

LIHNNK UP

by Health Libraries, For Health Libraries **ISSUE 26 SUMMER 2007**

LIHNN Goes International!

Welcome to a bumper issue of **LIHNNK Up** where the main theme is most certainly staff development and conferences. We have truly gone global with Steve Glover reporting back from Burma and Christine from the Isle of Man feeding back about her award winning poster and a presentation in Guernsey... I did say we were international!

The levels of staff development being undertaken and our presence at conferences is a true reflection of our commitment to CPD and also a credit to the region. We have had a range of staff attending specialist and other library professional events worldwide. The North West was well represented at the National Clinical Librarians conference, demonstrating our commitment to developing services and developing staff.

Eileen, Anne, Lisa, Lucy, Jenny, Debra and **James** have provided us with a full report of their experiences at the National Clinical Librarians event in York with lots interesting sessions which have been food for thought. Debra was presenting the LIHNN journal club approach at the conference and this was an excellent opportunity to share the good practice we have developed in the North West with our national colleagues.

National Clinical Librarians Conference is a very important event in the health libraries

calendar but another key event for library professionals is the Umbrella Conference. **Michelle Maden** shares her experience of this annual event and also invites us to learn more by reading her blog...

<http://clinicalinformationspecialist.blogs.pot.com>

This issue also contains some exciting news from around the region with new staff, new-shared services, and tips and feedback from a Heritage user group conference.

Steve Glover and **Anne Roberts** give us the lowdown on life as an Athens Administrator.

We recently had had a number of retirements in the North West with goodbye to **Hilda Farrager** and **Pat Barker**. Pat has written for us 'Confessions of a retired Outreach Librarian' with some personal musings about life on the open road for an outreach librarian. There are some tips in there with important lessons which have been learnt on the way.

To finish off this editorial I would like to highlight the article from **Christine Sugden**, as a key lesson from the Guernsey conference was that we need to broaden our sphere of influencing and be sharing our experiences and knowledge with all health professionals and start chipping away at major health conferences.... if we get the chance.

Rachel Bury

AINTREE LIBRARY AND INFORMATION
CENTRE MANAGER

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SPREADING IT ABOUT...

The Isle of Man DHSS Library and Information Service has been busy recently raising its profile in one way or another. Firstly, presenting a paper at the International Health and Social Care conference held at Guernsey in April this year whose theme was "Sharing Practice: Sharing Care."

The conference was organised jointly between the Guernsey Institute of Health and Social Care Studies and the School of Nursing and Midwifery, the University of Sheffield. The conference was divided into 5 different themes – partnership approaches to Social Inclusion, Stretching Boundaries, Providing Care, Governance and Life-Long and Inter-Professional Learning.

Back in 2006, chancing on a flyer for the conference, it seemed a good idea at the time to suggest to my line manager that we did a joint presentation - she from her perspective as Head of Learning, with me talking about how our library and information services fitted in with helping achieve the objectives of the Learning Strategy Group. Well, that was the general idea, but the goalposts moved and to cut a long story short, I found myself doing a solo act!

My paper with the somewhat intriguing title of "Won't you change partners and dance with me?" was duly submitted and accepted, much to my surprise (and horror), as I had never given a conference paper in all of my professional working life. Then the panic set in when I realised just what I had let myself in for!

With me, given enough time, my subconscious works away in the background and sure enough, over the months, ideas occurred to me regarding

the content of the paper, not just to do with national and local library initiatives but also putting it into context with national health service policy and trends, both clinical and educational. Essentially, the paper charted the history and development of multidisciplinary library and information services on the island from 1996 onwards to the present day.

The presentation was to last for 25 mins, with 5 mins allowed at the end for any questions.

My initial worry as to how on earth I was going to find enough to talk about to fill a 20 min slot, turned out to be completely unfounded, and instead, I had real difficulty in cutting it down, so much so that I was still chopping bits out until 2 days before the conference started!

Not only was giving the presentation itself a learning curve, but another first for me was actually creating the power point presentation and trying to come to grips with the technology and worrying whether it would work on another computer (it did, but some sections did need amending as they hadn't taken kindly to the flight across the channel).

The presentation, along with the various library handouts and publicity material (freebies, resource leaflets, etc) I had brought along, seemed to go well, though truth to tell not that many attended, but those who did seemed to appreciate and get something out of it. An unexpected bonus was meeting up with the librarian at the Princess Elizabeth Hospital in Guernsey who just happened to have been allocated as steward for my session! We took the opportunity to do some useful networking about "island issues" and I visited her library later in the week.

I experienced the peculiar feeling of being very much "the odd one out" at the conference, as I was the only librarian delegate there – all the rest were either academics, managers or clinical staff, particularly nurses. However, on reflection, it occurred to me that really it was exactly these groups of people we need to meet in order to show exactly what is possible, particularly when we are talking about providing "a seamless service" to all staff groups. In some respects, we are only preaching to the converted when we present papers at our own professional conferences (Umbrella



The Lihnn Contingent at Umbrella 2007. Standing (left to right) Shan Annis (HCLU), Valerie Haigh (Hope), David Stewart (HCLU), Rachel Gick (Hope) and Michelle Maden (Edge Hill), and seated (left to right) Christine Sugden and Anita Gould (Isle of Man)

ISLE OF MAN STYLE!

or Health Libraries Group). Though it is necessary to inform our own colleagues and learn from them, if we really want things to change and show and convince managers what can be done, we need to be at conferences such as the one at Guernsey.

Our second foray into promoting our services came about through the Umbrella conference in June, held at the University of Hertfordshire, Hatfield. Hot on the heels of the Guernsey conference, an e-mail 'pinged' in my mail box asking for



Christine and Anita with the winning poster

submissions for poster presentations. How could we translate the Guernsey conference paper into a poster presentation – how could a poster tell the same story simply and concisely, but without the words!!

We state that “we aim to provide services to anyone on the island who has a legitimate need to find and use health and social care information” – but how do you convey visually, how our services have evolved since 1996 to bring that concept to fruition? It was very much a library team effort - starting with the title of the poster “Dorressyn ta Fosley” - Opening Doors: from medical to multidisciplinary



The proud prize winners!

and beyond. An island approach. Debate took place over the type of doors to use, finally settling on using our own library doors; a flash of genius from another member of staff gave us the idea of labelling “footsteps” as a way of indicating all the new users who we had extended our services to in the last few years; “How and Why” we had managed to achieve these developments (e.g. CPD, interprofessional working, etc) were indicated by writing on the spines of books which were artistically depicted stacked against the open library doors. We also designed an accompanying handout using the same “open doors” format. This handout listed our existing DHSS users, our new user groups, explained what services we offered and also gave a potted history of our footprint development since 1996. Finally, our printing services department were really helpful in helping us translate our concepts into the finished products – we couldn’t have done it without them.

The fact that we won the first prize for the poster presentation was enormously gratifying and we felt very proud of our

achievement, particularly as the judges had commented on the very high standard of entries and instead of just choosing one winner, they also singled out 2 other posters as highly commended. We remained “on a high” for several days after returning to work as we had so many people congratulating us and obviously delighted in our success. We now have to decide exactly how we will spend our £50 worth of book tokens – not on something that we will discard in a few years time, obviously!

