

# LIHNNK UP

**Library and Information Health Network  
Northwest Newsletter**

BY HEALTH LIBRARIES, FOR HEALTH LIBRARIES

Funded by the Northwest  
Health Care Libraries Unit

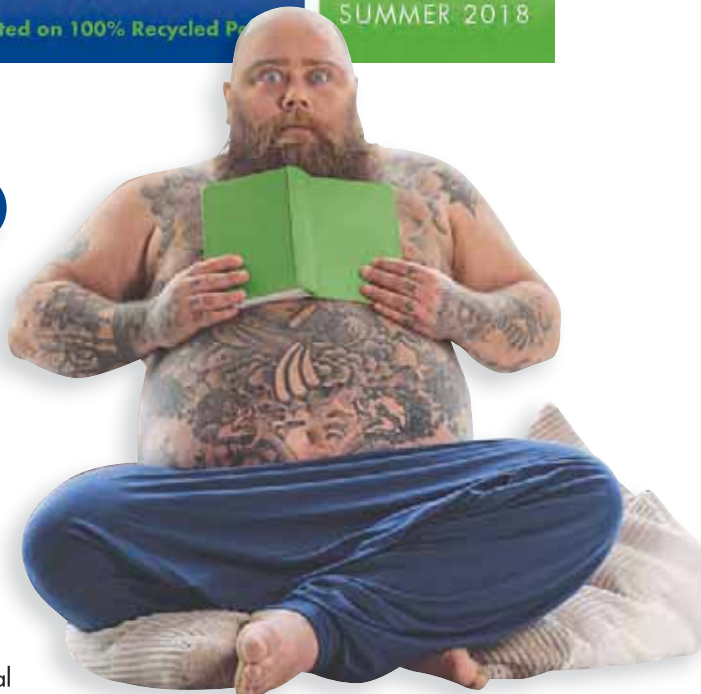


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**ISSUE 58**

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## LIHNNK UP bares all



**Wellbeing is a bit like rhythm or sex appeal. It's obvious who has it but it's difficult to define, measure or – for most people – acquire.**

The WHO definition of health is a “state of complete physical, mental and social wellbeing, and not merely the absence of disease or infirmity,” but for those of us over the age of twelve and who don't believe in Tinkerbell or the tooth fairy it's often a case of making the best of a bad job. Thoughts often turn to wellbeing in the summer – a combination of holiday relaxation and the approaching horror of appearing with fewer clothes than usual – and this issue of LIHNNK Up is no exception.

**Bolton Health Information Partnership** have been helping members of the public get access to high-quality health information (p.8) and **The Christie** have been launching a collection of books for patients and the public (p.10-11). Staff at **Lancashire Teaching Hospitals** encouraged staff to drop in to the library, check out the wellbeing books and enjoy some health food and smoothies (p.14).

At the **JET Library** staff have compiled a leaflet outlining the Trust's wellbeing offer for staff as well as conducting

searches on sickness absence and producing a bulletin for HR/OD staff with wellbeing as one of its central components (p.5) and at the HLG Conference in Keele wellbeing featured prominently with **Andy Wright** from Wakefield Public Libraries talking about some of the innovative wellbeing schemes public libraries have developed.

In summer thoughts turn to getting out and about as well as wellbeing. **Michael Reid** was more ambitious than most and you can see his photos and article from his trip to Alexandria on pages two and three. **Lancashire Teaching Hospitals** stayed closer to home, developing pop-up libraries which could go out and about to meet readers who find it hard to get into the library (p.4). Meeting new people on holiday can result in anything from a lifelong romance to a restraining order. Attempting to steer a middle path between the two as far as new acquaintances go were the team at **Wirral University Teaching Hospitals** who hosted a randomised coffee trial to help staff make connections, network and collaborate (p.9).

Not traveling physically but changing the landscape around them were staff at **Manchester University NHS Foundation Trust** who created new

learning spaces at their Oxford Road and Wythenshawe Hospital Libraries. If you want to see photos of Steve Glover in a kiss-me-quick hat you'll need to ask him yourself but you can see pictures of Spark sofas and the great new study spaces the team have created (p.6-8).

On any journey – metaphorical, digital or physical – you need a good guide and who better to hold your hand through the tangled pathways of new technology than **Matt Holland**? Matt has been a regular contributor to LIHNNK Up for a while now and his Land of Geek columns have provided invaluable advice for everyone. Matt is still very much with us but is hanging up his keyboard for now - you can find his last column on pages 12 and 13 of this issue. On behalf of all LIHNNK Up readers and the editorial board I'd like to say a bit thank you to Matt who has contributed massively, not just to LIHNNK up, but the whole network.

**John Gale**

MID-CHESHIRE HOSPITALS NHS  
FOUNDATION TRUST

# Say Cheese!

**Sometimes you never know where some of your holiday pictures will end up. For Blackpool Teaching Hospitals Clinical Librarian Michael Reid this was to end with 9 photos appearing in Library World Records 3rd edition.**

I was on a trip to Egypt and Jordan and on visiting Alexandria always wanted to visit the famous Library that has existed on the same site since antiquity and was once the greatest Library of the ancient world. On my visit I took a number of pictures of the Library inside and outside and 8 of them have been published in various pages of the book.

This came about when Godfrey Oswald the editor for the publication was asking for good quality photographs of Libraries from around the world.

I also have a picture of Nuremburg Library in the book, though I could have included many more from my travels. So next time you are on holiday and you pass a Library, it might just be worth taking a few snaps. They will be needing some more for the 4th edition in a few years!

