



Happy New Year to all! It's a new year and the ideal time for a new start and what better way to kick start it then reading through this bumper issue of LIHNNK Up. My challenge is to fit the entire editorial onto the front page of this issue...

Chris Thornton prolificacy as an author this time knows no bounds as she has penned three articles. The first of which introduces us to her visit Birmingham's stunning new library. This is followed, later within the issue; with an article on Trafford's new look. Her last article is a brief description of Paula Elliott's farewell from Trafford Library.

Michael Farrell briefs us on Blackpool's Grand Round session, where library staff promoted their services to the Trust, empathising how partnership working improves patient safety.

Have you ever thought of doing a triathlon? Nah, me neither. **Cheryl Dagnall** and other LIHNN staff have though, at the NHS Fun Triathlon. Read about their "fun" challenge and how they fared.

Influencing skills are an ever increasing tool to have in our arsenal as we strive to promote ourselves within our respective organisations. **Louisa Halton**, from Lancashire Teaching Hospitals NHS Foundation Trust, briefs us on the LIHNN Influencing Residential and provides us with some influencing tips.

Michael Reid gives us a very brief taster of The Rt. Hon Andy Burnham's talk to the Clinical Librarian's Group in December.

LIHNN Quality Awards... who won what? **Stephen Edwards** lets us know, complete with some snazzy photographs of

the winners. Linking in with the Christmas Study day, congratulations to **Victoria Treadway** who is the winner of this year's Director of Health Libraries Awards. **David Stewart** describes why he chose Victoria and then later on in the issue, writes a lovely piece on Chris Thornton who is retiring after years as the Head of Library Services in Central Manchester.

Jo Whitcombe provides us with her insights as a delegate at last year's CLIP Umbrella conference, it seems so long ago now.... **Julie Burns** provides us with a snapshot of Umbrella from a volunteer's perspective. **Susan Smith**, also provides us with her thoughts on the Umbrella conference and the learning she took and put into her work.

Matt Holland gives us the lowdown on MOOCs. Yes MOOCs. First time I heard that I could not help but think of Mean Streets and Robert De Niro. Anyway, back to MOOCs, they are free...there are loads of them...so no excuses...get learning!

Mandy Beaumont, briefs us on Lancashire Hospital's new quiet room, suggested by students via feedback.

There was a time when eating in libraries was frowned upon. Mrs Miggins my local librarian once asked me to leave her library when I dared to waltz into her literary establishment, eating a Highland Toffee. Luckily, Mrs Miggins' days have long gone and so **Mary Hill** describes how she has used books and food to promote new opening hours at Stockport. Moving on from books AND food to just books, **Lisa Maclaren** describes how Aintree have used their fiction section to attract new users, particularly non-clinical staff, into their library.

Gary Sutton

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Didn't we have a lovely time the day we went to Bangor

~~Bangor~~
Birmingham

Setting out on the 10.07 from Manchester Piccadilly on Saturday, 23rd November, Mary, Donna and I weren't sure what to expect from our visit to the new library in Birmingham.

We'd all read something about it and seen photos of it in the press when it opened at the beginning of September but nothing could have adequately prepared us for the impact of the building 'in the flesh'.

The exterior is genuinely stunning – not like the 'barbed wire' impression you get from the photos. The external surrounding frieze is echoed in the floor of the Amphitheatre adjacent to the music library and is visible from different points from within.

Outdoor spaces (The Discovery Terrace, Floor 3, The Secret Garden, Floor 7 and the Skyline Viewpoint, Floor 9) offer quiet spots in which to sit and

read, and from which to enjoy panoramic views over the city.

Inside, the rotunda spaces, linked by escalators, stairs and lifts, literally take centre stage. The book rotunda on Level 2 is at the heart of the library and



Video screen

'symbolises the importance of the book for learning, information and culture'.

As you would expect in a new library, the facilities and art work are second to none. We were enchanted by the Digital Gallery – a changing exhibition positioned high on a wall and by

various other art works dotted around the discovery trail.

