

# LIHNNK UP

by Health Libraries, For Health Libraries **ISSUE 17 SPRING 2005**

## brand new, purpose built premises

**Most of us have spent some time in our professional careers languishing in awkward corners, so we'll know that there are few things more heartening in a librarian's life than to read about lucky colleagues who have moved into brand new, purpose built premises.**

This issue gives us a triple treat, as we have **Eileen Hume** telling us about the team effort and sheer hard work involved in moving into the new McArdle Library; **Samantha West** describes the new service at Countess of Chester Trust; and **Michael Mason** and **Mike Hargreaves** celebrate the launch of the new partnership service at Ormskirk.

I'm sure that, like me, those of you who attend regional events are always gratifyingly surprised at the number of new faces, and new names, who are being recruited to health libraries. **Vicky Sargeant**, one of our newcomers, tells us about her role as Outreach Librarian for the mental health trust Cheshire and Wirral Partnership. Incidentally, several issues ago, we ran a "Spotlight" feature, for new and relatively new staff to tell us about themselves and their roles, and even supply a photograph. It would be good to run that feature again, so new people, please submit a photograph or two!

Whilst some of you have been working hard on the home front, others have been out and about. **Andrew Craig**, **Anne Webb** and **Steve Glover** are the three who went north to Edinburgh to the UK Serials Group Conference. The dominant theme was open access publishing, and lots of important issues were tackled on those all-important ejournals. Linda Riley went south to London to take part in a United Medical Schools Libraries Group meeting, on the theme of partnership working between the NHS and higher education. **Ros McNally** stayed in Manchester to attend the CILIP Roadshow on the new Framework of Qualifications. The essential message was that there's something for everyone whatever your level!

There have been several service developments and events going on in the region. **John Addison** tells us about the "profits and pitfalls" of setting up a joint library catalogue website for West Pennine Health Libraries. **Cath McCafferty** writes about the Well Read project to provide self-help mental health books at Mersey Care NHS Trust. Finally, **Lorraine Fazakerley** and **Rosemary Legg** recount the Royal College of General Practitioners Training Symposium at Blackpool Victoria.

**Kathy Turtle**

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# Library Without Walls

The McArdle Library, Arrowe Park Hospital, Wirral Hospital NHS Trust has moved into a new purpose built Education Centre. We really did need this facility, we were so squashed into the previous library, and there was no room to expand books, computers or even staff.



I was appointed Trust Librarian in April 2004 and the new library was well into the planning process by this stage, but having been involved in previous library new builds I saw quite a few things that needed fine tuning or even drastically altering. We settled on a local firm to supply the entire library fixtures and fittings (Penketh's of Bromborough, Wirral). The project manager, Mike Rae was absolutely marvellous. He organised that the library staff could visit the design room and use the CAD/CAM package. We got really busy moving bits of shelving, desking and seating etc. around to achieve the layout we wanted. It was good fun but also very good to have the

library staff involved in the planning process. They would after all be working in the finished product. We had doctors, nurses even the odd consultant trying out different seats to give their opinions on comfort etc. The time spent on planning the move seemed to be quite high. My previous library moves had been in academic and public libraries, never a NHS one with patients and public in clinics entering into the equation. We had to devise various routes to the new centre during the actual move to minimise disruption.

At long last the end of January came and the removal firm (who had also been involved in all my previous library moves) delivered 550 crates for the books and journals. Storing these in the short term was a nightmare in itself. Anyway we started. I know now what it must be like to ride the 'Big One'. There were crates whizzing here there and everywhere, furniture and computers coming in through every door. Everyone asking



questions, or so it seemed. Even doctors



demanding to refresh their knowledge on a surgical procedure for an operation later that day – what else could we do but provide access to the material. Without the wonderful support of the staff at the McArdle library it could have all gone terribly wrong. Fortunately it all went very well. In fact we all enjoyed the experience or are we perhaps masochists? That we opened up again for business in just over a week, in hindsight was nothing short of miraculous and says much for the hard work and superb team working of the library staff.

