

LIHNNK UP

Library and Information Health Network
Northwest Newsletter

BY HEALTH LIBRARIES, FOR HEALTH LIBRARIES

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Keep right on to the end of the road

Knowledge was once a static commodity, being kept – literally – chained up in libraries or at the very best carried painstakingly around the country on horseback or stagecoach.

Railways and the telegram speeded things up in the nineteenth century, radio and television in the twentieth and now every fourteen year old with access to a smartphone can make their opinions available to the entire online world. Whether this is an improvement or not is a moot point but it seems unlikely – unless Brexit proves a great deal worse than expected – that the direction of travel will be reversed in the near future.

Exchanging information online can make real travel seem superfluous. Why spend three days travelling to Alaska when you can see photos from the comfort of your own front room? Yet people can still gain a great deal by seeing one another in the flesh and a trip away from the office can still provide a fresh perspective on things. In this issue

Northern network librarians write about what they learnt from the HLG conference in Keele with contributions from **Vicky Bramwell**, **Adrienne Mayers**, **Julie Weeks** and **Kerry Booth** (pages 8-12). Travelling further afield were **Katie Nicholas**, **Christine Tate**, **Kathryn Graham** and **Helen Kiely** who all visited the British Library (pages 2, 3 and 5). Also travelling south – for the CILIP conference in Brighton – were **Sinead English** and **Jenny Emmel** (pages 6-7).

The direction of travel of NHS libraries is now firmly towards the patient – a journey that one hopes will culminate in something more akin to the happy reunion between Jenny Agutter and her daddy in *The Railway Children* than Archduke Franz Ferdinand's motorised encounter with Gavrilo Princip in 1914. Taking the wheel, so to speak are **Karen Hithersay** who promoted the Reading Well initiative (page 13), **Sheila Marsh** and **Tracey Roberts-Cuffin** who worked together with Cumbria Public Libraries (pages 16 and 17) and **Kerry Booth** who accompanied **Steven Sheep** on his travels around public libraries in the area

(pages 18-19).

Travellers need to obey the rules of the road, of course, and **Susan Smith** from Mid-Cheshire Hospitals NHS Trust outlines some of the ways copyright training can be made even more fun on page 4. In pole position were library staff from Liverpool Heart and Chest Library who were nominated for their contribution to education (**Maureen Horrigan** p. 13). And – last but by no means least – **Amy Finnegan**, **Sue Jennings** and **Monica Casey** from NICE are the satnav on the information superhighway helping NHS workers take a million or so decisions avoiding discord, delay and damage on the way (p. 14-15).

Wherever you and your library service are headed for the rest of the year, go safely, enjoy the journey and remember you have to travel hopefully because someone will have changed the destination by the time you get halfway there anyway.

John Gale

MID-CHESHIRE HOSPITALS NHS
FOUNDATION TRUST

LIS TAKE LONDON: Behind the Scenes at the British Library

Thanks to the combined organising powers of Katie Nicholas and Christine Tate a group of newly qualified and in-study librarians from the North West hopped on our respective trains and made our way down to London on Friday 10th August for a behind-the-scenes tour of the British Library.

We were greeted by our enthusiastic guide as we entered the building, originally designed by Sir Colin St John Wilson and his partner MJ Long between 1982 and 1999 - we were first shown a display model of the architecture of the building. The building's design contains many references to large ocean liners with round windows and panel designs and - just like a large passenger ship - much of the ground work is conducted far below deck. The library has five floors below ground level in which much of its archive is stored, extending to a depth of 24.5 metres. Cutting through the 'Staff Only signs' we were shown how requests for items are sent via a conveyor belt system to the correct basement, where the library assistants- who must walk miles every day- then find the corresponding item and place it back on the belt to send it to the correct reading room.

Of course, the most delicate and older collection items are not transported that way, instead a requester would usually have to speak to a curator first who would arrange for the item to be brought up by hand.

On the upper floors, the building is dominated by a large central column of books behind glass panels. This is the library of George III which consists of 65,000 volumes of printed books and 19,000 pamphlets as well as additional maps and other papers, and was bequeathed to the nation by his son, George IV. It is an impressive collection to say the least and we were lucky, as we stood there admiring it, to see one of the shelves move backwards as a librarian slipped between the shelves to collect a specific volume.

We were also shown the Klenke Atlas, one of the World's biggest atlases which was presented to Charles II in 1660. The Atlas is quite enormous to look at, even behind glass and is an astonishing example of historical artistry and ingenuity to make something of such a size.

The British Library, like the Library of Congress in the US, has done significant work to make itself a more accessible place both for researchers and the general public. The



reader application system has been simplified to require two proofs of ID and can be processed within around 20 minutes. Additionally, as anyone with an Instagram account will tell you, a lot of work has been done online: from digitisation of collections to allow people to access them via their website to events and promotions on social media – to display the wealth of knowledge, material and treasure so that more people can see and learn from the material the library holds.

The library runs several display collections- some free and some temporary and accessible for a fee - to make it a more attractive prospect for visitors. Their most famous was perhaps the *Harry Potter: A History of Magic* collection last year which produced two illustrated books and a BBC television programme. At present the current display is about Captain Cook and his voyages. Whilst we might not possess the historical grandeur of such collections there are still lessons to be learned in terms of customer engagement and social media outreach and promotion from the way the British Library has, and continues to, modernise and reinvent its outlook.

The British Library also proudly displays its Treasures Gallery, which is open to all visitors. This is a mind-boggling array of its documents including illuminated manuscripts through the centuries, Shakespeare's First Folio, a Gutenberg bible, the Magna Carta, letters from Florence Nightingale, Captain Scott's diary and so much more. It has always been a long held desire of mine to see the original copy of Oscar Wilde's *De Profundis*, which I knew had been given to the collection by Robbie Ross, Wilde's closest friend, so to see two blue paper pages with the great man's handwriting on it was a remarkable experience for me.

In addition to the fantastic displays the visit also brought home the immense variety of the jobs all librarians do. Our guide had worked in areas as diverse as dealing with historical manuscripts to digitising documents for documentaries and television programmes. It brings home both the way our skills can be applied to a huge variety of specialisms, and also how important it is to learn from all library and information professionals as there is always something new that we can learn or apply back to our roles.