One of the real highlights, however, related to the 'old' rather than the 'new'. This was the Shakespeare Memorial Room on level 9. This reconstructed wood panelled room, complete with carvings and marquetry, is full of books and memorabilia which form part of the Shakespeare collection, including a number of prints showing famous actors and actresses in various Shakespearian roles.

We were also fortunate enough to find a temporary exhibition entitled 'The Library of Lost Books' a project by Birmingham artist, Susan Kruse, which involved sending salvaged books from the old Central Library to artists across the UK to be given a new lease of life and made into art works. For more about this project you can visit www.thelibraryoflostbooks.blogspot.com

And lest you think we just fed our souls during this visit...we bypassed the (I'm sure, excellent) Library Café and headed to the Bistro in the Birmingham Rep which adjoins the new library. There we treated ourselves to a delicious two course meal for £13 a head.



Su Blackwell Midsummer's night dream



Internal view



Rotunda spaces



Ceiling view Shakespeare memorial room

We certainly did have a wonderful time. Not 'all for under a pound', but well worth the time and money and highly recommended.

TOUR GUIDE:

Chris Thornton

PHOTOGRAPHERS:

Mary Hill and
Donna Schofield

THE KNOWLEDGE & LIBRARY SERVICES 2013

at Blackpool Teaching Hospitals
NHS Foundation Trust

The Knowledge and Library Services at Blackpool Teaching Hospitals NHS Foundation Trust hosted a Grand Round session on 9 October 2013 as part of its Open Day.

Speaking on the rationale for the event, Michael Farrell, Library Services Manager, explains that 'the Library is multifaceted and underpins all specialities and teams within the organisation in providing evidence-based knowledge to inform clinical decision making. As part of our marketing strategy it is vital that we target clinicians directly, and the Grand Round provided the ideal opportunity for us to do that.'

While the purpose of the event was to promote the services provided by the library, and the ways in which the library enables clinical practice, the emphasis was somewhat unique: the session highlighted a particular function of Library Services; that is, its ability to facilitate dialogue between departments in the interests of knowledge sharing which, for the purposes of the event, was around sepsis management. To demonstrate this, Library Services was delighted to have enlisted support from some of the teams with which it works, namely Simulation Skills and Research and Development.

Professor Gulati, Director of Medical Education, opened the session followed by a brief introduction by Michael Farrell, Library Services Manager. The Trust's Clinical Librarian, Michael Reid, then spoke about the positive impact of his role in underpinning clinical practice, and highlighted the evidence-based information on sepsis management that had been provided to clinical

teams as part of the Clinical Librarian service. This was followed by the first screening of a podcast on sepsis management which is available to staff as a training tool. The Simulation Skills team, led by Mr Tucker, Consultant in Emergency Medicine, then gave a demonstration of sepsis management in line with the sepsis pathway. The scenario involved a patient who had been brought into the Emergency Department five days post-surgery and was diagnosed with septic shock. Following a series of observations Critical Care Research Nurse, Emma Brennan, approved the patient for the ProMISe (protocolised management in sepsis) research trial. The session ended with a debriefing from Mr Tucker.

The event emphasised how partnership working across interdisciplinary teams improves patient safety throughout the whole organisation. The important role of the library in such working was clearly demonstrated and provided us with an opportunity to market our services in a way we have not tried before. We plan to engage in similar events in the future as a means of further integrating our services into the work of all the Trust's departments to ensure that every possible decision is based upon the best evidence available. The work of the library is core to that of the Trust and we aim to take every opportunity to spread this message.

Michael Farrell

HAVING A TRI



On a warm and sunny Sunday morning in July, Janet Heaton (Library Assistant/swimmer, Wigan), Debra Thornton (Patient Experience Revolution Trainer/cyclist, Blackpool) and myself (Library Manager/runner, Wigan) made up the relay team 'In it to win it' at the NHS Fun Triathlon in Horwich.