If anyone would like a copy of the handout which accompanied our poster, or wants any more information about either the conference or poster presentation, please don’t hesitate to get in touch. [NN](#)

Christine Sugden
Isle of Man

UMBRELLA 2007:

Considering our summer so far, umbrellas were certainly a requirement at the Umbrella 2007 Conference (<http://www.umbrella2007.org.uk/>) held at the University of Hertfordshire at the end of June. The theme this year was Catalyst for Change – making a difference and with a programme encompassing nine streams there was something for everyone. While not intending to give a complete overview of all the sessions I attended, I have picked out my highlights below.

Links and further information on the conference can be found on my blog at <http://clinicalinformationspecialist.blogspot.com/> (yes, I've actually put some of the things I learnt into practice...with a little help from Kieran!).

Web 2.0 and information literacy: all hype and no substance

Having missed out on a Web 2.0 by Phil Bradley, I went to a session by Peter Godwin to find out more about how Web2.0 can make our websites more attractive and visual by using new skills and new ways of working.

Peter talked us through the use of blogs (check out Google blog search), Wiki's, social networking, social book-marking, RSS, podcasts, Flickr, document sharing, Moodle, Sloodle(!) and tagging.

Like many I had heard rumours of all these new tools and seen the odd one or two in action, but never really took on board how they can be utilised to support and promote our work. Supplemented by a LIHNN training session from Kieran on RSS and blogging I finally set up my own blog (see above) for healthcare librarians where I have uploaded further information and links from the Web 2.0 session. I also intend to set up one or more blog(s) for Aintree LIRC to promote new

resources, training and current awareness to our service users.

Peter also left us with something that put a smile on everyone's face...see my blog to find out what it was!

Helping nurses to get published

Theresa Mitchell, Principal Lecturer at the University of the West of England outlined seven factors impacting on the process of writing and how librarians can assist nurses in their quest for publication.

1. Provide input into access courses to nursing
 - Direct pre-nursing students toward appropriate professional literature and websites
 - Promote healthcare databases and motivate interest(!)
2. Make a contribution to the pre-registration curriculum
 - Library tour
 - Team teaching on sessions associated with literature searching at the beginning of courses
 - Emphasise available library services and how they can be accessed whilst students are on placements
3. Get involved in collaborative work with higher education institutions
 - Dissertation workshops
 - Librarians on bids for funding
 - Teaching study skills programmes alongside academics
 - Teaching writing for publication workshops alongside academics
4. Provide training
 - Reference management, Refworks, Endnote, etc
 - SPSS
 - Qualitative data analysis packages, NVivo, NUDIST, etc
 - Attend specialist groups for updates on library services
 - IT skills updates
5. Providing support services for healthcare academics
 - Literature searches and document supply

- Raise awareness on alerting services
- Information services to specialties
- ISBN process help
- Bulletins on new research (Cochrane reviews, etc), impact factors and journals

6. Assisting with the research process
 - Searching www for grants, bursaries and general funding opportunities
 - Sending R&D information to known researchers
 - Referencing advice and guidance
7. Assisting with the publishing process
 - Help with deciphering author guidelines, submitting articles online, intellectual copyright, legal and ethical aspects of publishing, finding an appropriate journal for publication, using the Internet as a publishing facility and choice of keywords
 - Advice about presentation and peer review process
 - Proof-reading

and in return what's in it for us..?

- Contracts with Universities and Trusts
- Professional development opportunities
- Funded secondment and project works
- Co-authoring opportunities
- A chance to get out of the library!

While the session was interesting enough, it did strike me more as a 'wish list' for researchers (particularly the training issue on data analysis packages) and I have the feeling that it may be easier for information professionals working in higher education to get involved than those working in the NHS.

That said, I am considering following up some of the issues raised, particularly as at Edge Hill we already run Dissertation workshops for students and publication writing for academic staff. Certainly the need for stronger links with Research and Development Departments is noted and while many of us do already provide some of the services mentioned it

VIEWS OF A FIRST-TIMER

highlighted ways in which I can target the promotion of my service to all our research staff.

Ready, Steady, Reference!

A poster from the University of Plymouth highlighted a very useful resource for anyone using Harvard Referencing. The result is a website (<http://referencing.port.ac.uk>) which helps with referencing queries using real examples. As well as selecting from a menu of options to find the type of reference needed, (e.g. print, audiovisual, electronic, etc.) users can search the site to find exactly what they require.

The result is time-saving tool for library staff dealing with referencing queries which is accessible 24/7 from home or work.

Knowledge Transfer in the NHS – impact of a Clinical Information Service

Yes, that's right, this is my contribution to the Conference - an outline of the evaluation of the Clinical Information Service at Edge Hill.

The poster covered the research methodology involved in the evaluation of literature searches and information skills training using performance and impact evaluation methods. It also highlights a couple of case studies which examine the impact the service had on the working practices of our users. The full poster can be viewed on my blog (providing I can upload it, fingers crossed).

As a first timer at Umbrella I was treated to a rather lovely lunch on the first day (something which may encourage me to do the same at all conferences!), a chance to meet and mingle with other delegates and debate the values of Chartership with the CILIP President Ian Snowley. Despite the weather (and fire alarms – which reminded me of my first year at university) it was an interesting and informative conference and fun was had by all dining with Henry VIII and Elizabeth I at the Conference dinner. Thanks to the LIHNN committee for funding my place on the conference. [LH](#)

Michelle Maden

CLINICAL INFORMATION SPECIALIST,
EDGE HILL UNIVERSITY



Michelle with her poster


A SHARED LOCATION

for Health Information

We are pleased to announce that on Monday the 9th July, the Faculty of Health and Social care Library, University of Chester, and the Wirral University Teaching Hospital NHS Foundation Trust Library (based at the McArdle Library, Arrowe Park Hospital) opened its doors to provide a shared library service.

The move started on a very auspicious day, Wednesday 4th July - Independence Day. It was the culmination of months of planning. The move went incredibly smoothly (I'm not sure if that was because I was not at Arrowe Park due to being banned from lifting anything because of an injured shoulder. I was still doing my bit however keeping the library at the Clatterbridge site open). All the Trust and University library staff plus extra helpers from the University's Chester site really worked so hard. It was amazing what they achieved. We managed to open the library for 24 hours access on the Friday evening with all the books and journals on the shelves. This was quite an achievement considering the number of items involved. The really positive aspect of the shared service was the existing relationship between the two sets of staff and without this, what was achieved would have been impossible.

The hard work of fine tuning the full integration of the 2 sets of stock and the inevitable shelf revision is now taking place as well as checking all the IT parts work. Like many other shared library services we are operating using the library management systems of both organisations. We have minimised the problems of this by utilising KVM switches to flick from one system to the other on one monitor. It is all going so smoothly I am frightened we must have missed something.

The amalgamation of services will be positive for not only all our current users but to future users alike. Similarly staff from both organisations will benefit from the ability to access the best from both organisations. I am not naive enough to think we will not have problems in the future but so far so good. 

Eileen Hume

HEAD OF TRUST LIBRARY SERVICES
WIRRAL UNIVERSITY TEACHING
HOSPITAL NHS FOUNDATION TRUST



Tea Break during the move



Team Work

LIHNN Journal Club

(Presentation given at the Clinical Librarians Conference June 2007)

The Journal Club has been in operation for just over a year and we have had 5 meetings to date. Initially it was attended by the LIHNN Clinical Librarians Group only, but as we were having so much fun we decided to share it with the rest of LIHNN!