"Christine and I (mostly Christine) arranged the trip as part of our evidence gathering for the "Wider Professional Context" criteria for Chartership as part of CILIP's Professional Registration process. This encourages you to engage with the wider library and information world to help you reflect on your skills and think about areas you could develop. I was struck by our tour guide's comments about how the library was ensuring its future sustainability and looking at innovative ways to keep the service free to the public but also

generate income so it can be self-sufficient. For example there are new 'member schemes' offering use of meeting rooms and entry to exhibitions and of course the exhibitions generate income and interest. In terms of applying this learning to health libraries I thought about measuring our value and showing how we contribute to the organisations we work in. I plan on exploring the impact tools available on the Knowledge for Healthcare website to help my thinking about this <https://kfh.libraryservices.nhs.uk/value-and-impact-toolkit/>"

Katie Nicholas, Knowledge Officer
(Health Education England)

CONTINUED OVER...



SHADES OF GREY

MAKING COPYRIGHT TEACHING MORE FUN

This year saw the first ICEPOPs conference, a new initiative by Chris Morrison and Jane Secker from UK Copyright Literacy.

Some people might know them from the Copyright Game they presented at LILAC; if not, it is worth checking out. For anyone with academic colleagues The Publishing Trap is currently in development, taking academics through the trials and tribulations of copyright issues throughout their career.

The focus of the day was on playful learning and looking at ways to make copyright education more fun. An international collection of librarians, lawyers and academics were let loose on the IPO's Karaoke Shower and Play Doh™, with a little bit of mindful relaxation for good measure.

Copyright is a topic which makes hearts sink - it is complex and gives vague answers when people want something much more definitive. Inga-Lill Nilsson (Karlstad University in Sweden) is a strong believer in talking about creative rights, which has many more positive connotations.

Key note speaker Professor Ronan Deazley's research has led him to push the boundaries of copyright through the use of creative arts. He chooses to publish his work through non-proprietary routes like the Comics Grid. Using a hands-on approach, he has engaged with projects like Digitising Morgan (converting an archived scrapbook into an online resource to challenge orphan works) and CopyrightUser.org (providing helpful accessible advice for UK copyright queries). He also launched a new animation called Game Is On: The Adventure of the Missing Note. This session highlighted the flexibility which lies within the vagueness of copyright. This was also echoed from the publishing side by Mark Walford from Sage Publishing who shared some surprising outcomes arising from his experiences with copyright and talked about how he uses Charles Oppenheim's Risk-Calculation Tool to make decisions about copyright every day.

Some of the sessions were quick-fire using five-minute lightning presentations while others used a Knowledge-Café approach. Sadly there wasn't enough time to see everything

but we did get to hear about a Hungarian Copyright Walk and an online version of the Copyright Card game. Marion Kelt from Glasgow Caledonian University is building an online copyright advisor - which is the simplified next step from the flowchart.

There were plenty of tips on creating fun. Lisa Moore had some interesting ideas on her Open Access Nirvana tour with a loose beach theme with bright colours, fortune cookies with copyright wisdom, selfie frames, and a Twitter campaign. Her lessons were to separate open access from copyright, break things down a bit and make sure outreach is followed up by webinars for more in-depth information. Embedded trails were a recurring theme. Maryam Fakouri from the University of

Washington holds a court session to argue out actual cases (I've done something similar to teach junior doctors about ethics). She also got roped in by Kyle Courtney (Harvard University) on his fair-dealing quiz where he presented a challenge to copyright, we voted on fair use and then it went to the expert panel before the big reveal. Kyle was also responsible for setting up the Harvard First Responders Network - is this where the idea came from for the NHS one?

The afternoon session was the most inspiring. Stephanie Fairly from Edinburgh University explained how they use Game Jams to support the development of playful learning. This linked nicely to the afternoon key note from Alex Moseley from the University of Leicester, who got us to consider some of the academic principles behind taking more playful approaches to adult learning.

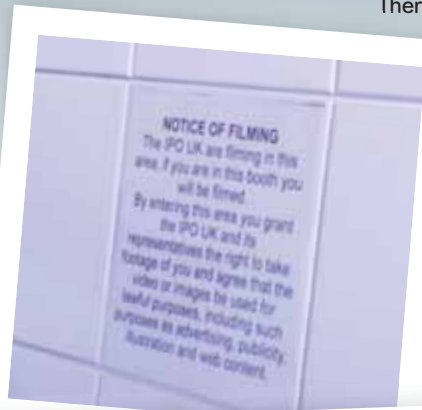
UK Copyright Literacy <https://copyrightliteracy.org>

Copyright: the card game
<https://copyrightliteracy.org/resources/copyright-the-card-game/>

The Publishing Trap
<https://copyrightliteracy.org/resources/the-publishing-trap/the-publishing-trap-resources/>

Karaoke Shower
https://crackingideas.com/third_party/Karaoke+Shower

The Comics Grid
<https://www.comicsgrid.com/articles/10.5334/cg.ap/>





Digitising Morgan <http://www.digitisingmorgan.org>

Copyrightuser.org <http://www.copyrightuser.org>

The Game is On

<http://www.copyrightuser.org/educate/the-game-is-on/episode-4/>

Charles Oppenheim's Risk-Calculation Tool

https://sca.jiscinvolve.org/wp/files/2008/10/sca_ipr_risk_assessments-02.pdf

Game Jams <http://open.ed.ac.uk/oer-game-jams/>

LIS TAKE LONDON: Behind the Scenes at the British Library

...CONTINUED

"Visiting the British Library and going on the 'behind the scenes' tour was a great opportunity to learn more about this national institution and its role in the wider library and information profession. Like Katie, I was impressed by the plans that the library had developed for the future to create room for its ever expanding collections and also the innovative ways that it was using its collections to produce exhibitions and raise more money. I really enjoyed going on the tour with the others as between us we had experience in Higher Education, Health and Public

libraries. Being from different parts of the sector meant that we had diverse perspectives so we had lots of questions to ask our tour guide on the way round. Following the tour I've conducted further reading on the library's legal deposit function and this has helped me to understand how the library is meeting the needs of its current users whilst safeguarding the collection for future generations."

Christine Tate, Electronic Resources Assistant (University of Manchester Library).

"It's always really interesting visiting different libraries, especially when the visit includes a behind-the-scenes tour. As health librarians, it was interesting for us to see the different roles and processes within a public library – a library so different to the ones we work in – and not just any public library! It was interesting to learn how the British Library has evolved to still be relevant in the 21st century, as well as seeing how welcoming and well-used the reading rooms and collections are. I think it reassured all of us that libraries and librarians are still relevant, especially as a lot of the work is still completed by humans and not machines!"

