

LIHNNK UP

by Health Libraries, For Health Libraries **ISSUE 25 SPRING 2007**

Lihnnk Up

in a bottle

This issue is a very varied package. It's been a real pleasure to edit such a mixture of articles, which I'm sure you'll find inspiring and thought provoking reading.

So whether you're sheltering from the unseasonal rain or if you've been lucky enough to escape to sunnier climes when you're reading "Lihnnk Up", I'm sure there will be something to hold your interest.

Mary Hill describes her specialty guides available via Stockport's intranet. This successful and popular service provides users with access to resources in their particular subject area.

Sue Taylor extols the virtues of her two volunteers who are making a real contribution to the library service at Macclesfield. Contributing to the library service has also been beneficial for the volunteers who are keeping up their contacts with people and working life.

The 4th International Evidence Based Library and Information conference, held this year in North Carolina, is reviewed by **Alison Brettle**. The sessions covered a broad range of subjects, and there was clearly something for everyone. Alison delves into the nature of evidence based librarianship and also gives her own view on what was missing from the conference content.

Staying closer to home, **Mike Hargreaves** and **Linda Riley** attended the International Joint Use Libraries conference at the Lowry, in Salford. They give an inspiring account of the wide range of co-operative services, which have been developed between different types of libraries.

James Allen takes us step-by-step through a critical appraisal of an article, as carried out by the Lihnn Librarians' journal club. The club meets quarterly and carries out a practical exercise as part of the session. James provides us with a very helpful insight into the process.

Here at Lancashire Teaching, we've been putting in a great deal of effort into marketing our service. We ran a very successful awareness survey on our Intranet. I give an account of the results, and reflections on what was gained from the exercise.

The CPD banner in this issue is taken up by **Ross McNally** and **Mary Ingram**, who tell us about their PGCE course. The two and a half year marathon has helped them enormously with honing their teaching skills.

Two short items are from **Dawn McGowan**, who introduces us to the newly opened Rathbone Learning Suite, and **Tracy Owen**, who tells us about the vote for the Lihnn Constitution.

Kathy Turtle

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THE **value**£ OF VOLUNTEERS

Those of us who work in the health sector cannot fail to have noticed the immense contribution made by volunteers.

East Cheshire NHS Trust benefits from the services of around 350 volunteers who carry out a wide range of tasks such as helping patients and visitors to find their way around the various buildings; distributing magazines to waiting areas and providing support to patients undergoing treatment.

An enquiry about the use of volunteers on the LHHN web site received a variety of responses. Some libraries, like ours, reported a positive experience whilst others had perhaps been given short-term volunteers looking for work experience who had not been able to integrate into the service or made any long-term contribution. Generally there did not seem to be many NHS libraries using volunteer staff. It is, of course, important to remind our managers that the use of volunteer staff should not be seen as a replacement for permanent paid library staff when we are threatened with cutbacks. The training and work of volunteer staff has to be planned and managed in just the same way as that of permanent staff, and so there is an ongoing commitment when accepting that extra pair of hands.

In the Health Sciences Library we are fortunate to have the support of two volunteers – Mavis Solomon and Helen Belfield. They each work for half a day per week and carry out a range of tasks which enable us to maintain a tidy and organised environment, adding the extra touches which we would not find the time to do. This could be replacing worn out labels and laminating posters, tidying the



Volunteers Helen Belfield, left and Mavis Solomon, right


stock, photocopying and collating booklets and watering plants. Helen also spends one morning a week on the Welcome Desk in the main hospital reception area.

Those of us who work full time in libraries might find it difficult to understand why anyone would voluntarily give up their free time to be with us. I asked Helen what motivated her to give of her time so generously? This is what she said:

"I took up volunteering after taking early retirement from dentistry. I missed the regular contact with people, and volunteering provided this as well as feeling that I was doing something useful. The library in particular appealed to me as I had worked in the public library on Saturdays when I was at school and always enjoyed it."

Helen's work in dentistry obviously gives her some useful specialist knowledge which is relevant to our collections. Our

other volunteer, Mavis, has a background in administration and she said "After retirement as a school secretary I became a volunteer as I had office skills which the library could use. It helps to keep my mind active and retain contact with working life."

I would recommend that library managers explore the possibility of using volunteer staff from within the established hospital network. Although there is an initial training commitment and an ongoing management responsibility, a long-term arrangement can be of benefit to both parties. 

Sue Taylor

Library Services Manager
East Cheshire NHS Trust


PGCE COURSE

Earlier on this year we finished a PGCE course. We studied together for 2 and a half years to do it, part-time.

When we first trained as librarians (we are not prepared to reveal when this might have been!) understanding how we all learn, and libraries role in this, was not generally part of the curriculum. Over time we realised it would help us develop if we knew more about this, so we started off by doing certificates in adult education and training skills. We also did an intensive 2-day LIHNN course where we had to work with a colleague to plan and deliver a training session. These courses helped us go into some of the theory and get some support from a group where we could share the ups and downs.

In the first year of the PGCE we had to compile a portfolio and do some assessed training sessions. We were able to pick out areas where we felt less confident, or just wanted to work on, and get some advice and ideas on them.

In the second year we had to do a project and we chose to convert a face-to-face training course to WebCT. This is now being piloted and we hope to share the results in the future.

We really enjoyed doing the PGCE, though it wasn't always easy. The course has helped us improve the support the library offers and we are much more aware of how starting from people's learning needs, rather than just their information needs, can help us provide a better service. With all the changes taking place it is more important than ever to support each other, as health librarians, and the staff and students who rely on our support. We both feel the course has helped us do this. In the pictures we are getting our certificates from Bob Munn, who is the Teaching and Learning Vice-President. 

