



Minutes of the Greater Manchester Librarians Meeting
Held on 7th May 2014 at 10:00am
Mary Seacole Building, University of Salford

PRESENT	Cheryl Dagnall, Paula Elliott, Valerie Haigh, Mary Hill, Emily Hopkins (Chair), Sandra Harrison, Anne Roberts, Donna Schofield, Anne Webb, Katy Donnelly, Serena Chester, David Stewart, Mary Ingram, Gill Swash, Sue Steele
APOLOGIES	John Addison, Deborah Dunton, Roshanara Nair, Matt Holland, Steve Glover, Rosalind McNally, John Brooke, John Coulshed, Helen McEvoy

NO	MINUTES	ACTION
1.	MINUTES OF THE PREVIOUS MEETING The minutes were approved as a correct record.	
2.	MATTERS ARISING AND ACTION LOG Check Manchester University are on mailing list. NHS staff access to Salford University resources is still ongoing Emily agreed to draft an email to send to the chair of LIHNN Graham Haldane to raise the concerns of Greater Manchester re re-starting the E-resources group. Emily will circulate the draft email to the group before sending.	EH SC EH
3.	Athens Update <u>Anne Roberts</u> – More releases in May and July including changes to expiry dates. There are too many – individual accounts can have several different expiry dates, e.g. eligibility, as well as whether the account is active. Anne to circulate a list of jobs and changes that have now been completed. Notify Anne with the username of any instances of NHS address or computers not registering and problems with renewals. Anne informed the group that OpenAthens/NICE see no reason for sending an email to administrators when people join. David to contact NARAG about this issue and the strength of feeling. Statistics remain not a true representation. 2 things are counted. Count if login at resource or Shibboleth with the potential to have 3 lots of stats for same thing. OpenAthens are going back to monthly stats until they produce something more accurate. Please complete survey that Anne has sent out.	AR AR All DS All All
4.	GMAHSN & MAHSC Emily will circulate links to both network's websites. Emily will contact both networks to ask if they would like to come and talk to us about their work and/or establish if/how the library services can help them.	EH
5.	Items of news and good practice from each service Emily (Pennine Care)- We are launching the service formally. We are attending a series of roadshows organised by Organisation Development (of which we're part) across the Trust footprint. We will send out a pile of our service leaflets to the hospital based libraries in our patch ASAP (i.e. Tameside, Pennine Acute, Trafford, Stockport) – if you're getting lots of Pennine Care staff coming to you and you'd like some leaflets too, just let us know	

Gill (Bridgewater) -. Library started to serve whole trust new strategy – One Bridgewater. No structure charts – 60% implemented strategy and rest difficult and hoping David visit will help. Hoping to become teaching Trust – and library involved. Working with innovation and improvement team and see if they can work together.

Mary Hill (Stockport) – RFID in place as a result of Library development bid.

Serena (Salford University) – new accounts for nursing students only 50% have confirmed. Contact Serena over any issues

Cheryl (Wigan) – Have more or less completed the refurbishment of the library at the Wrightington site, just waiting for a couple of bits of furniture to arrive and the new PCs to be installed. It's looking a lot better - a much brighter and modern looking environment for people to come and work and study in. Once the PCs are installed we'll be looking to do some advertising

Valerie (Salford Royal) – e-book with ebsco and Blackwell PDA version

Donna (Wythenshawe) – new library assistant. 24 hour access in summer

Sandra (Tameside) –guidelines like Oldham. Roshanara on special leave. Outreach contract renewed and working as clinical librarian in a&E

Sue (Pennine Acute) – Patrick Glaister appointed to the post of Specialist Librarian: Online Resources (replacing Tim Jacobs who has moved to a post at Christie)
John Addison has reduced hours to 3 days a week & Sue Steele has increased hours to 3 days a week. We are continuing work with our project to make it easier for staff to find policies and guidelines on the Trust intranet – there have been delays on some aspects due to circumstances outside our control, but when it all comes to fruition it will have been a worthwhile exercise.

Paula (Bolton) – 6 Cs work with senior nursing staff – poster 6 Cs and shows how resources link to them. Monday launch and hand outs and poster RCN drive.

Steve (CMMC) – Starting officially on 9 June but already set up with Email and recruiting the new band 5 professional post and attending Thursday morning meetings with Michelle Dutton. Colette King retired on 31 March. This is the current post we are recruiting to and we have had 70 applications so there is a strong field. We hope to interview 10. The library is using Twitter to communicate with users and there has been positive feedback and interactions with followers such as stock suggestions. UpToDate use has been high. we are estimating 45,000 topics hits this year if we extrapolate the current usage trend. Dynamed is also in use.

Anne (Christie) - We have recently installed swipe access for trust ID badges to allow out of hours access to the library. We have installed a TV digital display monitor in the library to advertise events, resources and news etc. Staff changes: Steve Glover is leaving The Christie on 6th June to start at CMFT on 9th June and Tim Jacobs has now settled in as our Online Resources Librarian.

