

LIHNNK UP

by Health Libraries, For Health Libraries

ISSUE 30 MARCH 2009



Life is full of surprises! I am beginning with this statement as I am sitting in a bar in Kathmandu, Nepal.

Why am I surprised? I was not supposed to be in Nepal. That's another story but it brings home how some things can change faster than you could ever predict and we all have to be able to adapt at short notice. I guess that's a NICE thought to begin with!

The committee decided the first issue of 2009 would have a focus on LIHNN and its special interest groups. In this issue we feature the work of the Clinical Librarians Group with an article by **Tracey Pratchett** and **Lisa Anderson**.

Katherine Bell describes the work of the Primary Care Librarians Group. **Vicky Sergeant** talks about the Mental Health Librarians

Group. **Jean Williams** talks about the HUG group and I have a piece about the Inter-Lending Group.

We also have some articles of general interest, **Lucy Anderson** talks about marketing health promotion leaflets to GPs in Bury. **Sarah Glover** tells the tale of finding the Royal Blackburn Hospital time capsule.

Jo Bates reports on a NoWAL conference. **Jenny Tancock** describes some collaborative initiatives in Cumbria. And **Lisa & Tracey** pop-up with a second article of this issue with a report from the Big Smoke!

There are also some action shots from the NSF day in Lancaster which I managed to dodge by traveling to sunny South-East Asia with the correct paperwork.

Steve Glover

THE CHRISTIE NHS FOUNDATION TRUST

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LIHNN Clinical Librarians Group

Tracey Pratchett & Lisa Anderson

When Steve Glover contacted me for a short piece about the Clinical Librarian Group, my first thought was how many words did I have? Whilst I don't want to go on for pages, I wanted to give you a flavour of the work being undertaken by the group in 2008.

I have chaired the group since September 2008 and I began attending the meetings in March 2007. From the word 'go' I was struck by the dynamic and supportive nature of the group. At my first meeting, Lisa Anderson offered her support to a 'newbie' (me!) and I think this is what makes the group so successful. Members actively help each other, but are also looking for new ways of improving the services regionally. Here is a snapshot of some of our projects:

Project 1: Literature Search Digest
Sub Committee Members: Lisa Anderson, Anne Webb, Lucy Anderson

The aim of this project was to develop a standardised literature search template which could be used throughout the Northwest by anyone delivering a literature search service. The digest comprises of 3 parts: Part A - Literature Search Request Form; Part B - Search Results; Part C - Search Results Summary.

The request forms have been piloted by a number of clinical librarians from the group and the digest documents are now being made available throughout the region. The first stage of the project is being evaluated by the sub-committee and they are developing a standard evaluation form to complement the digest. The project will be written up by the sub-group members and published in order to share good practice nationally.

If you would like any further information

about this project, or would like to use the digest documents, please contact Lucy Anderson Lucy.Anderson@bury.nhs.uk; Lisa Anderson landerson2@nhs.net; Anne Webb anne.webb@christie.nhs.uk

Project 2: Peer Support-Finding Information to Support Healthcare (FISH)
Sub Committee Members: Anne Webb, Tracey Pratchett; Tom Hudson

This project is in the early stages of development but the aim is to provide a support network for any library staff within the North-West who undertake literature searches or who want to develop their skills. The project is based on a Search Skills Group from Thames Valley, where librarians across the region meet to discuss a search topic and develop practical skills. The aim is to share ideas and techniques and to tackle a tricky search topic.

Our LIHNN group will use this model to develop a support network within the North West which will include a Wiki environment; a discussion area; bi-annual meetings; a dedicated email account facilitated by a number of librarians to answer queries.

If you would be interested in joining the sub committee contact Tracey Pratchett (01524) 516224

Project 3: Northwest Systematic Review
Members: Alison Brettle, Ros McNally, Anne Webb, Tracey Pratchett, Jenny Tancock, Debra Thornton, Michelle Maden, Lucy Anderson

Alison Brettle visited the Clinical Librarian Group to involve its members in a systematic review into an area of clinical librarianship. There are 8 members of the Systematic Review Group, with 6 originating from the LIHNN Clinical Librarian Group. The review title is "Evaluating clinical librarian services: bridging the gap in implementation, experimentation and skills". Group members hope to develop their research skills, and make a valid contribution to the practice of clinical

librarianship. In addition, the contributors are all keeping a reflective diary and logging their time.

The final review will be submitted to an international peer reviewed academic journal and results will be presented at the EBLIP Conference and the ICML Conference 2009.

Project 4: Journal Club
Debra Thornton and James Allen

I'm sure that many of you remember the journal club which was originally developed and presented by Debra Thornton and James Allen. This club still continues as an add-on to the Clinical Librarians Group. Members take it in turns to critically appraise journal articles and present to the group. Commentaries from each session are published under the journal club section of the Clinical Librarian Group.

The journal group is open to the wider LIHNN community, so if you are interested in participating please contact Tracey Pratchett (01524) 516224 to make arrangements

Upcoming Projects


Lisa Anderson and I hope to involve the group in developing a regional collection of examples, to help promote health library services and demonstrate good practice. This will emulate the alignment toolkit developed by Sue Lacy-Bryant. See the article "Smoke signals from the big smoke" in this issue.