Mary Ingram

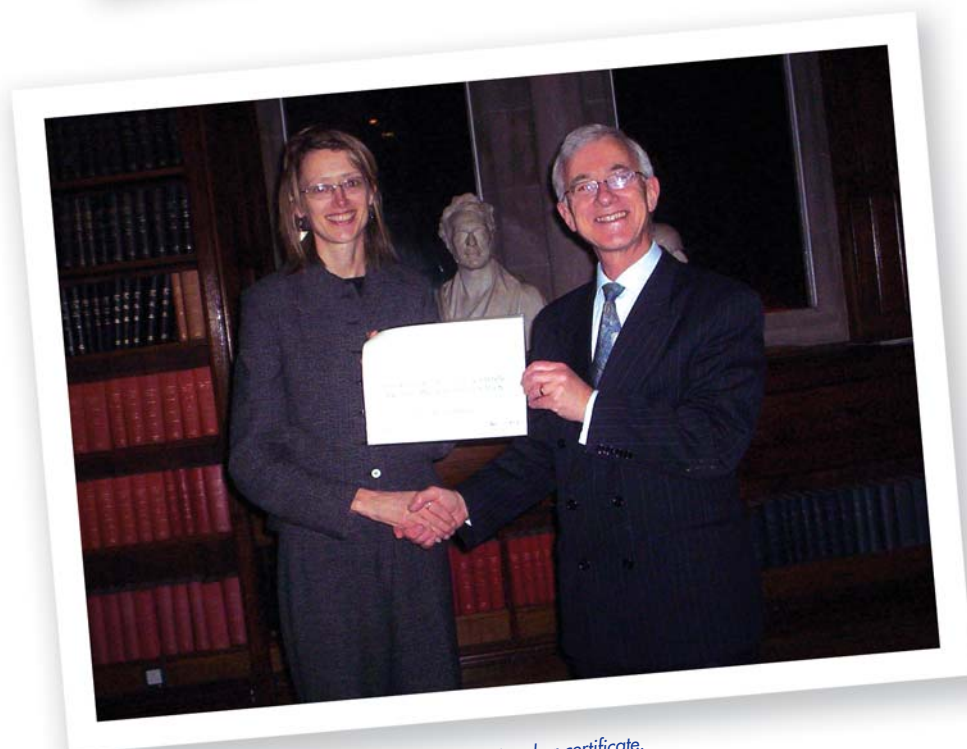
(Librarian, ARC Epidemiology Research Unit)

Rosalind McNally

(Librarian, National Primary Care R & D Centre)



Mary receives her certificate from Bob Munn, Teaching and Learning Vice-President



Rosalind receives her certificate.

Marketing awareness survey

The Marketing Awareness Survey

During March 2007, the Library Services Marketing Working Group ran a survey on the Trust's Intranet, to find out whether staff had noticed any of the various marketing activities we had undertaken.

We wanted to know whether staff had been made aware of the library service or encouraged to make more use of it. We also wanted to discover which marketing activities to date had been successful. A draw to win a Green and Black's Organic Easter Egg was offered as an incentive for people to complete the survey.

At the group's first 2007 meeting, I'd put forward the idea of doing an Intranet survey. After some discussion, the group decided to use SurveyMonkey's facility to create a small-scale survey of ten questions with a maximum response rate of 100. This is the minimum you can create without involving any expense. This obviously limits the scope but it does focus the mind on exactly what you want to find out. SurveyMonkey is very easy to use, and offers variety and flexibility in the structure of questions. We ran the survey throughout March, and a very encouraging 97 staff members responded.

Questions and Answers

Question 1.

The first question was "To which staff category do you belong?" The largest group were administrative and clerical (36.1%) followed by nursing and midwifery at 27.8%.

STAFF CATEGORY	RESPONSE PERCENT	RESPONSE TOTAL
Medical	10.3	10
Nursing/Midwifery	27.8%	27
Allied Health	16.5	16
Managerial	5.2	5
Administrative/Clerical	36.1	35
Other	7.2%	7
Total respondents		97

"Other" included students and scientific and technical staff, so we could have had separate categories for them.

Question 2.

Our next question was "Have you seen any of the following library promotional activities? Please tick all that apply. Intranet announcements were the out and out winner here:

ACTIVITY	RESPONSE PERCENT	RESPONSE TOTAL
Displays	43.7	38
Posters	51.7	45
Intranet announcements	86.2	75
Information packs	18.4	16
Library Service leaflet	44.8	39
Clinical Librarian leaflet	12.6	11
Other	1.1	1
Total respondents		87

"Other" was leaflets on electronic resources.

Question 3.

The next question concerned promotional gifts:

Have you picked up any library promotional gifts from displays? Please tick all that apply.

ITEM	RESPONSE PERCENT	RESPONSE TOTAL
Pens	70.4	19
Pencils	40.7	11
Carrier bags	11.1	3
Other	18.5	5
Total respondents		38

Other included "Computer Mouse", the name of the site gifts had been taken from, and three "No".

Question 4.

Concerning electronic resources and training, we asked three questions. Firstly: If you have attended any of the talks/training sessions given by the Clinical Librarian and/or Electronic Resources Officer, did these increase your use of the library?

CATEGORY	RESPONSE PERCENT	RESPONSE TOTAL
Yes, very much so	9.8	8
Yes, a little more so	18.3	15
No	14.6	12
Not applicable	57.3	47
Total respondents		82

Question 5.

Secondly:

Do you remember receiving a slip announcing the Internet web page for the library?

CATEGORY	RESPONSE PERCENT	RESPONSE TOTAL
Yes	31.4	27
No	68.6	59
Total respondents		86

Kathy Turtle Lancashire Teaching Hospitals NHS Foundation Trust Library and Information Service

Question 6.

Thirdly:

If yes, did it increase your use of the library's electronic resources?

CATEGORY	RESPONSE PERCENT	RESPONSE TOTAL
Yes, very much so	27.9	12
Yes, a little more so	25.6	11
No	46.5	20
Total respondents		43

It might have been useful to add a category "I already use electronic resources on a regular basis".

The last three specific questions asked about awareness of the leisure reading collection. We had set this up in the summer, with the aid of funding from Unison, HCLU and donations from staff.

Question 7.

We asked firstly:

Have you seen any library publicity about the Leisure Reading Collection?

