

Going native



You know when you're starting to feel at home in the North West. Your better half starts to correct your grammar, words ending in hard a's develop a guttural inflection and attempts at Bristle - the dialect of my home town - start to sound like Pop Larkin. Oh yes, and you get to do the Editorial on LIHNNK UP. Ooh weelll 'ere g'oooose ...

Sharing experience and innovation are the themes of this Winter Issue of LIHNNK UP.

Read **Kieran Lamb's** explanation of QR Codes, how to read them, where to get them and how to use them to promote your library services. It's great fun too, turns your smart phone into the equivalent of the Sonic Screwdriver. Visit the Fade Library website for an example of good practice, and watch out for additional examples scattered through this edition of the newsletter.

Michael Mason at Southport and Ormskirk demonstrates three areas of good practice, application of L&D Funding, providing mobile services for readers using Galaxy Tabs and sharing that expertise with colleagues.

Joint funding from UCLan and HCLU has provided a new self-issue system for the Learning Centre Library, Royal Blackburn Hospital. Read about the launch and see the pictures (with a selection of interesting ties on show).

Linda Fergusson shares wisdom on the subject of e-mails and why it's important to adopt the correct etiquette when writing them.

Sheila Marsh writes about organising and delivering a local knowledge sharing conference, "Seizing the Future". A challenging undertaking, but with real benefits for the participants.

Debra Thornton, has been down South(ampton) to the University Health and Medical Librarians Group (UHMLG) Summer Conference and shares interesting insights into approaches to core information literacy competencies for nurses and the impact of the research life cycle on library/information use.

Welcome also to **Steve Collman** the new Community Outreach Librarian for Macclesfield and Leighton Hospitals.

Matt Holland
OUTREACH LIBRARIAN
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Get QReactive: QR Codes a



Quick Response (QR) Codes are becoming universally available, you can't travel without seeing them in a copy of the metro or on posters, they are on stands in the supermarket or even used on the TV to enable you to simply get a recipe from a cookery programme. For the library there are several key questions, What are they? How do I decode them? What can they encode? How do we create bespoke QR codes? More importantly how can we deploy them?

What are they?

Simply they are a matrix barcode designed to encode a relatively large amount of information and to be decoded at high speed. Their origins as with so many things are in the car industry where they were used to track cars through the production process.

How do I decode them?

In a world where an increasing number of our users are carrying smart phones and the tablet market is beginning to take off, it's all about the apps. There are loads of barcode reader apps on the App Store, Blackberry App World or Android Market. Users can simply download them to their phone, scan in the code and the information encoded in the bar code can send them to a website, give them contact details, populate an email etc, simplifying the process of accessing or sharing information. The example from Speke Morrisons next to this text will take you to a Facebook page suggesting you use

some drug company's efforts to improve your self care. It's a simple way of getting people to engage with their products. More importantly for us it's an easy way to get our readers to engage with our services and resources.

How do we create them?

There are several free services that will enable you to create QR codes online:

www.qrstuff.com
qrcode.kaywa.com
goqr.me/

To use them it's just a matter of completing an online form and downloading the QR code they generate and then using that QR code on the document or website that you intend to use it for.

Personally I prefer the QR Stuff option because it offers a wide range of ways to deploy QR codes but it is a matter of personal preference. The key thing is that they can be generated quickly and at no cost to the service, unless you choose to pay for high resolution codes at 300dpi or above at a variety of sizes from small to huge.

What can they encode?

Below are the things that QR Stuff will encode. Some may be more useful in the library environment than others and these will be discussed later but the key thing is to recognise that they can be used in many different ways.

- Website URL
- YouTube Video
- Google Maps Location
- Social Media
 - Twitter Profile
 - Twitter Status Update
 - Facebook Profile
 - Facebook Like
 - LinkedIn Profile
 - LinkedIn Share
 - FourSquare Venue
- iTunes Link
- Plain Text
- Telephone Number
- SMS Message
- Email Address
- Email Message
- Contact Details (VCARD)
- Event (VCALENDAR)
- Wifi Login (Android Only)
- Paypal Buy Now Link

Brief Overview and Use Cases

How do we effectively deploy them?


This section will describe use cases for deployment in the library environment.

1. Website – QR codes can be used to direct people to a web location be that your catalogue, a particular e-resource, a library guide for them to download or an app you wish them to use. This is probably the most straight forward use of QR codes. The example shown takes you to the download location of 'Commissioning for outcomes: A resource guide for commissioners of health and social care'
2. You Tube video – a link out to instructional videos or material from other people using you tube, while problematic in many NHS Trusts we do have an example of library use of You Tube with Matt Holland's Mendeley introduction. A QR code in an instructional guide/leaflet can enrich the learning experience. <http://www.youtube.com/watch?v=z1CQ6YPzsl8>
3. Google maps location – a simple addition to promotional leaflets or websites to enable readers to find the library simply on Google Maps.
4. Social Media – if you use social media as part of your marketing mix QR codes can be used as a simple discovery tool. If we take the example of the Foursquare Venue, for those using Foursquare you can link to the Foursquare location for the library which you have populated with lots of tips about the library service and the things it offers to its users.
5. I-Tunes link – if you have a library podcast or link to useful podcasts this is a route to disseminating this information.
6. Plain Text – does what is says on the tin, allows you to give a simple message to users e.g. Opening Hours.
7. Telephone Number – a simple way to share the library number so that readers can easily add you to their contacts or just phone to say hello! Use it on information leaflets and posters.
8. SMS message – useful for messages that are recurrent, e.g. The library photocopier has broken down, can you come and fix it. Pop it on a poster next to the copier and save a bit of yelling in the library.
9. Email address – a simple way to share email contact information. Use it on information leaflets and posters.