Kathryn Graham, Library Assistant, Manchester University NHS Foundation Trust

HELEN KIELY

KNOWLEDGE SERVICES ASSISTANT,
WARRINGTON & HALTON NHS FOUNDATION TRUST

LISTake London



CILIP Conference 2018

BRIGHTON 4TH-5TH JULY

Pre-conference Preparation

Although I enjoy attending CPD events, I was apprehensive about attending the CILIP 2018 conference in Brighton as a) it was so far away from where I live b) it was being held in such a big venue c) I'd never been to a conference before and d) I didn't know anyone else who was going. Therefore, to alleviate my apprehensions, I looked at the conference overview online and at the networking events that were being held throughout the conference and made a brief plan of what I wanted to attend. I decided on the Hidden Brighton guided walk on the Tuesday evening as I hoped I might be able to meet someone in a similar situation to me, so we wouldn't be on our own for the whole conference. I ended up meeting 5 people, all from different sectors and we ended up spending quite a lot of time together and have since become good friends and even have our own WhatsApp group!

Keynote Speakers

Each of the keynotes was inspirational in their own way and I left each session with a sense of empowerment. The House of Commons (HoC) Librarian, Penny Young described how accessibility is key to the HoC Library and clarified their commitment to ensuring it. Sally Walker, Scotland's Library and Information Professional of the year 2017, talked of the importance of always thinking about the next step in libraries. She was so impassioned that everyone in the room seemed moved by her words; she really came across as a voice for libraries. Journalist Samira Ahmed spoke about the Windrush scandal and how it should make us realise the huge importance of social history, keeping records/documents and challenging false information in order to stop incorrect information being spread. Helen Dodd, the Head of Data Governance at Cancer Research UK gave an informative speech about GDPR and their view of it strengthening their culture to create a culture of compliance. Lastly John Chrastka and Patrick Sweeney, co-founders of EveryLibrary, got everybody fired up to advocate for libraries. Their speech appeared to make a significant impression on the conference as they spoke about the need for us to think how we market our services and how to incorporate action into our message in order to get people involved.

Breakout sessions

The breakout sessions I was most excited about were 'Voice and Vision: the importance of diverse representation in literature for children and young people', 'An Open and Inclusive Future for the Profession', 'Managing Health Information' and 'Blurring the Boundaries: the reshaping of library spaces'. Equality, diversity and inclusion are a priority in my Trust and I'm committed to demonstrating the values both personally and in the workplace. I chose these sessions as I thought the discussions would be useful for ideas to bring back to my colleagues in my workplace. Two key themes coming

out of these sessions were the need for libraries to be inclusive as spaces (because people are spending more time in them) and also the importance of diversity in library services, staff, literature and spaces. I also learnt more about the significance of knowledge management for connecting people to evidence and correct information.

Reflections

The conference was a learning experience for me on so many levels. It was great for networking, for discussions about the development of LIS services and for learning about how to adapt for the successful future of libraries.

I tweeted a lot during the conference and I found this to be a really useful tool for networking with a variety of people. It's also really useful for reflecting back on: I plan to use my tweets as evidence towards my Chartership submission. Having the opportunity to speak to lots of different people both on Twitter and in person gave me a feel for the challenges facing the profession and also created opportunities for exchanging ideas. I will be presenting my experience of the conference to my colleagues in the next team meeting, and sharing thoughts about what we can change or add into the service.

I had never been to a conference before, and I truly didn't expect to win this bursary. Visiting Brighton was a fantastic experience; it's somewhere I have wanted to visit for years. I must say a huge thank you again to CILIP NW for giving me this opportunity. It was a great experience and I hope to attend another CILIP conference in the future.

Tips for attending a conference for the first time

- 1 Tweet about what you intend to go to at the conference and use the hashtags associated with it - it might lead to meeting up with other attendees or finding out useful information about what's going on.
- 2 Comment on tweets in the lead up to the conference - it could spark an opportunity for discussion.
- 3 I found it really useful to find people to make friends with so I didn't feel as nervous going to the drinks reception as I knew I wouldn't be on my own - I still networked and attended breakout sessions on my own, but it's nice sometimes to have a constant friendly face.
- 4 Keep an eye on travel arrangements if you have travelled quite far - there were major travel disruptions at a main train station on the day of my return and some people had huge delays getting home.
- 5 Tweet your thoughts about what you experience as you experience it.

SINEAD ENGLISH

LIBRARY ASSISTANT
LANCASHIRE TEACHING HOSPITALS
NHS FOUNDATION TRUST

REFLECTIONS ON CILIP CONFERENCE 2018

I have yet to write up my notes from the CILIP Conference but two phrases have been haunting me since my return in early July:

“Reading is a torch in the night.”

And

“Tax is money spent on libraries, because you are a proxy for someone else’s compassion for someone else”.

Both quotes from two very different sessions illustrate the power of libraries and demonstrate what an inspiration conference attendance can be.

This was my first CILIP Conference and I was unsure what to expect. I am a seasoned HLG attendee but felt I would like to try something new and broaden my awareness of the profession so was lucky enough to gain a sponsorship from YOHHNet to attend. Thank you YOHHNet!

The sunshine, seaside and mango ice cream definitely helped, as did the early morning paddle, but the real boost I got from attending the conference was from the sheer variety of speakers. Keynote speakers included the House of Commons Librarian, Orkney Children’s Librarian and journalist Samira Ahmed amongst others. I learnt about sectors I knew very little about and others in which I had worked previously. I took the deliberate decision to **not** attend all of the health library sessions as I saw this as an opportunity to gain a broader insight into the profession and perhaps unsurprisingly learnt that we all face similar issues and difficulties in delivering our services.

I have never wanted to work in a prison library but I have always been curious to know what it is like and I gained a great insight when I attended the *Prison libraries change lives* workshop. Four librarians from four different prisons delivered short 10 minute talks how they have been engaging with prisoners. This ranged from setting up a book club for young offenders, whereby participants had to be selected based on the grounds of who was unlikely to start a fight with whom, to a programme of Cognitive Simulation Therapy for prisoners with dementia. It was during this session that the “reading is a torch in the night” quote was given. One of the prison librarians used her 10 minutes to read short extracts, written by prisoners, on what the prison library means to them. Each extract varied in length, language and complexity but this quote hit home and demonstrated

how illuminating having access to books can be (excuse the pun). The librarian reported that this particular prisoner, Peter, has now left the prison and has secured some work with a library.