CATEGORY	RESPONSE PERCENT	RESPONSE TOTAL
Yes	65.9	56
No	34.1	29
Total		85

Question 8.

Secondly:

If yes, which forms of publicity did you see? Please tick all that apply.

CATEGORY	RESPONSE PERCENT	RESPONSE TOTAL
Posters	39.3	22
Display in library at RPH	32.1	18
Noticeboard by Chorlies (Restaurant), CDH	21.4	12
Intranet announcement	62.5	35
Article in "Connect"	42.9	24
Other	3.6	2
Total respondents		56

Other included "Unison" and posters in the library at Chorley.

Question 9.

Thirdly:

Did the publicity interest you in the Leisure Reading Collection?

CATEGORY	RESPONSE PERCENT	RESPONSE TOTAL
Yes, and I borrowed books	15.4	10
Yes, but I have not borrowed books	60	39
No	24.6	16
Total respondents		65

Question 10.

"Do you have any comments about the library marketing activities or any aspect of the library service?" Respondents also added their email address if they wanted to enter the Easter Egg draw.

68 respondents added an email address, but only 13 added a comment. These were gratifyingly positive, complimenting us on the service we provide. One person commented that marketing in the library seems wasted as people are already there. They suggested targeting staff rooms and wards, and using email. We'll be taking these suggestions on board.

Reflections on the survey


A very encouraging 97 out of a possible 100 staff answered the survey, but it was a bit disappointing that not all respondents answered all questions. However, that could have been predictable, as for example, not all staff look at displays and pick up promotional gifts. No doubt in future, if using SurveyMonkey, it would be worthwhile investing in a larger scale survey to gain a broader picture.

Intranet announcements are the most effective way of publicising services, although not all staff have access to a PC. This was a predictable result for a group responding to an Intranet survey! Posters and the staff newsletter "Connect" have also proved useful. Displays are fun to put together and can be very flexible. However, we have very few locations to put up displays. Perhaps some of the effort should be put into targeting departments directly.

It's always the way with surveys, isn't it, that you find out problems with questions when it's too late! Ideally, I would always pilot a questionnaire first, but this isn't always practical. This is particularly true of question 5, referring to the library's presence on the Trust's Internet site. We realised afterwards that we should have specifically mentioned that the slip was sent out in monthly payslips, in October 2006. This was another rather disappointing response, considering the amount of effort involved in designing, photocopying, guillotining the slips and taking them to the Finance Department!

If we'd had space for another question, we could have asked more about why people aren't using the leisure reading collection. It could be that they're just not interested, they use other libraries or buy all their books. After all, with Tesco offering novels at £2.99, it's hard to compete! However, it was still encouraging that 56 people had seen the publicity.

So, in conclusion, we decided it had been a useful exercise. In a few years, it would be worthwhile repeating it, but include other forms of research methodologies to capture non-intranet users. The Easter Egg prize was a success as well, and was won by a very happy paediatric SHO!

The Marketing Working Group members all helped me with this article, so thanks to Kay Bankier, Debra Thornton, Tegwen Williams and Joanne Taylor. 

Transforming the profession:

Reflections on Evidence Based Library and Information Practice, 4th International Conference

Transforming the Profession was the 4th International Evidenced Based Library and Practice (EBLIP) Conference and promised a varied and inspiring mix of presentations and keynote speakers together with opportunities for meeting like minded colleagues from across the world.

It was my 4th EBLIP conference and for me also offered a chance to hear people speak whose work I have admired for some time and catch up with colleagues and friends from previous EBLIP and other conferences. It was held at the University of North Carolina, Chapel Hill, Durham North Carolina and for healthy individuals offered early morning yoga sessions and a jogging or walking trail around the conference grounds and for rock fans provided the opportunity to hear the librarian rock band "The Bearded Pigs"! A conference with lots of variety and not much time for resting – so thanks to LIHNN and the University of Salford for sponsoring me to attend.

The programme offered something for all types of libraries and librarians. It covered the use of evidence based library and information practice for a wide range of themes including: management, user needs, building the evidence base, outcomes assessment, collection development, decision making, instruction, special libraries, finding evidence, education and professional development and research in progress. Criticism of previous EBLIP conferences has been a domination of health. This shouldn't be surprising given that the paradigm

originated in the health field, but this time the number of presentations from other sectors hopefully provided evidence of the spread of the paradigm across the profession. As a speaker in two sessions and moderator of two more, I didn't always get to the slots I would have chosen – but this wasn't necessarily a bad thing – offering the chance to step outside my comfort zone and listen to interesting speakers in different areas. Some of these are highlighted below.

The conference opened with an inspiring and thought provoking keynote speech from Margaret Haines on Professionalism and Evidence Based Practice: Reflections of a University Librarian. Margaret has had a varied career and LIHNN members may remember her working at the Kings Fund, as NHS Library Advisor and as President of CILIP. She has now returned to her native Canada and suggested that for her EBP is a means of ensuring that what is being done is worthwhile and in the best possible way. She provided examples where she had tried to implement evidence based practice at a national and local level and described how [worryingly] efforts that had appeared successful in one post disappeared when she left. This highlighted a potential problem



Duke Chapel, North Carolina





Alison Brettle

Research Fellow/Associate Editor Evidence Based Library and Information Practice, Salford Centre for Nursing, Midwifery and Collaborative Research Institute of Health and Social Care, University of Salford, Salford, UK
a.brettle@salford.ac.uk

and issue for evidence based library and information practice in that it is of little use leaving things to the “early adopters” or champions if their efforts are going to be wasted when they move on. To be a sustainable movement rather than a passing fad, evidence based library and information practice needs to be embedded and recognised at all levels.

“Choices in chaos”, a presentation by Michelynn McKnight, describing a project examining the library services provided in community wide disasters is a good demonstration of an expansion of the paradigm outside health. Not being used to hurricanes in Salford, the presentation opened my eyes in that I’d never even anticipated a need for library services in the aftermath of hurricanes let alone considered there was a need for an evidence base or research on the topic. Michelynn presented cases where librarians provided support to members of the public for example by establishing mobile library services that allowed people left homeless after disasters to use the Internet to sort out their lives. Her research will use a grounded theory approach to study cases such as these to provide an evidence based training package for librarians who may need to provide such services, although I hope that this is something LIHNN members will never need!

