



**Minutes of the Greater Manchester Librarians Meeting  
Held on 01 October 2014 at 10:00am  
Central Manchester Foundation Trust**

<b>PRESENT</b>	John Brooke, Cheryl Dagnall (Minutes), Deborah Dunton, Steve Glover, Mary Hill, Emily Hopkins (Chair), Tim Jacobs, Tracy McKay, Rosalind McNally, Anne Roberts, Donna Schofield, Katy Donnelly, Sue Steele
<b>APOLOGIES</b>	John Addison, Serena Chester, Paula Elliott, Valerie Haigh, Sandra Harrison, Roshanara Nair, Matt Holland, Mary Ingram, David Stewart, Gill Swash

NO	MINUTES	ACTION
1.	<p><b>MINUTES OF THE PREVIOUS MEETING</b> The minutes were approved as a correct record.</p>	
2.	<p><b>MATTERS ARISING AND ACTION LOG</b> EH confirmed that Ruth Silman is the University of Manchester contact and she is included on the contact list.</p> <p>NHS staff access to Salford University resources is still ongoing. EH asked if everyone believed that they were currently getting access to the e-resources for which they should have an entitlement. A discussion was held over what access should be available and it is understood that any Trust with Salford University students on placement should be able to gain full access to the e-resources for the library staff specifically (and only) to help the Salford Uni students. SG noted that the same should be the case for Trusts with Manchester Uni students. SG agreed to investigate further with Manchester Uni. EH agreed to investigate further with Salford Uni.</p> <p>Emily has not yet been able to draft an email to LIHNN re the LIHNN E-resources group. A discussion was held and it was agreed that GM Library managers would establish a GM e-resources group. TJ agreed to chair the new group and would email GM librarians to launch it and invite members from all GM Trusts. The initial remit for the group would be: assistance with problem solving; mutual support network; liaising with suppliers over the network; sharing best practice; organise and run study day/workshop (possibly invite suppliers and vendors); create an e-resources emailing list. EH will send letter to LIHNN Committee and inform them of the group.</p> <p>Although AR didn't circulate a list of jobs and changes that were made to Athens, all the information on which jobs have been completed has been communicated.</p> <p>EH had emailed GMAHSN &amp; MAHSC and had unfortunately not obtained a response from either organisation. VH has agreed to chase up at Salford Royal to see if she can get someone to attend one of the GM Managers meetings with a remit to provide information on what the organisations do; how their work relates to the Trusts as a whole; how they use research and evidence; what NHS libraries might be able to do to help and what they can also do to help us. SG explained that MAHSC have an education group which regularly stages free events. Details of the events are circulated via an email list and SG would investigate if/how we could all be added to the circulation list. RM explained that she had been to one of these events and had made contact with Sue Wood who is the Operational Manager for the Collaboration for Leadership in Applied Health Research and Care (CLAHRC). RM suggested we could contact Sue to ask if she can either provide us</p>	<p>EH</p> <p>EH SG</p> <p>TJ</p> <p>EH</p> <p>VH</p> <p>SG</p>

	with the information we need, or point us in the right direction of someone who can. EH agreed to contact Sue.	EH
3.	<p><b>Athens Update</b></p> <p>AR invited questions from those present. SG asked if the problems with the statistics have been resolved. AR replied that most of the problems have now been resolved and the summary reports should now match each organisation's reports. There are still a few errors though and double reporting has gone from the administrator level. AR added that the transfers (when a user is transferred to the publishers website) are recording both successful and failed hits as hits. A solution is currently being sort at national level. Some stats seem to be low, eg. Ebsco however AR hasn't had the opportunity to investigate this yet. SG asked of retrospective data is still being entered. The answer is yes however it will never be complete date and there will always be a period for which there is a gap. EH asked if expiry dates and eligibility dates are fixed. AR explained that there are currently three expiry dates, however plans are in place to try and refine this down to two. At present, the second expiry date can be set at administrator level. EH explained that some in her Trust had been experiencing issues with non-eligibility and asked if this could be because they are not on the NHS net and are using an nhs.net email. AR confirmed that nhs.net email addresses do not qualify for automatic approval. AR does however check the eligibility on a daily basis for problem accounts. AR noted that she will be attending the national meeting next month and asked that if anyone has any issues that they would like raised at this forum, please email her asap. AR suggested she raise the issue of Administrators not being notified of the details of new account users when the accounts are created. It was agreed that AR should take this forward. Any further questions issuers should be mailed to AR direct.</p>	AR ALL
4.	<p><b>HCLU</b></p> <p>No further update from the regional Library Manager's meeting.</p>	
5.	<p><b>SWETS</b></p> <p>SG informed the group that he had sent the SWETS letter through to his procurement team as he is aware that other departments in the Trust still use SWETS. EH asked if the group could continue to share any news and or experiences of good/bad practice with alternative agents.</p>	ALL
6.	<p><b>Blackwells Update</b></p> <p>It was agreed that additional information was required about the scheme. EH agreed to contact Helene Goring to make further enquiries and SG agreed to contact Sue Chapman to try and obtain details of the regional NHS spend.</p>	EH SG
7.	<p><b>Items of news and good practice from each service</b></p> <p>Rosalind (MMHSCT)</p> <ul style="list-style-type: none"> <li>• Library Manager, Daniel Livesey, now in post.</li> <li>• Library Team focussed on LQAF and submitting LDF bid.</li> <li>• Library Away Day</li> <li>• New initiatives - newsletter, Twitter account for HIRL Library, developing events programme.</li> <li>• Working more closely with Public Library downstairs which is being redeveloped as a "Hub" with South Manchester Housing Association and</li> </ul>	

Friends group.

