

**Cheshire & Mersey Health Libraries Group**

**Minutes of meeting held on 8<sup>th</sup> October 2014  
Alder Hey Education Centre, Liverpool**

1.	<p><b>Present:</b> Susan Smith (Chair); Cath McCafferty (Minutes); Gill Swash; Anne Roberts; Helen Blackburn; John Gale; Kieran Lamb; Virginia Jordan; Lynda Cotterill; Janet Ireland; Suzanne Ford; Margaret-Mary Mahoney.</p>	
2.	<p><b>Apologies:</b> Stephen Molloy; Maureen Horrigan; Bernie Hayes; Angela Hall; Adrienne Meyer; Linda Ferguson; David Stewart; Linda Taylor; Vicky Bramwell;</p>	
3.	<p><b>Minutes of last meeting and matters arising:</b> The minutes of the last meeting were not available. There was a general recap of the discussions at the last meeting on 3<sup>rd</sup> October 2013. Discussions at this meeting centred around the future direction and focus of the C &amp; M group:</p> <ol style="list-style-type: none"> <li>1. Should the group continue to meet regularly with the same agenda and business</li> <li>2. Should the group continue to meet less regularly to consider a specific topic pertinent to the interests of all members</li> <li>3. Should the group cease to meet</li> </ol> <p>The outcome of this meeting was to adopt no 2 above, meeting 4 times per annum. Topics put forward for future discussion were:</p> <ul style="list-style-type: none"> <li>• conducting a service review</li> <li>• use of fiction in health library services</li> <li>• experience of library led events</li> <li>• good old demonstrating impact</li> <li>• how can we improve partnership working across the patch</li> <li>• integrating library services into Trust processes</li> </ul>	
4.	<p><b>Meeting business</b> <u>Conducting a service Review</u> Susan Smith introduced the item.</p> <p>What is a service review? There was a discussion of what was understood by a service review. Some members had conducted a service review, others not. There were different interpretations of what could be considered a service review:</p> <ul style="list-style-type: none"> <li>• It could be reviewing ways of working/new roles/re-defining roles within the same budget</li> </ul>	

	<ul style="list-style-type: none"> <li>• It could be a process imposed on managers by the host organisation as part of cost saving plans</li> <li>• It could be a process carried out by service managers for a mixture of reasons: vacancies; organisational change; to match new user needs</li> </ul> <p>Why had reviews taken place in services?</p> <ul style="list-style-type: none"> <li>• Loss of key partners had necessitated major change</li> <li>• Loss of funding had necessitated major change</li> <li>• Need to submit future development plans</li> <li>• Change of focus for services based on new and emerging need</li> <li>• As an element of the service strategy</li> </ul> <p>Important factors to consider as part of any review:</p> <ul style="list-style-type: none"> <li>• Consider stakeholders views to be of paramount importance</li> <li>• Consider what the service delivers that the trust/host organisation values and thinks it can sell to others</li> <li>• Focus on existing and new partnerships</li> <li>• Consider the important external and internal drivers</li> </ul> <p>Key stages involved in a review:</p> <ul style="list-style-type: none"> <li>• Start with users/stakeholders: SS reported that her review and extensive stakeholder engagement gave the Trust an audit trail for the future</li> <li>• Consider the overall goal to be achieved</li> <li>• What are the main drivers for the host organisation and service</li> <li>• Consider the political landscape. In the future we may not always be able to collaborate in the same way.</li> </ul> <p>Benefits of a service review:</p> <ul style="list-style-type: none"> <li>• It is an opportunity to present various future service options</li> <li>• It can enhance the reputation of the service, e.g. around innovation</li> <li>• It can raise the profile of the service</li> <li>• It can maintain a sense of preparedness for the future</li> <li>• Demands a need to consider the minutiae of certain elements when considering costings. e.g. licenses of e-resources, what costs would be incurred with a different model</li> <li>• New partnerships can present benefits: collaborative bids; bulk buying; shared book purchasing</li> </ul> <p>Where can you go for support:</p>	
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5.	<p><b>Athens update (Anne Roberts):</b></p> <ul style="list-style-type: none"> <li>Anne requested that Athens administrators ensure that account details include somewhere an NHS email address; in notes filed; at end of postal address</li> <li>Accuracy of stats information is getting better</li> <li>There have been some complex anomalies recently regarding some individual Trusts access to some resources</li> <li>Kieran suggested he will advocate IP address access in parallel with Athens is put in place for core content materials. This will enable smoother access to some resources when in the work place.</li> </ul>	<p><b>ALL</b></p> <p><b>KL</b></p>
6.	<p><b>HCLU update</b> No representatives from HCLU present</p>	
7.	<p><b>Actions</b></p> <ol style="list-style-type: none"> <li>To contact HCLU about the possibility of planning a future event 'How to conduct a service review'</li> <li>The next meeting will focus on impact – all members to bring evidence of their use of impact information in their service to share.</li> <li>To consider someone taking a lead for the next meeting in January</li> <li>Look at impact toolkit in advance of next meeting/at the meeting</li> <li>Book a room for the January meeting</li> </ol>	<p><b>S.Smith</b></p> <p><b>ALL</b></p> <p><b>ALL</b> <b>V. Jordan</b></p>
8.	<p><b>Any other business:</b></p>	
9.	<p><b>Next meeting:</b></p> <p style="text-align: center;"><b>Demonstrating Impact</b></p> <p style="text-align: center;"><b>Please bring along practical examples of how you demonstrate impact in your service to be shared with the group!</b></p> <p style="text-align: center;"><b>January 15<sup>th</sup> 2015 at 1.30</b></p> <p style="text-align: center;">Training Room 2 (1<sup>st</sup> Floor) Education &amp; Training Centre Countess of Chester Hospital Liverpool Road Chester, Cheshire, CH2 1UL</p> <p>COCH Map: <a href="http://www.coch.nhs.uk/media/42810/chester11_map_north_20_06.pdf">http://www.coch.nhs.uk/media/42810/chester11_map_north_20_06.pdf</a></p>	<p><b>ALL</b></p>