Examining the outcomes of services was a welcome theme in a number of the presentations I attended. Examining, monitoring or assessing outcomes are key, if librarians are to truly measure the impact of their services. There were a number of examples of outcome measurement in academic library settings including Ngata, Toda and Kytomaki (Students

patterns of library use and their learning outcomes), Eric Ackermann (LibQUAL and the evolution of library as a place) and Byrd and Squires (the readiness of the library director community to measure outcomes rather than inputs and outputs). Rowena Cullen, Associate Professor at Victoria University, New Zealand and one of the keynote speakers also visited this theme in her talk about evidence and e-government. She suggested that the use of online technology in government has expanded rapidly but measuring and evaluating whether this technology has actually worked or made a difference has lagged behind. Commenting that it was difficult to measure effectiveness in e-government (but noting that this was not an excuse for not trying) she suggested that the traditional hierarchy of evidence approach was unlikely to be relevant – or at least the methodologies at the top of the evidence hierarchy. Methods such as policy or program evaluation or descriptive and formative evaluation may be more appropriate. One of the issues that can be problematic is the issue of attribution – if you apply evidence or changes to e-government how do you know which bit is making the impact? This isn’t a problem unique to e-government; however, it is an issue relevant to outcome measurement in many areas. She suggested that in policy evaluation it is necessary to look at what is being measured and examining whether the program is doing what it intended to do? You need to eliminate confounding variables, follow through all impacts and measure and evaluate one thing at a time. Again this isn’t unique to policy evaluation – it’s a problem faced by any researcher trying to carry out an evaluation and one which is common to health services research. For evidence

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based librarians perhaps its good news as it means there should be many examples in a range of sectors from which we can draw upon.

But what does it mean to be an evidence based librarian? This is a question under examination by a team of librarians from the University of Queensland in Australia, led by Helen Partridge and presented by Gillian Hallam. They are carrying out a qualitative study to examine how

needs of the researchers using the library.

But is evidence based library and information practice clear and simple or wrong? This was the topic debated by two eminent speakers. Andrew Booth (SchARR), Chair of the International Program Committee, not surprisingly argued that the EBLIP approach was useful for evaluating many questions faced by the profession. For those who have read

For me the conference lacked actual evidence that librarians could take away and use in their own practice. This may be a reflection of the presentations I attended and further examination of all the presentations on the conference website <http://www.eblip4.unc.edu/> may prove me wrong. Health related presentations which can also be found on the website cover implementing critical appraisal, information skills training, the relationship between electronic document delivery turnaround and patient care, using a prompt sheet in providing a health telephone helpline service, search filters and teaching skills for informationists working in public health. Some of these presentations will be published in the open access journal "Evidence Based Library and Information Practice" over the coming months. Overall there was a positive shift away from discussions of definitions of evidence based library and information practice and its progress (which have featured at previous EBLIP conferences) to a demonstration that EBLIP is operational in a wide range of sectors in many parts of the world.

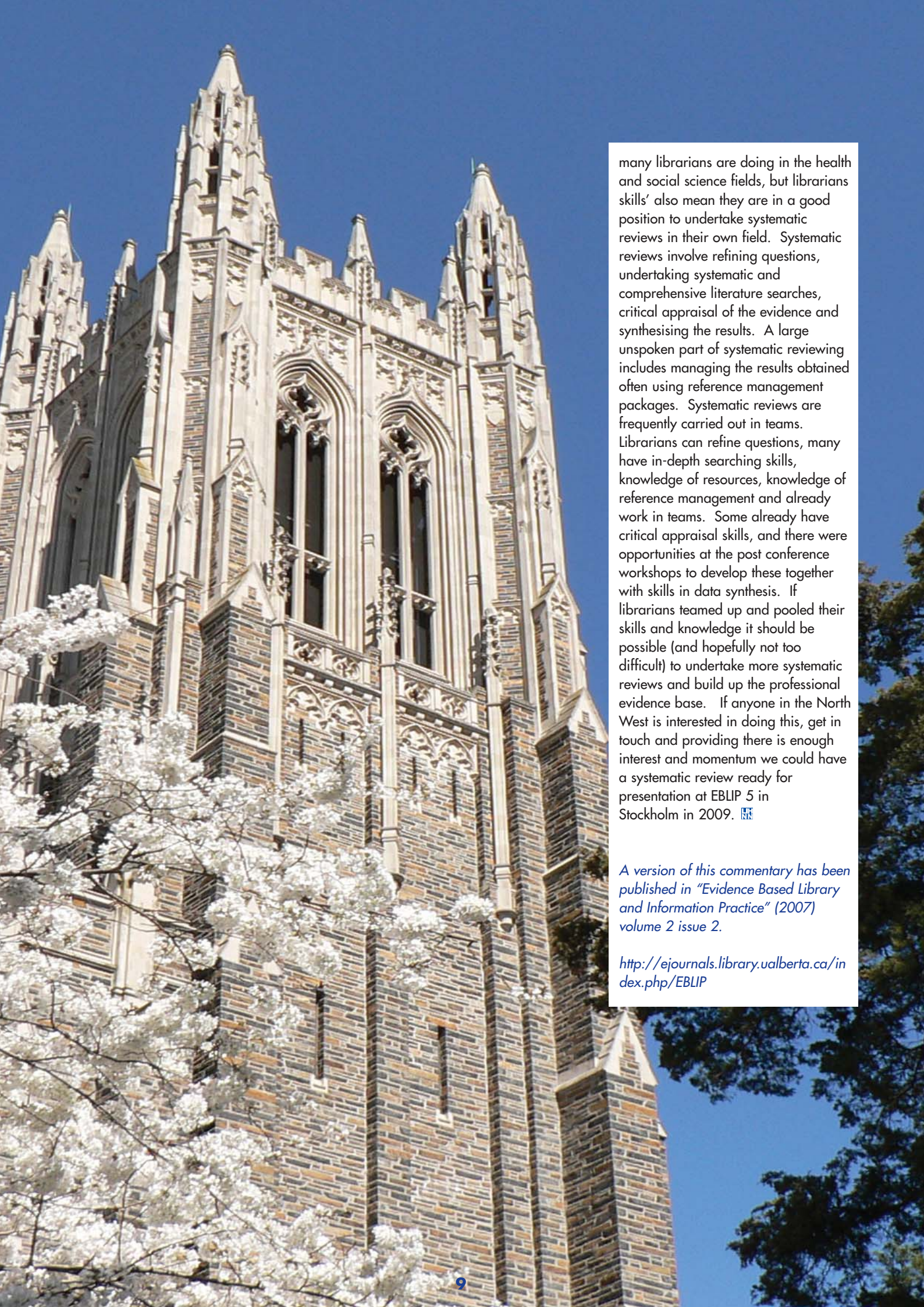
I would like to have seen more good quality, generalisable research studies which would help to build the evidence base for practitioners. I appreciate that finding time and money to undertake research studies is a key issue and barrier to research and one which I'm not sure how to overcome, but perhaps as Rowena Cullen pointed out, "being difficult is not an excuse for not doing". I would also like to have seen more systematic reviews. As author and team member of a range of systematic reviews, I am undoubtedly biased in this area. Some may argue that there is insufficient evidence to review, however reviews in LIS exist and Andrew Booth spoke about the potential role of qualitative systematic reviews in EBLIP. I also believe librarians have a major role to play in systematic reviews. They are not only in a position to provide the information expertise for systematic reviews – as




