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| **PRESENT** | Paula Elliott (PE), Steve Glover (SG), Anne Roberts (AR), Mary Hill (MLH), Gil Young (GY), Gill Earl (GE), Sandra Harrison (SH), Matt Holland (MH by conference link) |
| **APOLOGIES** | Cheryl Dagnall (CD), Dan Livesey (DL), Katy Donnelly (KD), Anne Webb (AW) , Kieran Lamb (KL), Laura Drummond (LD) |

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| **NO** | **MINUTES** | **ACTION** |
| 1. | **Welcome** |  |
| 2. | **Apologies**  Received from: see above |  |
| 3. | **Approve notes from previous meeting**  The minutes from the previous meeting were approved. |  |
| 4.  4a)  4b)  4c) | **Matters arising and review of action log**  **GM pages** on the LIHNN web site to be updated. PE to contact CD.  There will be a new Northern website. We need to decide what we want on the new site. PE to send out pictures of old to all members. They are to respond with some ideas  PE to contact DS about the likely way forward regarding STPs. Agenda item for next meeting  **Public Libraries and health offer:** AW asked how to contact them. You contact them individually [p.cooke@manchester.gov.uk](mailto:p.cooke@manchester.gov.uk)  There is also now an app available for magazines. We also suspect that you can’t join via the web if you live outside of Manchester. You have to visit a library to register | **PE**  **PE**  **ALL**  **PE**  **FYI / AW**  **FYI** |
| 5. | **Dawsonera update – Mary Hill:**  Presented slides from HLG   * **Marketing**: MLH to ask Dawsonera for monthly selection on critical care for month 1. Please supply other suggestions * **Next bid:**  For Paediatrics / Obs & Gynae. SG to lead * **Suggestion:**  When people land on an old copy, they are directed to the new copy. MLH to ask Dawsonera * **Monies available**: These were current as of 21st June 2018   Cancer books (MLH) - £3990  Management books (KL) - £2699  General (Stephen Woods) - £5996 (incl contribution by PE)  Primary care (AW) – contact AW with requests   * **Patron Driven Acquisition:**  Currently we look at refusals and take suggestions. We could consider doing a month trial of this. Sally Barber would be willing to come up to our next meeting to talk this through. No decision taken. * **Widening the group:** With developments in the NW Ambulance group there were suggestions that we should widen the group. This was a bigger discussion than we were prepared to have at this meeting. We need to find out Dawsonera’s views on this. We would also need a more formal process for membership which might include funding. This will be added to the next agenda * **Access to admin site:** Contact MLH to organise | MLH /ALL  SG  MLH  FYI  MLH  MLH  ALL |
| 6. | **Athens update – Anne Roberts**   * There is a known intermittent issue with Open Athens accounts not displaying the contents of the personal account fields. Unfortunately Eduserv cannot reproduce this. The work around is to exit the account and then open it again. Please can anyone else who has this problem let me know. * There is another issue, that has not yet been reported, where after making a change to an account and pressing save the “job role” information disappears. This prevents the change being saved but it is flagged up in red that “the job role field cannot be left blank”. As above this is rectified by coming out and back into the account to be edited. * I am now regional administrator for the North along with help from the Open Athens Help Desk at Manchester University NHS Foundation Trust, Oxford Rod site. * Nationally and locally the possibility of streamlining the Open Athens organisations is being looked at and I will let you know any updates on this. * There is also a national discussion regarding Open Athens statistics reports and how these can be made consistent throughout the country. * The NHS is moving from the N3 network to the Health and Social Care Network. This is being run out gradually with no set dates. To minimise disruption and to enable automatic Open Athens account approvals and account administration, administrators need to add their organisation’s new external IP address to their administration accounts. All library managers and Open Athens administrators have been sent instructions on how to do this. If organisations do get “locked out” of their administration accounts I will be able to make the changes for them if they contact the help desk with their new IP address. * I am currently working on the Regional Statistics Report and this will be circulated when complete. | FYI |