We have been open for 8 weeks now and in some ways these weeks have been more problematic than the move, particularly with the technical and electrical problems around the smart card system, the levels of light in the library and subsequent moving around of the location of the lights. We are writing the new access policy now that all the doors have got their identity tags attached. Fire procedures and fire practice is next as







well as evacuation of the building and lastly we are conducting a risk assessment. It really has been worth it though; the positive comments from users and visitors have all been favourable. Most importantly it has a nice feel', the staff are comfortable working in the new library.

I am not sure if we would have done things differently, it all seemed to go very smoothly. It was tiring and stressful to keep on top of all the planning but we worked well as a team all along. The staff all looked at chairs, colours, catalogues etc everyone was involved. The commitment to succeed was strong, we discussed what we wanted and we asked we did not achieve everything we wanted but surprisingly more than we thought. The next stage, writing the business plan to ensure we have the staffing complement to cope with the increased demand. In the first 8 weeks since opening the number of registered library users has increased by 18.5%

#### **Eileen Hume**

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# Changes in the Library service

The Postgraduate Medical Centre Library became a multidisciplinary service on 24th January this year, offering full membership to all staff employed at the Countess of Chester Trust. An Open Week (24th January to 28th January) was advertised to all staff groups by e-mail and via a leaflet included with wages/salaries. This event was to welcome all Countess of Chester Hospital staff to the new service and to discuss future developments. Education and Training Centre Library will be the new name for the resource.

Non-recurrent funding was identified to purchase both print and electronic multidisciplinary resources. A full list of resources is available from the Librarian and will be accessible on the Library Intranet pages. The funding includes additional computer terminals which will be put in key places in the Trust to widen access to a larger numbers of staff who currently have difficulty accessing electronic resources.

As a result of a successful bid, the Library has been awarded £15,000 per annum in recurrent monies to employ a full-time Library Assistant to work during core opening times of 9am-5pm, Monday to Friday. The Library Assistant, Virginia Jordan, started work on 10th January this year. The current Librarian, Samantha West has reduced her hours to three days a week. She will jobshare with Anne Warwood (two days a week), who started on Monday, 4th April 2005.

**Samantha West**  
Countess of Chester



# OPENING OF THE NEW SANDERSON LIBRARY AT ORMSKIRK & DISTRICT GENERAL HOSPITAL

Michael Mason, Southport and Ormskirk Hospitals NHS Trust and Mike Hargreaves, Uclan

An exciting new development for all staff and students training at the Southport & Ormskirk Hospital NHS Trust was formally opened by Professor John Caldwell, Dean of the Faculty of Medicine at The University of Liverpool, and Eileen Martin, Dean of the Faculty of Health at the University of Central Lancashire (Uclan).

Also in attendance were Kevin Ellard, Director of Library Services at Uclan, and Heather Ainscough, Manager of Medical Education for the Southport and Ormskirk Hospital NHS Trust, whose initial vision and energy first brought the project to life, and Shan Annis, representing the North West Health Care Libraries Unit, who contributed some funding for re-fitting and furnishing the new library.



Eileen Martin and Michael Mason

The new multi-disciplinary library is situated in the Ormskirk Learning Resource Centre, and provides an integrated and responsive library service for the clinical decision-making, education and research needs of all involved in patient care. The staff aim to provide a

friendly and helpful service at all times, and the new library offers an extensive collection of books, journals and e-resources to satisfy the information requirements of a wide and varied customer base. The library offers 24 hour access to all NHS staff, and to students on placement locally.



Eileen Martin and Professor John Caldwell

As with all multi-disciplinary library services, there is a demand for access to various networks from different groups of library users, and that has been met here by the adoption of



a unique system of KVM switches, which allows library users to move seamlessly between NHSnet and the Uclan network from any workstation in the library. All joint services are underpinned by a comprehensive service level agreement, and a Partnership Statement between the NHS Trust and Uclan.

Kevin Ellard commented "We are all delighted with the high quality of this excellent new library. It is a fine example of the benefits of enlightened partnership working and will be a tremendous resource for all users at Ormskirk. Well done everybody!"



The new IT suite



Wendy Swift in the new library

## INTRODUCTION TO NEW MEMBER

I would like to introduce myself to LIHNN, I am Vicky Sergeant. In January I started work as the new Outreach Librarian for the mental health trust Cheshire and Wirral Partnership (CWPNT). I had previously worked for Health and Safety Executive in Liverpool for three years as an Assistant Librarian. There, myself and other colleagues provided an enquiry service, training, current awareness, website content management and maintained the library management system.