I have to confess that I had not heard of EveryLibrary prior to attending the CILIP Conference. I now know that EveryLibrary (<http://everylibrary.org/>) is the only national library organisation in the United States dedicated solely to securing the future of library funding at all levels of government. I attended two sessions fronted by a couple of directors from EveryLibrary and this is where the “tax is money spent on libraries, because you are a proxy for someone else’s compassion for someone else” quote comes from. I am used to working in libraries where the emphasis is on getting people to register with the library as that demonstrates the need for the service. EveryLibrary take a slightly different viewpoint and recognises that not everyone will want to join and use the library but someone may still recognise the value of the library and will consequently pledge support to the library. Essentially, the message was that if you focus your marketing and messaging to convince people to become users, you alienate people who don’t want to be users but still value who you are and what you do. This was a welcome change of thinking for me.

A condition of my YOHHNet bursary was that I had to tweet from the conference. I am not a big social media user and I had not sent a tweet prior to the conference so this part filled me with some dread. I started badly by using the wrong hashtag but once I’d spotted my mistake I was able to join the #CILIPConf18 conversation. I found it very difficult to tweet during sessions and I was left wondering what it must feel as a presenter to see a room full of people on their phones whilst they are presenting. I managed to tweet a bit between sessions and did smile when a few people liked my tweets. However, I fear I am still a Luddite and found it much more useful to talk to other delegates in person about the sessions.

If you get the opportunity to attend the CILIP Conference in 2019 I heartily recommend it although it will be in Manchester so no paddling this time unless you fancy the canal!

Jenny Emmel

CORPORATE SUPPORT LIBRARIAN
LEEDS TEACHING HOSPITALS NHS TRUST

What I learnt at HLG

When I saw the programme for HLG at Keele this year I was keen to attend. The sessions I selected matched the kinds of areas I knew would build on my knowledge and help me question my current thinking. Even when I have made a considered decision, I like to hear from others to ensure I am going in the right direction.

The first session I went to was about supporting Sustainability and Transformation Plans/Partnerships. I am involved in supporting this work as and when requested and through my contacts in Cheshire and Wirral Partnership (CWP). The session demonstrated that networks are key - particularly getting oneself known to people who are leading on work streams. This reflected my own experience. Being proactive is important, as it keeps our skills on the radar of decision makers and those informing decisions.

I went to the next session on health-literacy awareness to refresh my knowledge. We did some exercises looking at patient leaflets to see if we could understand them - this showed how difficult some leaflets can be for patients who are not familiar with health terminology. I am sure the signposted toolkit will be useful to cascade and it's always important to be reminded to think about your audience when producing leaflets and literature.

After this I went to two shorter sessions, one about how library services can support Trust's work managing policies and procedures and the other about an innovations database. Both are positive ways to support your organisation if nobody else is doing it already. We currently assign keywords to policies to help with retrieval, we also help provide an

evidence base for policies when people ask us to. The policies and procedures survey results they presented showed a mixed picture across the country.

The research session after this stressed how important it is to apply research to making changes to library services. The presenter gave us examples of how it had helped to make decisions more informed and reduced challenges when decisions had the evidence to back them up. The speaker went on to encourage us to think about library research in a similar way to approaching research for our customers and I will certainly consider the Research module on CILIP's VLE as a result. I have kept photos of our flip-chart discussions to get me off on the right foot should a research idea become possible. The kinds of research examples were not too large or complex, the example given was exploring opening hours using a pilot and gathering data to demonstrate the options, costs and usage.

Day Two

I started the day with a session about Evidence Search to refresh my knowledge of the student champion scheme, as I am keen for students to arrive in the NHS knowing about www.evidence.nhs.uk. After the session I arranged for Fran Wilkie from NICE to come and update the Cheshire and Mersey Group on NICE Evidence Search in October. For many people the Evidence Search website is the main off-site option, so early awareness is useful.

The second session was delivered by an Improvement Librarian this confirmed to me the multifaceted opportunities we have to engage with our Trusts - as usual one size does not fit all. The type of information differs and the way it is approached, however this adaptability and understanding of information is core to our profession and sharing our experiences enhances this skill set. In my small service we do support service improvement as well as clinical queries; we don't have a dedicated

role but we do deliver. The increased capacity and dedicated roles will always increase the amount of support and targeting of services to organisational priorities which I feel is a good thing.

This session was followed by an inspiring talk from a senior library assistant telling us about her journey in the library sector, who came to do her PGDIP after 33 years of work. She was truly a lesson in how to grab every opportunity and think positively about change.

The next two sessions focused on literature searching peer review, which was mainly about reviewing literature searches after sending them to the customer. This was used as a CPD opportunity. The impression I got was that this was received differently depending on the individual but that for some staff this review was useful. The second session discussed the impact of Clinical Librarians - seeing the difference their work makes being demonstrated was great to see.

The final two sessions again sparked my interest due to them linking back to my role. The first was information literacy support for distance learners, although it was peer teaching (i.e. other students using a forum to support and critique their peers' literature searches). I felt the approach to distance learners would be interesting. In fact they found that perhaps they provided more support to distance learners than they did face to face due to the focus placed on them. This learning resulted in providing the peer-support option for face-to-face learners too. After this I attended the Situation, Background, Assessment and Recommendation (SBAR) framework session. I am aware of this framework but have not applied it to literature search requests. Although it didn't entirely translate into how we receive literature search requests, I did use elements to add to our question template, used when we receive a request which is not specific enough.

All the sessions I attended either built on, refreshed or confirmed that how we deliver our service has evolved with the customer; it also gave me

ideas for personal development in the future. Most importantly it gave me ideas to bring back to the team to discuss, adapt and implement.

Vicky Bramwell

CHESHIRE AND WIRRAL PARTNERSHIP
NHS FOUNDATION TRUST

What I learnt at HLG – Part II

To start, I wasn't going to attend the conference.

I work in two separate part-time jobs and the conference overlapped both jobs' working days. Anyway, Vicky Bramwell, my NHS manager, was attending and going to feed back to us in Cheshire and Wirral Partnership. Sorted. No problem.

Then on 11 June, Daniel Livesey sent an email to North Knowledge and Library Services group offering a conference place that a member of his staff wasn't able to take up due to illness.

The place was available, Vicky encouraged me to apply for it and I was suddenly making different plans for the next couple of days.

On the Wednesday afternoon I discovered that I had accommodation booked at Keele for that night, as well as the expected Thursday evening. It was a rush, leaving work early to dash home to sort out my house and pack a few items and charge up my Sat Nav.

I had never been to a Health Libraries Group Conference before, although I had been to Keele on several occasions in the past and liked the campus and old hall.