We started the journal club because of a realization that we had a varied understanding of the clinical librarian role so we decided to consult the literature to find out what the 'ideal' clinical librarians role was. However, we found from this initial literature search that other people were as vague as we were. At that first meeting we decided to collect evidence from the literature to form a bibliography of reading on the subject of clinical librarianship, to help inform best practice. This bibliography rapidly grew into a very useful resource – or so we thought. At one of the meetings someone mentioned one of the articles in the bibliography and the blank stares from around the room helped us draw a startling conclusion – no-one was reading the literature! So the idea of reading the literature on a regular basis was formed and we decided to call it a journal club.

So how does the journal club work?

The first stage is to identify a suitable article – this always presents a dilemma. What sort of article should we pick? The basic criteria we applied were

It has to be research

It has to be about health information in a broad sense

It has to address an issue of relevance to clinical librarians

Once chosen, stage two was to decide what to do with the article. We had to find a suitable appraisal tool as the CASP tools

we were familiar with didn't always suit our purpose. After a bit of searching we came across some useful tools from SCHARR for appraising information needs analyses and user studies.


Thus armed with an article and a tool, the first journal club took place in May 2006. It took the form of approximately 45 minutes appended to the end of the Clinical Librarian Group's regular quarterly meeting. One person described the research and addressed the points on the appraisal. Then followed a group discussion of the paper's merits and weaker points, and agreement reached on both the reliability of the conclusions and the usefulness of these conclusions to us. A brief summary of the article was then written up and posted onto the Clinical Librarian's site on Aduitus.

Problems encountered

- Journal Club is held at the end of meetings, and is often squeezed for time
- Meetings are quarterly, so we don't get through many articles
- Articles and topics to be appraised were chosen arbitrarily
- How do you appraise Library research - what tools can be used?
- All this stems from starting the Journal Club without significant background research and planning

As you can see there were a few problems we had to overcome, but we turned these into learning opportunities and soon began to see the benefit of the journal club.

We have now opened the journal club to the wider LIHNN community and are enticing people with the offer of lunch! This is an excellent learning opportunity

for all librarians to become more familiar with research methodologies, understanding of how to read and critically appraise a paper, and, importantly, become familiar with the library literature, much of which provides support for the role of the professional librarian in providing specialist information services to support the work of the NHS. 

Debra Thornton

LANASHIRE TEACHING HOSPITALS
NHS FOUNDATION TRUST

AND

James Allen

STOCKPORT NHS FOUNDATION TRUST

Benefits, from a survey of members

- 'the main benefit is to develop skills that can be passed on to users'
- 'the sessions are really enjoyable and get people discussing and debating some of the more important issues relating to our roles'
- '...has reignited my interest in actually undertaking some research to inform my own practice'
- 'a good introduction for librarians to get involved in critical appraisal...'
- 'keeping in touch with practice developments and the opportunity to evaluate them critically'
- '...develop these skills in a supportive environment...'

3rd Clinical Librarians Conference

11th – 12th June 2007
St. Williams College, York

Report from Eileen Hume, Head of Trust Library Services
Wirral University Teaching Hospital NHS Foundation Trust

The Conference was held at St. Williams College, York. The college is situated at the rear of York Minster; it originates from the fifteenth century, being originally a residence for priests officiating at York Minster. In the reign of King Edward VI those functions were abolished and the college passed into lay ownership where it remained for the next 350 years.

The building is truly magnificent and provided a wonderful setting for the conference. The lecture rooms were well appointed and the catering was first class. Even though it rained on the second day the first day allowed delegates the opportunity to network over lunch in the courtyard in beautiful sunshine.

One of the things that truly amazed me about the conference was the representation from librarians from overseas. It was really interesting to hear their views on clinical librarianship. Another aspect that stood out was the fact that "clinical librarianship" is not confined to the acute hospital setting but many of the speakers spoke from a primary care perspective so would be of equal value to the community outreach librarians.

Pip Divall and her team from Leicester are to be commended on their organisation of the conference. It all went very smoothly.

The conference was divided into lectures, parallel sessions and workshops.

The parallel sessions on day 1 that I chose were:

"Health Technologies Assessment in Australia" which, whilst very interesting was full of acronyms which made it very difficult to follow. The presenter also had a severe hearing impairment so was unable to answer questions at the end of the presentation. However, I spoke to her later on a one to one and received clarification on the work they are undertaking on assessment and also horizon scanning and knowledge management. I have the contact details and will be in email contact in the future.

The workshop I chose on the first day was "Current Awareness using RSS feeds and developing a Primary Care Awareness Database". Heather Gardner from Derby led this session and for me this was so relevant to service delivery. We have already made arrangements to visit her and her team.

Day 2 did not disappoint either. Claire Honeybourne gave a really interesting talk on "The future of the Clinical Librarian and the Impact of National Developments". It made me realise what an important resource NLH is for librarians. The overseas delegates were so envious of this resource.

Andrew Booth's presentation did not deviate from his normal high standard and his talk on "Training the New Clinical Librarian and CPD for those in post" is a really important aspect of these posts that we all need to start considering and planning for.

Pip Divall delivered an interesting talk on "Pharm-Assist: Using PDA's to Assist

Pharmacy Decisions". I was interested in this as I trialled the use of PDA's for the SHA some time ago. They were not that popular then (2005) but with BNF etc as PDA modules things have progressed and this is something I personally would like to explore further.

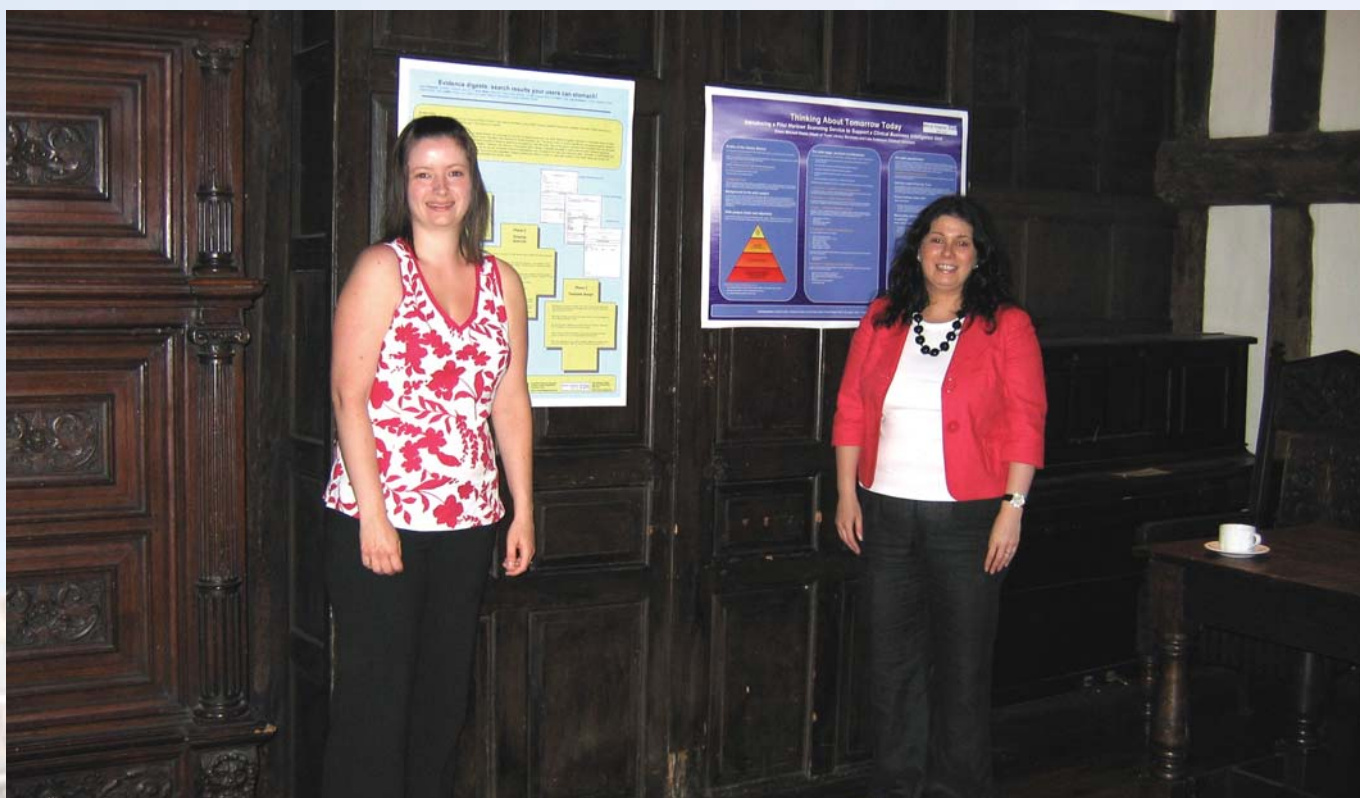
Debra Thornton presented on a really interesting topic "A Journals Club for Clinical Librarians". The whole topic of journals clubs in general is useful at the moment and one we are keen to develop in my home Trust.

