**Cumbria and Lancashire Libraries Advisory Panel**

12th May 2016

Library IT Training Room, Education Centre, Blackpool Teaching Hospital

10.00am – 12noon

Apologies: Tracey Roberts Cuffin

Present: Debra Thornton (Chair), Graham Haldane, Anne Roberts, Carmel Smith, Tracy Pratchett Sheila Marsh (on Skype)

1. **HCLU Update – none provided**
2. **Library updates:**

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| **North Cumbria Library & Knowledge Services update Staffing** Still not been allowed to fill vacant posts and had to produce a business case which is still with our Finance as they seem to be wider staffing issues which are being discussed around medical education.    Library post include part-time band 3 and 6. **Strategy** Still waiting for opportunity to present my library strategy to the Success Regime.  H of LKS sits on 2 of their work streams IMT and OD.  The former has asked for Library (NCUH & UHMBfT) to input into Cumbria's Digital Pathway.  Started some work with my team to look at implementing the strategy and are developing a OGIM.   **Projects E-books** Issue as new eBrary platform doesn't support old browser.  Most users have access to Chrome however this isn't the default browser so causing some problems. **CLIC Improvement network** Outreach Librarian has been asked to co-ordinate creation of Improvement Network. **Festival of Learning (previously Adult Learners week)** Library using this to promote how libraries can support learning |
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| **Lancashire Care NHS Foundation Trust C&L Update**   1. Busy with the Library Extension plans, work should have started back in January. A meeting is being held on Wednesday 11th May to finally agree a start date with the contractor, the work should be under way be mid-May. It is estimated that the work will take around six weeks to complete. 2. The Trust has launched a new Intranet site ‘Ask Kriss’ it’s a one stop page for all important Trust documentation. I met with the staff involved and it has been agreed that the library will have a button on this page signposting Trust staff to all library services. We have been busy designing the page and links which has been completed and sent off, this should be live in around two weeks’ time. 3. Cath has been developing the libraries on line training packages. These have now been completed and uploaded onto the Trust trainer tracker. as recommended training packages. 4. We are up dating our Heritage system. We asked on the networks for feedback from any services that have already upgraded and any tips. On the advice received and a discussion with our IT department we have decided to pay Heritage £400 to do the upgrade remotely for us. 5. All the staff in Professor Max Marshalls Medical directorate now meets every six weeks to support each other in sharing news, updates and helping with suppling evidence for Max’s objectives. The group in called the SMT (Senior Management Team) and it includes the Head of Audit, Head of Public Health, Head of Library services, Senior HR business partner, Head of Research and Development and the Associate Director of Professional Standards, Appraisal and Revalidation.   All Max’s team have to put forward and agree objectives with Max’s each year. These objectives become Max’s operation plan and we all have to evidence our objectives in four separate quartiles. Q1, Q2, Q3, Q4. All the library objectives have been completed for 2015/16 they included:-   * + - Continue improving LQAF library standards by capturing impact (talking heads video’s)     - Develop new ways of delivering training to staff and students across the LCFT footprint.     - Support the medical director’s office in a proactive way to ensure the timely and relevant delivery of evidence based practice.   2016/17 objectives include:-   * + - Develop library evidence hub tailored to specific services.     - Development of a library dashboard.     - Provision of staff and patient library facilities at the Harbour. |
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| **Blackpool Teaching Hospital**  **Library:**  Staffing – Laura Sims (E-Librarian) is now working four days instead of 5. The band 5 post is not currently being advertised due to financial pressures in the Trust.  Three study pods have been installed and are in constant use – very popular. There is an issue with the layout which DEMCO are looking into.  We have been asked to deliver critical appraisal training as part of the Foundation doctors and GP trainees’ core training. The first one was delivered in April and the feedback was good. This is in addition to our normal critical appraisal and literature searching training sessions.  We have cancelled Emerald and Wiley journals. The business case for ClinicalKey was finally approved – we are still waiting for Elsevier to deliver it.  I have obtained GMC survey results from our Postgrad department which shows satisfaction (or otherwise) with the library and online journals. Will help with our library strategy and service improvement.  We have worked closely with UnionLearn this year to run the Reading Ahead Challenge and offer information literacy sessions for Learning at Work/ Festival of Learning week. The theme is ‘Connect’ and we are providing a session on ‘Connect and Grow’ (Information literacy and online learning)  Annual stats show - increases in: registered users, use of Athens resources, internal document requests. Decreases in: book loans, no. of training courses, external document requests. Same as last year in: literature searches, enquiries.  **Workforce Directorate**:  The Workforce and Medical Education Departments have undergone a restructure – I now report to the Head of Medical Education, rather than the Head of Workforce and People Effectiveness.  The Directorate is working on an engagement strategy – the library has been asked to co-ordinate workforce showcase events four times a year.  Following a literature search the directorate introduced Assessment Centres for all staff being recruited to Band 8 and above posts. I have been asked to join the assessment centres.  **Trust:**  Chief Executive has moved on to another Trust. The interim Chief Executive is Wendy Swift (previously Deputy CEO)  Finance continues to be a problem – all departments are being asked to make further cuts and there are stricter regulations on recruitment.  A new five year strategy has been launched – the library provided several literature searches for this and feedback will be used to demonstrate impact in the library’s annual report. Roadshows to showcase the new strategy are taking place and two members of library staff are involved in facilitating these. |