Many thanks to Daniel and Gil Young for giving me this opportunity, I had a great time and determined to make the most of the conference. I attended as an NHS librarian but now and again I regressed to being Librarian at Liverpool Medical Institution as I felt torn with the choices available.

Good intentions of going to the early morning Tai Chi got swept aside as I made a second cup of tea in my room. I did feel much better just knowing that I could do it.

With being a very late delegate, my session choices were reduced. Most places had already been booked and many sessions were full. I did, however manage to attend all the sessions I wanted to join. By arriving very promptly and putting my name on a reserve list, I always got a place. I might have had to wait in a queue outside the room, but it paid off.

Particularly memorable sessions were:

Emerging Technologies and their impact on Health Libraries. This was a very practical session and explained clearly about some emerging technologies like artificial intelligence and virtual reality. I learned much more about them in clear language and was able to explore how they might impact and develop if used in health libraries.

Library Statistics – why do you do that thing that you do? I attending this session because I am totally useless when it comes to statistics and numbers and really wanted to understand more, and get my head around all the figures we keep and why we keep them and what they are used for. I have to say that it was of limited help as I am only slightly less of a dunce now! However, it was an interesting session and I met some people who had previously only been names in emails. They were knowledgeable on the subject, had a total grasp of it and it was an education to listen to them.

Laughing Yoga was a lot of fun and we all made complete idiots of ourselves, laughed and chuckled and felt energised at the end. Laughter is a great medicine.

The Clinical Librarian is In... Tips and tricks for both the new or experienced

Clinical Librarian. I was reassured by the tips suggested because they were already familiar to me, and there was very little that I wasn't aware of. I made some new friends and enjoyed the lively activity involving putting items on a tree. No, I can't explain. You probably had to be there!

There were more of course. There was *Not just a librarian, shrugging off the cardigan.* This covered our transferable expertise and reminded us of the wide range of skills we use every day and not to underestimate our own value. I was particularly interested in *National Information Partnerships collaborative strategy across NHS, Public Libraries and the third sector.* I worked as a Public Library librarian before working in health libraries and have a keen interest in partnership working as I feel both sides have a lot to offer the other.

Unintentionally Vicky and I managed to cover most of the sessions between us, only overlapping on one. We have different interests and this worked out very well. We did go to the gala dinner together, compared notes, had a beautiful meal and enjoyed the other delegates' company. Keele did us proud – thank you for all the organising that went into this excellent event. I found it very useful to also have Vicky at the conference. We were able to run ideas past each other at the end of the day and discuss our sessions while it was all new and fresh in our minds.

Oh yes, some of the freebies in the market place were pretty good too!

Adrienne Mayers

CHESHIRE AND WIRRAL PARTNERSHIP NHS
FOUNDATION TRUST

HLG CONFERENCE REFLECTIONS

Keele University provided the stunning backdrop to the 2018 CILIP Health Libraries Group (HLG) Conference.

The beautiful galleried Old Library in Keele Hall accommodated the welcome drinks reception, providing a great introduction to colleagues and the campus. Kerry Booth (University Hospitals of Morecambe Bay Trust - UHMBT) and Julie Weeks (North Cumbria University Hospitals Trust - NCUH) were North West based recipients of bursaries from HLG and share their reflections below:

Adventures of a library mascot

This summer UHMBT Library and Knowledge Services (LKS) and one of the mascots, Steven Sheep, travelled to the steps of Keele University; for the HLG Conference.

First up was the CEO of CILIP, Nick Poole, who delivered the first Keynote of the conference with updates from the organisation. These included the plans for developing the workforce using library apprenticeships in 2019 and providing trusted spaces for consumers to make proper use of resources.

The next session was almost child's play as Focus Games presented

Snakes and Ladders with a twist...



the opportunity to try out some of their educational games. UHMBT LKS had recently purchased some of the games and were in the process of creating a launch. The session provided the perfect opportunity for the librarians (and Steven Sheep) to learn and have fun by playing the new 'Sleep Game.' It was also interesting to hear how another NHS Trust had promoted the games to their service users.

Being a mascot has other advantages, such as never failing to get a front row seat for the keynote speeches. Steven was all ears as the first keynote address for the second day expanded on raising the profile of library and knowledge specialists and demonstrating their knowledge, value and impact using #AMillionDecisions. The campaign has been successful in informing employers of the crucial role of health libraries and librarians.

The second keynote was highly insightful about library projects supporting health and wellbeing. Some interesting ideas were presented, such as using simple projects such as the 'Death Café' during Dying Matters week, or using teddies to facilitate discussions. Also, the focus on engagement and discussion rather

than providing information to members of the public was a different perspective that I not previously considered.

Whilst I have come across tools for teaching communication skills before, I have never encountered a set as demonstrated in the 'Fishbowl Conversation' session with Victoria Treadway and Tracey Pratchett. It was intriguing to observe the set up and the conversations thread the library and information professionals were following when discussing the question posed: "What are the practical barriers to demonstrating impact and how do we overcome them?" Steven may not have had much to contribute to the discussion himself, but ideas about



Front row seats on Day 2...

how to integrate such a strategy at UHMBT took shape following the activity. Plans are underway to use fishbowl conversations at UHMBT facilitated by the library services and have recently been shared with the team.

Whilst our library mascots have no use for cardigans it was interesting to hear ways to shrug off the outdated perception of librarians; as validated by the sketches done by actual library and information



ssshhhh'... shrugging of the cardigan

professionals. The session, presented by Gillian Siddall focused on the other roles that library professionals undertake; knowledge and information management, signposting and research – rather than being 'JUST a librarian.'

Although Steven had the plans for Health Information Week 2018 well in hand, his next stop was the session on creating a toolkit for Health Information Week in order to gain new insights and ideas about holding events during this week. It reflected that the UHMBT's current strategy could be a productive way of working with the public library services in order to get relevant health information to the local population. However some new ideas, such as going into the public libraries and doing timed presentations, were taken away from the session in preparation for next year.

Finally a shout out and huge thank you to HCLU and LIHNN for the opportunity to apply for a bursary that allowed me and Steven Sheep to attend the 2018 HLG Conference.

Kerry Booth

UNIVERSITY HOSPITALS OF
MORECAMBE BAY TRUST

.....

From health literacy to tai chi – a symposium of diversity

Upon my arrival at Keele University campus a heterogeneous gathering of information professionals joined

me to navigate the route to our accommodation block. Geographically dispersed from the City of Westminster to the Scottish Highlands, the delegates anticipated a conference dedicated to innovative knowledge for healthcare.