Guest Speakers

In addition to the project work, the group has welcomed the following guest speakers in 2008:

Gill Swash – Presentation about the Map of Medicine: Dec 2008

Valerie Ferguson – Research presentation and questionnaire: Sept 2008

The group is continually evolving in terms of membership and is a great source of support for clinical librarians across the region. 

Primary Care Librarians Group

The Primary Care Librarians Group is open to any librarian who provides a service to primary care staff.

The main purpose of the group is to share best practice. Each meeting focuses on a topical theme and we share what we are currently doing and discuss best practice or for we discuss developments that are required in new topics. Examples of past themes include IT on the move (outreach training services), new customers-commissioners, resource development, and finance in PCTs.

From some themes work streams are created, and recent successes are-
The Commissioner Bulletin

When commissioning was new to PCTs we decided to develop a monthly bulletin, to include toolkits, guidance, reports, research and news stories on PCT commissioning and practice based commissioning. This bulletin has now been running for two and a half years. It is issued by NHS Libraries across England and the feedback has been. To visit the bulletin go to-
<http://thecommissionernhs.blogspot.com/>

Horizon Scanning

This is our most recent project. Again to support the commissioning process we are producing 18 Horizon Scanning Updates, which harvest information on best practice, innovation and future risks within the topic. This has been a challenge to us all. To use the latest technologies and search for information in unusual places. The first

issues are being released over February and March. For an example of one of the bulletins go to -
<http://dentalnwpctl.wordpress.com/>

Royal Society of Medicine Electronic Journal Collection

In summer 2007 the group investigated journals collections appropriate to primary care and decided to form a primary care consortium purchase to the RSM e journal collection.

Katherine Bell

GROUP CHAIR

Mental Health Libraries Group

The Mental Health Libraries Group has a core membership of librarians from Mental Health and Learning Disabilities Trusts. In addition to this, we welcome members from libraries which support professionals in these subject areas, both within and outside the NHS.

The main aim of the group is to provide peer support and share best practice, as well as, where possible, sharing tasks that can be done in collaboration.

In the last year, we have collaborated to produce a guide on finding Mental Health and Learning Disabilities information and we have shared

knowledge about key resources. Sharing knowledge about resources has allowed a number of us to benefit from a discount on a collection of journals relevant to our field.

We have also collectively reviewed some of the current awareness services for our subject area. This has meant that those services that do not produce their own bulletins have gained a better understanding of what they can get from the existing services and can top up with other resources, where needed.


We have shared information when we have attended conferences of interest. In 2008, such conferences have included events on Information Prescriptions and on Mental Health Libraries.

In addition, we have collaborated a number of times on purchasing e-books at a Northwest level, meaning that we

now all have access to some key Jessica Kingsley books, as well as to a collection mainly based around Guilford titles.

We also strongly expressed our views on the proposed removal of the Learning Disabilities Specialist Library from the National Library for Health and, partly as a result of our opposition, the original decision was reviewed and this library remains in the collection.

Sharing knowledge has helped many of us to better understand the future direction of Mental Health and Learning Disabilities services and has enabled us to target our services accordingly.

We all find the mutual support offered by fellow members the best part. 

Vicky Sergeant

MENTAL HEALTH LIBRARIES GROUP CHAIR

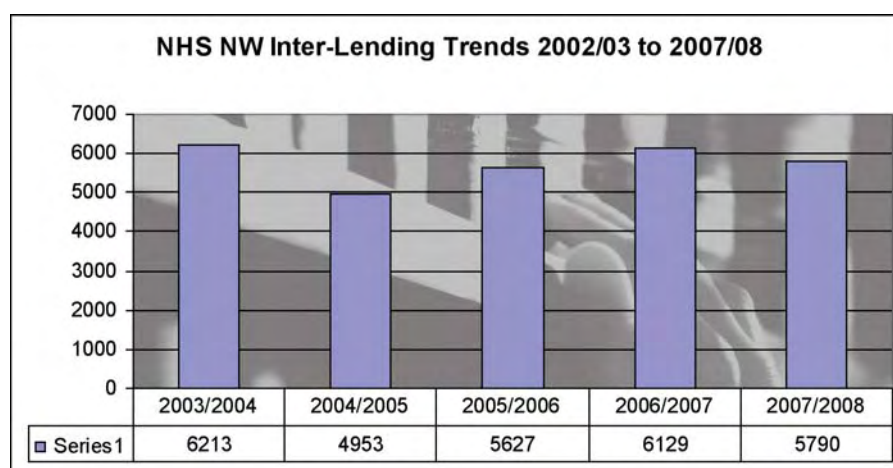
The LIHNN Inter-Lending &

The LIHNN ILDS group represents the health libraries of Cumbria & Lancashire, Cheshire & Mersey and Greater Manchester. The group meets annually or as required and keeps abreast of national issues. The group will also advise on copyright and issues concerning ILDS.