As mad as it may sound, 'fun' really is a good way to describe the event. There was a lot of encouragement between the participants and everyone helped to cheer on all the competitors at every stage of the race.

I don't think anyone in our team appreciated just how nervous we would feel on the morning of the event. The nerves must have worked to our advantage though as although we didn't manage to achieve the placing our team name aspired to, we still did well finishing 8th out of the all women relay teams and 38th overall.

Cheryl Dagnall

À bientôt, a più tardi, see you later...

At the end of August [2013], CMFT library staff said a fond farewell to Paula Elliott.

Paula left her part time post as Trafford Library Manager to work full time at Bolton following Jean Williams' recent retirement. Paula has worked at Trafford since 2005 and, from 2009, has also job shared with Jean.

When Trafford was acquired by Central Manchester University Hospitals NHS FT back in April 2012, Paula and the rest of the Trafford-based team became part of the CMFT service.

Knowing that she would remain part of both LHMN and Greater

Manchester and that we'd see her again very soon made it easier to say, 'Goodbye'.

Chris Thornton
HEAD OF LIBRARY SERVICES, CENTRAL MANCHESTER UNIVERSITY HOSPITALS NHS FOUNDATION TRUST



Paula with some of her presents

LIHNN Influencing Residential

SEPTEMBER 2013

I was fortunate to attend the Influencing Skills Residential at Barton Grange Hotel facilitated by Deborah Dalley on the 12th and 13th September.

At first I felt a bit out of place, being the only Senior Library Assistant to attend, but soon realised that it was an opportunity to gain skills and meet others in the library network. After the initial introductions it was straight into the programme which was well paced and interesting.

What happened:

Day 1: Traits of Influential People

The residential started by looking at the differences between influencing and manipulation and the traits of influential people. A series of breakout groups and discussions focused on the traits of highly influential people. We then created a personal action plan designed to enhance these in ourselves. Deborah gave us several hand-outs filled with ideas on how to develop the seven influencing traits:

- self-confidence,
- empathy,
- credibility,
- trustworthiness,
- communication,
- inspiration and
- being open minded.

By developing or enhancing these traits it is hoped that we will be seen to be a more influential individual.

Deborah explained the PMI (Plus, Minus, Interesting) Tool and this was found by me to be particularly useful. In groups we were given a proposal to

look at and asked to note the pluses, minuses and what was interesting about it. The tool helped to create conversations and enabled me to see things from other people's viewpoints and consider different options. The tool was very popular with the group as it was something that could be used at work for decision making.

Day 2: The Tools to Influence

We were asked to think about a situation that we wanted to influence in preparation for the second part of the course.

Day two focused on the more practical side of influencing. We looked at our own personal situation that we wanted to influence and were asked to focus and define an objective, in order to be clear about the outcome that we desired. We then worked through six steps - the tools to influence effectively. These steps included assessing the views of others, defining our influencing power and communicating appropriately (Dalley and Burton, 2011). One exercise involved looking at the ways that people use power and the different forms that power can take which was really interesting. Although we did some group work, the day was spent focusing on our own personal issue and working through the steps.

What I learnt:

Firstly the course has shown me that to be an influential person there is a need to work on the self to develop the traits that influential people have, in order to influence effectively. This is definitely something I'll be working on!

Deborah has shown us the tools to influence but these tools need to be practiced.

I have learnt to have a clear objective of what I want to influence and what I want the outcome to be. Practice and preparation are needed beforehand, even down to planning the conversation that I want to have, in order for me to be influential.

Deborah was an excellent facilitator and kept the group focused throughout. There was a good balance of small group work and individual planning time to practice the influencing skills. It was great to work with others and share ideas and I found this very productive. We were provided with lots of useful hand-outs and a step-by-step booklet to work through.