| 7. | **Statistics and Metrics**  **Statistics** is a count of an action. E.g. How many books have gone out?  **Metrics** are a standard of measurement of types of actions that serve as an integral component of accountability. E.g. what proportion of book stock is currently out?   1. We were sent the latest **metrics template** and link to the **metrics bank** [http://kfh.libraryservices.nhs.uk/metrics-bank/](http://sys215.boltonft.nhs.uk:32224/?dmVyPTEuMDAxJiYyMWY0NzRkNmVkZGNjYjIxNT01QjJCNzFGRl85OTYwNV8xMjM4M18xJiYzN2NiMzQxZmZmMWNkMzI9MTEyMiYmdXJsPWh0dHAlM0ElMkYlMkZrZmglMkVsaWJyYXJ5c2VydmljZXMlMkVuaHMlMkV1ayUyRm1ldHJpY3MtYmFuayUyRg==) 2. We also reviewed the slides presented at HLG by the statistics group 3. MLH showed how she calculated cost per download throughout the year rather than just at the end. She also showed 3 years’ worth of figures on the same sheet. Contact MLH if you want the equations 4. SG gave an informative talk about double counting of journal stats and how they use different metrics at MUFT The presentation focused on how COUNTER systems count HTML & PDF downloads.   The problem: COUNTER has a methodology for not counting repeat requests for either HTML or PDF documents made within a designated time frame.  What it doesn’t account for is a journey that takes the user from a HTML full text request to a PDF copy of the article.  Stephen Woods at Wythenshawe Hospital has used an Excel formula that looks at 2 columns and chooses the highest value  =MAX(D12:J12)  This works on the premise that if you have 80 HTML requests and 40 PDF requests we can be sure that a  minimum 80 articles where downloaded. What we are not so confident about is that the 40 PDFs were additional full text downloads or just a result of the user journey.  We then presented data from 13 COUNTER sets from MFT subscriptions.  We estimated that on average that 69% of reported Total Full Text downloads were unique and that 31% were possible double counts |  |
| 8. | **Exchange of information – news and good practice sharing (incl items received by e-mail);**  **HCLU Update from Gil**  **Funding Model:** It is hoped to get information about this out to your Trusts and then to you and your line managers in late summer/early autumn  **Core Content Reprocurement:** Once quotes are received they will be evaluated and decisions made about the content to procure. It is hoped to inform you about the selection decisions in mid-October - <http://kfh.libraryservices.nhs.uk/core-content-re-procurement-june-update/>  **Stats:** The part 2 return will be sent out in the later part of July. The form will be available at <http://www.libraryservices.nhs.uk/forlibrarystaff/information/statistics.html#Stats_forms>  **LQAF and New Quality Standards:** The new quality standards will be piloted this year. Services not involved in the pilot will be completing the LQAF as usual. Full detail of the 2018 requirements are here - <http://resources.lihnn.nhs.uk/wiki/LQAF.LQAF-Documents.ashx>  **Bids:** A call for bids will come out during the summer. Expected to be for small amounts around £2,000  **LKS Manager Meetings:** In 2019 we will be trialling having 3 regional LKS mangers meetings.  ·         12 March 2019 - Northern Library Managers - Manchester  ·         11 July 2019 - Northern Library Managers - Newcastle  ·         11 November 2019 - Northern Library Managers - Leeds  **Catalyst Event:** This will take place in Leeds on the 5th October. All LKS managers plus a member of their staff have been invited to attend. The event provides an opportunity to discuss how we can create an evidence base for LKS.  **CPD:** There is now a northern programme. Forthcoming events including sessions on GDPR and Training the Training. There will be several library assistant study days in autumn/winter focused on customer experience and a story telling for impact event is planned for October.  **Northern Conference:** It is planned to hold a northern conference in 2019. An organising committee has been set up and they will have their first meeting in July - <https://lihnnclinicallibs.wordpress.com/2018/07/12/11th-july-2018-its-happening-a-conference-for-the-north/>  **Website:** A new website is planned for the North. All the regional networks will be given a space on the site and will be responsible for keeping it up-to-date. Training will be provided  **Cheryl Dagnall, Wrightington, Wigan and Leigh**  **Sandra Harrison, Tameside**   * Tameside has refurbished the library area and added a new six seater study space. * Due to pressure on the Library IT Suite, this area can also be used for library training.   **Paula Elliott, Bolton NHS FT**   * Sandra Johnson has completed her PG Dip at MMU and continues to develop the Clinical Librarian Service * To mark the NHS 70th a Summer Celebration is taking place in and around the Education Centre on 7th July.  There will be c60 stalls, music and entertainment, food and drink – and a giant game of Operation.  Library staff are opening up The Library for ‘chillaxing’ colouring and drawing activities. * Health Information Week runs just before the Summer Celebration so we’ve worked with Bolton Archives on a historical display; they are also offering guided tours of the archive with an emphasis on historical health information.  