I am now based in St Catherine's Hospital in Birkenhead, but my area spans across the Wirral, Chester and over to Macclesfield and Crewe. I became aware of the developments in the NHS during a National electronic Library for Health roadshow and felt that I could use the skills I had gained in HSE to work in the NHS. My aim is to raise awareness of the National Library for Health resources by presenting at meetings and events which potential users will be attending. I will follow this up with training sessions to enable staff to

carry out their own literature searching and utilise the e-books and journals etc.

Over time we hope to develop the service as we become more aware of our users needs. Until now, there hasn't been any staff member dedicated to library services in CWPNT. We have joined the Union List and will try to be involved with and contribute to LIHNN as much as possible in the future.



# UMSLG Open Forum 15/3/05

## United Medical Schools Libraries Group

**A lovely sunny morning, on Tuesday the 15th March saw me walking towards Woburn House, Tavistock Square in London to attend the UMSLG Open Forum meeting. In their own words this is an annual event which brings together health care librarians from the NHS, HE and from related sectors to look at topics of shared interest. This year's theme was "HE/NHS - joined up working"**

Starting off procedures was our own (well he was then!) Colin Davis who gave a presentation very similar to the one given at the Hclu briefing on the new National Service Framework: current thinking. This was a broad overview and as he pointed out is constantly evolving. How do libraries help to deliver 'the patient led NHS'? What will services look like? How do we demonstrate the value of libraries to the NHS? Colin didn't purport to know the answers, but he is initiating national discussion into which we will all have a chance to feed.

Next up was David Peacock on costing Library services for NHS Library users. This talk was one of my main reasons for attending. Anyone that knows me will tell you that funding is very 'dear' to my heart! David reported on a project that had been done in Northern & Yorkshire RLAS in 2001. We all know about the wide variation in library funding, and that it is often based on historical factors that are no longer relevant, which all leads to local inequalities. This background along with a desire to establish a "minimum" level of

funding led to the Project.

A Library Funding Working Group was set up. Chaired by a CEO of a large Trust, along with representatives from R & D, Education & Training, OD, Finance, Personal, Nursing and G.Ps.

The group established a 'Funding Formula' for minimum library funding:

■ Fixed Costs – one librarian + one part-time library assistant = £40,000. This figure has been enhanced since 2001, although David admitted that the present 20% on costs were probably not included.

■ Variable costs – £30 per number of staff served by the library.

So in an example a trust of 4000 staff might have a minimum budget of: - £40,000 fixed costs + (4000 x £30) = £160,000.

He then went on to discuss how the formula could equally be applied to Trusts with multiple sites, students on placements etc.

On this formula I should be getting almost twice my current funding and will be taking this up with my Trust Board very soon! You can find the whole report at:  
[www.nyrilas.nhs.uk/funding\\_paper.htm](http://www.nyrilas.nhs.uk/funding_paper.htm)

The next two speakers were on the joint NHS/HE Connectivity Project. Dr. Paul Ayres gave a view from the content group. This group is looking at Joint procurement of resources where the goal is 'one common piece of content procured jointly across the NHS-HE using one common licence. Publishers have been approached on this and negotiations are underway.

This work is taking forward the recommendations of the Users First report which identified a need for a roadmap to map procurement practices across HE and the NHS.

After lunch Malcolm Teague talked about the other side of this work which is NHS-HE Connectivity. The objective of this work is "To achieve good inter-operability between NHS and Higher Education (HE) networks that enable secure anytime, anywhere access by medical and allied profession students, clinical teachers and researchers". Malcolm's post is jointly funded between JISC and the NHS for two years. He assured the audience that there are some solutions; that security models are changing; but that more NHS IT was needed. However several case studies are available on joint working and these can be found on:  
[www.nhs-he.org.uk](http://www.nhs-he.org.uk)

The other two speakers of the day were Nicky Jarman who explained about the North of Scotland Knowledge Infrastructure project (will we in England and Wales ever get to the superb service they give?) and John Clarke who talked about what it was like being Helicon accredited.