Mary Ingram (Centre of Musculoskeletal Research, University of Manchester)
This is an embedded library in service – 2 centres and library service currently on 1 site and it will likely to be changing. Deliver to desktop. Lots of organisational

	<p>change and working on strategy for next 5 years.</p> <p>Katy (MMU) Ruth Jenkins head librarian – restructure to centralising all libraries at All Saints from May. Faculty will be 20 minutes away so difficulty serving them and looking at outreach. Access all content in single search. Record library of own programmes. Edit film and put it on Moodle</p> <p>(Greater Manchester West by email) Please note that as of now the e-mail address for the Greater Manchester West Library and Knowledge Service is now: library@gmw.nhs.uk</p> <p>Also, the fax number for the library which was 0161-772-3947 is no longer in operation. All the other library details will be unchanged.</p>	
6.	<p>HCLU</p> <p>New 15 year strategy required by NHS England by October 2014. NHS library staff have been surveyed. Sue Lacy Bryant is leading on this. There are likely to be 7 themes: alignment with service, leadership, impact, service redesign, funding, workforce development, partnership. Shortly there will be another survey to ask us about what surveys we have done. This is so our users do not need to be surveyed again</p> <p>Most annual statistics are in. The early requirement was so that these figures can be part of the evidence for the strategy</p> <p>Recruitment – contracts end March 2015. Group is chaired by Richard Osborn and the North West rep is Steve Glover. Working to keep resources as is.</p> <p>Library and Knowledge Services Leads (LKSL, the old SHALL): chair is David with chair elect being Helen Bingham</p> <p>Regional library leads: East of England will be Imrana Ghumra who has lots of experience</p> <p>Yorkshire & Humber will be Fran Mead – medical education background rather than librarian but has solid interest and understanding of libraries</p> <p>North East will now appoint somebody with library background for 1 day a week. Inviting library managers to apply. Linda Ferguson on interview panel</p> <p>CILIP AGM 20th Sept in Bristol</p> <p>HLG conference in Oxford 24th-25th July – for new speaker support contact Gil</p> <p>LQAF – new SAT to be provided shortly. 5.4.2 will see a change of wording to make it clearer. Currently with working group at national level. Likely release date mid to late May.</p> <p>Informal visits ½ way through and going well. Relationships being developed with various board and Trust members. Some dates are still to be organised.</p> <p>Library Development fund of about 100K likely in July. Exciting innovative bids if possible. End of year money not yet known but do have a list just in case between 10-20K e.g. e-books and refurbishment but will need to be spent quickly.</p> <p>Daniel Livesey starting 10th May at Manchester Mental Health & Social Care Trust. Emily will visit and invite to group</p> <p>Steve Glover starts at CMMC 9th June.</p>	<p>All</p> <p>For information</p> <p>For Information</p> <p>For information</p> <p>For information</p> <p>For information</p> <p>For information</p> <p>For information</p> <p>EH</p>

	<p>New building for Greater Manchester West – circular in design, with the library in the centre of the ground floor. It will serve both service user and staff. This is a new way for mental health education and learning for all.</p> <p>Alder Hey education and research centre is being built. The library is in Phase 1 and Helen Blackburn will be involved in planning.</p>	For information
7.	<p>LQAF Emily agreed to write to HCLU to ask them to share the regional best practice sooner rather than later. This is now happening</p> <p>It was agreed that the group would bring the criteria that they would like help on to this meeting. The following was shared and agreed to send out documents</p> <p>5.4 a& b: KM – There will be updates to the wording of these criteria so we will cover them briefly for idea. Activity report above library core activities. Valerie shared the development of a R&D current awareness report (on research published by Trust staff) and will provide example to group. Discussion if work which is not strictly KM but is outside the usual library work (e.g. co-ordinating Staff Friends and Family) is submissible. General view was that this example would be relevant as it is co-ordinating information across the Trust.</p> <p>1.3c impact assessment & particularly examples of showing impact statistically or numerically – Emily shared their example of impact interviews with selected people by telephone with particular reference to Trust values. Written up as a study and will share script. She will supply this information. The Christie use the MAP template to produce impact case studies.</p> <p>5.3j Standards – not just what people set but more particularly how they measure them – Cheryl described their system where the report on document delivery to customers, literature searching and email enquiries where they only report on exceptions. Cheryl to share.</p> <p>5.3a-Library/knowledge services are tailored to meet the needs of different customer/staff groups –Mary showed her layout. Consensus was that it involved too much work, although once set up you can use it for the following years. Mary to share. Donna will also share her layout (for everything)</p> <p>5.3h-Library/knowledge service staff support clinical and management decision-making. How do others cater for non-clinical staff? E.g. managers – discussion about how to make this clear in the submission – e.g. if “clinical” information is provided for a management reason (e.g. service redesign).</p> <p>2.1d Costing – Cheryl told us what she does and will share relevant documents</p> <p>1.1b: Making a strategy publicly available (esp. when you can’t post it on your external website) - some discussion around the fact that publishing on an intranet site is making it public to your stakeholders</p> <p>1.2d formally documented annual review no time to discuss</p> <p>5.1a Marketing to non-users and how you prove that you do that Effectively! No time to discuss</p>	<p>complete</p> <p>VH</p> <p>EH</p> <p>CD</p> <p>MH</p> <p>CD</p>
8.	<p>ANY OTHER BUSINESS No other business</p>	

9.	DATE & TIME OF NEXT MEETING Wednesday October 1 st 10-12.30 location TBC	
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