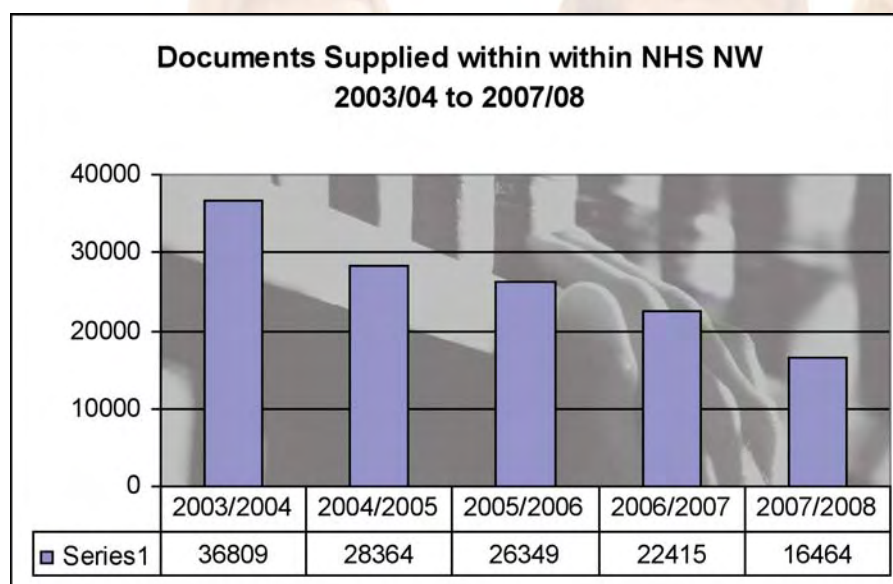
One of the main functions of the group is to maintain the *Inter-lending and Document Supply Protocol (ILDS)*. This document provides guidance for local libraries who participate in the LIHNN inter-lending scheme. This year the protocol was updated to reflect the impact of the NW OPAC and how libraries should use this resource in sourcing items for borrowing.

The group also maintains the integrity of the data contained within the Union list of journals. This year the role of Editorial control was awarded to East Lancashire Hospitals NHS Trust.

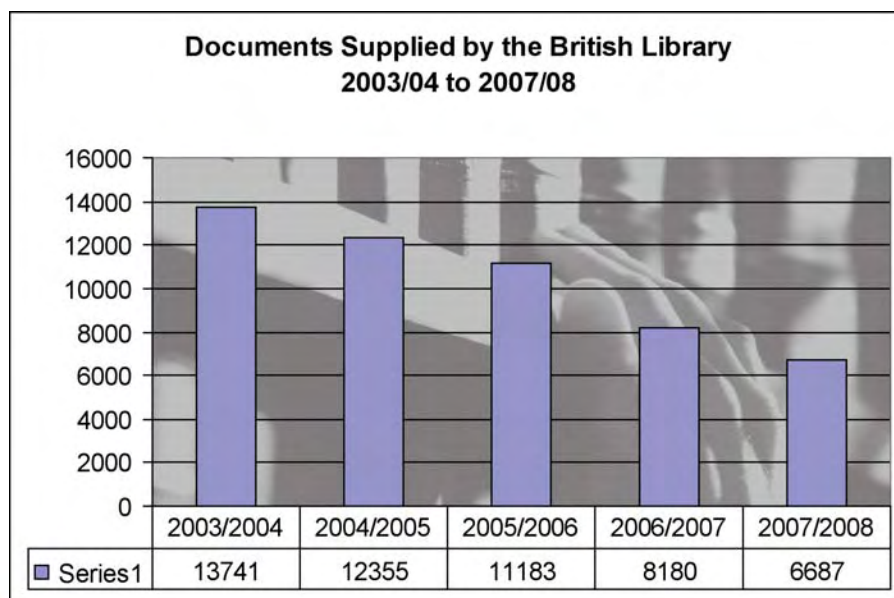
The group reports to LIHNN and monitors trends and statistics reported by libraries to HCLU as part of the annual return.



Inter-Lending trends have remained level since 2003/04. However document supply trends have shown a steady decrease over the same period as more articles become available online through national (BMJ/JAMA), regional (LWW-OVID, Proquest) and local collections are purchased.



Document Supply Group



There has also been a decrease in the supply of documents by the British Library over the same period. [BL](#)

Steve Glover

CHAIR OF THE LIHNN ILDS GROUP

Heritage User Group: A Virtual Reality?

The Heritage User Group has been in existence for nearly 8 years and is primarily a mutual support group for those LIHNN libraries, 45 in all (29 services), which have the Heritage LMS.

Many of the original members have something of a love/hate relationship with the system (not each other, honestly) as in the early days technical problems weren't unknown and meetings had a Q/A session at the end to help sort out glitches. Things have moved on and the latest versions and online catalogue are much more robust, error free and user-friendly.

In 2004 the *HUGHATS* (Heritage User Group Heritage Advisors and Trainers) project was launched to provide training and support to colleagues, and of the original six trainers, three of us are still around delivering sessions on Basic Management and Heritage Reports. The most recent training in January at Whiston Hospital was fully booked and from the feedback, it was felt to be reasonably useful to participants.

Meetings have always had a core of attendees and have been fairly interactive; mince pies at Christmas have helped to alleviate any boredom (surely not, I hear one John say) that the sometimes less than scintillating subject matter may have provoked. However there have been many lively

discussions around standardised cataloguing and maintenance charges!

In 2007 opinions were sought about becoming an online group and the decision was made to revert to having an AGM in September, but conducting all other business via the Heritage email list. Whilst the list isn't busy, it does provide a forum for members to pose questions and provide answers on any Heritage matters. If you haven't already joined, it's free, so go and register on the LIHNN website, and come along in September to meet your cyber buddies and talk about all things Heritage – there might even be an early mince pie on offer! [BL](#)

Jean Williams

CHAIR OF THE HERITAGE USER GROUP

Marketing a health promotion leaflet service to GP practices

One of the core services at NHS Bury Library Service is the provision of health promotion leaflets to service users and organisations in the Bury area. It has often been a discussion within our team that GP practices in Bury don't use our leaflet service as much as we would expect.