The Academic Building at University of North Carolina

practitioners experience and conceive EBLIP. To date pilot interviews with a small number of librarians have led to four categories of evidence based librarians; those who believe EBL is a professional accident, EBL is learning from and using research, EBL improves what the librarian does or what the library offers and those who believe EBL is integral to their job – EBL is what they do. There were a number of good examples of librarians implementing an evidence based approach to answer questions in their library or service (perhaps they would fit in the third category above!). These included Frank Cervone who used an evidence based approach to make changes to the design of the academic library website, Lisa Toner (from St Martins College Lancaster) who examined why some students made little or no use of the academic library and the services offered to them in order to provide an equitable service to users and Matthew Trekson who used citation analysis to determine whether the databases provided by an agricultural library service met the

Andrews work or seen him speak at other conferences, it would have been very worrying to see him argue in any other way. Scott Plutchak (former editor of the Journal of the Medical Library Association) on the other hand argued that the evidence based model was inappropriate for answering the "big questions" facing librarianship. Once thrown open to the floor the debate became quite heated to some who argued that EBLIP wasn't new – it was something that as professionals it was something that all librarians did as a matter of course and others who clearly disagreed that searching for evidence and applying it to their practice was not happening and should be embedded within everyday practice. The final vote was split between the "fors" and the "againsts" with a fair number of abstentions. As one of the abstainers I could see both sides of the argument - evidence based library and information practice is a useful tool and something that all librarians should be involved in but sometimes it doesn't appear possible to implement it.



many librarians are doing in the health and social science fields, but librarians' skills' also mean they are in a good position to undertake systematic reviews in their own field. Systematic reviews involve refining questions, undertaking systematic and comprehensive literature searches, critical appraisal of the evidence and synthesising the results. A large unspoken part of systematic reviewing includes managing the results obtained often using reference management packages. Systematic reviews are frequently carried out in teams. Librarians can refine questions, many have in-depth searching skills, knowledge of resources, knowledge of reference management and already work in teams. Some already have critical appraisal skills, and there were opportunities at the post conference workshops to develop these together with skills in data synthesis. If librarians teamed up and pooled their skills and knowledge it should be possible (and hopefully not too difficult) to undertake more systematic reviews and build up the professional evidence base. If anyone in the North West is interested in doing this, get in touch and providing there is enough interest and momentum we could have a systematic review ready for presentation at EBLIP 5 in Stockholm in 2009. 

A version of this commentary has been published in "Evidence Based Library and Information Practice" (2007) volume 2 issue 2.

<http://ejournals.library.ualberta.ca/index.php/EBLIP>

CUSTOMISING OUR SERVICE FOR USERS

the Stockport Solution

Mary Hill Stockport NHS Foundation Trust

Sometimes it is the small things that make the impression on users. This one started with a conversation between me and one of our orthopaedic surgeons a couple of years ago. He wanted everything useful for him available in one place ~ a familiar enough story. Our solution was to create specialty guides on the Intranet.

They started with just a list of journals and websites appropriate to that specialty. So where are we today on customising resources for our users?

The design of our intranet is standardised across the hospital and so we must function within the constraints of this standardisation. This affects us in terms of structure and page size. Figure 1 shows the Specialty guides entry point which is from a link on our front page. Notice how our initial one specialty link has grown into 46!! We are still very much developing and refining these to meet users' needs.

The specialty guides have been running for 2 years now and are greeted with enthusiasm by staff. At a recent talk in the Department of Medicine for Older People one consultant asked to have the BMJ and JAMA added to the list. We now have the Big Four on all the specialty sites. So we continue to respond to users' suggestions.