All in all, the whole day was interesting and informative, and I shall be very interested next year to see what the topic is.

**Linda Riley**  
East Lancashire Hospitals NHS Trust  
12/4/05

# UKSG - United Kingdom Serials

## 11-13 April 2005 Heriot-Watt

Andrew Craig - *Lancashire Teaching Hospitals NHS Trust* Anne Webb - *Paterson*

### Introduction

**The UKSG1 is an organisation formed as a forum for serials publishers, librarians, and subscription agents. The UKSG is independent from CILIP and draws membership from all over Europe and the United States of America.**



They have an annual conference which is traditionally held at university campuses and this includes presentations from all interested parties as well as an exhibition. For librarians who deal in journals on a day-to-day basis UKSG conference offers an excellent opportunity to stay ahead of developments and emerging trends in the academic publishing market. It is also a forum in which publishers and librarians can thrash out important issues that exist in the distribution of peer-reviewed scholarly information. The importance of the UKSG was underlined by the attendance of high profile players including the former CEO of Elsevier Science and current director at Springer - Derk Haank along with Mark Walport, director of the biggest UK medical research funding body - the Wellcome Trust.

### Themes

Although the conference was not a "themed" event, the 2005 meeting was dominated by open access publishing. Other common themes included site licences, journal price inflation, e-books, e-journals, COUNTER statistics, VLE's (virtual learning environments), RSS feeds, "google", and the "big deal" (journal bundling).

### Marketing the library (Workshop) - Anne Webb

Whilst marketing is an obvious necessity in commercial environments the translation of marketing concepts to library and information services often seems less obvious. In this workshop Zuzana Helinsky, of ZH Consulting, successfully managed to mesh common sense with marketing concepts to offer good, practical marketing advice. Participants left the session reflecting on why we need to raise visibility within our organisations along with strategies to do so. Interestingly, whilst many found it relatively easy to segment their external market into user groups, the need to develop a marketing ethos within the library was frequently overlooked. For many this was often forgotten, even though opportunities to promote the information service and resources may arise with each customer interaction.

### Open Access Publishing - Steve Glover

There were a number of open access publishing papers given by university librarians and publishers. The university librarians talked about the SHERPA project<sup>2</sup>, which looks to set up institutional repositories at 20 sites in the UK as part of the Open Archives Initiative (OAI). Two of the best papers were from Martin Richardson of Oxford University Press and Mark Waldport of the Wellcome Trust.

Martin Richardson presented data on the open access model now being used by Nucleic Acids Research<sup>3</sup>, one of OUP's flagship titles. Under the NAR model authors pay £900 per accepted paper. Institutions who take the print copy or a membership scheme get a reduced rate of £300 per paper. Over the first three months the number of submissions has increased in line with trends from previous years. This is an encouraging sign and there has also been uptake of the institutional membership scheme.

Mark Waldport then presented the view from the Wellcome Trust who fund research to over £700 million pounds per annum. The Wellcome Trust have announced that from 1 October 2005, all research funded by them must be made available via an open access repository six months after publication. This may well take the form of a UK PubMed Central.



### Electronic Books - Anne Webb

Electronic books are in a somewhat unruly adolescent phase when compared with the maturing journals market. They do offer opportunities for users to experience enhanced content, they are useful in e learning and they fit well in Virtual Learning Environments (VLE), but there are still many issues to address. Like journals, the development of a satisfactory economic model is open to debate and flexible purchasing models have yet to be resolved. Generally bundling of e books was considered unacceptable, as



# Group 2005 Annual conference

## University, Edinburgh

[www.uksg.org](http://www.uksg.org)

*Institute for cancer Research* **Steve Glover** - *christie Hospital NHS Trust*

subject collections are required from different publishers. Also there are the familiar issues to be resolved around licensing and the numbers of concurrent users. The marketing and promotion of e books was also problematic as organisations found it necessary to develop collections large enough to ensure success. The routes to discovery for e books, like journals, require a variety of options ranging from incorporation into library catalogues to their use in VLE's. Sadly, there was no satisfactory solution to reading e text and printing was returned as the firm favourite.