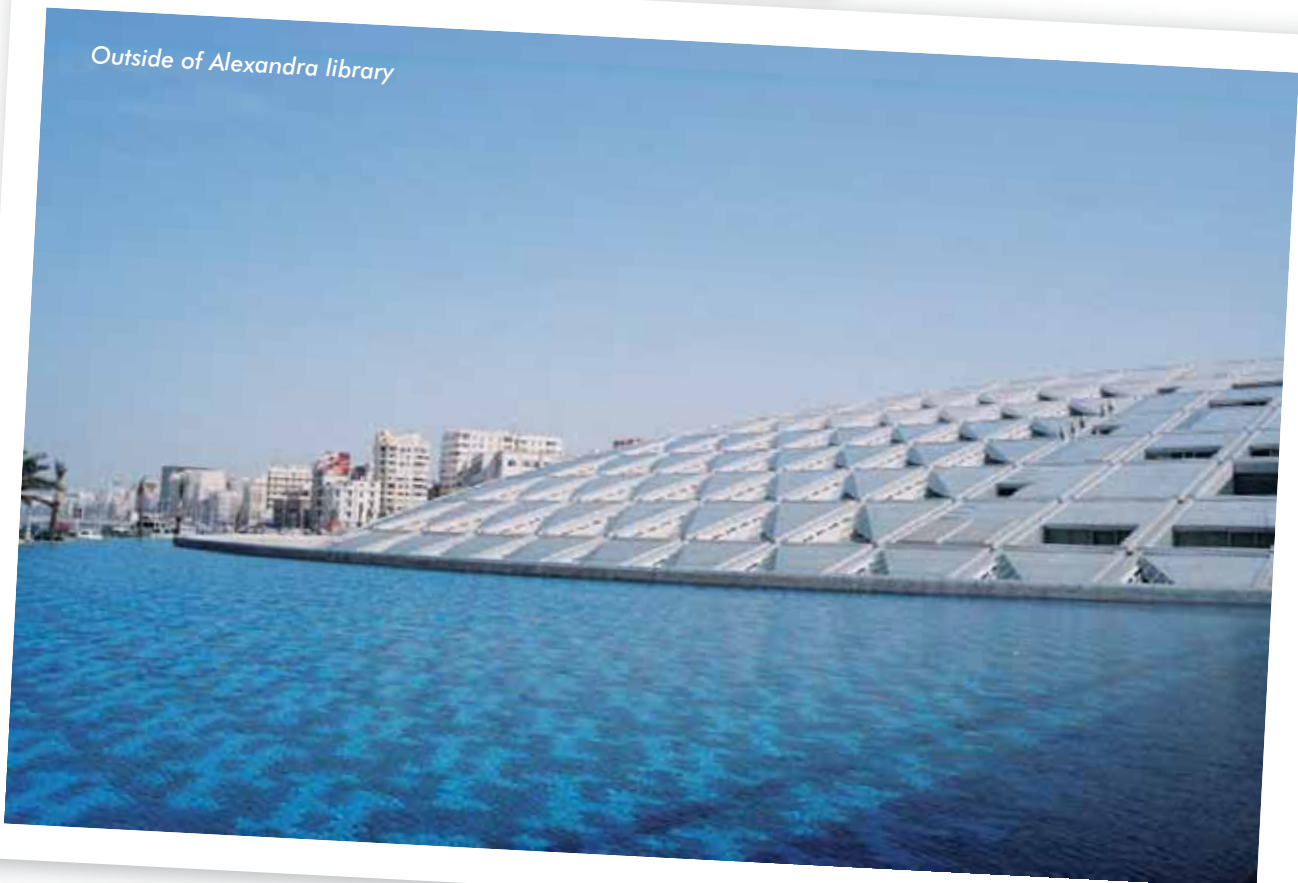
## **Michael Reid**

BLACKPOOL TEACHING HOSPITALS



*Founder of Alexandria library*

*Outside of Alexandria library*







*Inside Alexandria library*



*Entrance of  
Alexandria library*



*Inside  
Alexandria  
library*

# LANCASHIRE TEACHING HOSPITAL'S TAKE ON THE **POP UP** LIBRARY SERVICE

**When we ask staff why they don't use the library the most common response is they don't have the time to get to us. With this in mind we decided to take the library to them.**

I know this is nothing new but we had tried the conventional pop-up library, which consisted of someone with a laptop sitting in a staff room hoping that someone would make eye contact so we could spout forth the virtues of the library; however this rarely occurred so we decided to do things slightly differently.

We made contact with a few departments which we already had a good relationship with and offered them a pop-up library that consisted of a box of books being issued to them - that box then living in their department.

We asked someone in that department to be responsible for the box and to be the point of contact when books needed renewing or changing. The box of books could be solely clinical, solely fiction and well-being or a mixture of both. We also included various flyers about library services and printed off a couple of articles which we thought they might find useful. We asked our contacts what sort of books they wanted and on what topic, assembled the box and then delivered it at a time to suit the recipient. We set up Heritage records for each pop-up library so we can keep a track of what is going out and - more

importantly - what is coming back!

To keep track of what is being used while the books are out of the library we include a sign-in sheet for people to complete should they borrow or use a book. We also provide cards for people to write suggestions about what we could bring next time or books we could add to our stock. Our first pop-up - in Radiography - started in November 2016 and we now have nine departments enjoying this service. We did have 11 pop-ups but two departments told us they were too busy to really make use of it, so they decided to return their box. Eight of our pop-ups are on clinical wards or departments, including Obs & Gynae, Critical Care Outreach and X-Ray, but one is

solely fiction and this is kept in the Trust's canteen admin office where it is looked after by five ladies who devour our Quick Reads! Since we started it in November 2016 we have issued 899 books to the pop-ups.

To make this work you need someone willing to take responsibility for the box of books. We ask that our box be kept in a locked room (if possible) and that the person responsible

makes sure that people sign the sheet so we know what is being used. If books go missing (which unfortunately they do) we put that down to experience. It is better that the books are being used in the place where they are needed rather than them collecting dust on a shelf in a library that people are too busy to get to.



*Radiographers enjoying their pop-up library*

**Sarah Woodhall**

LANCASHIRE TEACHING HOSPITALS



# SUPPORTING WELLBEING AT THE JET LIBRARY

**It's been estimated that sickness absence costs the NHS £1.7bn a year. This is less than 1% of the NHS' budget but still enough to pay for a fair few hip replacements. So how can libraries help to reduce it?**

NHS staff fall victim to the same range of illnesses as the rest of the population so libraries' existing range of self-help books can just as well be used by Trust staff as patients. At the JET Library we have just bought a new set of self-help books covering topics such as anxiety, depression, diabetes, weight management, Parkinson's and other long-term conditions and at the Trust's Health and Wellbeing event on the 16th of May we promoted them to the Trust's workers.