Once into this way of thinking you begin to see other areas where the specialty can be linked. We had produced a form for people signing up for etocs – it basically contained a list of journal titles (all of which we provided full text) plus

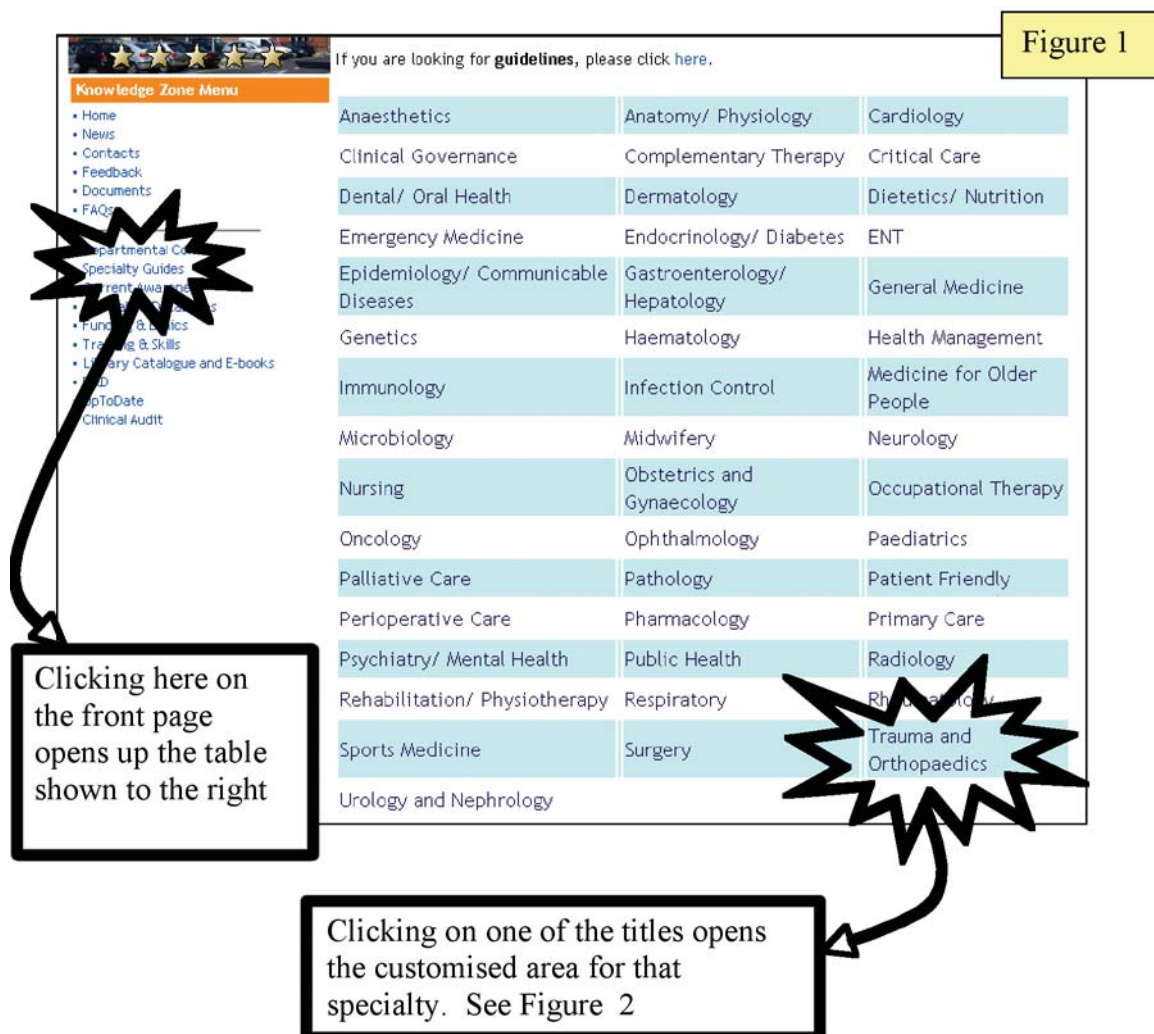


Figure 2

an area to add their own choices. On an A4 sheet it was impossible to provide a comprehensive list. James started to think about what were the best journals in specialities and produced a list of about 4 good titles for each of them. He did this by looking at impact data along with those we had full text access to and created a mixture of top titles which we had access to and those we do not have direct access to. Our form is now much simpler; just listing the specialties with users signing up for an etoc bundle (figure 3).

We can quickly show people what they are signing up for if they want to know and add extra titles if they require. When they receive the etoc we have added further value by telling them how they access the full text – all of the etoc added text is delivered through the same database that produces the journal links (figure 4). Our next move will be to have these as online forms from the intranet site. Another interesting chat with the Intranet Office is now on the horizon! [\[1\]](#)



Figure 3 Part of our E-toc bundle form

Choose an 'E-Toc Bundle' in your specialty... you will receive emails when new issues of top journal titles in that specialty are available. The bundles each contain between two and five titles.

<input type="checkbox"/> Anaesthetics	<input type="checkbox"/> Neurology
<input type="checkbox"/> Anatomy / Physiology	<input type="checkbox"/> Nursing
<input type="checkbox"/> BMJ, Lancet, JAMA and NEJM (The Big 4)	<input type="checkbox"/> Obstetrics and Gynaecology
<input type="checkbox"/> Cardiology	<input type="checkbox"/> Occupational Therapy
<input type="checkbox"/> Clinical Governance	<input type="checkbox"/> Oncology
<input type="checkbox"/> Complementary Therapy	<input type="checkbox"/> Ophthalmology
<input type="checkbox"/> Critical Care	<input type="checkbox"/> Paediatrics

Figure 4 Examples of added value to etoc emails

BC: Journal of Neurology, Neurosurgery and Psychiatry
Subject: J Neurol Neurosurg Psychiatry Table of Contents for 1 July 2007; Vol. 78, No. 7

Full-text of these articles is available by following the links in the message below. You will need to use your NHS Athens username and password. If you do not have an NHS Athens account, please reply to this email. Please do not store articles electronically - please read or print copies, then delete them.

To unsubscribe from this alert, simply reply to this email stating 'Unsubscribe Journal of neurology, neurosurgery and psychiatry please.'

BC: International journal of nursing studies
Subject: ScienceDirect Alert: International Journal of Nursing Studies, Vol. 44, Iss. 5, 2007

Abstracts of these articles are available by following the links in the message below.

Two articles per issue can be requested from the Library at a cost of 50p each.

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New Volume/Issue is now available on ScienceDirect!

JOINT USE LIBRARIES

AN INTERNATIONAL CONFERENCE

Having delivered an abstract and had it accepted, persuaded our respective organisations to fund our attendance, and worked hard to produce a presentation that would hopefully not send the audience to sleep, we finally arrived at the conference that we'd been anticipating since September of last year.