In his keynote address CILIP CEO Nick Poole raised awareness of the health hub, an online resource bringing together content for information professionals working in the healthcare sector. Health-related articles from Information Professional are available along with links to Health Education England and the Professional Knowledge and Skills Base (PKSB) for health. This will be a valued resource for those of us in the health sector working towards Chartership.

Introduction to Health literacy: awareness, skills and resources

A developing interest in Health Literacy prompted me to attend Dr Ruth Carlyle's passionate introduction to this pertinent subject. Shocking statistics and practical exercises demonstrated the scale of this problem: in England: 42% of working-age adults are unable to understand and make use of everyday health information, rising to 61% when numeracy skills are also

required (1). These statistics provide evidence of an information gap: health librarians are the interface between the person and the resource and can promote Health Literacy to impact upon Public Health.

I intend to target groups new to healthcare (for example, Nursing associates, apprentices and students) and demonstrate how they can steer people towards high-quality patient information and improve their ability to understand it.

In '**Dealing with a common NHS itch' (Developing an information service for patients' service from scratch)** University Hospitals Leicester Trust (UHLL) expounded the challenge to obtain funding for a Patient Information Librarian. Hannah Beckett and Stuart Glover reiterated the barriers faced when confronting a patient information project – lack of time and support, inability to identify someone with overall responsibility and the absence of a central IT system for managing patient information. Being a member of the Patient Information working group at NCUH, I recognised these common issues.

CONTINUED OVER...



HLG CONFERENCE REFLECTIONS

Dr Ruth Carlyle

...CONTINUED

Hannah shared the alarming results from their leaflet amnesty: only 26% were 'in-date', with a significant number 10-15 years out of date. Armed with evidence, UHLT secured funding and have subsequently revised the Trust patient information policy. A comprehensive single store of up to date leaflets is now accessible for all. The knowledge gained from this presentation has proved invaluable for me to advise colleagues as we aim to revise patient information procedures in our Trust. Providing access to under-standable and accessible information could save an estimated 3-5% of the NHS budget (2). I will be supporting UHLT's strategic plan to develop a network of patient information leads.

Fulfilling my Health Advocate role, I participated in the Tai Chi session early on Friday morning in the beautiful grounds of Keele Hall. Feeling invigorated, I attended the **Engaging Libraries** keynote speech, delivered by Rachel Heydecker and Andy Wright from the Wellcome Trust. It was encouraging to hear of the role public libraries play in engaging the wider population on health and wellbeing topics. This is reflected in the established relationship Cumbria NHS Libraries have with Cumbria public libraries: I represent NCUH LKS on the Healthy Library steering group as we collaborate to exploit NHS resources in support of public health priorities. The keynote



speech has inspired me to comment upon the CILIP sector-wide proposal for libraries to support health and social care needs.

The **Social media and collaborative tools knowledge café** was billed as an opportunity for participants to have an open and creative discussion about a variety of social media tools. Lacking prior experience of a knowledge café, I envisioned a social aspect but did not foresee the frenetic pace of knowledge exchange. Four packed tables allowed discussions to evolve around the question: *How will you plan library promotions using this (social media) tool?* Delegates changed tables every ten minutes allowing different perspectives of social media use to emerge. Sharing a table with the tai chi instructor prompted a brief

moment of calm followed by further intense conversation. These discussions are not usually captured as this can interfere with the dynamics of communication. I learnt more about Twitter after being told about Ned Potter's tips and tricks for improvers. The Knowledge Café is an adaptable tool I plan to trial in my workplace.

I would like to thank HCLU and LIHNN for funding my attendance – I have already reaped the benefits of new networks and shared knowledge gained from the 2018 HLG conference.

Julie Weeks
NORTH CUMBRIA UNIVERSITY
HOSPITALS TRUST

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Celebration of Learning 2018 event at Liverpool Heart and Chest Hospital NHS Foundation Trust

Liverpool Heart and Chest Hospital library staff nominated for their contribution to education

The event was a huge success and we were very pleased to be joined by Ian Snodin, Ambassador from Everton FC. Ian joined Jo Twist, Director of Workforce in the awarding of certificates and trophies. The event was also supported by Jane Tomkinson our Chief Executive and Sue Pemberton, Director of Nursing & Quality.

Representing the library:

Maureen Horrigan Library & Knowledge Service Manager, **Lorraine Maguire** Library Assistant

Maureen Horrigan

LIBRARY & KNOWLEDGE SERVICE MANAGER,
LIVERPOOL HEART AND CHEST HOSPITAL NHS
FOUNDATION TRUST



ARE YOU READING WELL?

During Health Information Week, the library staff at Lancashire Teaching Hospitals liaised with staff from local public libraries and found out about an initiative called 'Reading Well'.

There is good evidence from the National Institute for Health and Clinical Excellence (NICE) that self-help books can help people to understand and manage common conditions including depression, dementia and some long-term conditions. Many public libraries have a range of Reading Well books to lend to people. GPs and other healthcare practitioners are recommending them to patients.

Here at Lancashire Teaching Hospitals, we have designed posters and displays to support this initiative with our own medical staff and we have also included information in our monthly library newsletter.

If you would like to find out more then check out this web site for further information:
<https://reading-well.org.uk/>

Karen Hithersay

LIBRARY ASSISTANT
LANCASHIRE TEACHING HOSPITALS
NHS FOUNDATION TRUST



A million ways to be NICE:

#amilliondecisions

Every day across the NHS and healthcare sector more than a million decisions are made which influence the quality and cost of services and have an effect on people's lives.

Under the *Health and Social Care Act 2012*¹, health services are responsible for making sure that evidence is obtained from research. In January 2017 the Chartered Institute of Library and Information Professionals (CILIP) - through their *#AMillionDecisions* campaign - called for health services to use the skills of health librarians and information specialists to make sure decisions are based on the best-possible evidence.

Over the past year, health information specialists have provided examples of how they have contributed evidence to help health services across the country. For instance:

- A clinical librarian provided evidence on the clinical and cost effectiveness of nursing supplies, saving one trust £500,000
- A NHS Library service provided evidence of psychological interventions in long term care which reduced costs across primary and acute care services

Inspired by the campaign, as information specialists at the National Institute for Health and Care Excellence (NICE), we have reflected on how our skills support the delivery of high quality, cost effective and evidence-based healthcare within NICE and the wider healthcare community.