### Virtual Learning Environments - Anne Webb

The Virtual learning Environment is changing the expectations of how students will learn, whilst offering the opportunity to provide tailored content to students. In developing VLE's there are still technical challenges to overcome, along with the roles and level of participation required from those responsible for delivering appropriate materials. Frances Boyle from

Oxford University Library Services presented her experiences in developing and implementing a VLE. Generally, their experience was positive, students benefited from content that was linked to teaching, they experienced improved support and appreciated the "1 stop shop" and 24-hour access to tutorials.

### What did it all mean? The big questions being debated – Andrew Craig

Is open access economically viable?  
What are the difficulties in developing institutional repositories?  
Are big deals good for libraries or is un-bundling the way of the future?

On a general note there seemed to be some pessimism concerning the strategies adapted by publishers/librarians for managing the changing environment of e-delivery of published material, either in open access, institutional repositories, or the current big publisher big deal models. Examples of opinions expressed included:

On open-access:

"Researchers do not receive promotion, research grants etc. based on the number of people who read their research, but gain recognition by publishing in the most prestigious journals which, needless to say, are not open access. Consequently there is a great reluctance on the part of academics to publish in open access journals."

On Institutional repositories

"For institutional repositories there is the question of which is the authoritative copy?"

"Unless the process of uploading to institutional repositories is made extremely easy academics quickly lose interest."

"Will we have sufficient searching technology to search multiple repositories at the same time?"

On "big deals"

Some librarians had problems with the big deal packages i.e. signing up to large journal packages. Problems expressed included:

What percentage of journals were used?  
The lack of flexibility in choosing journals  
Frustration at not being able to cancel print

Publishers argued that aggregate packages represented a considerable saving for librarians as the average cost per journal was lower and un-bundling represented an increased cost, particularly in administrative time.

### Summary – Next Year's conference – Steve Glover

The 2006 UKSG conference will be held at the University of Warwick in April. It will be interesting to see how the open access initiatives, e-books, e-journals, and other forms of disseminating information have moved on from those practices presented here in Edinburgh. One thing is for sure the pace of development is steadily increasing.

### References

1. UKSG website. <http://www.uksg.org>
2. SHERPA Project. <http://www.sherpa.ac.uk>
3. Nucleic Acids Research. <http://nar.oupjournals.org/>



# West Pennine WebOPAC proves qualified success

**The first anniversary of the launch of this website (<http://www.gm.nhslibraries.com>) soon being upon us...**

Not sure quite how soon, having neglected to make a note of its original launch in my diary, but am pretty sure it's sometime in spring. Or perhaps early summer. Thereabouts.

...some notes on the profits and pitfalls of this brave new venture may be of interest to anyone planning something similar.

Actually, I wrote that I'd submit an article to Lihnnk Up in the bid for funding for the project and have only just got round to doing so. Hope David doesn't notice it's late.

Ensure that you get proper costings from the company you're dealing with before submitting your bid...

I wish I had. I caught Emma on a bad day and she considerably underquoted the cost of the project. She realised her mistake almost immediately and corrected it, but by then I was off to a bad start, missed out Stepping Hill from my calculations, and had to play catch-up from an ever-decreasing pot later.

...and always add a safety cushion of funds for unexpected eventualities.

As I discovered the hard way.

Appoint a competent liaison person to ensure good communications between all involved in the project, preferably someone with a good understanding of the technical issues involved. Unfortunately our new systems officer was still undreamt of, so, by default, we got me. Fortunately, David Salvesen at IS Oxford managed to explain any technical requirements or difficulties in terms even I could sometimes understand.

Make sure you get prompt, but considered reactions from participating librarians about the look and functionality of the prototype site. This went quite well, except that I thought I'd got consensus on everything, sent IS Oxford our considered verdict, and only then received

a very thoughtful response from Sue that suggested easily the best resolution to some of our reservations about how the site looked. It was to IS Oxford's credit that they accepted and implemented these later suggestions without demur.

Don't underestimate the difficulties that some librarians will encounter in persuading their IM&T staff to perform even the most routine procedure.

As for allowing librarians to perform those procedures themselves... if you ask me attendance at a preschool playgroup should be an essential part of any budding IM&T manager's CV. Teach them how to share their toys. Meet regularly to agree common standards of cataloguing.