10. Email message – a simple way to encode a standard email message. Fade has started to use this as an image in the library catalogue to simplify access to resources so that when users find an item in the catalogue they can simply scan the code and send us a pre-populated email requesting the item which we can then send out to them. I've also used them on reading lists as a simple way to enable users to request materials.
11. Contact details (VCARD) – probably more useful than the Email address or Telephone number create a complete VCARD for the service for inclusion on library leaflets etc. This will enable you to simplify the process of people adding full contact details for the library to their address books.
12. Event (VCALENDAR) – Share those training events that you're running in a simple form for addition to a phone/tablet's calendar. A quick word of caution this does create a dense code that can be hard to read!
13. Wifi Login (Android Only) – added a wifi network to your portfolio of services, simplify the process of logging in for the android users amongst your readership by creating a code that gives all of the login details they need to login to your network.
14. PayPal Buy Now Link – in an environment where I suspect income generation will become more important a barcode that could simplify the payment process could be generated should your organisation go down the PayPal route. Not for us information anarchists at Fade – so far!

Conclusion

QR Codes are free to create and can be used to simplify many resource discovery and information dissemination processes. In addition they are a simple way to make the library look whizzy and up-to-date in the eyes of its users. They prompt conversation and dialogue with readers and that has to be a good thing. 

Kieran Lamb

HEAD OF LIBRARY SERVICES
FADE LIBRARY

Keep taking the tablets:

Mobile devices for loan at Southport and Ormskirk NHS Trust

Following a successful Libraries Development Fund bid to purchase 6 tablet devices for loan, the Southport and Ormskirk NHS Trust Library Service loaned its first Samsung Galaxy Tabs with full internet and intranet access on 8th February 2011.

Our library service already had successful experience with loaning laptops and had piloted the loan of Iliad e-readers which were adapted to include portable content of Trust documents for staff and students; the loan of tablets seemed to be a logical development to this.

Initially we intended to purchase Apple iPads, but our Voice and Data Services Manager indicated that if we followed the Apple route he would be unable to provide IT support for the initiative. So following his advice we settled on the 7 inch Samsung Galaxy Tab. Our IT Department spent a few months configuring the Galaxy Tabs for use, and they are now all configured to access the Intranet and the Internet. The desktop of each tab has direct links to the Intranet, the Internet, E-books, NHS Evidence, NHS Mail and the Trust policies.

Due to our previous experience with the loan of laptops and e-readers, we were keen to ensure the safe return of the tablets from our users. Consequently we insist that anyone borrowing a tablet signs a "Special Loan of Trust Equipment" form accepting full responsibility for the equipment whilst on loan and undertaking to take all reasonable action



to protect it from loss or damage. In particular, when transporting by car the user undertakes to ensure that the equipment will be locked in the boot of the car and not left on display. The latter commitment followed an incident where a consultant left one of the tabs and his laptop on the back seat of his unlocked car when taking his pregnant wife to hospital to have a baby!

In the event, the consultant replaced the tablet. We also insist that the tabs are returned in person, and not via the library book bins!

Availability of the new tablets for loan has improved access and sustainability of library resources. The tablets deliver internet browsing and networking and have the potential of extending the use of library and information resources, particularly for e-learning and e-reading. Our consultant in Palliative Medicine recently enquired about loaning the Galaxy tabs for education. The department had a four week course running but staff could not get access to on the ward computer and did not have access at home. The Galaxy tabs met their needs perfectly.

Our library users have also particularly appreciated their portable access to NHS Athens authenticated resources via the tabs.

The project was initiated with the full support of our Voice & Data Services Manager and our Chief Knowledge Officer. It has added considerable value to the library service, and raised its profile as users realize that the tablets afford the opportunity of internet access, intranet access and access to NHS mail in portable format. The hospital has plans for the initiative to be extended to the whole of the hospital-at-night team and to community based staff who have recently joined the Southport and Ormskirk integrated care organisation.

The Library Services Manager demonstrates the Galaxy Tabs to the Trust Chief Knowledge Officer

Availability of the tabs for loan improves access and sustainability of library resources.

Use of the tablets is being closely monitored and evaluated. The initiative has generated considerable interest from other North West health libraries, including the University Hospital of South Manchester NHS Foundation Trust, the Penine Acute Trust, Christie Hospital, Lancashire Teaching Hospitals and NHS East Lancashire. We were able to advise particularly on the importance of security issues and of working in close partnership with local IT managers. Following discussions with me about our experience with the Galaxy Tabs, five North West Health Library Services made successful bids for loanable tablets in the July 2011 Libraries Development Fund bids.



In Southport & Ormskirk Trust Library Service we presently offer 22 Galaxy tabs for loan. Initially our loan period was for one week, but we have now extended the loan period of these items to one month. We were not aware of any other health libraries actually loaning tablets to users when we commenced lending the Samsung Galaxy Tabs in February 2011. If anyone would like to discuss our experiences at Southport & Ormskirk with loanable mobile technology, please do get in touch. [\[N\]](#)

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New Starter at Macclesfield

Hi, I'm Steve Collman. I first started working in libraries as an under-graduate at MMU, where I did a degree in Biological Sciences as well as working as a shelver three evenings a week. I liked it so much that when they asked me back even after I'd graduated, I eagerly accepted – after all, it was fun work and good money!