I really enjoyed this course. It was very practical and, I will use the tools at work and use the action plan for my personal development. The two day event was ideal as it kept the momentum going - I feel the impact would have been lost if it had been two separate days. Barton Grange was an excellent venue with great food and facilities on offer. I feel that the course would be beneficial to other library assistants and would encourage others to give it a go!

Louisa Halton

SENIOR LIBRARY ASSISTANT
LANCASHIRE TEACHING HOSPITALS NHS
FOUNDATION TRUST

References

Dalley, D. and Burton, L. (2011)
A Step by Step Guide to Influencing Effectively. Deborah Dalley



Andy Burnham speaks at Clinical Librarians Meeting

The Rt. Hon Andy Burnham MP (Shadow Secretary for Health) spoke to the Clinical Librarians and Trainers meeting at the Education Centre, Christie Hospital on Friday 6th December.

Andy gave an interesting and thought provoking talk entitled: **Whole Person Care, Labour's Plans for a 21st Century NHS.**

The audience were treated into an insight to where health policy in the UK could be heading in the near future and the personal views on the

NHS from a former Secretary of State. Andy also fielded a number of questions from the collective audience of information professionals and educationalists, in what proved to be a enjoyable afternoon.

Michael Reid
CO-CHAIR CLINICAL LIBRARIANS GROUP



ABOVE (L-R): Steve Glover (The Christie), Rt Hon Andy Burnham MP, Dr Cathy Heaven (The Christie), Dr Sally Cheshire (HENW), Michael Reid (Blackpool Teaching Hospitals)

LIHNN QUALITY AWARDS

BY **Stephen Edwards** ASSISTANT LIBRARIAN, STOCKPORT NHS FOUNDATION TRUST



Victoria Treadway, Clinical Librarian at Wirral University Teaching Hospital, receiving the Director of Health Libraries North West Award, from David Stewart.

Minutes of Madness Award

There was also success for **Pennine Care**, who were winners of the Minutes of Madness for their current awareness collaboration with clinicians with a presentation which was most convincingly delivered by Lucy Anderson.



Winners of the LIHNN Quality Improvement Awards, as voted by delegates at the Christmas Study Day. From left to right – in first place **Pennine Acute** (represented by John Bramwell) for their online video demonstrating critical appraisal using the CASP toolkit; **Blackpool Teaching Hospitals' Clinical/Management Librarian Service** (represented by Michael Reid) with their contribution to the Sobering Man Centre and soft drinks tax initiatives; and **Stockport Foundation Trust** (represented by Stephen Edwards) for their promotion of earlier opening times. You can find copies of the three winning presentations online, in the LIHNN/HCLU Briefings section of the website.

LIHNN visit to Manchester University

26TH JUNE 2013

I gazed around me at the sleek brushed steel enquiry desk, the electronic entry gates and the many, many flat screen monitors trumpeting the latest library and university news. This wasn't the dusty, beige and brown building that had been very unwelcoming as an undergrad.

Walking through the library space to the meeting room brought back familiar sights - students hunched over desks and row upon row of books arranged in what had always seemed a most unfathomable fashion.

The afternoon started with a presentation from some of academic engagement team – Olivia Walsby, Dominic Broadhurst and Ruth Silman. They explained the consultation processes that had informed a radical overhaul of the university library infrastructure which saw staff roles, job titles and how they interact with students, faculties and external partners change dramatically. Gone are the traditional subject librarian roles, replaced instead by three teams with more obvious responsibilities - academic engagement, teaching and learning, and research services. It is envisaged that these changes will allow the library teams to better respond to the increasingly challenging range of student, faculty and university strategic needs, whilst integrating the library service more effectively into the organisation as a whole.

Slides from this session can be found on the LIHNN website:
(http://www.lihnn.nhs.uk/images/Documents/HCLU/CPD_Events/hclu_presentation_26Jun.pdf)

We were given a preview of the new student pages and the opportunity to feedback on what we felt were important issues for NHS libraries supporting Manchester students. The university team are keen for any feedback, so have a look at their new site and let them know what you think.