It's only when you embark on a joint venture like this that you realise the bad news that all your little foibles are going to be exposed to the world. The good news is that so are everyone else's. However, the really bad news is that the bad news far outweighs the good news. We're still slowly resolving some of our individual approaches to cataloguing e.g. trying to agree who really wrote The NHS Plan. Meanwhile, we shall just have to hope that the DoH, the Department of Health and the United Kingdom Department of Health continue to answer to, "Oi, you."

Ensure that problems at the library end are quickly resolved.

Easier said than done. It can take months to persuade people to perform some bits of routine data input which take mere hours.

Publicise the b\*!\*&\* thing.

Obvious really. We wrote an article for the Trust newsletter and the Library bulletin, put a link on our Intranet page, left fliers around the libraries, included the link on our library promotional literature, and feature it in library inductions. Making a point of referring to it whenever a user phones up to ask if we've got a copy of a particular book helps too. As does boasting about it whenever I meet other Lihnn librarians.

Persuade other libraries to join the scheme.

At the moment I reckon I'd have more success persuading other librarians to volunteer to be infected with leprosy. When Jericho eventually comes to Manchester and something along these lines is SHA-wide (memo to self: don't use this expression again. It looks like a 1970s pop group) the benefits of this scheme will be endless.

- 1 No more of those ILL emails sending us all scurrying to check our shelves every thirty seconds. The requesting library can simply check the webOPAC and phone up a holding library to demand the loan of a book.
- 2 Struggling to work out how to classify a recent acquisition on drug therapeutics for health visitors from religious minority groups in affluent urban areas? Simply look at the webOPAC and copy some other librarian's mistake.
- 3 'Er, well two's quite enough to be going on with. Just use your imagination.

(This should be enough for David. The pubs'll be open in half an hour.)

**John Addison**  
Royal Oldham Hospital



# CILIP (Chartered Institute of Library and Information Professionals) Framework of Qualifications Roadshow

## 12TH APRIL – DEPARTMENT OF COMMUNICATION STUDIES, MANCHESTER METROPOLITAN UNIVERSITY

The new framework for professional qualifications began operating on 2nd April 2005. This roadshow was part of a series designed to communicate the changes to library and information staff from all sectors. Margaret Watson (Past President) and Marion Huckle (Head of Qualifications and Professional Development) gave short presentations followed by a question and answer session.

### Why the new framework?

- To ensure that library and information staff have a framework for their training and development which is "fit for purpose" in the 21st Century.
- To ensure all staff are able to maintain and develop their skills, in keeping with the CILIP Code of Practice
- <http://www.cilip.org.uk/professionalguidance/ethics/>
- To facilitate and enable the role of library and information services as part of "learning organisations", which are based on evidence which is user-reported, practitioner observed and research driven.
- To ensure parity with other professions. I.e. Although the framework is not compulsory it is important that library and information staff behave as if their profession were regulated.
- To ensure equality and diversity in the profession by providing a range of routes and support mechanisms for training and development. The 23,000 members of CILIP do not currently reflect the diversity of the communities we serve.

### How does it work?

There are 4 levels of qualification to aim for:

- Certification
- Chartership
- Revalidation
- Fellowship

There are 4 main methods used to support the Framework are:

- Mentoring
- CILIP's CPD Programme
- Regional Networks
- Partnerships and Collaborations

The Framework is designed to provide a bridge between vocational and academic routes into the profession. The changes are also designed to shift the model of training used from one based on hierarchical supervisor/trainee relationships to that of mentor/ mentored. This means that development is more centred on the needs of the learner and the learning which takes place from experience in the workplace is valued.

Assessment methods for all levels of qualification will focus on the use of portfolio's of evidence – the message here was whatever your aspirations start keeping evidence of what you have accomplished in your role. This can be examples of work produced or more ephemeral evidence such as e-mails and minutes of meetings – anything which shows how you have developed both personally and professionally in your role. Keeping a log of activities and your reflection on them was recommended.

### Certification can be by 2 routes.

Work for 5 years then apply  
Work for 2 years and do a formal work based learning qualification, and then apply

Regional panels will assess applications for all qualification levels. There are currently 2 pilot regional assessment panels running and adverts will be appearing for people wanting to join assessment panels in their area when others are set up.