After being unable to find any work in my chosen field of Biology, I spent several years in retail work, where I learnt my people skills, though I finally had to leave MMU after moving too far away to continue. So when an opportunity came up to get into libraries

again as a Graduate Library Assistant at Liverpool University, I grabbed it with both hands.

After the year there, I was accepted onto the MA course back at MMU, where I also returned to work, this time as a library assistant, where I stayed for four years whilst studying. As one opportunity closed and I passed the course, another opened, as I saw the chance for my first professional post within the NHS. I've been the Community Outreach Librarian for Macclesfield and Leighton Hospitals since the beginning of August, and am trying to make the role my own (though I'm still learning it at the same time!). I should see some of you around as I build up my list of contacts, and hopefully you'll come running if I shout out for some help! [\[N\]](#)



It's a piece of cake...


Thanks to a project funded by UCLan and the NW Health Care Libraries Unit, a 3M self-service circulation system has been installed at the Learning Centre Library, Royal Blackburn Hospital. Linked to the Heritage library management system, this allows staff and students of East Lancashire Hospitals Trust to issue, renew and return books (and even pay fines!) on a 24/7 basis.

A formal launch was held on Tuesday 4th October, with guests from UCLan and HCLU. Several groups of staff and students came to see how easy the system was to use – 'a piece of cake' in fact, a message that was confirmed by the variety of cakes on offer!



David Stewart (HCLU), Clare Morton (ELHT), Jeremy Andrew & Mike Hargreaves (UCLan)

The self-service project involved weeding and integrating the former UCLan books into Trust library stock, retagging all items with 'RFID'

(Radio Frequency Identification) tags and amending records where necessary. Congratulations and thanks are due to Clare Morton, Deputy Site Library Services Manager and all the Blackburn library staff for the successful delivery of the project. Over 35% of Blackburn loans are now being issued through the self-service system, and we hope to see this proportion grow in the future. 

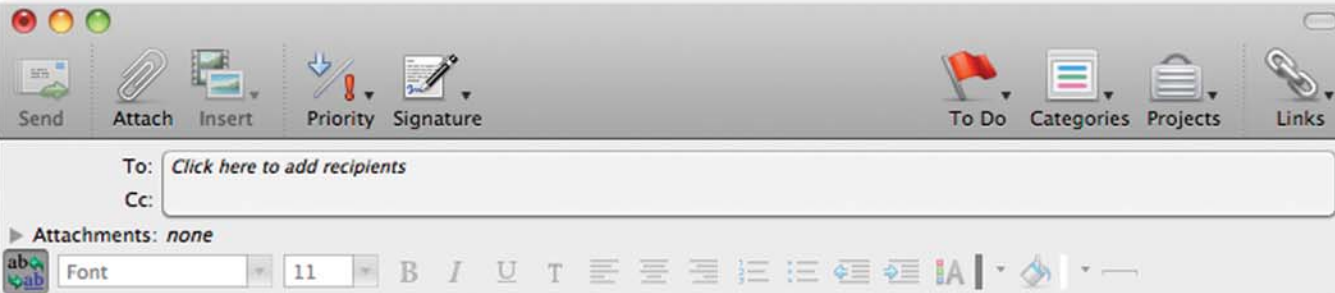
Graham Haldane

KNOWLEDGE AND LIBRARIES MANAGER
EAST LANCS HEALTHCARE NHS TRUST



Demonstrating the self-service station

E-mail etiquette: creating a good impression



Whatever we do in our work or personal lives we are always striving to create a good impression but for the unwary there are many pitfalls.

Arthur Schopenhauer (German Philosopher, 1788-1860) once said:

"To find out your real opinion of someone, judge the impression you have when you first see a letter from them."

It does not take too much of a stretch of the imagination to agree that this could also apply to e-mails: the 21st century's version of the letter. Why then do we treat e-mails as inconsequential, flighty things that can be easily removed from our consciousness by pressing delete? Why do we take liberties in e-mail that we would not even consider if we were talking to the same person face-to-face?


The golden rules of e-mail

1. E-mails are the equivalent of letters. This means the normal rules of grammar and punctuation apply. You should use proper sentences with appropriate capital letters and commas and full stops. Paragraphs are also helpful to break up text so that it does not look like a stream of consciousness from James Joyce's Ulysses.
2. DO NOT SHOUT - sorry everyone. While telegrams were always printed using capital letters we do have the luxury of being able to take the Caps Lock off. An e-mail full of capital letters is very difficult to read, looks awful and is disrespectful to the reader. If you are asking your boss for time off, an increase in budget or an update on an issue what will they think? Will they even read it?
3. Signed and sealed. I am amazed at how many people forget to "sign" their e-mails. No-one wants to have to search around to find your postal address or organisation name or telephone number. There is always a strong possibility that your message could be deleted because you have created a bad impression. Electronic mail systems such as Outlook provide the option to set up different signatures that can be automatically added to your e-mails.
4. E-mails are dangerous. This is particularly the case with the sin of "replying to all" or "forward" instead of "reply to sender". Have you ever found yourself an unwitting party to an e-mail discussion or seen an e-mail that was only meant to be between two people?
5. Informality may be ok but think about who you are writing to. Friendly is fine but when in doubt err on the side of formality.
6. Difficult e-mails should always be written and saved as draft and then revisited before you send them. Take time to consider if you should respond. E-mail silence can be a handy tool but above all do not invoke e-mail rage. Ideally you should read out loud what you plan to say to ensure it is not ambiguous.