Links for these new resources may be embedded in NHS library web pages making life a little easier for students on placement. However, many may find that some of the resources, such as the useful-looking search videos, are blocked by their IT department. Having perhaps surprised or even shocked the university team with our tales of NHS Internet woe, we moved on to a tour of the latest addition to the university.

Just across the square from the library is the Alan Gilbert Learning Commons. On this site stood one of the ugliest buildings I have ever had the misfortune to lunch in. Even escaping across the road to Jabez Clegg didn't spare students the sight of the 1960's high rise which dominated the space by the Arts building. Now, whilst I cannot say this new building has a beauty which will stand the test of time, it is undoubtedly a vast improvement. The surrounding area has been transformed into an attractively landscaped & wi-fi enabled space in which students can gather in the fleeting Manchester sunshine.

The Learning Commons grew from the need to give students not only more study space but more space with more technology. Thanks to a £24 million investment, the university has managed to do this and then some.

If you're looking for books here, you're going to be disappointed. With over 400 PCs, this has been designed as a flexible, tech-heavy, 24-hour study/meeting/work space for over 1000 students. The ground floor hosts a cafe as well as a large open plan

enquiry desk, which frequently fields enquiries from wandering tourists from Manchester Museum just down the road. Huge interactive screens give you the opportunity to find out the latest university news, book a pc or study room or just find out where you are in relation to where you need to be.

As the tour progressed, we "oohed and aahed" over a touch screen interactive table, marvelled at the intelligent furniture (no clumsy base units here - the tables themselves hold all of the important tech) and dreamt of the day that an NHS library may be able to acquire such wondrous things.

The building itself is apparently in charge of student comfort. If it gets too hot, the windows open automatically and lights are only activated by movement. Comfy but practical seating (complete with built-in plug sockets so you can charge your laptop) is on every floor so students can create a comfortable study nest. The purple, high backed chairs - each of which bears the name of a Manchester University Nobel prize winner - are particularly sought after. It was suggested that such furnishings could be the subject of a few future library development fund bids! Artwork and poetry created by students to celebrate the achievements and heritage of the university is printed on walls, doors and glass panels throughout the building for all to enjoy.

All in all, I think I would quite like to be a student again....

Missed the visit? Take a look at the Alan Gilbert Learning Commons on YouTube:
<http://youtu.be/GJsrlk5FGfw>

Jo Whitcombe

ASSISTANT CLINICAL LIBRARIAN
PENNINE ACUTE HOSPITALS NHS TRUST

New look for **Trafford Library**



A staff nurse completes her e-learning



Brian Chapman (Lime Arts) with Trafford Library Manager Paula Elliott (L) and Chris Thornton, Head of Library Services, CMFT



The new quiet study room

Staff and students visiting Trafford Library now have new study spaces in which to work, study, research and learn.

The mini refurbishment was a real team effort with lots of hard work from Library staff, a little manual labour from colleagues in Estates and a successful small bid to the Libraries Development Fund.

Library Manager, Paula Elliott, said of the changes: "The Study Room is

proving really popular with our users but it's been a long time in the planning as the space only became available once we'd withdrawn all the print journals. This meant we could double the capacity of 'The Learning Zone', which we'd established a couple of years ago with 3 PCs, and move a 4-seater study table. With a lick of paint and 2 pieces of artwork on the walls, it's a really comfortable, flexible room now."

And that's not the end of the story. Library and Estates staff have just finished converting two adjacent

rooms into a Quiet Study Room and a Library Workroom. Helen Collantine, Senior Library Assistant, says: "I arrived back from 2 weeks in Italy to find the new Quiet Study Room completed and already being well used".

Chris Thornton

HEAD OF LIBRARY SERVICES
TRUST LIBRARY
CENTRAL MANCHESTER UNIVERSITY
HOSPITALS NHS FOUNDATION TRUST

Off Duty? – the new fiction collection at Aintree Library

Aintree Library and Information Resource Centre have recently established a fiction collection, with the help of external funding and kind donations from staff.