The library also has a collection of books on mindfulness – the idea of paying attention to the here and now in a non-judgmental fashion. Mindfulness comes out of Eastern tradition but is not in itself religious. It's been used to treat stress, anxiety, depression and for pain relief and the library's books come with guided meditation CDs that people can use to practise mindfulness techniques.

As part of an attempt to promote the well-being and mindfulness collections I put together a leaflet. When this was sent to the Occupational Health team they really liked it and I quickly expanded it to include:

- Information about the Trust's Health and Wellbeing group
- Yoga classes run by the MacMillan Centre
- A link to the Crewe Park Run
- Complementary therapies
- Staff-support telephone numbers
- Counselling and coaching
- Resilience workshops

The leaflet is now on the Trust's intranet and is given to every new member of staff.

At the same time as this was going on Susan Smith, our library manager, was elevated to the pantheon of the Immortals – or at least the Trust's Education and Workforce Advisory Group. A number of HR-related searches came out of this, including one on sickness absence.

My search on sickness absence revealed - among other things - that women are more likely to go off sick than men, that full-time staff are more likely to take sick leave than part-time workers and that the main causes of sickness absence are respiratory disorders (coughs and colds), digestive disorders (the trots), musculoskeletal problems and mental-health problems. Sickness absence is a complex interplay between people's bodies and minds and their work environment. Hardly surprisingly being unfit, fat, smoking and not getting enough exercise or sleep are all linked to taking more days off sick. As far as alcohol goes abstainers are actually most likely to take sick leave, then heavy drinkers with moderate drinkers being the least likely to call in sick. When it comes to psychological factors people who find meaning in their work and enjoy their job, who feel respected by their colleagues and confident in their work are all less likely to take time off while people with mental-health problems are more likely to be off sick. As far as factors in the job itself go workplace bullying is by far the most important factor. Things in a workplace that reduce sickness absence include:

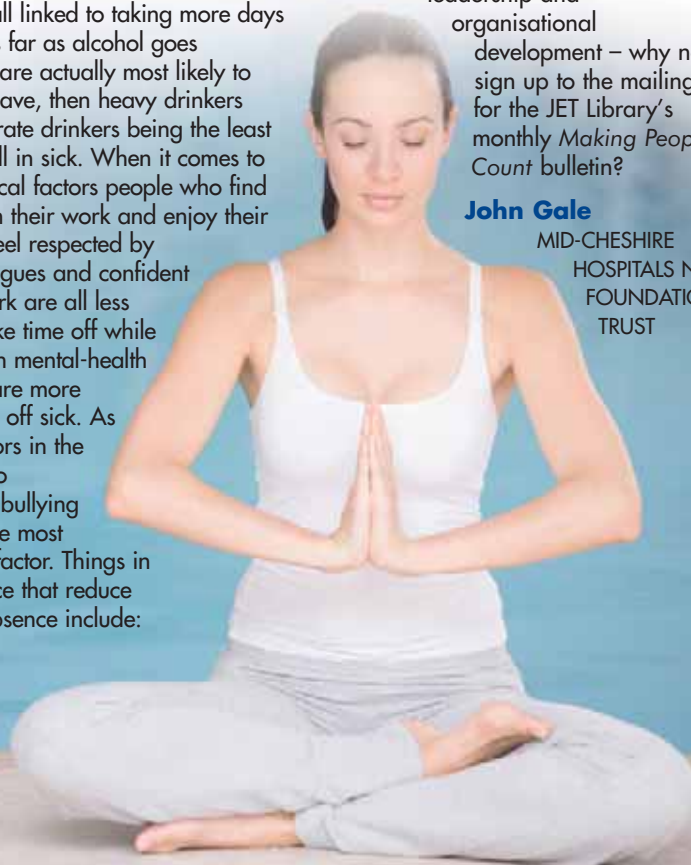
- Employee development
- Good communication
- Employee participation and involvement
- Stability
- Teamwork
- Giving people control over their work

Successful ways of tackling sickness absence include fast-track access to physiotherapy, phased returns and early referrals to occupational health. The bottom line is that fit, happy people in a happy workplace take less time off. Rather like getting Israelis and Palestinians to sit down around a campfire with an acoustic guitar and sing happy songs together this is one of those concepts that sounds deceptively simple in theory but is fiendishly complex in practice.

If you're interested in workplace wellbeing – not to mention recruitment, leadership and organisational development – why not sign up to the mailing list for the JET Library's monthly *Making People Count* bulletin?

**John Gale**

MID-CHESHIRE  
HOSPITALS NHS  
FOUNDATION  
TRUST



# Creating new learning spaces

## at our Oxford Road & Wythenshawe Hospital Libraries

### Background

Manchester University NHS Foundation Trust consists of nine hospitals and community services in South & Central Manchester<sup>1</sup>. In the January NHS Digital Workforce data tables there were over 20,000 staff plus students on clinical placement from our local Higher Education Institutions<sup>2</sup>.

The library service is currently provided by three libraries at the Oxford Road Campus, Trafford General Hospital, and Wythenshawe Hospital. In 2016 we moved our Trafford Library to a new site in the main hospital which allowed us to modernise our learning spaces and environment.

In the latest bid round at the beginning of 2018, we got money to create new learning spaces in the Oxford Road and Wythenshawe site libraries. This was to prove both challenging and rewarding. By the time the funding was confirmed we only had a short time to buy the new furniture, have it custom built, remove and dispose of a lot of shelving, get areas re-carpeted, have electrics installed to a mezzanine floor, and have all the work completed and paid for by year end.

Once we specified the furniture and budget requirements Michelle managed the Oxford project and Stephen the Wythenshawe project.