Handy hints:

1. If you want people to read your e-mails and not press delete then guide them to what you expect. By this I mean make sure the subject header is meaningful and tells them at a glance what is expected e.g. For Information Only, Action Required by 10/10/2011. Browsers may not display more than first 25-35 characters of the subject.

2. Don't send e-mails to people who do not need to read them. It will create a better impression if you are selective about your recipients.
3. If you have to send an important e-mail and you want to make sure that the person reads it then configure your e-mail to send a "delivery receipt" and "read receipt". Then there can be no arguments.
4. Structuring e-mails.
 - Make paragraphs 7-8 lines
 - Insert a blank line between paragraphs
 - Use headlines, bullets, and numbers
 - If a message is longer than 3 screens, send an attachment

Creating a good impression is all about the words, tone and appearance of your e-mail. If you make a mistake with any one of them then to paraphrase Schopenhauer "I know what you think of me and my lawyer will be in touch!" 

Further reading:

<http://www.albion.com/netiquette/index.html> or

<http://www.netmanners.com/>

<http://www.tamingemail.com/>

Why not test yourself in the Netiquette quiz at <http://www.albion.com/netiquette/netiquiz.html>

Linda Ferguson
DEPUTY DIRECTOR
HEALTH CARE LIBRARIES UNIT

Seizing the Future: A local event to eQIPP leaders to

12th October 2011, North

This article aims to share our experience of organising a local knowledge sharing conference and what we learnt and hopefully gained from this experience.

Background

North Cumbria and Morecambe Bay Library and Knowledge Services have provided a joint service to the Cumbria health and social community since 2008. In 2010, their stakeholder group, the Cumbria Knowledge Management group¹, agreed and published the Cumbria Health and Social Community Strategic Action Plan for Library and Knowledge Services² which included an action to 'Facilitate and encourage the sharing of good practice and useful contacts both within and across organisations to support the QIPP agenda'.

One of the key deliverables was to organise a health community wide conference.

The Conference aim

- To bring together leaders of statutory health and social care organisations to highlight the importance and benefits of sharing knowledge and good practice particularly within and across new localities.
- To share and learn from specific local knowledge and good practice examples
- To increase participants' knowledge of knowledge management systems and tools to support the QIPP agenda.

- To encourage networking and an ongoing dialogue within and across health and social care organisations.
- To raise the profile of Library and knowledge services and promote their leadership role in supporting knowledge sharing within and across the health and social community.

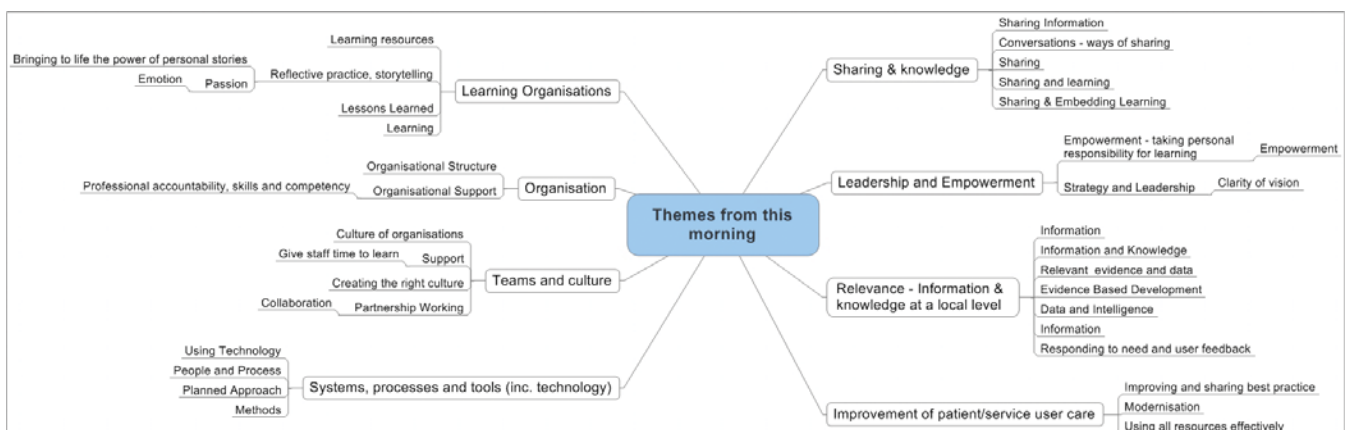
The Day itself

David Stewart was master of ceremonies overseeing the day which was made up of a number of key note speakers and local presentations³ one from each of the local Trusts and the County Council.

David began by putting the day into the context of NHS and the shared challenges both of uncertain economics and of huge organisational change across health and social care. He stressed the need for the local community to understand that knowledge is part of their resources and that this needed to be recognised and managed as knowledge was part of the solution to QIPP.

He acknowledged that many simply dismiss Knowledge management as too difficult to define. He promised delegates that he would offer to explain its meaning using his drawing of a daffodil which he aimed to complete from what came out of the discussions and presentations that day. He reminded delegates of the important role libraries and knowledge services can and do play in this area.