The collection is available to Aintree University Hospitals Foundation Trust, Walton Centre Foundation Trust, staff of Edge Hill University and all the students we welcome from a variety of institutions.

Our initial idea was to make the library more appealing to non-clinical staff, however, when we began to explore changing our print room into a designated fiction space, we realised we had an opportunity to create a more social space within the library.

With the funding we received from the Library Development Fund, we've been able to purchase a wide range of contemporary fiction and biographies, as well as some comfortable furniture for the room to encourage people to relax and enjoy the space. The collection ranges from Man Booker prize winners to popular bestsellers, crime fiction to light reads, plus current biographies. Books from popular reading lists including Richard and Judy's book club are available to loan for 3-week periods, and can be borrowed by any library member with a library card.

Despite the collection being given a soft launch, early signs are very encouraging and borrowing has been very buoyant. Staff in the Clinical Sciences Centre, where the library is based, have been very vocal in

promoting the collection to others and we are now embarking on a marketing campaign to increase our visibility outside the library. Initial ideas include advertising in the Trust newsletters, the creation of a bookmark and a flyer and also attending education events within the Trusts. Eventually, we would love to have our own book club.

The next steps for the collection are to continue with the marketing strategy and hopefully attract a wider range of customers to the library, but also the eventual introduction of some books on prescription from the "Reading Well" initiative. We also hope to do some work around measuring the impact of the service on the individual at a later date.

Lisa Maclaren

CILIP

UMBRELLA 2013 CONFERENCE

This was my first opportunity to attend Umbrella and I managed to get to a range of presentations throughout the day.

I hadn't been to such a large, cross-sectoral conference before so I was quite excited. On the train into Manchester, I went through the Umbrella app on my phone and starred the sessions I wanted to go to. Here are a few of my highlights.

Day two of Umbrella 2013 was opened by John Dolan (@johnrdolan) who gleefully reeled off a string of Mancunian innovations and successes with barely a hint of local-born bias. After a quick recap of the highlights of day one, including praise for the Wirral's very own Victoria Treadway (@librarianpocket), he went on to introduce the first keynote speaker Janice La Chance, CEO of the Special Libraries Association (@janicelachance). She talked of how in the constantly changing landscape of the information profession, it is vital that we learn from each other and adapt to change if we are to thrive. Whilst she never actually worked in a law environment, Janice felt that her law degree gave her a range of analytical and research skills as well as communication and influencing skills which have stood her in good stead in her enviably varied career. For me, this was a reminder of how we should not allow ourselves to be pigeon-holed and that many of the skills we have as librarians are transferrable, not just across different library and information sectors but to other professional roles where our skills would be valued. Janice suggested that librarians should be more entrepreneurial, not just promoting

the resources we offer but engaging more effectively with our parent organisations and using their own language to illustrate how we can help them to meet shared goals.

The passion of Ruth Carlyle from Macmillan Cancer Care (@RuthCarlyle) shone through in her presentation "*Information prescriptions: personalised information through libraries and information services*". The attention to detail and emphasis put on personalised, quality information being available to each patient was obvious. This is definitely a resource I will be promoting to clinical colleagues. <http://www.nhs.uk/ipg/Pages/IPStart.aspx>

Geoff White (@geoffwhite247), technology producer for Channel 4 news, gave a fascinating insight into the workings of a modern news broadcast. He highlighted the fact that news providers today have to compete with the Internet and smart phones to get the big scoops and it made me aware that my news-seeking habits have changed over the years - I read news online every day but rarely watch a TV news programme.

Ben Showers from JISC focussed on participation, understanding and emergence in his session, "*Tooling up: arming the librarian of the future*". I think that this was my favourite session of the day as what he talked about - the constancy of change and how to embrace it - resonated with this whole audience. Like Geoff White, he talked about how technology is changing the way we engage and interact with others. He raised the idea of the learning black market, where students use web and social media resources to learn and collaborate online. This is certainly something that I have used both as a student and as a

Chartership candidate and I can vouch for the motivation provided by projects such as the Chartership Twitter chats. Again the multiplicity of skills we possess as information professionals were discussed and we were encouraged to capitalise on the communities of expertise around us in order to develop ourselves and our services.