Information support is embedded in NICE business processes. We use a range of skills to support evidence-based practice including:

- Assessing the validity of online information
- Searching databases and websites
- Developing methods and techniques to improve searching precision
- Critically appraising evidence

These skills are used to help teams across NICE in a variety of ways, including:

- Highlighting relevant and related NICE products
- Searching for published literature (e.g. randomised controlled trial results and systematic reviews)
- Advising analysts on the best approach to updating a search

We aim to retrieve the best available evidence, reduce information overload and save time sifting through database search results.

We asked Steve Sharp, a Technical Analyst at NICE, about the impact information specialist support has on his work to develop guidelines. He said:

"The importance of information skills in evidence based practice cannot be overstated. Information specialists are an invaluable resource in developing and updating health sector guidelines, where the dynamic nature of research evidence poses a constant challenge in keeping recommendations current and accurate. Without their initial literature searching and intelligence gathering support, it would be impossible to manage the high volumes of evidence emerging across a vast range of topics."

As well as liaising with technical analysts when developing and refining search strategies, we also go to guideline development committee meetings. This gives us the opportunity to clarify the database terminology and techniques (e.g. the use of Boolean logic) used to develop the search strategies to a panel of topic experts, lay members and NICE staff. The committee panel is then able to comment on the strategy and make suggestions based on their knowledge of the topic.

Going to committee meetings is an important part of the role, as it gives us the opportunity to use our professional expertise to support NICE in making evidence-based recommendations. By offering topic experts the chance to assess the strategy, we can be confident that the evidence underpinning NICE recommendations is based on systematic searches and robust processes from start to finish.

We don't just stop at supporting evidence-based decisions within the organisation. Just as academic and NHS librarians equip students with information literacy skills, we provide internal and external information skills training.

Within NICE, we train staff how to find high quality information across a wide range of resources. NICE also runs a *Student Champions scheme*², helping future health professionals to make evidence-based decisions. The scheme provides students with knowledge and skills on how to use NICE's Evidence Search which we then ask them to pass on to their peers. In 2016-17 we trained 313 student champions who, in turn, passed their knowledge on to 2500 students. Evidence Search is a site that helps health and social care professionals, as well as the public, to access health, social care and public health information from one place. It brings together high-quality, consolidated and synthesised evidence from hundreds of trusted sources.

We use our skills to evaluate sources of information for Evidence Search including guidance, systematic reviews, evidence summaries and patient information. The information available in Evidence Search can be used to support, enhance and complement NICE guidance.

We also use skills in negotiation, procurement and communication to provide access to the following resources:

- Clinical Knowledge Summaries (CKS)
- Cochrane Library
- Journals and Databases
- Health databases advanced search (HDAS)

Ian Saunders, Content & Quality Assurance Programme Manager at NICE, explains how information specialists can enhance a service, such as Evidence Search: "Information specialists are methodical and fairly tenacious."

These qualities are essential to systematically interrogate complex bibliographic databases or to keep looking until a key piece of information is found that will answer a particularly tricky question. Evidence Search benefits from the involvement of information specialists as they can systematically search for and include relevant content and maintain a collection that is comprehensive without being overwhelming."

As the campaign highlights, over a million decisions are made across the health sector in England every day. We are proud to contribute to these decisions both internally at NICE and externally through Evidence Search and the student champions scheme.

This article was first published in CILIP information professional, March 2018, pp. 44-45. The CILIP version can be viewed at cilip.org.uk/page/magazine

If you would like to read any further information about the work of NICE (www.nice.org.uk) you can have a look at the website or follow us on Twitter @NICEcomms

Amy Finnegan
Sue Jennings
Monica Casey

NATIONAL INSTITUTE FOR
HEALTH AND CARE EXCELLENCE

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CUMBRIA NHS & PUBLIC LIBRARIES PARTNERSHIP

JOINED UP SERVICES - JOINED UP KNOWLEDGE

North Ayrshire Health and Social Care Partnership (HSCP) have been helping social workers to access research and libraries¹ something social workers can find difficult due to lack of time, among other things²

Most social workers don't have a dedicated library service. While politicians continue to talk about health and social care services coming together in England, social workers still have limited access to evidence resources and library services. So what help can we give to social care staff in our area who regularly work alongside healthcare staff?

Why should we help social-care staff?

Social care remains under-funded and faces regular cuts and social care staff have had little spent on their education and training compared to NHS workers. Yet there is no absence of professional guidance for professions like social work and public health identifying the importance of continuous development of knowledge and skills.

A little while ago our local Assessment and Support Year of Employment (ASYE) Professional Lead approached us asking for our help with this very dilemma. The ASYE is a year-long, employer-led programme of support and assessment of an individual's professional practice against the Department of Health and Social Care's national set of knowledge and skills³. The

British Association of Social Worker's, (BASW) own Professional Capabilities framework, also requires that, "By the

end of the ASYE, social workers should have consistently demonstrated effective practice in a widening range of tasks and roles [and]...become more effective in their interventions and use of skills and evidence..."⁴

Strategically it also made sense with the NHS Five Year Plan⁵ and general direction of travel both supporting more system-wide working across the health and care systems via Sustainable and Transformation Plans (STPs), Accountable Care Systems (ACSs) and, Integrated Care Communities (ICCs).

Indeed this year North Cumbria NHS libraries in partnership with University Hospitals Morecambe Bay NHS libraries celebrated 10 years of being an integrated service for all healthcare staff. We saw this as an opportunity for our Service to go one step further. Our motto always being 'Joined up services - Joined up knowledge'!

What did we do?

In Cumbria we had already tested the idea in 2016 with local public health staff and piloted opening our doors and extending access to some resources where licences permitted. This small group of staff had very little impact on our usage but we built up a good relationship



Director of Public Health Colin Cox and Stephen Singleton launching NHS and Public Libraries Partnership scheme 2018 May as part of Festival of Learnin (3)

with the Director of Public Health who was keen to continue the pilot and for it to be extended to other local care staff.

Both services were already working with our local public library services on health information and had joined their 'Healthy Libraries' scheme. For some years they had offered a small book-drop service to add value to our Health and Well-being collection with a small selection of fiction and recreational reading material at the libraries in Carlisle and Whitehaven, Kendal and Barrow.

We looked to build on this work and cement our relationship into a more visible partnership in which we would actively promote what the public libraries offered to our own staff, as well as highlighting the Well Read resources and other health information which were equally valuable to patients. This made it easy for us to open our doors to social care staff and highlight their eligibility to register for NHS Athens.