Chris Collison from Knowledgeable Ltd, who has worked in the field of knowledge management for many years, followed and talked about the importance and benefits of sharing knowledge and good practice, and drawing on his experience of working with the Olympic Team as well as the NHS.



knowledge sharing and learning thrive in challenging times

Lakes Hotel, Penrith, Cumbria

David then introduced 6 speakers who showcased an area of local good practice from their Trust / organisation. These included,

1. A community of practice approach to developing practice: lessons learnt from an occupational therapy practice development partnership – **Janet Folland**, Cumbria Partnership NHS Foundation Trust
2. Staff stories – how to use tacit knowledge – **Lucy Benson**, University Hospitals of Morecambe Bay NHS Foundation Trust
3. Cumbria Intelligence Observatory – **Dan Bloomer**, Cumbria County Council
4. Cocker mouth Integrated Care – Work in Progress – **Simon Desert**, NHS Cumbria
5. Interacting with Mandatory Training - **Brenda Little**, North Cumbria University Hospitals NHS Trust
6. Learning lessons project – **Tracey Roberts Cuffin**, Cumbria Library & Knowledge Services

After this presentations Chris asked delegates at each table to capture responses and insights for each of the 6 stories, then jumble up these insights to draw out common themes.

This was followed by Julia Hickling, Director of AQUA, giving an overview of AQUA and its role in improving quality and sharing good practice across the North West.

Over lunch delegates had the chance to look at a small exhibition which included, Research in Practice for Adults, EBSCO and NHS Evidence. Cumbria Partnership Foundation Trust also promoted the second issue of their new Research Journal which included an article by Tracey Pratchett on how the library service has been supporting reflective practice within their Trust. North Cumbria and Morecambe Bay Library Knowledge Services, of course, also had a stand...

After lunch the afternoon commenced with **Peter Weaving** GP and Deputy Chair of the Cumbria Commissioning Group. He spoke about GP commissioning and consortia, localities and new opportunities for working together across the health and social care community.

Chris Collison followed this session and started by drawing upon the key leaning themes he had summarised from the interactive session he'd facilitated in the morning. The purpose of this was to try and *reinforce the value and*



Chris Collison speaking at the Cumbria Conference

opportunity for knowledge sharing within and across organisations and to give practical options and strategies to influence senior leaders.

He also spoke about the importance of leading knowledge sharing including the different roles (i.e. of leaders, libraries, etc), the barriers and enablers to knowledge sharing, facilitating discussion to try and identify better ways to share both within and across health and social care organisation. He used case studies and video clips to illustrate some of the challenges and practical examples of what worked to stimulate the discussion. These included:

- A video - The need to ask for help. (Great Ormond St/FerrariF1)
- Learning from unexpected places (University College Hospital and Red Arrows)
- 7 Deadly Syndromes discussion around which syndromes do we see in the NHS?
- Simple recognition schemes: ConocoPhillips 4G awards and BP's Steal with Pride

For further details on the above see the following link to You Tube resources recommended by Chris at:

<http://www.library.ncumbria.nhs.uk/share-and-learn/tools-and-techniques.aspx>



Continued...

...continued

So what did we achieve?

In true good knowledge management practice, we organised an After Action Review (AAR), the week after the conference, via conference call with David, Chris Collison and available members of the Cumbria Knowledge Management Group and other Library staff. We asked the 4 key AAR questions to guide our reflection and learning about the success of our Conference.

What was supposed to happen?

The original aim of the Conference was to attract approximately 90 delegates holding leadership roles, such as, Executive, Non Executive, Assistant Directors, Senior Operational Managers, Heads of Service, Team Leaders, District Leads, Locality Leads and Professional Leads from across all six organisations. The Cumbria KM Group had been very clear about what they wanted to happen at the Conference and had identified aims (see 'Conference aims' above) as well as ambitious outcomes for the day

These were:

- Increased awareness of the importance of knowledge sharing at a local, regional and national level to support QIPP and service development and the role which Libraries can /do play in this.
- Shared learning from several local good practice examples.
- Increased skills in leading change through effective knowledge management.
- Identification of practical ways to develop more collaborative approaches to tackling common issues.
- Continued dialogue and knowledge sharing across the local health and social care community.

What actually happened?

It was agreed that the day fulfilled all the expected aims and a lot of good practice was shared. However despite lengthy consultation on the date and Executive sponsors from each of the organisation the event still clashed with a number of other important local stakeholder meetings which had been organised after our Conference. Indeed other senior staff were called away during the day due to other important announcements.