Conclusions from the conference: Even though I am not working as a clinical librarian, I am Head of Service; I still found the conference really useful. I came back to base, with my clinical librarian inspired and really eager to initiate, explore new ventures and expand what we are currently doing.

The networking opportunities at a conference like this are often as important as one of the presentations. If you ever get the opportunity to attend a clinical librarian's conference please try your hardest to get to it. It is not only relevant to clinical librarians but to outreach services and heads of service as it can help inform service developments.

For more information and presentations from the conference please follow the link below
<http://www.uht-library.nhs.uk/clinlibconf2007.htm>

Eileen Hume



Lucy (left) and Lisa (right) with the posters

3rd Clinical Librarians Conference

Lucy Anderson

One of the workshop sessions I attended at the Clinical Librarians conference in June focused on activities used when running an outreach service within an organisation. I wanted to share the feedback from the group work. We discussed what had worked for us in our organisations. Below you can read the examples the groups came up with.

What has worked well...

- No one approach works all the time – need to use multiple methods, be creative
- Making the most of personal contacts
- Getting champions of the service to promote what we can do
- Don't be afraid to promote yourself – need to shout about what you can do
- Getting to know how people work makes it easier to integrate and provide relevant services
- Be creative about challenges
 - Use non-traditional information sources
 - Take on non-traditional roles e.g. getting on the organising committee for the hospital fete was great for making contacts
- If you don't get invited to events / meetings
 - Ask to go along
 - Gatecrash (but not too often)

Lucy Anderson
OUTREACH LIBRARIAN
BURY PCT

3rd Clinical Librarians Conference

11th – 12th June 2007
St. Williams College, York

Joint report from:

EILEEN HUME

HEAD OF TRUST LIBRARY SERVICES

Wirral University Teaching Hospital NHS Foundation Trust

ANNE WEBB

ELECTRONIC RESOURCES LIBRARIAN

Christie Hospital NHS Foundation Trust

LISA ANDERSON

CLINICAL LIBRARIAN

Wirral University Teaching Hospital NHS Foundation Trust

LUCY ANDERSON

OUTREACH LIBRARIAN

Bury Primary Care Trust

Preparing for the conference, (a big thumbs-up for functional and collaborative working!)

Lisa: for me, this conference started in March 2006 as I contributed to the production of two posters:

1) Thinking about tomorrow today: introducing a pilot Horizon Scanning Service to support a Clinical Business Intelligence Unit, with Eileen

2) Evidence digests: search results your users can stomach! with Anne and Lucy

This is where the fun really started as I worked with my respective colleagues to produce the two above posters. The process of producing the, 'Thinking about Tomorrow Today ...' was pretty straight forward as Eileen live only a staircase away from each other. Thanks Eileen! The process for producing the digest poster was a little more complex as Lucy, Anne and I had to find ways to meet in addition to our usual day duties ... but we did it! My key message for being successful in a joint poster across organisations is to set well in advance a few full days aside to work solely on the poster. Preferably away from your respective libraries and to ensure the host library service provides plenty of tea and coffee. Between physical meetings keep in contact, exchanging ideas by email! Thanks Lucy, thanks Anne for making the work we did together

(across the M62) such a good learning experience.

Conference setting and organisation

Eileen: The Conference was held at St. Williams College, York. The college is situated at the rear of York Minster; it originates from the fifteenth century, being originally a residence for priests officiating at York Minster. In the reign of King Edward VI those functions were abolished and the college passed into lay ownership where it remained for the next 350 years. The building is truly magnificent and provided a wonderful setting for the conference. The lecture rooms were well appointed and the catering was first class. Even though it rained on the second day the first day allowed delegated the opportunity to network over lunch in the courtyard in beautiful sunshine.

Lucy: The conference was a great opportunity to find out about new developments in clinical librarianship and a chance to network with other healthcare librarians.

Lisa: Like Eileen, I was very impressed by the setting for the conference and even more impressed by the catering (especially the fresh cream meringues!).

Eileen: Pip Divall and her team from Leicester are to be commended on their organisation of the conference. It all went very smoothly.

Conference evening entertainment

Lucy: Being away from my family gave me the chance to take advantage of the evening entertainment organised for the conference, a ghost walk. I was convinced the ghost 'expert' was going to 'do a runner' with our money, and couldn't stop laughing all the way through the walk!

Lisa: The ghost walk proved to be one of the funniest nights of entertainment I have participated in for a long time! Even though I am sure the intention of the 'professional guide' was to highlight some of York's most haunted venues and to suitably scare his punters, I have never laughed so much in a long time as he regaled tales of bloody murders, the plague and ghostly librarians! Thanks again to the Leicester team for their organisation of the conference, ensuring an activity which was suitable and enjoyable for many of those who attended the conference.

Conference attendance

Anne: it was good to see a strong representation from the Northwest lending support to Debra and James for their excellent presentation and showing that clinical librarianship is alive and kicking in the North West!

Eileen: one of the things that truly amazed me about the conference was the representation from librarians from overseas. It was really interesting to hear

their views on clinical librarianship. Another aspect that stood out was the fact that "clinical librarianship" is not confined to the acute hospital setting but many of the speakers spoke from a primary care perspective so would be of equal value to the community outreach librarians

Lisa: as well as all the familiar faces from the Northwest, it was great to meet and exchange ideas with colleagues from overseas, as Eileen alludes to above. I also had a number of interesting conversations with colleagues from Sweden who are just in the process of investigating the implementation of the first Swedish Clinical Librarian Service, they were delighted to receive details of established mail bases which currently allow those interested to exchange information on Clinical Librarianship and other related topics. So keep an eye out for our new Scandinavian colleagues on the lists, be sure to say hello!

Conference structure

Lucy: The two days were jam packed with speakers and as usual it was difficult to decide which workshops to attend. I wanted to focus on my new role as an Outreach Librarian and was pleased there were speakers and workshops about being visible and become part of clinical teams.