### The concept

The concept that had evolved independently at both the Oxford Road & Wythenshawe sites was to remove shelving containing print journals and replace it with new furniture to create learning spaces. The new furniture would be WiFi & technology friendly with integrated power for charging devices such as laptops, mobile phones, and tablets. We chose a supplier who could deliver booths, sofas, and desktop areas that would be informal but adaptable for learners.

### The furniture

We chose Godfrey Syrett for a number of reasons. They were the trust approved supplier of office furniture at both sites and they were able to specify, build, and install the furniture in the five weeks we had before the end of the financial year. They had a great website with case studies that allowed us to pick and mix from their previous installations across a number of NHS and education projects<sup>3</sup>.

We specified a collection of Spark Sofas, Spark booths, Zip booths and desking. Each set of furniture was custom built to match the existing colour schemes which were purple at Oxford Road and green at Wythenshawe.



Spark Sofa - Oxford Road Library



Spark Sofa - Wythenshawe Library showing feature journal wall

### Spark Sofas

The Spark sofas contain integrated power fittings that carry USB and three-pin plug power sockets. These have been placed in our designated "social areas" that promote drop-in "Read-whilst-U-Charge" spaces intended for short-term visitors. The sofas are accompanied by moveable tables.

### Spark Booths & Hi-Back Sofas

We have two types of booth at the Oxford Road site. Spark Hi-Back sofas







are  
 "single" booths with integrated power. We also have a four-person booth that allows a small group of two to four people to work together. Power is supplied above the centre table at "wall level".

### Zip Desks

Both sites have installed Zip Desks either back to back or on their own. These are intended for laptop users connecting via Wifi to trust data or Eduroam. Eduroam WiFi is available to university students at all of our sites.



### Align Desks

At the Wythenshawe site we asked for desks that could provide some extra PC capacity. For this we chose Align Desks that were featured in the Godfrey Syrett Kent House case study. We also installed some PCs with double screens to provide a spacious highly functional area.



## Concept to design

The image of our initial plan supplied by Godfrey Syrett shows how quickly the turnaround was achieved. It was around week 2 when we were presented with their designers' possible options. In the example we were able to quickly move the Spark Sofa, specify the Align desks, rule out the block of computers by the windows and approve the Zip Desks. Within 24 hours we had a new drawing and once we agreed the budget the furniture was built to order and installed onsite within 28 days.

## The existing shelving & print stock

The existing shelving at both sites was successfully redeployed with other departments at Oxford Road & Wythenshawe. We were even able to return some library stock and shelving to the Jefferson Room which was the site of the former Manchester Royal Infirmary Jefferson Library. At Oxford Road all the print textbooks were moved downstairs and the mezzanine floor has become the new learning space. Although we have reduced our print journal archive across both sites we have kept our specialist titles where we can. We have not taken print journals for some time so the current collection is all online.

## Customer feedback

During the five weeks of the project library users at both sites witnessed the activity and disruption as we removed or moved shelving, stock, and made ready the areas for the new furniture. Since we have opened the new area we have been gathering feedback from service users using feedback forms and collecting anecdotal comments when offered.

### Quotes include

*"It's enjoyable now to be in the library" .....*

*"Very satisfied ..... New comfy seats, adequate separation between spaces to minimise distraction"*

*"Would be good if all seats had plug sockets and height adjustable tables....."*

*"I like the dual monitor set-up ..... fantastic"*

## Final reflections from the library managers

*It was a big undertaking with a short timescale of five to six weeks from concept to delivery. It would not have been possible without the dedication of the teams at both sites going the extra mile and extra weekends to move the existing stock and shelving. The support of the finance teams was excellent in facilitating the procurement and payment at what is their busiest period of the year.*

**Steve Glover,** Head of Library Services

*At the Wythenshawe Hospital library, demand for archived print journals has steadily declined over the years whilst the demand for study space has been constantly increasing. It seemed the natural thing to do*

**Continued over...**

# Creating new learning spaces...

...continued

therefore was to replace one with the other. It was fantastic hearing we had been successful with our bid and literally from day one the race was on to complete this project by year end. So many people had to be contacted in such a short space of time; furniture suppliers, computer suppliers, estates, Sodexo, electricians, carpet fitters, finance, IT, procurement and removal companies. Apart from the satisfaction of seeing the furniture starting to be used even as it was being installed, it was also very encouraging to be able to speak to so many different people and, albeit with a bit of pushing and chasing, getting them all on board with our need to meet our year-end deadline. Nobody let us down.

**Stephen Woods**, Librarian, Project Manager  
Wythenshawe Hospital site

The bid allowed us great opportunities in terms of several projects that had been on our coffee break "what if..." conversations and long term wish lists! In order to make the initial space, there was satisfaction in slimming down the journals archive without removing it all completely. We were able to re-use the spare shelving units that Wythenshawe Library no longer

needed, so moving those into the Jefferson Suite and repopulating old Library space was very satisfying. Having all the books on the same floor makes a huge difference in terms of user access, and is so much quicker for staff for re-shelving and enquiries. The new feel of the Library now seems to be settling down and in a feng shui nature, it seems to have a better flow to it all somehow. Feedback from users within the Library and at wider hospital meetings has allowed add on marketing for the pre-existing Library services and resources. Have we finished changing the Library environment? Of course not! The Greswell catalogue is never too far from my desk for the next "what if..." discussion over biscuits...

**Michelle Dutton**, Librarian, Project Manager  
Oxford Road site

**STEVE GLOVER**  
**STEPHEN WOODS**  
**MICHELLE DUTTON**  
MANCHESTER UNIVERSITY  
NHS FOUNDATION TRUST

## Acknowledgments

We would like to acknowledge Health Care Libraries Unit and Health Education England for funding this project.

## References

1. Manchester University NHS Foundation Trust URL <https://mft.nhs.uk/hospitals/>
2. NHS Digital URL <https://digital.nhs.uk/data-and-information/publications/statistical/nhs-workforce-statistics/nhs-workforce-statistics---january-2018>
3. Godfrey Syrett URL <http://www.godfreysyrett.co.uk/case-studies>

# We're B-HIP in Bolton!

## Bolton Health Information Partnership formed in 2017 and contains members from:

- Bolton Public Library
- Macmillan Cancer Information Services
- Bolton NHS Foundation Trust Library
- University of Bolton Library

The partnership meets a couple of times a year to discuss health information matters across the Bolton area and share knowledge and resources for events such as Health Information Week.