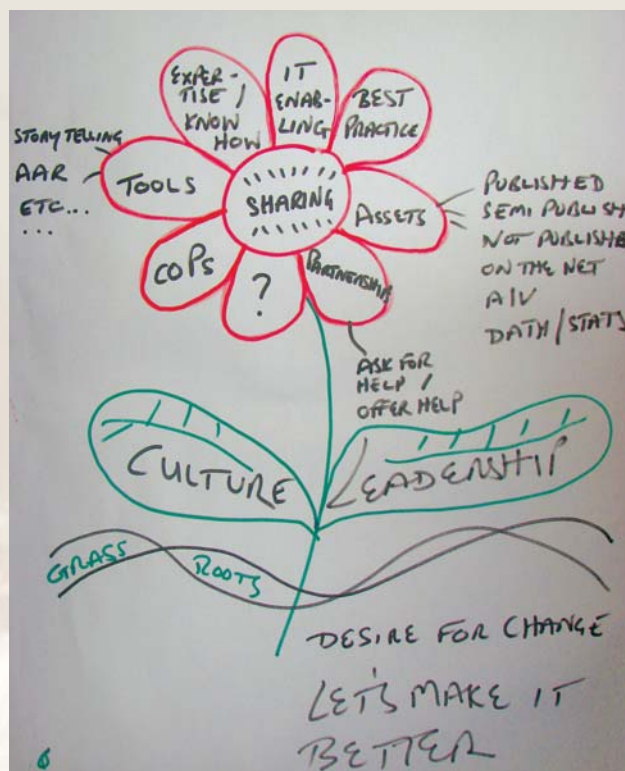
The result was that while 89 delegates registered to attend, only 57 actually attended on the day. With some delegates leaving earlier the result was just 30 delegates completed the evaluation. This was largely positive with half evaluating the event as 'extremely useful' and 12 as 'useful'. 13 evaluating the events programme as 'excellent' and 12 as 'good'. 18 delegates evaluated the organisation of the event as 'excellent' and 8 as 'good'.

Comments included:

'Great day thank! Lots of light bulb moments!'

'Will look at knowledge management within the workplace'

'Increased awareness of the power of knowledge and sharing of information'



Cumbria Conference flipchart

'Will try to be role model'

'The realisation that knowledge management is for everyone will influence all areas of my work'

'I'll include aspects of what I heard today in my planning/projects'

'Look at stories. Use alternative sources of data.'

'More reflection of how information/knowledge can be transferred and shared'

'More thought and more aware of services available'

'Will try to encourage others to share, use KM and promote through example'

'Will give me more thought to what I can personally do to improve KM within my organisation'

'Gave me a lot to think about/implement'

'Share information with staff & encourage them to share their best practice.'

'Help bring AAR to the working environment'

'Lots of ideas generated'

'Consider implementing some type of AAR'

'Future development with staff and with senior managers'

'Renewed vigour to access links identified in today's presentation'

'Supports staff to be innovative'

'Useful tips and examples to apply in practice. Like to learn more'

For a copy of the evaluation please contact
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Why were there differences?

We always knew it was going to be challenging to get leaders and very senior managers together across the health and social community for a 'knowledge sharing' event. While we got many senior people, including 2 Trust CKO's, we didn't get as many as we'd hoped. This was largely due to other important events* happening in the health community at the time but in fact this made what we achieved perhaps even more impressive.

It was a very ambitious and full programme with many short presentations, some of which over ran which led to the structure of the day changing. With such a long day it also became difficult, even if we hadn't been competing with other demands and events, to hold everyone until the end.

There was good attendance from Cumbria County Council although some commented that the event was perhaps too health focused.

There was also a strong feeling that the content of the Conference should be shared with other staff across the organisations and that there was a need for looking at how this sharing could be continued.

What have we learnt and are there any actions that need to be taken?


From both the evaluation and the AAR there was generally a feeling amongst the group that we had achieved what we had set out to do, which was to bring people from different organisations together, raise the profile of the library service, share understanding and value of KM and promote learning. It was also felt that the day had reduced the fear and improved the image of KM!

Maybe a shorter day with fewer presentations might have worked just as well as we lost a few people in the afternoon which was probably due to work pressures rather than content.

There was also some learning around the administration of the day which was that you always need more people than you think to make such a day run smoothly. This included having at least 2 people at reception so that we could have ensured we registered delegates with the Library Service as well as the Conference!

Finally was the realisation that this was just the beginning and that important follow-up was needed to build on the Conference's success. Indeed the follow-up is yet another great opportunity for the Library Services and the Cumbria Knowledge Management Group to continue to raise their profile on the back of this event. This includes:

- Making the presentations available on the Library web site which would allow them to also be shared with a wider audience.
- Collating and sharing the evaluation with the senior staff, especially the Trusts' CKO's and/or those not able to attend, as well as to learn from any key issues from them.
- Contacting those delegates who had registered their interest in being kept informed of further the activities and events of the Cumbria KM Group. Indeed the suggestion is that we invite them to a focus group to look at how we can continue to support knowledge sharing across the local health and social community.

Finally a big thank you goes to the North West Healthcare Libraries Unit for supporting this event and for David's efforts on the day. Thanks also to all the exhibitors, especially EBSCO for providing the conference folders and also for their financial contribution to the event. 

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Sheila Marsh

HEAD OF LIBRARY AND KNOWLEDGE SERVICES
NORTH CUMBRIA UNIVERSITY HOSPITALS



David speaking Cumbria KM Conference

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- 1 Cumbria Knowledge Management Group - <http://www.library.ncumbria.nhs.uk/share-and-learn/knowledge-sharing-in-cumbria.aspx>
- 2 Cumbria Knowledge Management Group (2010), Cumbria Health and Social Care Strategic Action Plan for Library and Knowledge Services 2010 – 2012 at <http://www.library.ncumbria.nhs.uk/share-and-learn/cumbria-strategic-health-and-social-care-community.pdf>
- 3 Seizing the Future programme and presentations are at <http://www.library.ncumbria.nhs.uk/share-and-learn/programme-new.pdf>