Eileen: The conference was divided into lectures, parallel sessions and workshops.

Lisa: To view the full programme please visit: http://www.uhl-library.nhs.uk/clinical_librarian/3rd_clinical_librarian_conference/CLconference07prog

Day 1

Health Technology Assessment in Australasia

Eileen: 'Health Technology Assessment in Australasia', which, whilst very interesting was full of acronyms which made it very difficult to follow. The presenter also had a severe hearing impairment so was unable to answer questions at the end of the presentation. However, I spoke to her later on a one to one and received clarification on the work they are undertaking on assessment and also horizon scanning and knowledge management. I have the contact details and will be in email contact in the future.

Lisa: like Eileen I attended this session. I am currently collating a list of useful resources to support horizon scanning therefore, this session proved to be of particular interest and provided a springboard for my research saving me precious time in the future.

The visible librarian: EBP (Evidence Based Practice) for occupational therapists in rehabilitation and aged care settings.

Lucy: Veronica Delafosse travelled from Australia to tell us about a project where she worked with a team of occupational therapists to provide information skills training. Veronica had spent her time attending team meetings and providing regular support sessions, including one-to-ones, for all the occupational therapy staff based at her hospital. Each member of staff had to choose a topic to research, so each person had a question to work with. The issues she raised are similar to the UK, she reported a variety of IT skill levels and the amount of support varied according to the skill level. The library where Veronica is based is a rehabilitation library, so she has gained an expertise of this area. She is in the process of setting up a core resource list for rehabilitation libraries.

Clinical Librarianship in the Netherlands

Lisa: Colleagues from the Netherlands gave us a very interesting overview of the roles of medical information specialists in the Netherlands, injected with plenty of humour.

Utilising International Good Practice: Why you should take that trip

Lisa: Sarah Sutton, Clinical Librarian, University of Leicester gave an awe inspiring talk about having a vision of the type of study trip you wish to take and thinking about where you want to go. She also talked about developing a niche which would allow you to take something to the country you are visiting so you are able to share your expertise with the host organisations. Sarah's based her talk on a trip to Australia, where she was able to share experiences of using PDAs (Personal Digital Assistants) in a clinical setting as part of the Clinical Librarian Service she delivers. She was able to use

this as almost a bartering scheme in the exchange of 'international' good practice. This idea of the exchange of internal good practice would have been something in the past is something I would have never considered, thinking that is what others do, but Sarah really did amaze me (in a slightly frightening but very positive way!) and inspire me to think maybe one day

Current Awareness using RSS feeds and developing a Primary Care Awareness Database

Eileen: Heather Gardner from Derby led this session and for me this was so relevant to service delivery. We have already made arrangements to visit her and her team.

Day 2

The Future of the Clinical Librarian – and what national developments will affect it?

Eileen: Day 2 did not disappoint either. Claire Honeybourne gave a really interesting talk on "The future of the Clinical Librarian and the Impact of National Developments". It made me realise what an important resource NLH is for librarians. The overseas delegates were so envious of this resource.

When the Evidence Base is Low, is the Clinical Librarian Compromised?

Anne: from the morning session my award for the presentation with the most visual impact definitely goes to Jacqueline Verschuere for this presentation which at first glance could have been rather dry, but not so! Jacqueline and her colleagues very capably demonstrated through 3 case studies how the role of a clinical librarian can have an impact and improve patient care.

The case of the eye casualty was particularly impressive, not only for the graphic slides (which weren't for those of a sensitive disposition), but also for demonstrating the impact the clinical librarian made to the decision making process of the clinical team. On request from the clinical team, Jacqueline harnessed some excellent research and provided the literature which ultimately informed the team on the best treatment for the injury.

Mirror, Mirror on the Ward – training the new CL and continuing professional development for those in post

Eileen: Andrew Booth's presentation did not deviate from his normal high standard and his talk on "Training the New Clinical Librarian and CPD for those in post" is a really important aspect of these posts that we all need to start considering and planning for.

Pharm-Assist: Using PDA's to Assist Pharmacy Decisions

Eileen: Pip Divall delivered an interesting talk on "Pharm-Assist: Using PDA's to Assist Pharmacy Decisions". I was interested in this as I trialled the use of PDA's for the SHA some time ago. They were not that popular then (2005) but with BNF etc as PDA modules things have progressed and this is something I personally would like to explore further.

A journal club for clinical librarians

Eileen: Debra Thornton presented on a really interesting topic "A Journals Club for Clinical Librarians". The whole topic of journals clubs in general is useful at the moment and one we are keen to develop in my home Trust.

Developing Peer Support

Anne: In the afternoon Sarah Lewis and Nia Roberts enthusiastically described how they had set up a local peer support group for literature searching. In the South of England a small group of local librarians, from a variety of job roles, meet regularly to tackle search questions, discuss techniques and reflect on their findings. The meetings, lasting around 2 hours, are informal and relaxed, aiming to offer peer support rather than training. Those that attended the meetings found that these sessions increased their confidence in using their search skills, improved their knowledge and developed their awareness of a broader range of resources. The networking, professional development and the social opportunities that arose from the meetings were an added bonus! Such a simple, but excellent idea immediately got Lisa, Lucy and I talking and thinking on how useful this would be in the North West!

Lisa: Like Anne, I was really excited and enthused by the talk from Sarah Lewis and

Nia Roberts. Many of the Clinical Librarians who attended the conference are part of a wider team of Clinical Librarians' within their organisation, however, this is not the case for all, so it was very interesting to hear how a support network had evolved for librarians, not only Clinical Librarians who may not always have in-house peer support due to the speciality of their searching road. I have a feeling there could be possibly be more trips up and down the M62 inspired by this talk ... Anne, Lucy, anyone else?

Conclusions, highlights from the conference

Eileen: even though I am not working as a Clinical Librarian, I am Head of Service; I still found the conference really useful. I came back to base, with my clinical librarian inspired and really eager to initiate, explore new ventures and expand what we are currently doing. The networking opportunities at a conference

Librarian Service in the Wirral. Through the major themes explored, the Conference provided us with reassurance of the areas into which we are putting our resources are the right areas and highlighted the areas which we will need to invest further in the future. For me personally it was affirmation that Clinical Librarian Services are in the principle the same, but models differ from Trust to Trust, region to region, etc. The poster Eileen and I displayed on developing a Horizon Scanning Service was invaluable in the sense that we got lots of feedback from other interested services, this has consequently has led to me making visits to other Trusts since the conference to investigate ways in which we may deliver such a service.

Lucy: I came away from the conference feeling confident about the projects I am putting my energy into, knowing that many of the speakers were also focusing on the same aims for their service. The conference reinforced the fact that we are



Lucy and Lisa on the Ghost Walk

like this are often as important as one of the presentations. If you ever get the opportunity to attend a clinical librarian's conference please try your hardest to get to it. It is not only relevant to clinical librarians but to outreach services and heads of service as it can help inform service developments.

Lisa: for me it was great to have my Head of Service with me at the Conference, as Eileen came back as inspired as I did. The drive back to Liverpool was a good time to share thoughts on current practice of the Clinical

all making changes to the way we work, to help us become an integral part of our organisations. Displaying a poster about a LIHNN Clinical Librarian group project gave me the enthusiasm to develop the project further. Knowing that your peers are looking forward to your results helps you to keep moving.