During the week, Library staff will be displaying a journal article from 70 years ago and tweeting.  Macmillan Cancer Information are also bringing a display to The Library on Monday to start things off.   **Laura Drummond, Pennine Care**  David Low has now left to take up a quality improvement role at Pennine Acute and we are without a manager and we do not know what will happen with his role in terms of recruitment; Lucy is moving into a Clinical Effectiveness role after 16.5 years working in an information role within the NHS. I will be stepping up into Lucy’s role for the time being and steps have been taken to recruit to her role.  **Steve Glover, MFT**   * At both Wythenshawe & Oxford campus we have installed new learning areas where we have removed journal shelving and replaced the areas with smart furniture complete with built in power units for tablet, mobile and laptop charging (See LIHNNKup article) * All the eResources at all sites are now aligned post-merger since 1 April 2018 * We had to negotiate a collection based price for Clinical Key to afford to keep it at both sites * We now have BMJ case reports   **Anne Webb, Bridgewater**   * Bridgewater LKS have purchased over 60 Dawsonera e books which have also been shared with the  GM Consortium. We have also set up a small fund for GM consortia use and any suggestions for e book purchases appropriate to community nursing, AHP and community healthcare are welcomed. * The formation of Wigan Local Care Organisation was recently announced. As yet we are not sure of the full impact that this will have on Bridgewater LKS.   **Daniel Livesey, Greater Manchester MH NHS FT**   * Aiming to recruit a graduate trainee in partnership with Cheshire and Wirral Partnership (CWP) in August/September 2018. * GMMH has new Chief Executive- Neil Thwaite. * Library and Knowledge Service Assistant, Lorna Dawson has qualified with a Post-Graduate Diploma from Manchester Met University in Library and Information Management. Lorna’s overall award for the course was a Distinction. * With support from HEE and HCLU, Library and Knowledge Services held their first Living Library event at GMMH. Report attached but support from the network, particularly Bolton (Paula) and MFT (Elly) was particularly useful.   **Matt Holland, NWAS**   * Briefly, LKS ASE is in its third month of operation.  The service is managed through the website [ https://ambulance.libguides.com<https://ambulance.libguides.com> ].  Please do refer anyone who might be interested to the website or to me [ [Matt.Holland@nwas.nhs.uk](mailto:Matt.Holland@nwas.nhs.uk) ].   **Gill Earl - Northern Care Alliance (NCA) –** *(Formerly Bury & Rochdale, Oldham, North Manchester and Salford Care Organisations)*  **Mary Hill, Christie**   * Providing services to NHS Digital for 1 year with Mid-Cheshire as partners. Lesson learnt: if providing a website for another service do work with their IT * Embryonic project of reading group for Functional readers being set up by Ingrid Francis * Setting up inpatient readers for Oncology CCU ward and hope to eventually role out further.   **Katy Donnelly, Manchester Met**  -          The new rolling renewals system has been tweaked following feedback from staff and students.  The notification period has gone up from 3 to 5 days which will mean users get more notice when a book they have borrowed has a reservation on it and needs to be returned.  -          A new online form for book recommendations for purchase is now available on the Library website <https://libguides.mmu.ac.uk/usracademic/recommendation>.  This replaces the old paper based book order request cards, so academics can now recommend books easily straight from their PC!  Academic staff can still email their requests directly to subject staff if they prefer.  -          Katy Donnelly ([K.Donnelly@mmu.ac.uk](mailto:K.Donnelly@mmu.ac.uk) ) and Claire Wilson ([C.E.Wilson@mmu.ac.uk](mailto:C.E.Wilson@mmu.ac.uk)) are now both taking in lead in Research support , while Mary Pickstone is on sick leave.. |  |
| 9. | **AOB**  A question about **allowing NHS staff library access outside of home Trust** has been on LIS-medical and the other 2 LIHNN patch groups have responded. PE to respond from Greater Manchester. To discuss at our next meeting  GY had a **message from Salford University** reminding us it is important that we do not do searches for students (in particular postgrads). They have now had several instances where it is evident that somebody has not done the search in their thesis. It is a requirement. We can help but not do it. | PE  ALL |
| 10. | **Date of next meeting**  **16th Oct: 14:00 – 16:00** – Topic to be decided. Some suggestions around the new finance model and core content.  Date Jan/Feb 2019 to be set |  |