Our statistics show that during 2006 10 GP practices were actively using our leaflet ordering service. This led us to question the range of leaflets on offer in GP practices and the level of awareness of our service in the Bury area.

In order to investigate this further, we visited 4 GP practices to speak with the practice manager about their awareness of the library service, how they sourced leaflets and if they thought we should spend more time promoting to GP practices. We also looked at the waiting room areas to ascertain what leaflets were currently on display.

Initial visits found that none of the practice managers were aware of the leaflet service provided by the library. In addition they were all unsure of where the leaflets they stocked came from and all felt they needed to improve the information displayed in the waiting rooms. One practice manager expressed an interest in having a say in what leaflets we stocked. The leaflets on display in the practices were often sponsored by commercial companies and at one of the practices we picked up a leaflet produced over 10 years ago. This was a concern for us as regards the trust patients place on the information they pick up in a GP Practice.

All of the practice managers were impressed with our online ordering service and all said they were willing for their staff to receive some training to use it and unsurprisingly, they thought we needed to promote the service more.

With this background information we decided to bid for money from the North West Health Care Libraries Unit Library Development Fund so we could further develop this work and promote the service to GP practices.

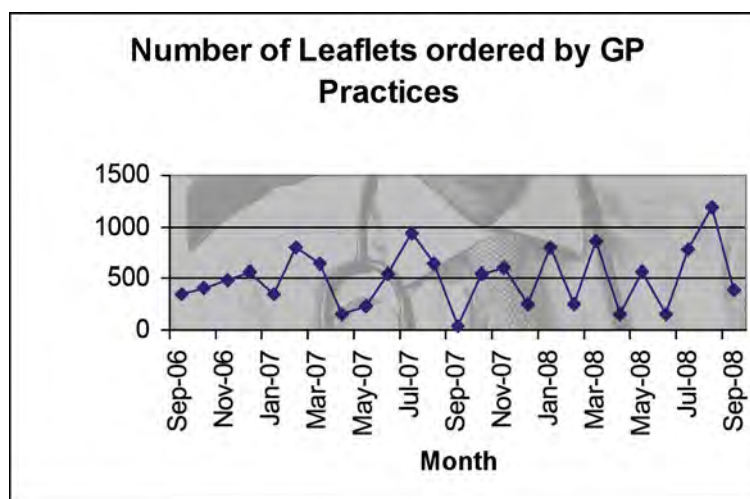


Fig 1: Number of leaflets ordered by GP practices

The money allowed us the opportunity to visit each practice and meet with staff to discuss the service with a focus on future ordering of leaflets. An information file was produced with details of how to order and samples of leaflets available. The samples of leaflets focused on the main priority areas highlighted in the Bury Health and Wellbeing Manifesto.


In total we visited 21 practices over a period of 7 weeks.

Analysis of our order statistics show that more GP practices are now registered with our service a total of 67 users (September 2007).

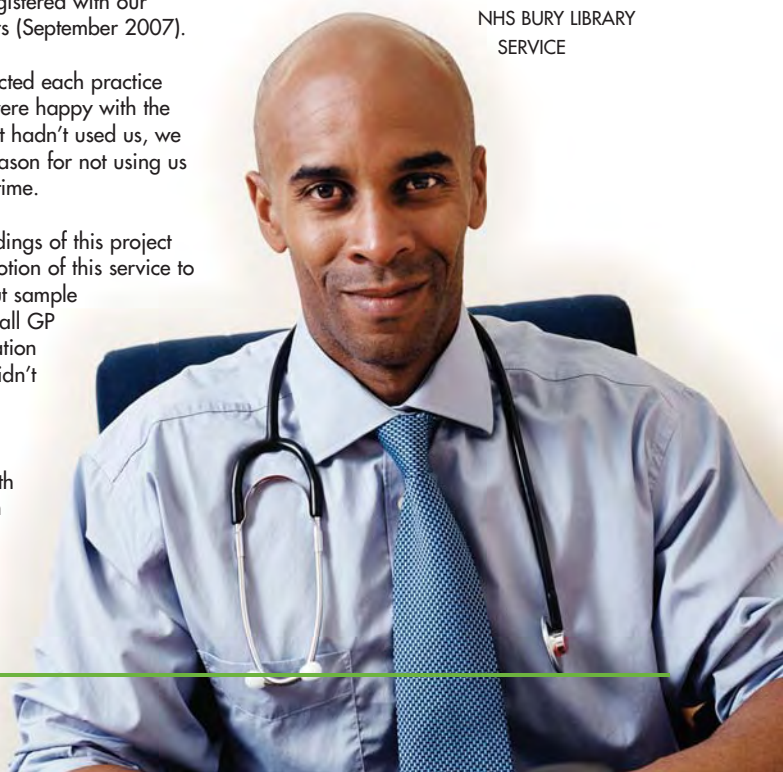
After 2 months we contacted each practice manager to see if they were happy with the service and for those that hadn't used us, we asked why. The main reason for not using us was constraints on their time.

We have built on the findings of this project by focusing on the promotion of this service to GP practices and sent out sample copies of new leaflets to all GP practices and an information file to GP practices we didn't visit.