### Chartership

Application for chartership will demand evidence of self-managed continuing professional development (CPD) and reflective practice, recognising the contribution of employer, and with enhanced regional support.

### Revalidation

This remains voluntary and it is recommended this should be every 3 years. Again, assessment will be by portfolio to regional assessment panels. Once you have completed 2 successful cycles, or 6 years at MCLIP you can apply for Fellowship.

### Among the questions which were raised were:

- The training needs raised by the changes – in particular training in how to be a "reflective practitioner", how to compile a portfolio, and skills required for being a mentor.
- What will happen to the established training programmes which some organisations/services have for their staff?
- Can people in "non-professional" posts apply? The answer to this was that cases will be dealt with on a case-by-case basis and a "case law" database developed at CILIP to support the interpretation and decision making around the framework.

Continued over...

## CILIP Framework of Qualifications Roadshow (continued)

All this was a lot to take in for people attending, both in terms of the implications for our own careers and people we may have responsibility for. The atmosphere of the workshop was generally very positive and supportive of the changes overall and the thinking behind them. However, it is vital that the criteria for assessment are clear people can translate and identify the desired performances and behaviours in their jobs. It also relies on people being willing to act as mentors. All people who were registered as Route A or B supervisors/supporters with CILIP should have received a letter inviting them to register with the mentor network. If you would like to get involved contact [quals@cilip.org.uk](mailto:quals@cilip.org.uk)

More information about the changes is available at:

<http://www.cilip.org.uk/qualificationschartership/FrameworkofQualifications/>

**Rosalind McNally**

Librarian  
NPCRDC  
University of Manchester



**Mersey Care NHS Trust and Liverpool Libraries and Information Services have teamed up to create the 'Well Read' project. It provides a range of mental health self help books in every one of the twenty-four libraries in Liverpool. It is free, open to everyone and aims to encourage people to help themselves to manage their mental health.**

Cath McCafferty, a Librarian for Mersey Care NHS Trust, who organised the 'Well Read' project, says:

"Self help is increasingly becoming recognised as a vital part of a patients recovery and this project adds to the options available to them. The books suggest ideas on how to cope better through reading about other people's experiences".

'Well Read' project call **Cath McCafferty** on **0151 473 2781**. A review of all the books included in the project can be seen on the Liverpool City Council web-site:

[www.liverpool.gov.uk/libraries](http://www.liverpool.gov.uk/libraries) and follow the link to 'Well Read'.

The project has been funded through a small grant from the Health Care Libraries Unit.



The project will be launched Wednesday 25th May when Liverpool's Mobile Library will be in Paradise Street with the Well Read Collection on display.

For further information about the



# RCGP Symposium at Blackpool Victoria Hospital



*Symposium Poster*

**Delegates to the Royal College of General Practitioners National Spring Symposium, held at the Hilton Hotel, Blackpool, 8-10 April 2005, were given the opportunity of participating in a day of workshops, held at the Education Centre Library, Blackpool Victoria Hospital on Saturday 9 April. Rosemary Legg and Lorraine Fazakerley, Electronic Services Librarians, led the workshops, which covered**



*Lorraine Fazakerley with participants*

'Key Internet resources for patient information' and 'High quality evidence-based healthcare resources on the Internet'.

Each delegate received a resource pack and a CD-ROM, which contained the day's presentations and hyperlinked lists of resources.

Participants included not only UK General Practitioners, but also delegates from Tasmania, USA and Russia. The workshops were very enthusiastically received.

The North West England Faculty of the RCGP hopes to build on the experience gained from the sessions and has expressed an interest in commissioning further training sessions for the GPs.

The photographs show Rosemary and Lorraine with some of the delegates.

**Rosemary Legg  
Lorraine Fazakerley**  
Blackpool Victoria Hospital



*Rosemary Legg with participants*

## 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 can be submitted in print or 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.

Guidelines for contributors are also available on the Lihnn website.

## contributions should be submitted to:

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Lihnn is on the web via  
Aditus at [www.aditus.nhs.uk](http://www.aditus.nhs.uk).  
Click on Communities, then  
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