Recently we have set up a blog to document our work: <https://boltonhealthinformationpartnership.wordpress.com/>

If you have any questions please don't hesitate to get in touch.

**DAWN GRUNDY**  
UNIVERSITY OF BOLTON.

**PAULA ELLIOTT**  
BOLTON NHS FOUNDATION TRUST LIBRARY.



# Hosting a Randomised Coffee Trial

## to help staff make connections, network and collaborate

### **The Library & Knowledge Service (LKS) at Wirral University Teaching Hospital organised a Randomised Coffee Trial with the trust's Fab Ambassador as part of Fab Change Week 2017.**

The Academy of Fabulous Stuff ([file:///WHT.NHS.UK/Groups/EducationCentre/Library/NEW\\_S\\_DRIVE\\_11\\_08/OPERATIONS/Awards/Sally Hernando Awards 2018/fabnhsstuff.net](http://file:///WHT.NHS.UK/Groups/EducationCentre/Library/NEW_S_DRIVE_11_08/OPERATIONS/Awards/Sally%20Hernando%20Awards%202018/fabnhsstuff.net)) celebrates the small changes that make a big difference in the NHS and ensures best practice examples, great ideas and service solutions are available to all. In November 2017 Fab Change Week (<http://fabnhsstuff.net/fabchangeweek/>) encouraged NHS staff to make pledges for positive change in their organisation and celebrate innovation during the week 13-17 November. As a trust with concerns over staff engagement, we wanted to encourage people to make connections outside their own teams or departments, break down silos, collaborate and learn from each other.

Our aim was to coordinate, promote and evaluate the impact of a Randomised Coffee Trial.

We adapted the materials available on The Edge website (<http://theedge.nhs.uk/rct/>) to produce an email invitation and posters to promote the event. People signed up via other activities that were taking part in the trust during Fab Change Week, including a display in the main entrance and the launch of an informal network across the organisation.

People gave us their names, email addresses and job titles and we used a spreadsheet to randomly pair people up. Each pair was then sent an email to introduce them to each other and suggesting that they meet for a coffee to talk about anything they liked! Suggestions for talking points were also included.

In January 2018 we sent everyone who had signed up a questionnaire (produced using Survey Monkey) to assess the impact of the Randomised Coffee Trial.

52 people signed up to the Randomised Coffee Trial and 23 responded to the feedback questionnaire (response rate 44%).

61% of respondents (14 people) had met up with their pairing; 39% (9 people) had not. Of those that didn't meet, this was due to the other person not responding, work pressures and sickness. One pairing had a telephone conversation instead.

100% of the people who met with their pairing said it was a positive experience.

As a result of meeting, respondents connected with someone that they wouldn't otherwise have met (78%), widened their professional network (56%) and learned something new (44%).

91% of respondents said they would take part in another Randomised Coffee Trial (whether they met up with their pairing or not).

Some of our learning points are:

- A Randomised Coffee Trial is a simple but effective knowledge sharing activity that can help people to make connections, widen their professional networks and learn from each other.
- Working with the Fab Ambassador helped enormously in promoting the activity and getting people to sign up.
- People were enthusiastic and curious about the concept.
- We hope to repeat the Randomised Coffee Trial later this year.
- More people signed up than actually ended up meeting, so when we repeat the activity we need to work out how to encourage more meetings (we are trying to work with our Catering Manager to offer participants a free coffee in the staff restaurant if they take part).

Leeanne Lockley, Advancing Quality Nurse and Fab Ambassador, said:

*"The Randomised Coffee Trial provided an opportunity for staff to have conversations with each other. This has had a great impact for the trust. It highlighted the need to have more conversations across all divisions, professionals and at all levels. The positivity and energy it generated was palpable and thus contributed to a small change in trust culture."*

Some of the responses from the feedback survey (sorry no names / job titles as it was anonymous!)...

*"I got on very well with the person I met and we have agreed to meet up again in our own time. I found the trial interesting and enjoyable. I have worked in this building for 20 years and there must be hundreds of people I have never met. This is a great way to meet people for professional networking or just a friendly chat."*

*"This is a great initiative which can only help improve staff engagement and staff morale."*

*"A fantastic way to connect people, ideas and knowledge!"*

*"It was really nice to meet someone from a different department. We had a good chat and have kept in touch since our meeting."*

Colleagues in the Trust are still expressing an interest in taking part in the Randomised Coffee Trial so we hope to run it again later in the year.

### **Victoria Treadway**

LIBRARY & KNOWLEDGE SERVICE LEAD, WIRRAL UNIVERSITY TEACHING HOSPITAL NHS FOUNDATION TRUST

# Books for patients and the public launched at the Christie Hospital

**NHS librarians are here for the public and patients as well as NHS staff and at the Christie Hospital Ingrid Francis, the Enquiries Service Librarian was given the opportunity to work on an exciting project alongside the Library manager, Mary Hill.**



*Library Manager Mary delivers books to staff at the Christie Satellite site in Oldham*

This culminated in the launch of book collections for patients at the Cancer Information Centre on the main Trust site in Withington, and at the Christie Satellite centre at Royal Oldham Hospital.