Further information

For more information and presentations from the conference please follow the link below

<http://www.uhl-library.nhs.uk/clinlibconf2007.htm>

3rd Clinical Librarians Conference

What did I get out of this conference?

Apart from a visit to the beautiful city of York, a ghost walk, good company, lots of enthusiasm, this conference gave me the realisation that this role knows no bounds.

The best practice that goes on is meaningful, targeted, valued and puts the Clinical Librarian at the heart of evidence based medicine and clinical decision making. This role isn't just about helping people to write their essay, it's truly linked to patient care and to changing perceptions of the traditional librarian role. Clinical librarians such as Jacqueline Verschuere, who won this year's Evidence in Practice award, are firmly part of the clinical team and are essential for changing practice. Jacqueline reported on her work with the ophthalmology team which led to the development of a wristband warning people of the dangers in flying following eye surgery which involved the patient having a gas bubble inserted in the eye. The wristband is being adopted by hospitals internationally.

It startled me to hear how powerful our message is when delivered by an eloquent 'champion'. Ffion Davies, A+E Consultant at Leicester, spoke of the benefits the Clinical Librarian brings for her own development, support for conferences, evidence for treatment and for the important task of supporting the junior doctors, who "don't know what they don't know".

Initiatives abound. We heard about networking initiatives in Amsterdam; Pip Divall told us about Leicester's project to evaluate the use of PDAs in pharmacy; Caroline Storer from Bradford talked about forming special interest groups to get primary care clinicians involved in using evidence based medicine; James Allen and Debra Thornton spoke about

LIHNN's Clinical Librarians Group initiative to keep up with the latest evidence in our own field, whilst developing critical appraisal skills, through our journal club for clinical librarians.

Online initiatives were also outlined by Claire Honeybourne based on the idea of the hubs currently being developed within the National Library for Health. This is working towards the 'information button' approach of a single search environment linking customised international, national and local resources for the end user.

Challenges were acknowledged. Trust finances, time constraints and stereotypical perceptions need to be overcome to extend the role. Andrew Booth reminded us we need to examine our own skills and training needs as well as those of staff we train. Veronica Delafosse from Caulfield General Medical Centre in Australia, suggested we need to carry out annual orientation sessions with each team and encourage staff to share their clinical and IT skills when training.

Ruth Foxlee from Cochrane talked about training patients in the use of internet resources such as Google and NLH with a need to highlight the pitfalls. Sarah Sutton, from Leicester spoke of the need to utilise our expertise and develop networks which enable us to extend what we do.

Thanks to LIHNN for funding my place on this inspiring conference.

Jenny Tancock
CLINICAL LIBRARIAN,
UNIVERSITY HOSPITALS OF
MORECAMBE BAY NHS TRUST



Lunch on the final day

Heritage

User Group Meeting

5th July 2007

CLARE MORTON Royal Blackburn Hospital
JAMES ALLEN Stepping Hill Hospital

It was a typical summer's morning. Not a typical summer 2007 morning though, as I don't remember it raining. And two intrepid explorers made their way to MMU by bus (because the Metro was closed - James), by car (Clare), and by foot (both of us a bit). The occasion, of course, was the Heritage User Group's annual meeting, on location this year in the North West.

After a chat about the weather, cup of tea and a biscuit, the proceedings kicked off. The morning session took the form of a demonstration of some of the features of the most up to date version of the Heritage software, presented by Eoin Garland, a trainer for IS Oxford, the company behind the Heritage software.

The main part of the presentation was on using Heritage for stocktaking. Heritage 4.2.6 has some new developments in this area – mainly that the system can now cope with running several stocktakes simultaneously. So, for example, when conducting a stocktake you might divide your library into sections – individual bays, or a row of shelves – and stocktake a small section at a time. In earlier versions of Heritage you had to finish one section before moving onto the next. In 4.2.6 you can do different sections at the same time, so different staff could be working on stocktaking different parts of the library at the same time.

Eoin described the process of conducting the stocktake using Heritage in great detail, and the handout he provided will prove very helpful – contact us for a copy! In Heritage he described how it is possible to create a copy of your real data to practice on before doing the real event – just phone support and ask them how to do this. He was also eager to point out that no matter how useful Heritage (or indeed any other Library Management System) might be when stocktaking, the human element will be more important. Planning in advance what you are going to do with books that have disappeared or reappeared will save a lot of hassle and complication at a later date.

A number of ways to tidy up your data and OPAC were also discussed by Eoin. When your users search the OPAC, do they occasionally find the book they're after but with a message stating 'None Available'? If so, then help is at hand. Using the tremendously terrifying Global Change option you can automatically stop all these odd items from showing in the OPAC. Ask for details.

And do you have records with misspelled keywords? Ophthalmology with a missing H, or paediatrics both with and without the A? Again the now-only-slightly-scary Global Change can be used to tidy this up. Or for those of you with version 4.2.5 or later there is a new function called Modify Authority Files that could be called into action at this point.

On the subject of Global Changes, Eoin imparted another fabulous nugget of information which will transform your

opinion of it from terrifying to cuddly forever. That is, how to recover your data should chaos be let loose. And here is that tip:

"If a [global change] command fails you don't run any rebuild utilities at all. All you need to do is access the back data folder [within HERI4] and copy the two .LK and .OV files back into the data set you ran the change in."

Amazing. So, if you'd tested out the Global Change in the Demonstration data, paste the two files back into the DEMODATA folder. But if your real data had gone pear-shaped, copy those two files into the WinData folder, or whatever your real-live-data folder is called.

Eoin was keen to point out that the Heritage Support team were not only there to help you after you have disastrously clicked the wrong button, but also there to advise you on how to avoid unexpected meltdown.

So that takes care of the morning, and it's over to Clare for the afternoon.

After a little walk down the road and a very pleasant lunch in the Green Room (which didn't have a hint of green by the way) we made our way back to begin the afternoon session. Two of the HUG committee shared their experiences of how they have incorporated Heritage Online within their local environment.

Ian Cockrill, Assistant LRC Manager at Swansea College and Julian Dawson, Information Systems Manager at ARUP

gave presentations on how they have developed their library's online services including Heritage Online and linked these within their organisations.

They have both concentrated on adding links to reviewed websites and datalinks to Heritage. In an ideal world we would love to do this, but beware this could be very time consuming checking that they are still current and the links still work.


Ian's idea of 'don't expect people to come to the library, but take the library to them' is great. Both organisations have pushed out the library catalogue so it is easily accessible from all areas within their website. A link to the library catalogue appears on every PC's desktop, within

each subject area and is featured heavily within the VLE area at Swansea College.

They have both produced reading lists linking direct to Heritage Online. These are created by using the groups facility within Heritage. You can then search for the group code in the enquiry screen, copy the hyperlink from the address bar of the results page and paste this as a link (ask for more detailed instructions).

Both Ian and Julian said that although it takes time setting up and overseeing the day to day hiccups, especially with datalinks and website links, hits to the library area rose dramatically.

All in all it was a very interesting and inspiring day. It's always nice to have the opportunity to see how other organisations are using Heritage, and James and I would like to thank LHHN for sponsoring us to attend this event. It was suggested that at future events it would be useful to have a Heritage representative there all day for a clinic/problem solving opportunity.

And so the day came to a close and the two intrepid explorers headed off into the rain (yes, the great British summer didn't let us down) I can hear the Library staff groaning now as I have come back fired up ready to look at stocktaking and to try to 'take the library to the people' (now there's a slogan for a T-shirt). 

new STARTERS

Two new Library Assistants have joined the team at Wirral University Teaching Hospital NHS Foundation Trust Library Service.