It is difficult to link the increased registration with our promotion campaign as we haven't seen an increase in leaflets ordered for GP practices (fig 1).

We are continuing to market our leaflet service to GP practices through various methods, including mail shots and emails, and will continue to monitor our statistics. There is scope for some more research in this area to help GP practices display and source high quality patient information. Incentives could also be considered to encourage GP practices to display high quality health promotion information to patients. 

Lucy Anderson
OUTREACH LIBRARIAN
NHS BURY LIBRARY
SERVICE



Up Close and Personal NoWAL Conference

5TH SEPT 2008, EDGE HILL UNIVERSITY, ORMSKIRK

Although the focus of this NoWAL conference was academic librarianship, the broader themes were certainly relevant to those of us working in health libraries. Collaboration, personalisation, empathy and skills shift, were the words of the day as speakers and delegates got down to the business of 'our changing roles in a digital learning age.'

The first keynote speaker, Margaret Weaver of the University of Cumbria, delivered an interesting presentation on the changing role of learning support services. She made the argument that such services need to redirect their focus towards the demands of their users, empathising with their needs to provide a personalised service in collaboration with other learning professionals. She also called for services to move into their users' territory through exploring interfaces such as Facebook and other Web 2.0 social technologies.

Alison MacKenzie, the second keynote speaker, from Edge Hill University, continued with the theme of personalisation and made a similar argument for empathy from information staff in their engagement with 'today's student.' She considered how librarians need to move into the information literacy skills gap in a world where according to Tara Brabazon, "Google has flattened expertise". She discussed the need to re-brand, and increase the

visibility of, library services (jute bags enter stage right), and explored the importance of increasing interest in the information profession with those that are in positions of institutional power.


The keynote speeches were certainly a spring board for further discussion. One delegate brought up the question of whether information skills tutors can place themselves as wholly responsible for adult learners who are unwilling to engage themselves in the learning process. Later conversation, over tea and cakes, touched on questions of spheres



and generational relations: do students really want their tutors and librarians on Facebook, or is this a social sphere? Do social networking and deep learning require different cognitive processes that some types of e-learning and e-engagement are not acknowledging? Can highly personalised support actually work to infantilise students, rather than encouraging independence and initiative? And also, the vital question of whether some librarians (among others) are being too hasty in classifying the 'net generation' as 'Other'.

Of the two breakout sessions I attended, Cath Marlowe and Rosie Driver's session, 'Who am I and what am I doing here?' was most relevant to our work in health libraries. They discussed the increasingly hybrid role of the information professional who must be comfortable in both the digital and information environments, using as an example the introduction of their off-campus IT/Information team at Liverpool John Moores. This session involved interactive voting by delegates on a variety of questions including: do librarians need to be comfortable in the digital environment? And, do they need to reach out beyond the library walls? As would be expected, the majority in each case were in favour.

Overall, the day was very enjoyable, and provided some interesting insights into the similarities and differences of the challenges facing health and academic librarianship in the digital age.

Thanks to the LIHNN committee for funding to attend. 

Jo Bates

STOCKPORT NHS FOUNDATION TRUST
AND EAST CHESHIRE NHS TRUST

A forgotten treasure:

Well the things you discover when out shopping at the weekend.

There I was in Chorley one Saturday last summer and coming as I do from a line of librarians, as well as being married to one, I thought I would have a browse in the book shop. I came across a book of old photographs of Blackburn. It was about this time that the demolition of the old Blackburn Royal Infirmary had started I was curious to see if it included any photos of the hospital. There were just two; one of what is now part of the new Royal Blackburn Hospital in its previous incarnation as a workhouse; and the second depicting the laying of the foundation stone of the Victoria Wing at the Infirmary, to commemorate Queen Victoria's Diamond Jubilee. A local newspaper¹ listed events taking place for the Jubilee and it stated that at 2.45pm there would be a procession consisting of Members of the Town Council, Officials, County and Borough Magistrates, Infirmary Board of Management and Friendly Societies from the Town Hall to the Infirmary to lay the foundation stone.

It was the caption under this which caught my eye as it mentioned that under the foundation stone a sealed jar was buried containing a commemorative medal, copies of local newspapers and the Infirmary's latest annual report. I then started thinking if anyone within the trust knew about its existence and what would happen to it as the majority of the Infirmary site was to be demolished and new housing built in its place. Back at work on Monday morning I mentioned this to the library manager who said she would pass it on to the Estates department. We managed to work out which part of the Infirmary was the Victoria wing, but could not find any



The foundation stone of the infirmary's new Victoria Wing – so named to commemorate Queen Victoria's sixty years' reign – is laid by the mayor, Frederick Baynes on 21 June 1897. A sealed jar was buried with it containing a commemorative medal, copies of local newspapers and the infirmary's latest annual report.

more specific information as to the jar's exact location. It was then passed on to the contractor who would look out for it as the demolition progressed. Linda followed this up at various intervals over the coming months and the Trust communications department and Chief Executive were also informed.

Then on 19th November some news! The capsule had been found by one of the excavation diggers. The jar was underneath a metal plaque commemorating the event; fortunately it was the plaque which the digger hit first, there by protecting the jar itself from any damage. Both the jar and the plaque were taken to the Communications department where they could be opened and looked at.