| **Lancashire Teaching Hospitals**   * Funding – Renegotiated 2 year contract with Lancashire Public Health. * HLG – TP and Emily Hurt  are involved in 3 presentations, 1 workshop and 1 poster presentation. * K4H – TP now leading on new national e-learning project with Sarah Lewis Buckinghamshire, this has been incorporated into Service Transformation workstream under Helen Bingham. Metrics group are launching template, may be involved in National Stats collection later this year. * Learning lessons - impact survey complete, results to be presented at HLG 2016. TP currently pulling together an action plan to look at dissemination, engagement and format. * Research project – Emily Hurt is delivering a piece of research with R & I “Facilitating Information literacy in radiographers”, funding awarded, recruitment currently ongoing. * Staffing – new team members Zareena Mulla (Assistant Clinical Librarian); Sinead English (Library assistant) * Patient care impact – surveying recipients of literature searches for patient care to establish impact. Impact toolkit shortly to be launched – TP added some questions to surveys to test. * Demonstrating Impact – MAP toolkit. 2 sessions delivered in NW with Victoria Treadway, fairly well received, good learning for us. 3rd session planned for Leeds in June. * Health awards – TP meeting at Wirral in a couple of weeks regarding this project. * Resourcing – recent meeting with Uptodate, no plans to progress. Justin is offering ROI reports based on recent case studies. Plans to obtain quote for HSJ. Likely to update to Dynamed Plus, following library staff feedback as Dynamed usage has dropped off. |
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| **East Lancashire Hospitals NHS Trust**   * The Trust has a HENW visit today, which will be the last by the current Dean, Jacky Hayden * We are still awaiting publication of the CQC follow-up visit, which took place in the autumn of last year; we are hopeful of upgrading from ‘Requires Improvement’ in many areas * The Trust has published a new clinical strategy, “Fit for the Future” ([http://user-icmpsmg.cld.bz/Clinical-Strategy-21#](http://user-icmpsmg.cld.bz/Clinical-Strategy-21)), and LKS will need to align further with this, as well as with Knowledge for Healthcare framework * At David Stewart’s annual development visit in February, the prospect of developing services for Board, the wider health economy and patients were raised in relation to KfH. The CEO was very interested in the prospect of services to Board, and these will now have to be considered as part of the business case I need to make for the development of library services (which will now be broader than just a case for an additional Clinical Outreach post * I have submitted a regrading case for our E-Resources post, but am still awaiting an outcome * A project to coordinate all local policies and guidelines has now got under way. We still have to clarify the extent of LKS involvement, but I have been tasked to research examples of ‘policies on policies’, templates and workflows.  Any examples would be appreciated, including any documents defining the scope of LKS involvement * With Calderstones merging into Mersey Care in July, they will be migrating their stock from Heritage to the Mersey Care Soutron catalogue; after this, we are likely to upgrade to Heritage Cirqa * We are making progress with outreach, including e.g. holding a number of ‘pop-up libraries’, in community and acute locations, and presentations to Trust and Divisional Education Boards. * We now have a clear ‘ELHT Library & Knowledge Services’ brand image, with revised logos, banners for LKS, Clinical Outreach and pop-up libraries, a new welcome fine above library reception at Blackburn, and – probably most significantly – uniform for the library team * We have also launched LKS Facebook and Twitter accounts – Facebook ([www.facebook.com/elhtlibrary/](http://www.facebook.com/elhtlibrary/)) used for library news and Twitter (@elhtlibrary) for NHS/healthcare news (including e.g. NICE, UpToDate) – see library signature below for links to these accounts. |
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| **Morecambe Bay Update**   * Working with a consultant on the assurance and management processes of the service and looking at a better way to do LQAF and align ourselves with the wider trust’s governance processes   + Implementing a WESEE meeting structure (I ‘ll share once I’ve finished it)   + Re-aligning  staffing roles * Clinical librarians are very busy with literature searching from Listening into Action, Better Care Together workstreams and Policy development * Presented at Governance Roadshow at Castle Green, on Learning to Improve went well. * Focus now on delivering a better LQAF standard in light of last year’s poor score * TRC is now an Insights Trainer and Paul Tickner is now trained to take over the critical appraisal training from TRC |
| **Open Athens Update (Anne Roberts)**   * The current access system contract has ended and re-procurement is underway. It is not clear at the moment if this will be OpenAthens or another Access Management System (AIMS). The NHS Athens Regional Administrators Group (NARAG) are considering the options. The new contract is due to be awarded 2nd June 2016. * The annual Athens report is in progress and will be available soon. * There is some confusion around CCGs as Lancs and Midland CSU are serving many CCGs but we are not sure exactly which ones. * There is to be a Webex for NARAG next week * NARAG now stands for National AIMS (Access Identity Management System)Regional Administrators Group. |

**3. Passport Scheme – Broadening the Access Agreement.**

We clarified our thinking around this – from now on there will be one scheme only which will serve the whole of the North West. The Universities have been invited to give their views and set out their offering. Susan Smith is co-ordinating this and as soon as the webpage is up and running the Cumbria and Lancs Passport Scheme will cease.

**4.** **Policies and procedures** – we had a general discussion around how library services can support their organisation’s policies and procedures. It was felt that we should offer to provide evidence based searches for new and revised policies but should not become involved in managing the system. Several documents have been forwarded to Graham to help inform his discussions with his Trust.

**5. K4H** – update and blog. Much of the work around Knowledge for Healthcare is now on the webpage and the task and finish groups have added their annual reports. Worth a look to keep up with what is going on.

**6.** **Collaboration on journals and e-resource subscriptions**. (postpone until September meeting)

**7. Usage stats and metrics.** (postpone until September meeting)

Next meeting Tuesday 13th September at Blackburn Hospital (Sheila by Skype)