We are really pleased that at long last we have filled these 2 posts. After 4 attempts at gaining the correct banding under Agenda For Change we were ready to go to interview and are delighted that Charlotte Pennell and Debbie Dillon were appointed.

It was a baptism of fire for them both however since they both started the week that the move into the Shared Library Service with the University of Chester was scheduled to take place. I know we have had a great deal of rain recently but did not think the phrase "sink or swim" would be so topical. I would like to say that they are both excellent swimmers!

Debbie is mainly based at the McArdle Library at the Arrowe Park site and Charlotte at the J.A. Aitken Library at the Clatterbridge site but they will both move between sites to work.

Hopefully some of you will meet them both either at a HCLU Briefing or a HCLU New Starters event

Eileen Hume
HEAD OF TRUST LIBRARY SERVICES

Hello Everyone! I'm Amy Harrison and I'm the new Assistant Librarian at Lancashire Teaching Hospitals. I will be working at both Royal Preston Hospital and Chorley Hospital.

In my previous job I worked for Lancashire School Library Service, and before that I worked at the Harris Public Library in Preston, so this is a new challenge for me! I'm looking forward to learning all about health libraries and getting to grips with electronic library resources. This is my first professional post since completing my Masters in 2005 and I'm hoping to start my Chartership soon.

Amy Harrison
LANCASHIRE TEACHING HOSPITALS
NHS FOUNDATION TRUST

CONFESSIONS

of a retired Outreach Librarian

As I approached retirement from my post as Outreach Librarian for the former Eastern Cheshire PCT a colleague persuaded me to submit an article for LIHNNK UP. Mine has been a very short career therefore I cannot claim to be passing on a lifetime of tried and tested tips to all you professionals of long standing; these are just some personal musings.

I came into librarianship rather late in life, graduating with a BSc in Information Management in 2000 at the age of 52! Having spent a student placement at Christie Hospital Library I was inspired to seek a career in medical information by the example of Melanie Hinde and Steve Glover (honest!). After working in Manchester both at John Rylands Library and Manchester Royal Infirmary and after several unsuccessful interviews I finally landed a professional post as an Outreach Librarian – only 7 miles from home!

Telling friends and family I was going to be employed as a Medical Librarian produced some interesting responses. “Will you mind the smell?”, “What about all that blood?” then I realised they had a picture of me wheeling a trolley-load of Mills & Boon round the wards. On starting to explain the ‘Outreach’ bit they nodded knowingly “Ah, you’re going to be driving a little van round all the GP Practices”!

The concept of Outreach Librarian seems to be almost as difficult for practitioners to understand. There is a perception among some staff that they don’t need books since finishing their studies so, ‘thanks, but no thanks’. Trying to get them to realise that the Outreach Librarian doesn’t major on lending books but provides a whole range of services was at times difficult.

When introducing myself at presentations I would say that a more apt title might be Electronic Resources Facilitator; and why not – the NHS is full of ‘facilitators’ of one sort or another!

Having been a teacher in one of my previous careers (I’ll spare you the details!), I was keen to find a position that would have a significant element of ‘hands on’ training. In this way I could still engage in my love of teaching without having to face a classroom full of reluctant 15-year olds. I thought the worst that bored clinicians might do would be to fall asleep. Yes, one or two did – particularly when 10-15 staff were squeezed into an



Pat (on the right) in action

airless attic meeting room in an old Victorian property and had to listen to me praising the wonderful resources of the NLH. They had been persuaded to attend by their Practice Manager who was pleased to have found someone to fill one of their mandatory Wednesday afternoon training slots. I also had the occasional heckler (but at least they were awake!) I remember one instance when illustrating the NLH Specialist Subject Libraries including Women’s Health. “Where is Men’s Health?”, called a male heckler with great glee. I didn’t have a reasonable explanation for such an omission but, desperate to give an answer, I heard myself say “Men’s Health - isn’t that a magazine on the top shelf in W H Smith?” There followed some muffled guffaws but the enquirer took it all in good spirit.

Many of my fellow Outreach Librarians, like me, had to start up the service from scratch. No pressure to follow on from someone else, but a blank canvas can be as daunting as it is exciting. I said I wouldn’t presume to pass on tips but....I learned that no amount of well-crafted and illustrated copy for staff newsletters and no amount of promotional material can work as well as knocking on doors, and finding those with a current information need who can then pass on the message to their colleagues; the end user is the best champion for your cause.

North West Health Librarians have a wonderful network for caring and sharing and I benefited greatly from opportunities to exchange views and ideas; none more so than within the PCT-eGroup – a lively group of individuals whom I will miss. However, perhaps the most interesting experience was at a Teaching and Learning Skills Workshop at the YHA in Manchester (great food, by the way!) We all had tremendous fun with our ‘group learning activities’. Chosen subjects included napkin folding and modelling pigs from pink play-doh type material and we also constructed towers from newspapers and cardboard tubes! I can thoroughly recommend it!

I confess to not attending as many HCLU briefings and other meetings as I would have liked. There is never enough time in the life of a part time, lone librarian to allow for many days away from the job. I also confess to shedding quite a few tears on my last day when I said my goodbyes and returned my Trust ID badge to Sue Taylor at the Health Sciences Library, Macclesfield DGH.

My very best wishes to you all.

Pat Baker Previously Outreach Librarian in Central & Eastern Cheshire PCT, (formerly Eastern Cheshire PCT)

HINARI and PubMed Workshop in Myanmar (Burma)

STEVE GLOVER – Christie Hospital NHS Foundation Trust

MARLA WIN – Librarian, WHO Country Office for Myanmar

In June I was invited by the World Health Organization (WHO) Regional Office for South-East Asia (SEARO) to facilitate a training workshop in Yangon (Rangoon) on the use of HANRI and HELLIS.

The workshop was 5 days and focused on using the online journals made freely available to health care workers in developing countries. This was the third South-East Asian workshop I have facilitated this year following on from Laos in April and Bangladesh in May. Myanmar, Laos, and Bangladesh are adjacent countries surrounded by the Bay of Bengal and Mekong River Valley.

With the support of WHO, the Department of Medical Sciences, University of Medicine (1) Yangon conducted the HINARI (Health Inter-network Access to Research Initiative) and HELLIS (Health Literature, Library and Information Services) training workshop from 25th June to 29th June 2007 in Yangon at the Medical Education Centre conference hall.

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...continued

The workshop was targeted to build capacity in HELLIS libraries who have not yet integrated the HINARI into their library services.

The HINARI program, set up by WHO together with major publishers, enables developing countries to gain access to one to the world's largest collections of biomedical and health literature. Over 3750 journal titles are now available to health institutions in 113 countries, benefiting many thousands of health workers and researchers, in turn, contributing to improved world health. The HINARI website can be found at www.who.int/hinari.

The workshop was facilitated by Steven Glover, Librarian, Christie Hospital NHS Foundation Trust, Manchester, UK and assisted by Ms Marla Win, Librarian from WHO country office, Myanmar.

Seventeen librarians from national institutes of different parts of Myanmar, an information assistant from the WHO Country Office for Myanmar, and 6 research officers/scientists from the Department of Medical Research were trained on online resources. As part of the training, participants and observers had the chance to observe demonstrations and practice in accessing and retrieving full text articles from HINARI website using PubMed and MyNCBI. They also had the opportunity to register for access for their institutes.