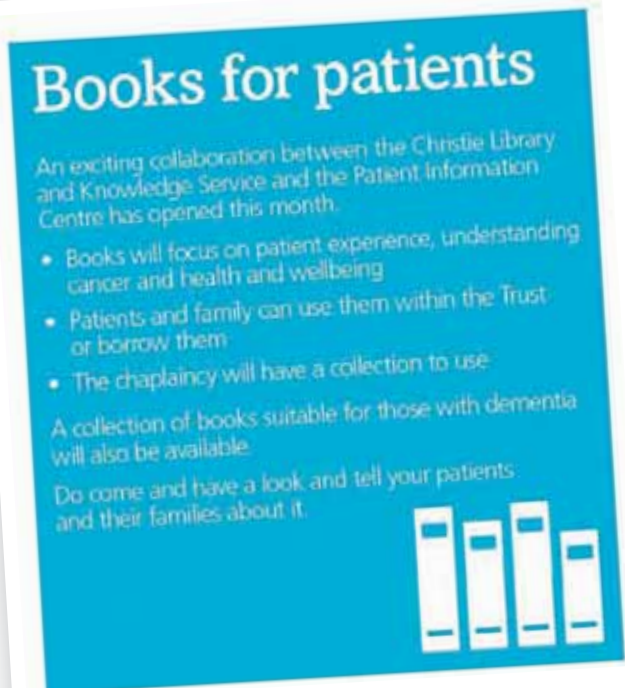
Mary initially applied for funding from HCLU to see if we could launch a new book collection for patients. The hospital already has a Cancer Information Centre for patients and the idea was to keep the books there and run the collection behind the scenes.

The Cancer Information Centre staff were delighted to hear that we would provide them with more resources at no cost to their department. They had their own suggestions for stock, particularly short stories and poetry for patients and relatives who were waiting around in between appointments and perhaps did not have a lot of time but needed a distraction. Meeting with them gave us a real insight into their role at the Christie and the support they provide for patients, as well as the array of information and literature they have on hand.

We were successful in our bid and I was given the interesting job of putting together lists of books for ordering. I took inspiration from the mood-boosting book lists on the Reading Well website (<https://reading-well.org.uk>) as well as getting to do some legitimate book shopping at work! I also selected the books from the Macmillan Cancer Books Core List (available at <http://publications.macmillan.org.uk/>) to make sure that informative and cancer-specific books were available for all reading ages. We also ordered some books for the Chaplaincy service at the hospital which had a specific request for adult colouring books and other books related to mindfulness.

When the books arrived sorting and labelling them was a long process. We sought the consent of the hospitals infection control team for the books before going ahead with the project. They all needed to be labelled with 'wash your hands after using', their locations and addresses for return 'if found'.

We intended from the start that patients should be able to borrow books and have no time limit for loans and no fines and we planned to see how the project went on such a trust system. Not all of us were sure how well this would work but I am glad to say that the project has been going well and many books have been borrowed and a good amount have also come back so far! We think this has been successful due to the culture of the Christie's positive relationships between staff and patients as equals. The nature of cancer care means that some patients visit very regularly for a course of treatment but some will come less regularly for a specialist appointment or check-up if they are based elsewhere and we wanted the system to be flexible for everyone.



*A notice published in the Trust's staff magazine 'Chinwag'*

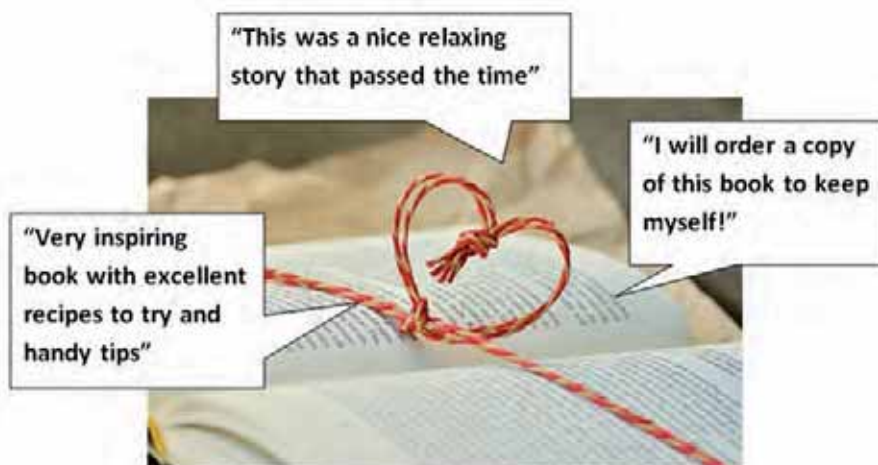
We thought about using Library Thing to monitor use of the books but quickly realised that it would add too much work for the team in the Cancer Information Centre. We spoke to them about the way they collected this information and between us we decided that the Cancer Information team would send us a summary of the loans and returns once a week, and we would add the Centre as another library on to our catalogue and record the loans as if they were inter-library loans. This enables us to get statistics from the project and the usage averages at around nine books borrowed a month so far as can be seen from the usage table.

We created feedback forms to encourage patients to respond to the books and see if we can get some useful quotes and get a sense of the impact this is having on patients. These comments have given us a real sense of having made a difference through this project as can be seen on our graphic.

The project has really opened up links between the staff in the library and the Cancer Information Centre, and we regularly email about the status of the books and feedback we are getting from patients on the resource. We also had the opportunity to visit Oldham for the first time and spend some time with staff there who may find the access to the Christie Library more challenging due to not being based at the main site.

### Ingrid Francis

CHRISTIE NHS FOUNDATION TRUST



Patient feedback on the books at the Cancer Information Centre

**Books to help you!**

My story:

☒ Has using the book helped you? **YES**

☒ How has it helped you?

**I HAVE NEVER REALLY ENJOYED POETRY ANTHOLOGIES BUT THIS WAS DIFFERENT - I ENGAGED EMOTIONALLY WITH SO MANY OF THE POETS**

☒ Would you recommend others to use this book? **ENTHUSIASTICALLY YES**

Book Title: **BEING ALIVE**

Please return this form to the Cancer Information Centre, Dept. 2, The Christie Hospital, M20 4BB

One of the returned feedback forms

*"Most people have been looking at the books while they are waiting for appointments and this has been very useful ... The popular books have been health and beauty themes, stop smoking and poetry. Patients have enjoyed having books that give them some practical hints and tips and that are uplifting. The project suits our patients as they come to use for about 15 consecutive days, so they can pick up where they left off with the same book or take it home and return it when they are discharged. "*

Feedback from staff at the Oldham Christie centre



# THE LAND OF GEEK

## BUILDING YOUR WEBSITE WITH LIBGUIDES - PART 2

**The last Land of Geek described getting to grips with LibGuides from a standing start to create the LKS for NHS Ambulance Services in England Website.**

Things have moved on now and the Look and Feel is in place with the help of some professional design work. Part 2 looks at some of the features of LibGuides and some of the remaining challenges in turning it into a functioning website.