In December 2008 staff from Blackburn Museum came to open the jar and examine the contents.

continued...

The inscription on the plaque was:

The foundation stone
of the
Victoria Wing
of the Blackburn and East Lancashire Infirmary
Erected to commemorate
the sixtieth year of the glorious reign of
Her Most Gracious Majesty Queen Victoria
Was laid by
Frederick Baynes Esq. J.P.
Mayor of Blackburn
On the 22nd day of June, AD 1897

Frederick Baynes J.P., Mayor of Blackburn
R. A. Yerburch, M.P., President B. and E. L. Infirmary
Henry Harrison, J.P., Chairman B. and E. L. Infirmary
T. Mitchell Eccles, Vice Chairman
Robert E. Fox, Town Clerk
Nathan A. Smith, Infirmary Secretary
A. W. R. Simpson - Architect
FW Duckworth - Architect

Finding the time capsule at Blackburn Royal Infirmary



A forgotten treasure:

Finding the time capsule at Blackburn Royal Infirmary

continued...

It appeared that the jar had previously been opened as the seal was broken and the commemorative medal missing. The local newspapers and a programme to commemorate the event were still rolled up in the jar. Original copies of the documents are held in Blackburn Museum and they said they would pass on details of someone who would be able to restore both the plaque and the papers for display. It seems though that the Trust will have copies of the plaque and the documents made and display them in the Main Entrance to the hospital next to those which were found, as well as some photographs of the discovery. I went to the Communications department a few weeks later to see the capsule for myself and to take some photographs.

The documents in the jar were:

- Three newspapers, two of which were still rolled up and sealed, the other being the Northern Daily Telegraph 19th June 1897
- The 32nd Blackburn & East Lancs. Infirmary Annual Report 1896
- Official programme of celebrations for the Queen's Diamond Jubilee

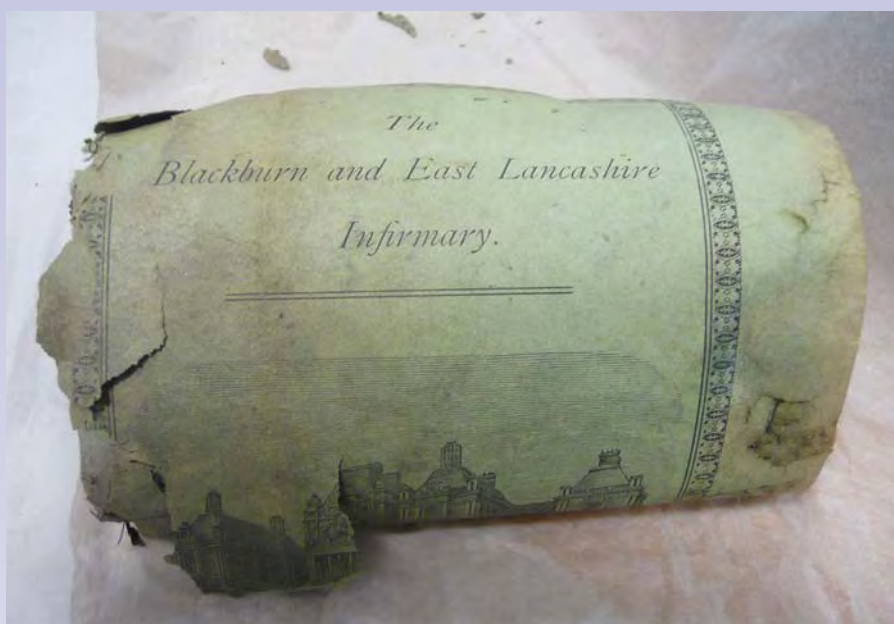
So you see you never know what you will come across or what discoveries could be made even when you aren't at work! 📷

Sarah Glover

EAST LANCASHIRE HOSPITALS NHS TRUST

References

- 1 Weekly Standard and Express June 19th 1897



The annual report



The commemorative programme

Collaborative working across Cumbria

Jenny Tancock – University Hospitals of Morecambe Bay

With new funding for library services from the PCT and mental health trusts, North Cumbria Informatics Services and the Library and Knowledge Services of University Hospitals of Morecambe Bay are finding new ways to target health staff on a countywide basis.

Two major health conferences have recently taken place at Rheged, Penrith in Cumbria. The first, on Friday 14 November 2008, organised by Cumbria Partnership Foundation Trust (the mental health trust) focused on 'Dementia—Preparing for the Future' while the second, on 7 January 2009, organised by NHS Cumbria (the PCT) highlighted developments in 'Bringing Nursing Closer to Home'. The conferences gave the Library and Knowledge services of North Cumbria Informatics Services and University Hospitals of Morecambe Bay an opportunity to showcase collaborative services, reaching out to all health staff wherever they work in Cumbria.

At both conferences, Pippa Orr, Outreach Librarian from North Cumbria Informatics Services, and Jenny Tancock, Clinical Librarian from University Hospitals of Morecambe Bay, teamed up to staff a combined conference stand, talking to delegates throughout the day about the range of health library services available to them. These large conferences, each attracting 250 delegates, enabled us to meet a lot of staff who hadn't used our services and to show them the wide range of resources that they can access.

We were able to attend some of the excellent lectures ranging from European and national policy to local issues and strategies for Cumbria. At each, local initiatives were publicised by practitioners alongside high profile speakers such as Dame Christine Beasley DBE, the Chief Nursing Officer for England and Simon Weston OBE, Falklands War Veteran.