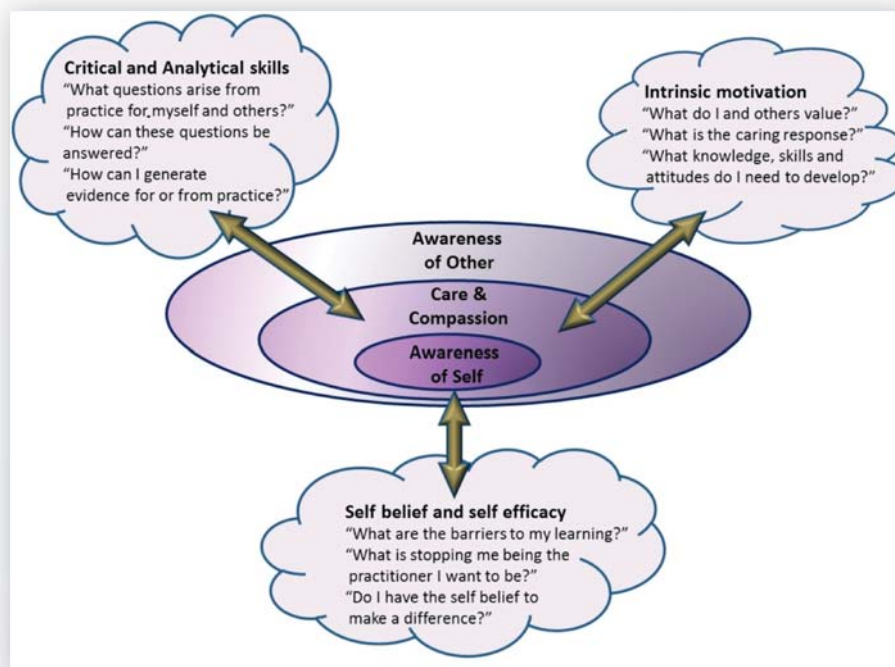
* This included stakeholder meetings and news of the withdrawal of one contender for the acquisition of the Acute Trust in the North; the release of the new structure for the local PCT.

Preparing for Practice / Libraries at the Equinox

This was the theme of the University Health and Medical Librarians Group (UHMLG) Summer Conference, which took place in Southampton in July. I was fortunate to be invited to present the Management Librarian project, which gave me the opportunity to take in some of the innovations being developed by our university colleagues.

The opening address was given by Richard Wake, Deputy Librarian of Southampton University Library, who said, "Librarians are natural collaborators – good at crossing boundaries" and the presentations which followed certainly demonstrated this.

We're not in Kansas any more (Sue Faulds). Dorothy's journey of self discovery on the Yellow Brick Road is mirrored in Southampton University's approach to the new all graduate nursing and midwifery curricula being introduced from 2013. The student will embark on a journey of both personal and professional self discovery as they discover the three core qualities required of healthcare professionals – the heart, the nerve and the brain:



Core qualities on the road to nursing professionalism

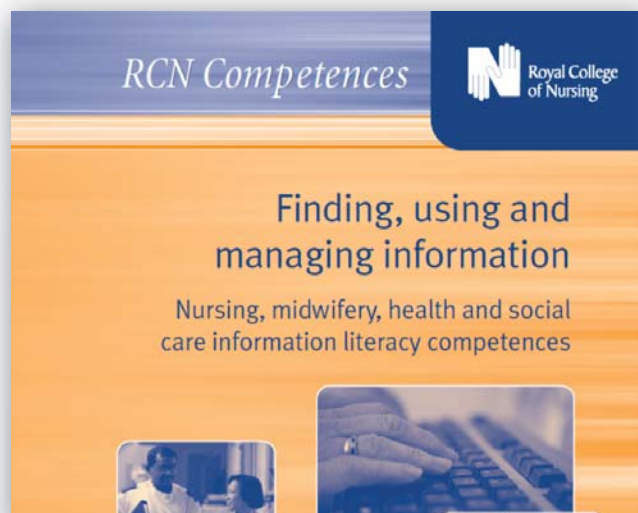
Sue, Programme Lead for Nursing and Midwifery, explained how research will be a large part of the new curriculum. Students will be expected to write a research proposal and present this to fellow students, which will encourage familiarity with the research process as well as presentation skills. As librarians we will have a key role in providing access to resources and skills needed to support these core qualities.

Information Literacy Competences from the Royal College of Nursing.

Linking nicely with the new nursing curriculum, Judy Atkinson and Caroline Lynch explained the development of the RCN's Information Literacy Competences and their e-learning programme to support it. Nurses are required to maintain up to date knowledge and skills (Principle F of the Principles of Nursing Practice)

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Chilworth Manor, Southampton, June 2011



This will be a useful resource to help us raise awareness of the need for evidence amongst our nursing staff and give them the confidence they need to access, manage and use information effectively for study, clinical practice and professional development.

It also offers modules for current senior Health Care Assistants (HCAs) to help them develop their skills and further their careers. Who is it suitable for? Non-traditional learners, those who lack confidence in their learning skills, will benefit the most from this training. These people particularly need support from library staff. It will require close collaboration between health libraries and university libraries to develop knowledge and IL skills. Perhaps the RCN Information Literacy Competences will prove useful here too?

Continued...

and the Core Framework for Registered Nurses stresses the importance of information but there is no focus on information literacy skills. This programme was developed from the Australia and New Zealand Institute for Information Literacy (ANZILL) framework and aims to help students find, evaluate and manage information effectively. An e-learning package is available for RCN members which shows how to use information inclusively (equality issues), legally (confidentiality and copyright) and ethically (avoid plagiarism, acknowledge sources).