### Blogging

The Blogging Tool is basic but good. It has all the functionality you need. Features include: blog roll, the ability to subscribe, an archive and subject indexing. You can schedule blogs for a date and time of your choosing to hit the optimum slot to catch your readers. It also integrates with your social media to post to library Twitter and Facebook accounts. It comes with a text editor and access to your LibGuides Image library (see section on images below). LibGuides can generate a widget for the Blog so that you can build it into other webpages and guides on your LibGuides homepage. The downside, if there is one, is that there is no way to change the look and feel of the pages beyond adding a banner, or at least not one that I can find, so it looks a little bland.

### Images

The LibGuides Image Manager allows you to upload and store images to be used anywhere on your LibGuides site. Images can be reused as you need to. It's a neat feature that simplifies and streamlines adding content to your guides and webpages. Images can be scaled as a percentage of their actual size. If you have ever struggled with resizing an image to fit text by specifying height and width and ended up with a hall of mirrors effect, then struggle no more.



Specify the size of the image as a percentage, for example 25% - 35% gives a pleasing size for a webpage.

In the past I have railed against the unnecessary use of pictures that clog up screen space. Now I concede they add interest and break up dull looking blocks of text. Of course as virtual one-man-band library I do struggle a little with pictures. No pictures of new book displays, happy staff or interesting visitors. The alternative of searching out relevant copyright free images isn't that attractive either. It's really hard to find anything and in the age of Instagram, stock images look as staged and dated as old postcards. The current strategy is to raid my own collection of nice, easy on the eye pictures that while not relevant to the blog content, add an aesthetic quality to the overall layout. That of course may change.

### Social media integration

LibGuides uses LibApps, the LibGuides Dashboard, to manage *Social Channels Integration*. Essentially this is Facebook and Twitter. This then carries over into all the



other parts of LibGuides. The profile page has a separate and more extensive set of social media channels to plug your personal social media into (Twitter, Facebook, Pinterest, LinkedIn, Flickr and YouTube).

The profile page has a special role in LibGuides as the author's profile attaches itself to every published guide. The aim is to give a direct connection between librarians and their customers. It's a great idea for larger libraries to raise the librarian's visibility. For one man bands, however, it starts to look like megalomania. So while my profile has a full complement of social media it's disabled for all but the home page.

## Forms and Surveys

Forms and Surveys are delivered by a secondary programme called LibWizard. It's not that important because it integrates seamlessly with the Lib family. See the Springshare website [ <https://www.springshare.com> ] for the full suite of software. It has all the features familiar from other survey programmes as well as a reporting feature that provides basic analysis tools and from which you can export to a .csv file.

## A-Z of Databases

The database list is one of the features that typify Springshare's 'by librarians for librarians' philosophy. If you

have ever created an A-Z of Databases using HTML or a web editor then you will know how laborious and time-consuming it can be, especially maintaining it. The designer of the *A-Z of Databases* has done this and come up with some neat solutions. There are quite a few but here are three that I appreciated. You can Tag databases *New*, *Trial* or *Key Database* and LibGuides formats the page with these in a side menu for easier access. You can create statements about access restrictions and special conditions and add them to each database entry as required. Database descriptions can be shared with the LibGuides community and downloaded from their database to save having to write these from scratch. When it works it's a real time saver.

## More bits

Just to mention that there is more to from the LibGuides family that hasn't yet been experienced by LKS ASE including staff scheduling, enquiry handling and booking system.

Finally, it time for me to say goodbye. I am handing over the keyboard of destiny to the next column editor. Thanks for reading.

**Matt Holland**  
LKS ASE LIBRARIAN



# Drop in, Join up and Check it Out

## AT LANCASHIRE TEACHING HOSPITALS

**As library assistants looking to increase awareness of the library and library services, Sinead English and I decided it would be a good idea to host a library open day.**

With Spring just arriving and Trust staff wanting to go out and explore their surroundings we thought it was the ideal time for them to discover the library.

So we set off with an armful of flyers and posters to visit as many departments as we could reach in a couple of hours.

The day began and we waited excitedly and nervously for our visitors to arrive.

At the stroke of eleven our first visitors to the Library Open Day arrived and with them an unexpected guest: Iska, a PAT (Pet as Therapy) dog, and her owner. Iska proved a good ice breaker for everyone who arrived as they chatted and explored the library, while enjoying our health and well-being initiative of fresh fruit and smoothies from our fabulous fruit stall. All the staff and students who visited during the day were encouraged to enter a prize draw for a fruit hamper. To enter they had to

write something they enjoyed about the library or something new they had learned about the library service at the open day.

During the day we also offered staff the chance to learn to knit in our 'Knit and Natter Corner'. One of our medical students was very excited to be able to learn to knit a strawberry, while other members of staff were keen to attend our 'knitting drop in' that we run on the first Wednesday of each month – our "Well-being Wednesdays". By the end of the afternoon we had had 32 visitors and there was not a single piece of fruit or smoothie left. We had enrolled seven new members into the library and we had a real sense of satisfaction that our leaflet drop around the hospital - coupled with talking to the departments - had proved a resounding success. We feel the success of the Library Open Day highlights the importance of engaging staff outside the library so they use it more and is a really worthwhile promotional activity.