The dementia conference included some superb ideas for organisations to follow on the design of services for dementia sufferers (including practical ideas like

putting meals on colour coded trays to enable staff to identify dementia patients in hospital) and a touching film of a dementia sufferer talking about her experiences. In workshops we looked at the Mental Capacity Act and learned about person centred care and the benefits of complementary therapies in dementia.

Nursing is at the heart of Cumbria's programme to bring care closer to home and this conference was the first of a series planned for the coming year. It took as its themes, leadership, quality and nurse education and included presentations from nurse led clinics in a range of organisations such as hospitals, health centres, prisons and residential homes.

After the success of these events, exhibition stands are already planned for future Cumbria wide events. [\[1\]](#)

Jenny Tancock

CLINICAL LIBRARIAN, UNIVERSITY HOSPITALS OF MORECAMBE BAY TRUST

Pippa Orr

OUTREACH LIBRARIAN, NORTH CUMBRIA INFORMATICS SERVICES



Smoke signals from the 'Big Smoke':

During 2007 Lisa was involved in some work gathering examples of best practice from different libraries to show how the work 'we' (Health Librarians) do impacts on our Trusts and wider communities. Amongst other issues this exercise showed the difficulty we often face in directly relating our contribution to change within our organisations.

At the September 2007 Clinical Librarians meeting the group discussed how we could start to address the issues of measuring impact by collectively producing a bank of regional examples to demonstrate our effect within our own organisations. We are both interested in taking this work forward, so you can imagine our glee when Lisa spotted this event in London; a collaborative project where case studies have been brought together from different organisations to show the impact that health libraries have had on the NHS! It couldn't have been more timely, so enough of the background and onto our day in London...

The Event, where & when....

We travelled to the London Deanery, Russell Square in the BIG SMOKE on a

sunny autumn day (Wednesday 22nd October 2008), along with Shan Annis, Assistant Director, Health Care Libraries Unit (HCLU) to attend the event *"Making a positive impact on health – success stories from London's Health Libraries"*. A huge thanks to Shan and the HCLU team for organising a stress-free day (with the exception of extensive delays on the way home for Tracey – something for which HCLU cannot be held accountable!). In the spirit of collaboration we want to now share our learning with you and contribute to good practice in the region, by developing a collaborative approach in a similar vein...

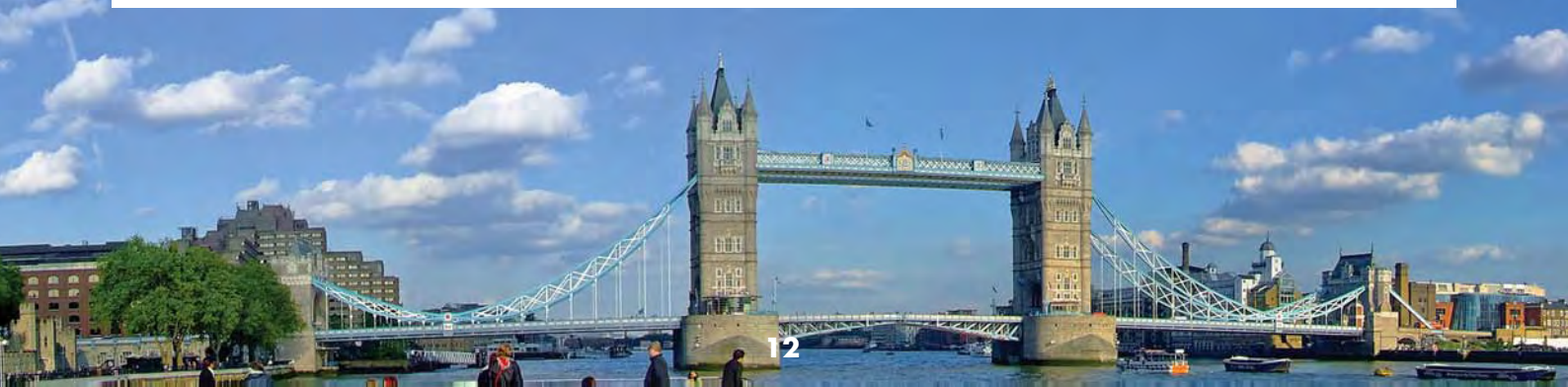
Aligning your service

We arrived at the venue to a warm welcome, were presented with our information packs (including eco-buttons cunningly disguised as yo-yos) and a yummy lunch, which included a varied vegetarian selection, rivalling the usual rubbery cheese offering!

The first speaker and event host was Richard Osborn (David Stewart's London equivalent) who extended a warm welcome to the 'Northern contingent' and outlined the main aim of the day which was to launch the Alignment toolkit, (<http://www.londonlinks.ac.uk/resources/alignment-toolkit>) an online portfolio of case studies that illustrate how health libraries contribute to NHS priorities, helping to improve the quality of healthcare. This is a tangible resource to help librarians to:-

- Champion the benefits that health libraries deliver to Trusts
- Demonstrate how health libraries and librarians support core business, meeting the goals and needs of the organization.
- Promote how libraries help to improve healthcare
- Transfer ideas; fostering wider implementation of successful innovations in developing roles and services; leading to greater appreciation of the contribution of libraries in different sectors
- Give librarians greater confidence in promoting health libraries

Paul Unsworth from the NHS Institute for Innovation and Improvement (NIII) followed with an overview of the variety of information and evidence needs within NHS organisations. His talk focussed on our need as Health Librarians to be proactive, identifying SHA and Trust key objectives and presenting relevant information to the Board or other organisational stakeholders. He advised us to use the Lord Darzi reviews to focus our minds as they inform regional and local priorities. This was a great start and started us thinking about how we could 'target' the information needs within our own organisations. We all know the value of the 'off the cuff' conversation with your Chief Knowledge Officer (CKO) or Chief Executive Officer (CEO) in the lift – just think of the value of having had a bank of case studies demonstrating your potential impact at your fingertips!