The role of the Assistant Practitioner.

Do you support Assistant Practitioners with your library services? Anita Esser, also of Southampton University, explained the Assistant Practitioner role to us. Developing this role will even out the spread of nursing roles and re-distribute the band 5 workforce. This will create more Band 4 and Band 6 roles, which will give greater flexibility and career development. The curriculum leads to a Foundation Degree in Health and Social Care.

...continued

Information skills online tutorial.

Alison Brett, of Salford University, described her study of an online tutorial versus face to face training for teaching information skills. She undertook a randomized controlled trial (RCT) to assess the outcomes following the two methods. Participants were given a face to face training session or an online tutorial, including a pre-test and post-test in both groups. The study also included qualitative data about which method the participants preferred. The results showed that information literacy skills improved using either approach (online learning or face to face) but the improvement was not great. Skills retention was the same for both groups at 4 – 6 weeks after the intervention. She concluded that positive improvement was made in both groups but was very small, therefore online information skills training is as effective as face to face. The majority of students in the online group gave positive responses when asked if they liked the online tutorial,

" You could work at your own pace, felt relaxed, no pressure to keep up"

"there was help if needed"

"..could discuss problems with peers"



Supporting researchers – a new 'liaison librarian' role?

Many of us offer support to our research communities but very often we do it in an ad-hoc way and without really extolling the value and importance of our skills. Antony Brewerton, Head of Academic Services at the University of Warwick, shared with us the results of a study into new roles for subject librarians. He highlighted 32 skills and knowledge areas that could be of interest to researchers, such as skills in information retrieval, literature searching,

bibliographic management, copyright, mobile technologies, data mining etc, and then mapped these to the 13 activities of the 'research lifecycle.' The list below highlights the areas in which librarians could offer support to researchers. But Antony suggested we don't necessarily have to restrict ourselves to these areas and could perhaps develop our skills further in order to support the other areas.

He recommended a team approach to providing these, "Subject librarians cannot be expert in themselves in each new capability, but knowing when to call in a colleague, or how to describe appropriate expert capabilities to faculty, will be key to the new liaison role." For more details see www.rluk.ac.uk

Research life cycle and library support

1. **Conceptualising new research, developing proposals, and identifying funding opportunities**
2. **Seeking new information**
3. **Information management**
4. **Data collection**
5. **Data discovery, management and curation**
6. **Sharing, discussion, online collaboration**
7. **Analysing and reflecting on information and data**
8. **Writing up and dissemination**
9. **Compliance, IP, © and other statutory requirements**
10. **Preservation**
11. **Quality assessment and measuring impact**
12. **Commercialisation**
13. **Emerging technology**

Since the conference I have been able to use the information from this study to demonstrate the value of a librarian within the research community of our acute hospital and this has led to a project which intends to raise awareness of the value of research and embed R&D into the Trust's vision and values. It is currently in its early stages but I will perhaps be able to report on it in a future edition of LIHNNK Up..... watch this space. [LIH](#)

Other highlights:

Anne Gray. Commissioning librarian. Anne has developed a web portal: QualityMK.nhs.uk which contains a huge amount of information and resources for commissioning and quality improvement.

She explained the sort of information commissioning teams require and how we librarians can deliver this type of information. Hot topics include: GP consortia development, public health intelligence, outcomes based contracts.

Rachel Kotarski. Embedded research information manager.

University College London, in partnership with the British Library has recently published a research report looking at a potential new role for librarians: the Research Information Manager which explored the approaches to establishing an embedded research information specialist – the **Research Information Manager (RIM)** within a highly multidisciplinary research environment.

Suzanne Hardy. Digital professionalism – new competencies.

Suzanne gave us an entertaining but thought provoking talk on information and digital literacy and professionalism online e.g. social networking sites and use of Web 2.0 communication technology, particularly in the learning environment. The following web address explains this in more detail.



<http://www.jisc.ac.uk/whatwedo/projects/elearningllida.aspx>

Isla Kuhn. Teachmeet. This concept began as an 'unconference' by teachers, for teachers. The idea is to present short, snappy sharing events – good or bad. The benefits: very relaxed; 2 or 7 min presentation; quick and cheap; share ideas; networking; good opportunity to practice presentation skills.

This was a very full conference, with a varied and interesting programme. There are certainly some ideas here that I intend to use in my own service. The presentations have been added to the website for anyone who wants to look at them in a bit more detail.

www.uhmlg.ac.uk

Debra Thornton

KNOWLEDGE AND LIBRARY SERVICES MANAGER
BLACKPOOL TEACHING HOSPITALS
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Editor's Column

Notes for contributors

1. Articles and news items are welcome from all members of Lihnn, including support staff and staff in higher education institutions.

Lihnn members are actively encouraged to write up accounts of events and courses attended. Articles on new developments and projects successfully managed are also welcome.

2. News items and short pieces, which can range from factual to amusing, are also welcome.
3. All items should be submitted in electronic format.

Please abide by the following points:

Don't forget your name, location, title of article and date of article.

All acronyms should be written out in full for the first occasion they are used in the text. Please give full details of events, courses and conferences attended. This should include:

- The name of event and location
- Date of event
- Name of organizing or sponsoring body
- Details of how support materials can be obtained (where necessary)
- Full references to any published reports, articles, etc.

Items not submitted in time for the publication deadline will be published in the following edition.

Lihnn is on the web at:
www.lihnn.nhs.uk

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