Top snippets of advice from the leadership debate panel (Brian Gambles, Karen McFarlane, Maxine Melling, & David Stewart) included:

- Network and build relationships which help you to develop as a leader
- Keep an eye on the "outside world" for anything you can use or adapt for both yourself and your organisation
- Have the chutzpah to try something new

One of the most useful things for me personally was the use of Twitter by delegates. It gave an idea of what other people in the room were thinking as well as providing insight into sessions you couldn't get to.

I would recommend Umbrella for anyone who wants to see what is going on in the wider library and information landscape and I would like to thank LIHNN CPD group for sponsoring my attendance.

Presentations from both days of Umbrella 2013 can be found here: <http://www.cilip.org.uk/cilip/umbrella-2013-presentations-1>

Jo Whitcombe (@jowhit)
ASSISTANT CLINICAL LIBRARIAN,
PENNINE ACUTE HOSPITALS NHS TRUST

continued over...

...continued

VOLUNTEER @ CILIP



WEAR THE T-SHIRT

The Umbrella 2013 Conference was my first experience of attending a CILIP conference so everything was embraced with a "newbies" approach of excitement and curiosity. We received an introduction at the reception desk and I swapped my blouse for a conference T-shirt so I would be easily recognisable as a volunteer to the conference delegates. All volunteers arranged cover amongst themselves, those who were familiar with how the conference worked helped and encouraged involvement from the newbies and soon enough it was determined who would cover what in which area of the conference venue so all areas of the building were serviced for enquiries.

As a conference volunteer, my role was to aid the delegates and add to the fun of an exciting conference experience. As a first-timer, I adopted a novice approach to my role and simply assisted the delegates in any way possible. My first task was to assist with the smooth running of the transport to and from the conference venue by helping with directional queries for each of the talks, lectures, refreshments and facilities and by answering any other queries to

enable the day to flow. I enjoyed being a conference volunteer and think that it is a positive experience to be embraced by all and a great way to meet new conference attendees, volunteers and delegates, new and experienced, of all sectors.

At the conference, trade stands were advertising the latest, innovative ways of how digital technology is working



and supporting academic, public and health libraries. I was amazed at the sheer volume of information and how the pieces of the information puzzle fit together. Having worked in an academic library for over 13 years, I graduated last year with a degree in Librarianship and feel that attending this conference for the first time has enriched my experience as a graduate. I observed that networking and sharing knowledge is a key activity for all information professionals to keep abreast and to understand the requirements for re-engineering processes with the emergence of change. Having



witnessed this at the conference I realised it is key to question new developments within libraries for development purposes and to showcase inspirational ideas. By looking through the keyhole of libraries and immersing myself in a field of information, it has essentially changed many things in my career outlook and I feel that there is no better time to be a librarian than today.



Julie Burns

LEARNING RESOURCE OFFICER
UNIVERSITY OF CENTRAL LANCASHIRE

THE FUN OF THE FAYRE

It is strange when you think how conferences are viewed: maybe you have had the same experience?

When you tell your team you are going to a conference, they remark it will be a nice 'jolly out of the office'. You then meet your line-manager who wishes you 'a fun time'. The terminology seems frivolous and you feel like heading off to the beach with your bucket and spade. In the back drop of being short-staffed, pending deadlines and day-to-day niggles; it is easy to convince yourself not to take the time out. So what is the value of attending a conference?

One of the key elements for me is the ability to step outside of yourself. It is easy to get bogged down with petty (or not so petty) problems, so you become narrow minded in your view of libraries and the service you provide. Conferences are a time to refresh, inspire and prepare for the fray once more. Most often this is through a particularly enthusiastic speaker. Sometimes they don't tell you anything new, maybe it is just a slight twist on a theme, sometimes it is the style of presentation. Whatever it is they can have a tremendously uplifting effect.