The conference turned out to be a little more intimate than we'd originally expected, although it had a truly international flavour. Approximately one hundred delegates were in attendance, with the Americans, Australians and Brits well represented, and smaller contingents from less likely places such as Portugal, Brazil and Sri Lanka.

The delegates were welcomed to Salford by Anne Williams, President of the City Council, who handed over to Dr Alan Bundy, Principal Consultant with Auslib Library Consulting for an interesting opening address. He examined the use of the school library network in South Australia to deliver public library services to remote rural communities. This partnership has been operational for forty years now, and it's become clear that the less successful services tend to be those that have no formal evaluation process. An evaluation methodology has been commissioned, and that might provide a basis for evaluating all types of joint use libraries in the future.

Ann Melmoth and Lesley Hardman were up next, from Bolton Libraries and Bolton Primary Care Trust respectively. They opened with a blast of Peter Kay's "Amarillo", and went on to present a paper that was not a million miles away from our own. They examined the practicalities of making their partnership

work, and looked at mutual benefits and opportunities to build for the future.

Stephen Allen and Peter Sandison promised to bring something different to the conference with a presentation focussing on library design, and on the benefits of canvassing customer opinion at an early stage of the design process. Sadly, in the event, there had been virtually no progress with their project,

public library staff had not even seen the accommodation they were going to occupy until five days before they moved in!

Roger Fairman gave an extremely interesting outline of plans to bring together Worcester University library and the local public library in a disused hospital building. This is part of a £100 million development which will



The Lowry Centre, Salford

and consequently they had disappointingly little to tell us.

Day two saw the conference split into two parallel streams, so we headed off in different directions to try to cover as much as possible.

In parallel A, Dr Patricia Baur from Florida talked about personnel issues in a joint use library service in transition. This turned out to be a case study in how not to merge services! The public library had been totally taken over by the local college without any consultation, and the

encompass the County Record Office and Citizen's Advice Bureau, as well as embracing partnerships with local radio and TV. "Never lose sight of the vision" were Roger's parting words, and that was quickly acknowledged as something of a mantra for all the delegates.

Meanwhile, over in parallel B, Dr Joacim Hansson from the Swedish School of Library and Information Science, delivered an intriguing theoretical paper in which he speculated that "Something new is happening here". His main contention was that joint use services

19-21 June 2007

The Lowry, Manchester, UK

<http://www.ebase.uce.ac.uk/events/joint-use-conference.htm>

combined with rapidly developing new technologies were producing a new type of institution. Thought provoking stuff, and it left a buzz of debate running through the audience.

Harriett MacDougall followed, from Nova Southeastern University in Fort Lauderdale, Florida. She had positive things to say about a very large HE / public library development, which was


greeted, so we'll draw a veil over the subject and move swiftly along.

The final day saw Sarah McNicol introducing the Joint Use Libraries Community of Practice website, which can be found at <http://www.ebase.uce.ac.uk/dualuse/index.htm> The site has several potentially useful features, including a database of joint use libraries and a discussion

broader range of services to each group whilst also achieving value for money.

The conference wound up after lunch with a feedback session, at which Alan Bundy proposed that a number of resolutions might go forward from the conference to Unesco, the EU and other intergovernmental educational and cultural agencies, in order to draw the attention of those bodies to new developments in this area. Those resolutions were approved by the conference and Alan agreed to publish the papers from the conference to put before those agencies.

All in all then, an enjoyable conference. We met a lot of interesting people who shared many of the challenges that we've faced in bringing services together, and we saw a lot of informative presentations that offered a variety of possibilities for the future.

Only one thing remains to be said then, and it couldn't really be anything other than "Never lose sight of the vision"! 

Mike Hargreaves
SENIOR INFORMATION OFFICER
UCLAN

witnessing a significant increase in usage by customers from both traditional groups. Some fairly creative approaches had been adopted here, not least of which was a "Drive-thru" book return service!

The two streams came back together in the afternoon for a series of case studies, opening with our own presentation. Obviously, modesty forbids us saying too much about our own thoughtful and incisive paper, or about the panache with which it was delivered, or the rapturous reception with which it was

forum, although up to now that potential hasn't been realised.

Neil MacInnes from Manchester Library and Information Service, and Eunice Long from Manchester City Council described their experiences using the public library infrastructure to deliver services to students of Manchester College of Arts and Technology. They'd raised joint funding to build two new state of the art libraries that now provide services to both students and the public, and they felt that they were delivering a

Linda Riley
KNOWLEDGE AND LIBRARY
SERVICES MANAGER
EAST LANCs HOSPITALS TRUST



Conference Hall - Conference session under way

The LIHNN Librarians' Journal Club

JAMES ALLEN
Stockport NHS Foundation Trust

The LIHNN Clinical Librarians' Group has been running a journal club for just over one year, under the direction of Debra Thornton. At the end of the Group's quarterly meetings, we appraise and discuss a single piece of library-related research. As well as getting in some critical appraisal practice, we're also getting acquainted with the research in the library and information field.

At the CL Meeting in June, it was decided to open up the journal club to the wider LIHNN community. All the meeting minutes, as well as journal club reports, can be found on the Aditus website here: <http://snipurl.com/CLGroup>

So to get you in the mood, here's the report from the most recent Journal Club meeting...

Review of Thompson, David S et al.

2007. Interventions aimed at increasing research use in nursing: *a systematic review* *Implementation Science*, 2:15
<http://dx.doi.org/10.1186/1748-5908-2-15>

Aim

The stated objective was 'to assess the evidence on interventions aimed at increasing research use in nursing.'

Subject

The authors were 'interested explicitly in studies that used some general measure of research use.' Behaviour change cannot be used to indicate research use, they argue. 'Research use' could lead to behaviour change, but it could likewise lead to a change in thinking that isn't reflected in behaviour. Similarly, behaviour change could be attributed to research use, but there are also other factors (professional training, clinical experience, organisational context etc.) which can influence behaviour. Thus, the authors included only articles which were *explicit* in measuring research use.