The Director of Public health, Colin Cox and Stephen Singleton, Director of Cumbria Learning and Improvement Collaborative (CLIC)⁶ officially launched our Cumbria NHS and Public Libraries Partnership scheme on the 22nd May this year as part of a 'Festival of Learning'.

*Cumbria County Councils
CEO Kathryn Fairclough registering
with Library 2018 Sept 21*



*Cumbria NHS and
Public Libraries Passport
to Partnership*

Impact?

We have made a start and have a framework on which to build a more joined-up and collaborative approach to accessing library services across both health and social care in Cumbria. The partnership now has some high-level champions including both Cumbria CC Chief Executive and the Director of Public Health along with our own CEO and Director of CLIC, as well as some great working relationships between NHS and Public libraries.

Barriers remain. These include investment to allow us to extend local NHS licences to some of our electronic resources and a lack of joined-up IT and strong learning culture across the health system.

What next?

This is just the start as we now need to promote the scheme more widely and demonstrate the benefits of working across our health and care system.

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Full details of the partnership scheme can be found at:

<http://www.library.ncumbria.nhs.uk/share-and-learn/pdfs/cumbria-libraries-p2p-information-and-procedures-manual.pdf>

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Adventures of a Library Mascot...

WORKING WITH PUBLIC LIBRARIES TO DELIVER PATIENT INFORMATION



Barrow Library Health Information Week

Kendal Library Health information Week

As an NHS library, we don't have direct contact with patients and visitors to the trust; so for Health Information Week 2018 we had two choices...

- A. Invade the hospital wards to tell patients where to find reliable health information...
- B. Build networks and work with public libraries to steer people to reliable health information and services so they are more informed when it comes to making choices about their treatment ...

Naturally, option B was more practical! I met the managers of each site to discuss working together and arranged a visit to each site prior to Health Information Week 2018. The original plan was to go out and visit the main libraries at Lancaster, Barrow and Kendal in the first six months of 2018. However, with Cumbria Libraries engaged in the Healthy Libraries Initiative, in addition to the visits made to Lancaster, Barrow and Kendal public libraries; Steven Sheep made visits to Grange, Ulverston and Windermere public libraries as well. Steven Sheep and University Hospitals of Morecambe Bay Trust (UHMBT) Library Services also received an invitation

to take part in the Living Well Fair at Ambleside Library in March 2018.

Discussions with the public librarians helped produce a list of health-related resources and information; including a number of online websites that are deemed to store more reliable information. Basically we wanted to steer the public away from Googling their symptoms! Directing the public to specific sites means they can find health information and services more quickly and they know the information they are accessing is more accurate:

- NHS Choices
- Patient.co.uk
- Patient access
- THINK! Why A & E? Campaign (currently running at UHMBT – information available at: <http://whyaande.nhs.uk/>)
- Healthtalk.org – videos of patient experiences of different health conditions

The resources promoted included ones provided by the public libraries:

- Macmillan Collection and visits made to the libraries by Macmillan staff

- Mood Boosting Books
- Reading Well collections; Long Term Health Conditions, Mental Health etc.
- Free use of library computers to access online resources

Leaflets on each of the websites and campaigns, including how to access and use them, were available for the public to take away with them. Steven Sheep also helpfully pointed out where to find the libraries special health-related collections and had a few books and his iPad on hand to show people.

Health Information Week 2018

Well prepared after making his public library debut, Steven Sheep and UHMBT LKS were ready to take on Health Information Week 2018...

Braving the heatwave and armed with an iPad, leaflets, free pens, sticky notes and strong coffee, Steven Sheep made visits to Kendal, Barrow and Lancaster public libraries to steer members of the public to reliable health information and services...

Some positives to take away:

- Public enjoyed the opportunity to see the websites for themselves on the iPad
- Council worker intends to use the THINK! Campaign when working with refugee families

- Members of the public now know where to find high-quality patient information online
- Library users aware they can make GP appointments using Patient Access
- Kendal and Barrow Public Library staff visited the Trust sites to engage with members of the public and continue to promote health related information and events.

Thumbs Down...

- Half day visits to the public libraries do take a lot of time away from office so will consider shorter visits for 2019...
- Do not use chocolate as a freebie in a heatwave!

Health Information Week 2019...

- Meetings with public librarians to resume in Autumn 2018
- More (shorter) visits to the public libraries
- Public librarians will be invited back to visit the Trust sites
- Meet with public library managers to discuss new ideas including having the opportunity to carry out short presentations (Q & A) to library visitors.

Kerry Booth

ASSISTANT LIBRARIAN
UNIVERSITY HOSPITALS OF MORECAMBE BAY TRUST

Our challenge for you!

Now to step it up a notch, we challenge YOU to get involved with extreme reading! We are asking all LIHNN libraries to take a team #extremereading photo. We want you to get as creative as possible (nothing dangerous please) and snap a photo of your team reading. We want funky outfits, random objects and most definitely some interesting poses!

Please send all photos to gil.young@nhs.net and the winner will be voted for at the LIHNN Christmas Study Day 2018.

Happy snapping!

Editor's Column

How you can contribute to the Newsletter

All members of LIHNN are welcome to contribute to LIHNNK Up. We particularly encourage contributions from para-professional staff and anyone who has not previously written for publication. Members of the Editorial Board would be pleased to "mentor" new writers and provide advice on what makes a good readable contribution.

What could you write about?

Really it is up to you as we are looking for topics of interest to health library staff. It could be:

- something new that you have used or your library has introduced
- an overview of a piece of software such as a social media tool
- lessons learned (good or bad) from doing something differently in the library
- good news that you want to share with LIHNN
- an account of events and courses attended. For conferences and courses please include what you found most valuable and what you will do differently from having attended the event or course.

Format of contributions and other "rules"

1. Please send your documents as Word (i.e. either .doc or .docx) files.
2. Photos and artwork should be submitted in JPG format. Please don't embed them in the Word documents. They should be submitted as separate files with a meaningful caption.
3. Don't forget your name, location, title of article and date of article.
4. Please give full details of events, courses and conferences attended. This should include:
 - The name of event and location
 - Date of event
 - Name of organising or sponsoring body
 - Details of how any support materials can be obtained e.g. website urls
 - Full references to any published reports, articles etc.
5. All acronyms should be written out in full for the first occasion they are used in the text.

PDF copies of back issues and indexes to the newsletter are available at:
<http://www.lihnn.nhs.uk/index.php/lihnn/lihnnk-up/read-the-newsletter>

Contributions should be submitted to:

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