over five years of over £25,000 if UHSM moved from their LMS over to the one used by CMFT. The new trust supported the one-off costs of data merging, extra licences, and moving CMFT to 2CQR to fit in with UHSM's self-service RFID system. The move to a single LMS took place on Monday 16th October 2017, with CMFT going online with 2CQR in November 2017.

The introduction of a new LMS for UHSM staff has brought its own challenges. What has emerged, however, is a much closer relationship between all library staff at both sites, initially regarding the merging of the data and since then a high level of working together to solve problems.

There continues to be close cooperation over issues such as overdue, generation of LMS reports and statistics, and reclassification to create a consistent integrated OPAC for the MFT users. We will still provide separate site data to both the NWOPAC & Union List database.

Continued over...



Wythenshawe Library entrance



Central site - Oxford Road

...continued

Online licences for books & journals

This phase of the merger is still in progress so due to commercial confidentiality we cannot provide details. Work to align journal and eBook subscriptions began when Jo Whitcombe was on secondment as this process was going to take 18 months to complete from start to finish. In the first year Steve Glover & Jo Whitcombe worked to best align subscriptions in terms of content. Some deals run from January to December while others run from April to March. By 1 January 2018 all content will be aligned and we will move to a single OpenAthens organisation ID. By 1 April 2018 all licences will be for the new organisation.

Where we are now

At the time of writing MFT has been in existence for nearly two months. It will be some time before the two large and very different organisations are integrated to form the SHS and fully deliver the benefits hoped for at the start of the process. Changes happen every day and the organisation is working hard to communicate with staff at each stage of the process.

From a finance and budget perspective we are still running two general ledgers for each library service with two sets of pay and non-pay budgets. This has created problems with trust-wide licences that

need to be apportioned to each site. Stock and non-stock items plus print books will continue to be bought on a site-by-site basis.

Merging two large trusts has meant there is a large job for the Communications Department working on Trust websites and intranet(s). We will continue to run two library websites and intranet sites until these are merged. There are nine hospital websites within the www.mft.nhs.uk website with library sites on the hospital links. We have also kept separate social-media accounts as both libraries had a substantial following for Twitter and WordPress blogs.

What next?

As the first phase of the merger settles down we are also aware that North Manchester General Hospital will also join us in the next 12 -18 months.

We could divide the process of merger –as far as the library services go - into three stages that coincide with where you are in relation to the timeline

- The easy bits – quick wins before the merger that don't involve cost or human resources
- The not-so-easy bits – things that you can't do before the merger but you need to do when you merge to standardise service for the users. This may include procedures and local variations with contracts

- The harder bits – things that involve major budget harmonisation and human resources

The library staff will continue to work closely together to further align policies and procedures. We are going to redesign the OPAC to work better in a multi-site environment

Some staff members have started to work regularly on different sites. Steve Glover, the Head of Library Service, will continue to divide his time equally between the two sites. Stephen Woods will be the operational manager at Wythenshawe, and Michelle Dutton will be the operational manager at Central Manchester.

We will welcome a new Assistant Librarian who will join the team in December – they will be based at Wythenshawe.

Already within the new organisation people recognise that the library service has been at the forefront of integrating services. The library-system harmonisation was among the first examples of becoming more efficient and has been held up as an example of good practice.

The fact that health libraries in general have a culture and history of cooperating within strong networks has obviously helped this process. Nevertheless, it has been a period of change for all of us and there is still much to be done, and to grapple with. Despite this, staff at all three sites have risen to the challenges they have faced with great enthusiasm and are determined to make it work. There exists now a real positive feeling at both sites and a feeling of unity.

The library team are looking forward to the future at this exciting time.

**Altrincham Hospital –
Manchester Royal Eye Hospital
– Manchester Royal Infirmary –
Royal Manchester Children's
Hospital – Saint Mary's
Hospital – Trafford General
Hospital - University Dental
Hospital of Manchester –
Withington Community
Hospital – Wythenshawe
Hospital – Community Services
in Manchester**



Cobbett House Manchester Royal Infirmary

GIFTS FOR RESEARCHERS

The theme this issue's column is resources that support researchers to search and manage identities, data and projects.

.....

PubMed Labs

[<https://www.ncbi.nlm.nih.gov/labs/pubmed/>]

Want to know about the future of the PubMed search interface? PubMed Labs is where new features are tested before eventually migrating to PubMed proper. These features currently include the *Best Match* ranking algorithm, implemented on PubMed proper but still undergoing some refinement. The interface is also being improved to work better on mobile devices. Then there is Snippets, a beta summarising tool to provide an at a glance indication of article contents. You also get the opportunity to feedback your views on new developments.