Aligning and evaluating health libraries and sharing best practice

Tracey Pratchett & Lisa Anderson

Evaluating your service

Sue Lacy Bryant is the brainchild of the project and indicated that the 'alignment toolkit', was the embodiment of 3 years work. Sue's vision was to champion health libraries, demonstrate how they support core business, show their impact and share these stories. The toolkit is web based and is simple and clear; presenting case studies from a number of London libraries aligned to both Lord Darzi priorities and the Professor Peter Hill review. Sue has identified 60 areas accordingly and as the toolkit is organic, its future incarnation will hold at least one case study for each area. What struck us was the diversity of the stories provided, all from very different organisations and their aim to share good practice. It was all about being proactive and providing concrete 'qualitative' (sometimes quantitative!) examples of how health library services impact on the 'core business' of our organisations. The stories are local to the London region, but could be easily used by anyone to promote services or to underpin a business case for service development. They also act as drivers for change and map to national, regional and local objectives.

Sharing good practice

The focus of the event was about sharing good practice and on the day, 6 very different case studies from a range of services were showcased. Each story clearly demonstrated the 'impact' of library work in terms of

saving money, service development and reducing inequalities:


- Health information for disadvantaged groups: HealthInform, Barnet PCT
- Commissioning mental health services for Irish residents: Islington PCT
- R & D rehab post-knee surgery: Bromley Hospitals NHS Trust
- Localising the Map of Medicine 18 weeks: Royal Free Hospital
- Knee compression stockings: Archway Healthcare Library
- Knowledge alerts: Newham University Hospital NHS Trust

These showcase studies have been devised using a standard Case Study template and can be viewed at: <http://www.londonlinks.nhs.uk/resources/alignment-toolkit>

The way forward...

The event was extremely rewarding and provided the invaluable opportunity of hearing first hand stories and networking with our southern colleagues. The day itself was punctuated by a variety of networking opportunities over lunch and during the break, a chance to speak to people and generate ideas. We returned from the event all fired up and determined to apply what we have learnt to good use. Since returning from the event, Sue Lacey-Bryant has been approached and

is happy for us to adapt some of her work for our region, and has suggested that we extend upon her project and map some of our case studies to 'Vital Signs', the national priorities for Primary Care. The content of our work will initially be hosted in a wiki environment allowing for collaborative work and our hope is that it will be subsequently made available via the LHHN web site.

To this end we have set up a 'task and finish' working group, currently aligned to the Clinical Librarians Group but comprising members from both Acute and Primary Care. Whilst the existing membership currently originates from these two groups, in the nature of true collaboration we would like anyone who is interested to contact us. You may be a library assistant with an excellent example of good practice/impact and want to contribute to our regional collection. We also hope to host a case study development day and would welcome members from all areas of the LHHN community. 

For more information about this project, or to get involved contact Tracey Pratchett or Lisa Anderson.

NSF Baseline Assessment Survey Workshop for NHS Library Managers

"The National Service Framework of Quality Improvement for NHS funded library services in England" was published by the National Institute for Improvement and Innovation on 3 March 2008. The NSF's purpose "...is to establish a quality cycle that will drive forward the modernisation of health library and knowledge services, enabling the delivery of a quality based integrated 'service offer' that is aligned with the business objectives of the National Health Service and which demonstrably meets both national and local requirements and expectations."
NSF Page 7

As part of the introduction of the National Service Framework of Quality Improvement (NSF), all 10 Strategic Health authorities were asked to complete an NSF Baseline Assessment Survey. This was to give the National Institute for Improvement and Innovation a snapshot of how compliant NHS funded library services in England were with the standards set down by the NSF. Library services are to be assessed against the standards and marked as fully compliant, partially compliant, non compliant or not applicable



David Stewart welcoming library managers and outlining the objectives of the day




North West NHS Library Managers completing the NSF Baseline Assessment

Held in Lancaster on 27th January 2009



David Stewart keeping a watchful eye on proceedings

NHS North West, represented by the Health Care Libraries Unit (HCLU), decided to organise an NSF Baseline Assessment workshop to which the library managers of all NHS funded library services in the North West were invited. Led by Linda Ferguson, the library managers worked through the standards one by one. Most of the baseline survey was completed by the end of the day. Questions and queries were taken and noted, to be relayed back to Colin Davies at the Institute. Feedback from the day showed that library managers valued and appreciated the opportunity to complete the survey together in a supported and inclusive environment. 



Linda Ferguson guiding library managers through the baseline survey. Standard 200 and hysteria is setting in!!

Editor's Column

Notes for contributors

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

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

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

Please abide by the following points:

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

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

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

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

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

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