Methods

This is a systematic review of randomised controlled trials (RCT) and controlled before and after (CBA) studies.

Results

Results were presented narratively. Three interventions were discussed.

- Two studies (Tranmer, 2002; Tsai, 2003) appeared to show that educational meetings by themselves did not increase research use.
- Hong (1990) appeared to show that educational meetings, followed one week later by a demonstration by a local opinion leader, did show a sustained increase in research use.
- Dufault (1995) appeared to show that the formation of multidisciplinary committees increased nurses' research use.

However, due to the paucity of studies and their low methodological quality, a need for further research was stated in each case.

Commentary

This review was conducted by the authors to complement the reviews which exist of methods to increase research use in medicine: the difference in the type of care given by doctors and nurses, and the different organisational structures of the two groups account for not being able to generalise the findings across them


Being a systematic review, the CASP tool, 10 questions to help you make sense of reviews, could be applied. The consensus of the group was that, as a systematic review, it was well conducted. Being published in an open access journal meant there was no space restriction, so the authors are able to describe their methods in detail: search strategies, details of included and excluded studies etc.

- The literature search that was conducted was thorough. A broad range of databases, including grey literature sources, were used and the references of relevant articles examined. They did not contact experts to identify further studies, and items not in the English language were excluded.
- The literature search identified a total of 8276 items. Strict inclusion criteria were applied, many exclusions as a result of studies not *explicitly* measuring research use. This limited the review to four studies, three RCTs and one CBA.
- The four included studies were assessed for methodological quality using EPOC tools: www.epoc.uottawa.ca All four studies were rated as 'Low Quality'.

- The small number of included studies, and their methodological weaknesses, meant that no statistical analysis was possible, and necessitated the narrative presentation of results.

The article finishes with suggestions of methodological improvements required for future research in this area, certainly a useful outcome from a systematic review which provided no other firm results.

The strict inclusion criteria applied to the located studies did limit the usefulness of the review. Perhaps a less strict set of criteria would have given a broader view of the research which has been taking place in this area. While such a narrative review might not be praised as a quality piece of research as this paper is, it would probably have reached the same conclusion – that more research is needed. And drawing conclusions about other possible interventions, alternative tools to analyse results, and methodological aberrations might be better achieved from more low quality studies than the four low quality studies they limited themselves to.

So to conclude, it's the familiar story. More research of better quality is required! 

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http://www.phru.nhs.uk/casp/critical_appraisal_tools.htm

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Tsai S: *The effects of a research utilization in-service program on nurses*. *Int J Nurs Stud* 2003, 40:105-113

The new **Rathbone Learning Suite**



Mersey Care Knowledge & Libraries Team opened Rathbone Learning Suite on 21st May 2007.

The new facility was built after a successful bid for SIFT funding. In addition to the library there are also three bookable rooms:

- Butler room – a meeting room
- Wilkinson room – a media studio
- Nugent room – I.T. training room

The rooms are named after Victorian Liverpool philanthropists who provided support for marginalised groups at the time when Rathbone Hospital opened.

Ashworth Library is still available as normal. Mossley Hill Library closed on 10th May 2007.

Please feel free to visit the new space, or if you would like to book any of our rooms contact us on 0151 471 7703. For more details please visit:

www.merseycare.nhs.uk/learning_zone/knowledge_library_service

Dawn McGowan

LIHNN Constitution

The results of the votes for the changes to the LIHNN Constitution

97 people returned the voting form and 94% of those agreed to adopt the Constitution. The LIHNN Coordinating Committee has noted the comments received from the 'no' votes and will keep them on file for discussion when the Constitution is up for renewal again.

It was agreed to have the Constitution as an item on the Coordinating committee's agenda once a year. It was suggested that regional groups could also do this and feed back to the Committee. The proposed AGM would be another forum for considering Constitutional matters, with an opportunity to vote via 'the brown envelope' or other appropriate

distribution method(s). The Constitution is available on Aditus. (www.aditus.nhs.uk/Aditus/Communities/Librarians+LIHNN/Groups/LIHNN+Coordinating+Committee/default.htm)

Tracy Owen
LIHNN Chair



“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 can be submitted in print or electronic format.

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

contributions should be submitted to:

Kathy Turtle, Librarian,
Lancashire Teaching Hospitals NHS
Foundation Trust, Education Centre,
Chorley Hospital, Preston Road,
Chorley PR7 1PP

Tel: **01257 245607**
Fax: 01257 245501
Email: kathy.turtle@lthtr.nhs.uk

Lihnn is on the web via
Aditus at www.aditus.nhs.uk.

LIBRARY AND INFORMATION HEALTH NETWORK NORTHWEST NEWSLETTER

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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.

LIHNN GROUPS AND CHAIRS JULY 2007

GROUP	CHAIR	E-MAIL
Cheshire & Merseyside Librarians	Gill Swash	gill.swash@wcheshirepct.nhs.uk
Clinical Librarians	Michelle Maden	madenm@edgehill.ac.uk
CPD	Shan Annis	shan.annis@nhs.net
Cumbria & Lancashire Librarians	Linda Riley	linda.riley@elht.nhs.uk
E-resources	Kieran Lamb	kieran.lamb@fade.nhs.uk
Greater Manchester Librarians	Valerie Haigh	valerie.haigh@srht.nhs.uk
Heritage Users	Jean Williams	jean.williams@bolton-tr.nwest.nhs.uk
Information Governance = work to be undertaken by LIHNN Committee	Tracy Owen	tracy.owen@fade.nhs.uk
Inter-library Loans	Steve Glover	sglover@picr.man.ac.uk
Mental Health Libraries	Vicky Sergeant	vicky.sergeant@cwprnt.nhs.uk
Newsletter	Kathy Turtle	kathy.turtle@lthtr.nhs.uk
PCT Librarians	Katherine Bell	katherine.bell@sthk.nhs.uk
Quality Brief and Exchange	Linda Riley	linda.riley@elht.nhs.uk
Trainers	Stephen Molloy	stephen.molloy@lwh.nhs.uk