### Jane Corrigan

LIBRARY ASSISTANT

LANCASHIRE TEACHING HOSPITALS NHS FOUNDATION TRUST



*Readers enjoying the food*



*Healthy food and wellbeing books*



*Iska enjoying some light reading*



# HLG 2018 - Pottering with a purpose

**It's always sad when a family falls on hard times. The gates are thrown open to the great unwashed and the *hoi polloi* like me get to wander around the shrubbery.**

The Sneyd family's loss is Keele University's gain, however, and the grounds provided an attractive backdrop to this year's HLG conference being a valuable contribution to health and wellbeing in their own right. A lot of the fun of the conference – and a fair proportion of the work – occurs in the gaps between sessions, in conversations over coffee or in the bar after the end of the formal sessions. In this sense a conference is a bit like the rather fine walls of Keele Hall – it's the bits in between the bricks that hold it all together.

Nick Poole, the CEO of CILIP, gave the first keynote speech touching on CILIP's new Health Hub, their work to develop the skills and talents of the workforce and the work they are doing banging the drum for librarianship at Westminster and beyond. Dr Mark Murphy, a GP and lecturer, followed Nick discussing the different ways – or lenses – which we could use to examine evidence-based medicine. Mark's view was that the evidence isn't always as clear cut and convincing as doctors (and librarians?) think it is and that we need to be careful with our use of language neither exaggerating risk nor overstating the effectiveness of treatment. As someone who sits on our Trust's Patient Information Group it made me think of the delicate balance between reflecting the complexities of medicine and communicating them to the general public. As a librarian I'm content to stick to improving people's prose while letting the clinicians worry about the facts.

There were a wealth of parallel sessions to choose from; some took the traditional format of a presentation followed by a brief discussion while others were Knowledge Cafes or group discussions. The first session I went to

was a talk from health librarians from the North East (and Derby) on how they'd worked to get to grips with Sustainability and Transformation Programmes. I often feel like a mouse in a wheat field when I think about these issues. Clouds (STPs, ACSs, ICSs) form and reform in the sky above and most of it doesn't affect what happens closer to the ground – the trick is to be able to recognise a buzzard when it hoves into view and respond accordingly.

The next session I went to was delivered by Rachel Steele from Tees, Esk and Wear Valley NHS Trust. We already do a bit of evidence synthesis but it was interesting to see how other people go about it. Rachel's most salient point was the tension between the hierarchy of evidence and how applicable it is to clinicians' practice; sometimes a case study that's relevant to a particular patient can be much more useful than a finely-honed, generalised systematic review.

83% of the British population now live in towns or cities but those living in more remote areas need health services and information too and Chris O'Malley from the University of the Highlands and Islands spoke about how his service supported remote communities in places like Eigg and Rural Generic Health Workers (nurses with wellies). Also helping out with libraries in underserved areas (albeit rather warmer ones) were Stevie Russell and Claire Blacklock, from African Hospital Libraries, who talked about the excellent work their charity was doing, providing resources and training for libraries in Sierra Leone. You can find out more about their work at [africanhospitallibraries.org](http://africanhospitallibraries.org)

Whilst some librarians travel round the Highlands and Islands or back and forth to Sierra Leone others stay still and create change around them. Kate Kelly from the Royal College of Surgeons in Ireland talked about how her library changed from being a building to a service and her English equivalent – Thalia Knight from the

RCS – discussed the ins and outs of moving thousands of books out of a library, vacuuming them with the world's tiniest hoovers and putting them into storage while still making them accessible.

Fresh air, wine and good company are all good for your wellbeing – if not your liver – and after a brief pep talk on the #AMillionDecisions campaign from Louise Goswami and Sue Lacey-Bryant Andy Wright from Wakefield Libraries and Rachel Heydecker from the Carnegie UK Trust talked about their work helping public libraries engage people in matters wellbeing-related. Schemes supported by the Carnegie Trust include Body Image and Mind at Leeds Libraries, Talking 'bout Teddies at Dundee Public Libraries and Brainworks at East Dumbartonshire libraries.

I've never been to a Knowledge Café before. Despite the absence of coffee and cake – in plentiful supply at what was a very well-organised and well-catered conference – it was interesting to discuss different types of social media and how we could use them to promote our library services. Having discussed the merits of various social-media platforms my own choice came down to Facebook and Twitter. This could be me showing my age but then there's nothing more embarrassing than a trendy uncle trying to get down with the kids so perhaps it's good to stick to what one already knows. Later that afternoon I went to Gillian Siddall's workshop on librarians' image(s). We had great fun discussing the stereotypes of librarians although, as is the case with most stereotypes, there's a grain of truth behind them. In a world full of people with big mouths and strong opinions who've never read a book in their lives – possibly including their own 'autobiographies' – I think being quiet, thoughtful and bookish might actually be quite cool.

**John Gale**

MID-CHESHIRE HOSPITALS NHS  
FOUNDATION TRUST

# 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](mailto:graham.haldane@elht.nhs.uk)

LIHNN Co-ordinating Committee:  
[lihnn\\_committee@lihnn.nhs.uk](mailto:lihnn_committee@lihnn.nhs.uk)

## LIHNN EDITORIAL BOARD

### Andrew Craig (Chair)

Lancashire Teaching Hospitals NHS Foundation Trust  
[andrew.craig@litr.nhs.uk](mailto:andrew.craig@litr.nhs.uk)

### Jenny Doran

Royal Liverpool & Broadgreen University Hospitals NHS Trust  
[jennifer.Doran@rlbuht.nhs.uk](mailto:jennifer.Doran@rlbuht.nhs.uk)

### John Gale

Mid Cheshire Hospitals NHS Foundation Trust  
[j.gale@chester.ac.uk](mailto:j.gale@chester.ac.uk)

### Sarah Gardner

[sarah.gardner11@nhs.net](mailto:sarah.gardner11@nhs.net)

### Samantha Gavaghan

[samantha.gavaghan@nhs.net](mailto:samantha.gavaghan@nhs.net)

### Matt Holland

NW Ambulance Service NHS Trust  
[matt.holland@nwas.nhs.uk](mailto:matt.holland@nwas.nhs.uk)

### Katie Nicholas

Health Education England - North West  
[Katie.nicholas@hee.nhs.uk](mailto:Katie.nicholas@hee.nhs.uk)

### Gil Young

[gil.young@nhs.net](mailto:gil.young@nhs.net)

## LIHNN CHAIRS

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