Recommended

[<http://recommended.springernature.com/recommended/>]

Another new recommender system called Recommended – not the most original title – from Springer Nature. Recommended works on your browsing history of Nature, Springer and Biomed to deliver handy on-screen recommendations – or recommendations to your mailbox if you complete the free registration.

Share

[<https://share.osf.io/>]

Share is another mega metadata search engine created for US higher education by the *Association of Research Libraries* and the *Open Science Foundation*. It divides into two parts, Publication search and a Preprint search. Share searches across c165 (<https://share.osf.io/sources>) repositories and archives including PubMed. An enhanced version 2.0 was released in 2016 with improved filters.

ORCID

[<https://orcid.org/>]

Yes I know, ORCID isn't new... but it continues to add new features. If you are one of the 4 million users you may have been keeping up with these. If you don't have an ORCID account you probably should have one. ORCID now offers a widget to add your ORCID badge and ID to your website and a QR Code generator that stores your ORCID profile. You can also generate a printable public view of your profile, which with a bit of tweaking in Word creates a passable CV.

Mendeley Data

[<https://data.mendeley.com>]

Mendeley's integration into the Elsevier empire continues apace. The latest iteration is the development of Mendeley Data. Mendeley Data provides a DOI for each version of the data and is Force11 (<https://www.force11.org/>) compliant. That was a new one on me too. Force 11 is the standard for citing data sets. Elsevier have implemented a new Research Data Policy (<https://www.elsevier.com/about/our-business/policies/research-data>) requiring the deposit of research data with publications. Mendeley Data isn't required but it is a fall back to support Elsevier's journals. Of course, it's useful for any data set.

OSF

[<https://osf.io>]

The Open Science Framework is a free to register and free to use project / science management software. It includes data storage, wiki, DOI and integration with Mendeley, Zotero and web storage e.g. Google Drive. Its part document management, part version controller and part project management. Oh yes, and it is also a Preprint server and you can login / register with ORCID. Very useful if you need a good home for projects large or small for you or researchers you support.

If you want to suggest a theme or a resource to be included in LOG, please do drop me an eMail [Matt.Holland@nwas.nhs.uk]

From the Librarian known as...



NWAS LKS, supported by HCLU North
November 2017

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:

lihnnkup@lihnn.nhs.uk

For queries please contact:
 Andrew.craig@litr.nhs.uk
 Tel: 01772 524763

About Library and Health Network North West (LIHNN)

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

LIHNN Chair: Graham Haldane
 (East Lancashire Hospitals),
graham.haldane@elht.nhs.uk

LIHNN Co-ordinating Committee:
lihnn_committee@lihnn.nhs.uk

LIHNN EDITORIAL BOARD

Andrew Craig (Chair)

Lancashire Teaching Hospitals NHS Foundation Trust
andrew.craig@litr.nhs.uk

Jenny Doran

Royal Liverpool & Broadgreen University Hospitals NHS Trust
jennifer.Doran@rlbuh.nhs.uk

John Gale

Mid Cheshire Hospitals NHS Foundation Trust
j.gale@chester.ac.uk

Sarah Gardner

Sarah.Gardner@dbh.nhs.uk

Samantha Gavaghan

samantha.gavaghan@nhs.net

Matt Holland

NW Ambulance Service NHS Trust
matt.holland@nwas.nhs.uk

Katie Nicholas

Health Education England - North West
Katie.nicholas@hee.nhs.uk

Gil Young

gil.young@nhs.net

LIHNN CHAIRS

| GROUP | CHAIR(S) | E-MAIL |
|---------------------------------|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Clinical Librarians | Paul Tickner Linda Taylor | paul.tickner@mbht.nhs.uk lindataylor12@nhs.net |
| CPD Committee | Vicky Bramwell | Vicky.bramwell@cwpl.nhs.uk |
| Cumbria & Lancashire Librarians | <i>Chair alternates around the Group</i> | |
| Greater Manchester Librarians | Cheryl Dagnall Paula Elliott | Cheryl.dagnall@wwwl.nhs.uk Paula.Elliott@boltonft.nhs.uk |
| Inter-Library Loans | Steve Glover | steve.glover@cmft.nhs.uk |
| LIHNN Co-ordinating Committee | Mike Hargreaves | mhargreaves@uclan.ac.uk |
| Mental Health Libraries | Vicky Bramwell | Vicky.Bramwell@cwpl.nhs.uk |
| Newsletter | Andrew Craig | Andrew.craig@litr.nhs.uk |
| NWOPAC | Suzanne Ford | suzanne.ford@sthk.nhs.uk |
| Quality | <i>Currently not meeting</i> | |
| Trainers | Cath Harris | cath.harris@lancashirecare.nhs.uk |