- E-resources – successful bid with Learning and Development for Clinicalskills.net which Library is now promoting.

Paula (Bolton)

Extended staffed opening hours – we're trialling opening 8.00am – 6.00pm Monday to Thursday and 8.00am – 5.30pm on Friday. This gives staff and students an extra half hour every morning and an extra hour every evening to use the service, including the Computer Room. We've set up a new rota so staff work their 37.5 hours over two weeks, with Monday and Friday off every other week (so no flexi-time is accrued). Positive feedback so far; we'll review it in the new year.

Online request forms – we've set up online forms to join The Library, request an article or book, and sign up for Horizon Scanning Bulletins. This is part of a 'paperlight' project for us, in line with a Trust objective. They are available via the Trust web site and we're adding links in e-mails to users.

Katy (MMU)

- The move from 7 sites to 2 has now been completed. The 2 now being Crewe and All Saints, Manchester.
- The last sites to close down, Didsbury and Gaskell, closed down officially on August 15<sup>th</sup> 2014.
- These two faculties have now moved to the new Birley building.
- Both site libraries have moved into the All Saints library to form one large library covering all faculties.
- As there is no library based at Birley, staff will go up there to "rove" at key times in order to provide extra support for students at these times.

Donna (UHSM)

Self-service is proving extremely popular at UHSM. The machine is soon to be upgraded to enable return dates via email to reduce the need for printed receipts.

Mary (Stockport)

- Stockport NHS Foundation Trust library have produced a 'Library loyalty bookmark' as a result of falling book issues. After 5 issue events (not renewals) they get a sweet and after 10 a hot drink and biscuit. So far only one person has had a hot drink and about 4 have sweets. It is good for creating a positive feeling amongst our users. Since we have been running it our book usage has gone up!! But we don't believe that is causal.
- Trust Open Day in June. We had a number of activities including colouring for children and pinning the body part on the body, a reminiscence box from the public library and a section on 3D printing including videos, examples and a case report.
- Purchasing is currently difficult due to more stringent rules and procedures being implemented by Finance department

Tracey (Bridgewater)

No update

Emily (Pennine Care):

- Knowledge Service has moved offices to the Trust Headquarters building in Ashton under Lyne (new address details sent to LIHNN list). We don't currently have new leaflets but will be producing some soon, and will make sure our "partner" libraries have copies sent out to them.

	<ul style="list-style-type: none"> <li>• New member of staff, Bruce Payne, Knowledge Specialist: Outreach starts on 6<sup>th</sup> October and will be working with Lucy on Outreach services.</li> </ul> <p>Steve (CMFT)</p> <ul style="list-style-type: none"> <li>• Jo Whitcombe has recently taken up her new post of clinical outreach librarian (26 August 2014).</li> <li>• CMFT Library along with UHSM and SRFT are trialling EBSCO Discovery service for 12 months starting 1 January 2015</li> <li>• CMFT Library has just signed an SLA with HENW to provide library services to staff in the Manchester and Merseyside offices</li> </ul> <p>Deborah &amp; Sue(Pennine Acute)</p> <ul style="list-style-type: none"> <li>• Due to a vacancy for an assistant clinical librarian which was created when Jo Whitcombe moved to Central we have appointed one of our existing library assistants who recently completed her degree. Rebecca Stansfield will fill the post for three days per week, and we hope to recruit to a further 3 days a week post to fill this vacancy.</li> <li>• Also we had a library stall at the recent Three Steps to Excellence nursing conference for Pennine Acute nursing staff which was held on 17<sup>th</sup> September. We also persuaded Clinical Skills to have a stall to demonstrate their product. Rebecca delivered a presentation at the research workshop there and both the stall and her presentation were very well received by the staff who attended.</li> </ul> <p>Cheryl (WW&amp;L)</p> <ul style="list-style-type: none"> <li>• Cheryl has signed up to become a quality champion at the Trust and is about to start a 3 day training programme after which there is a requirement to launch (and complete) a quality initiative. Hoping to do a project around knowledge sharing.</li> </ul> <p>Tim Jacobs (Christie)</p> <ul style="list-style-type: none"> <li>• Anne Webb has resigned from her role to take up a post at LJMU.</li> </ul> <p>John (GMW)</p> <ul style="list-style-type: none"> <li>• Currently very busy with the new intake of students on an ever-expanding number of courses run by the Trust on various clinical &amp; management programmes.</li> <li>• Also involved in the meetings relating to the design and appearance of the proposed new library space within the new-build Recovery Academy building which is now under way with a target date for opening next Autumn. Our priority has been to maintain a delicate balance between the needs of our current users -staff and students - with the anticipated needs of the academy students who will be a completely new group of users for us.</li> </ul>	
8.	<p><b>Any Other Business</b></p> <p>SG – Cheshire and Mersey CSU has expanded to become NW CSU and will now cover Greater Manchester. SG asked if Kieran Lamb should be invited to attend the GM Managers meetings. It was agreed KL should be invited and added to the</p>	

	<p>circulation list.</p> <p>KL has asked if he could take on the ownership/responsibility for the GM GP Athens accounts. It was agreed that this question should be circulated to those not in attendance. EH to send round email.</p> <p>A discussion was held about 'orphan' Athens accounts in the region. SG agreed to circulate details of all such accounts to the GM Managers for uptake by local Trusts if required.</p>	<p>EH</p> <p>SG</p>
9.	<p><b>DATE &amp; TIME OF NEXT MEETING</b></p> <p>January – EH to circulate Meetomatic to confirm a date.</p>	