Additional presentations include how to run a training workshop and how to manage references using Biblioscape Express 3. The workshop concluded with a discussion on how to take forward the knowledge and skills gained from the workshop. Focusing on advocacy strategies such as promotion, marketing, advertising, disseminating the username and password to eligible institution members.

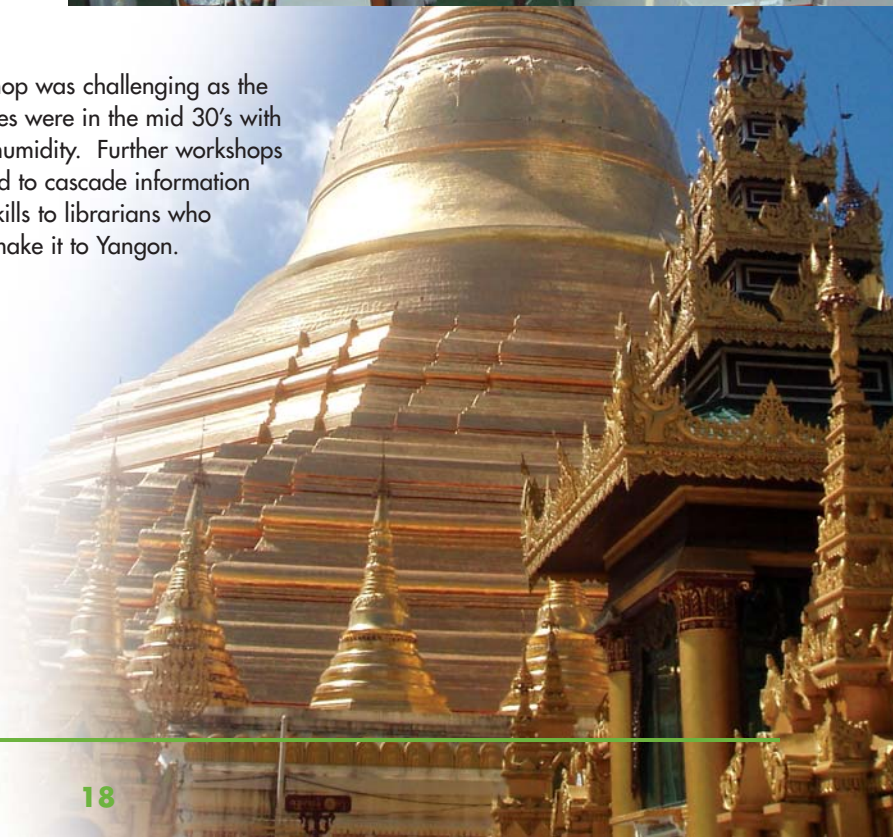
Steve (seated centre) with workshop participants



The workshop underway



The workshop was challenging as the temperatures were in the mid 30's with very high humidity. Further workshops are planned to cascade information handling skills to librarians who could not make it to Yangon.



Regional Athens Administration

ANNE ROBERTS and STEVE GLOVER. Christie Hospital NHS Foundation Trust

What do we do?

The role of the Regional Athens Administrator is to support NHS North West (NHS NW) staff in managing access to those resources purchased at local, regional, and national level by NHS organisations. All NHS Athens administrators are part of a single NHS account structure with regional and trust administrators sitting as sub-administrators of NHS England. Within NHS North West, the structure is further broken down along the old SHA areas to cover Cheshire, Cumbria, Greater Manchester, Isle of Man, Lancashire, Merseyside, and Wirral. Naturally there is a further level which includes those organisations within Greater Manchester.

This structure facilitates a level of regional consortia purchasing and licensing such as that implemented with BMJPG journals which were purchased by Cheshire & Mersey libraries and which are accessed via Athens. There are also 31 NHS organisations within NHS NW that are not supported by a library service or librarian and are administered by the Regional Athens Administrator. We are now offering Athens administration training for anyone within NHS NW health libraries involved with running an Athens administration account.

The Regional Athens administrator also receives all self registrations that are made using non-NHSnet PCs. These requests are checked for validity and assigned to local accounts on a weekly basis. We have received request for Athens accounts from Cuba, India, Italy, Mexico, Pakistan and many more. I don't think we have had a request for an Athens account from anyone living in Athens, Greece or Athens, Georgia!!!!

NHS Athens Regional Administrators Group Meeting (Anne Roberts)

As the North West's Regional Athens Administrator, I attend four national meetings a year. These meetings, usually held in the Midlands, are attended by the other NHS Regional Athens Administrators from England, a representative from Eduserv and the National Core Content Administrator. We meet to discuss and decide on national policies and problems with Athens. The most recent meeting was held at the beginning of June at the NHS Institute for Innovation and Improvement, at Warwick University. The main topics of discussion included:

- **The reasons for the delays in completing the changes in the Athens structure to reflect the new PCTs.** A new way to remove the old structure had just been found and the work to delete the old accounts was therefore due to be finished in a matter of days.
- **The re-procurement of the Access Management System.**
- **An Athens Administrator's Guide.** This is in the process of being prepared and will be a guide to standards and eligibility for regional and local Athens administrators. Note however, it will not be a 'how to' guide or an instructional manual on day to day Athens administration.



Anne Roberts

- **Eligibility queries.** Administrators discussed unusual cases including Athens account applicants who are not employed by the NHS but do fall into one of the categories for account entitlement. A particular example is those staff employed by private hospitals which are contracted to carry out NHS work. Eligibility queries are on the agenda for most meetings where cases are discussed, considered and resolved. Due to the increasing numbers of non-NHS applications, a collection of example cases is being put together for administrators to refer to when faced with the question of eligibility. In such cases, a standard letter and registration form has been produced in which applicants must state the amount and nature of NHS work they conduct.

● The redevelopment of the My Athens area.

Future meetings will routinely include relevant issues arising from the National Core Content Technical Reference Group.

I have found these meetings to be very beneficial as it is useful to swap ideas and experiences with other administrators. The meetings also renew my enthusiasm for the job and usually motivate me into a flurry of activity in the following weeks.

At the next meeting I wish to discuss the problems relating to administering personal accounts when Athens administrators are absent. This has been queried on a local basis in the North West on several occasions.

If anyone has any other issues or comments they would like me to take to the group please email me at anne.roberts@christie.nhs.uk

NHS NW Regional Athens Statistics (Steve Glover)

2006 Athens Statistics

Total number of sessions = 520,279

Most popular resource =
Dialog Databases = 127,942

Top 10 Trusts by number of sessions

1. Pennine Acute Hospitals	36206
2. Lancashire Teaching Hospitals	24335
3. Bolton Hospitals	17828
4. Central Manchester Man Children's	16380
5. South Manchester University Hosp	15253
6. Royal Liverpool & Broadgreen	15088
7. Salford Royal Hospitals	14247
8. Wirral Hospitals	14095
9. Stockport Hospitals	13292
10. Royal Liverpool Children's Hosp	13264

Top 10 resources by number of sessions

1. Dialog Databases	127942
2. Proquest	100772
3. NLH	77256
4. ADITUS Website	71703
5. Images MD	24835
6. OVID Online	20617
7. Blackwell-Synergy	14177
8. Science Direct	12063
9. SwetsWise	11608
10. EBSCOHost	11311



“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:

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Lihnn is on the web via
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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.

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