Ben Showers' presentation on "Tooling up: arming the librarians of the future" (sadly this wasn't around legalising librarian rights to bear arms against problem users) was certainly the lunch time talk of day one. His presentation was a reflection on the key skills and roles of the librarian in the new technologically rich era. It praised our position of trust within our relative communities, our eagerness to engage with users and disseminate information. These skills are transferrable and aligned with current zeitgeist, in a world with rapid emergence of new technologies, which will continue to bring rapid change in the information landscape.

There was a reminder that we need to do more to create an environment where it is easy for our users to engage. Some libraries are using gamification of library catalogues (<http://librarygame.co.uk/>) or crowd sourcing to populate and expand on knowledge e.g. The Great War Archive (<http://www.oucs.ox.ac.uk/ww1lit/gwa/>). He also reminded us that we need to understand our users whether through novel ways of collecting and using metrics (LAMP - <http://jisclamp.mimas.ac.uk/>) or investigating if libraries actually have an impact on student learning. I have already been speaking to the Research Department about the possibility of research into service evaluation for clinical staff, so something must have struck a chord.

When it comes to inspiration, I can't write an article and not mention Victoria Treadway's presentation on clinical librarianship. Several people made passing remarks that the Twittersphere had gone crazy. The Luddite that I am, got a slightly different perspective. During the presentation, I was sitting beside someone who was interested in changing library sectors. By the end of the presentation, the questions about health libraries were coming thick and fast. The following day whilst volunteering at the conference, I asked a number of people what had been the highlight; more often than not this was the clinical librarian presentation. The directness of impact, the recognition of the library service efforts and the sheer alien nature of the role seemed to resonate. So a big thank you there for raising the profile of health libraries!

This highlights another valuable element of the conference - networking. Umbrella this year, gave me an opportunity to re-ignite old connections, catch up with current partners in an informal setting and make new friends. Volunteering can be particularly useful for facilitating conversations with strangers. The exchange of experience across the sectors and across nations can be

invigorating and fascinating. It isn't often that I go home and say to the other half that I have been invited on a guided tour of a library and he asks when we are going. Bibliotheca Alexandrina has that effect.

Don't forget to engage with the stall-holders too! They are a fantastic wealth of knowledge, if you want to know what other libraries are doing. You might be surprised what a casual chat can solve. It might even kick you into thinking about that problem that has dropped to the bottom of your to-do-list. The other up-side is I now have a wonderful collection of notepads to use in critical appraisal training, post-its for quick library surveys and random stuff which we can add to our shredded paper bin as a lucky dip to encourage people to complete questionnaires.

Only two presentations have been mentioned in this write-up. Don't take that as a reflection on the quality of the other presentations. There will always be some of personal interest, some of work interest, some to support colleagues and ones which leave you ranting. I'm fairly sure that they will be online shortly and I would recommend that you go and dip into a few of them when you get the chance.

What I have done with the rest of my notes is key to why I go to conferences. On the first day back I attended two meetings where elements were discussed and have written a couple of tailored reports for departments with known interests. I disseminate information both to work colleagues, partners and people with specific interests in the organisation. It aids in current awareness of trends, new legislation, innovative ideas and best practice. I know for the next few months the information it has provided will work to raise the library profile through shared knowledge and improved relations with some departments. It will aid me when building cases for new projects and it will motivate me to try new techniques and new ideas. Maybe some of it was fun and frivolous at the time, but now the hard work begins.

Susan Smith

SENIOR LIBRARIAN

MID CHESHIRE HOSPITALS NHS FOUNDATION TRUST
ATTENDANCE PART FUNDED THROUGH HCLU.

The Director of Health Libraries Annual Prize: 2013

Over the last two years I have been delighted to be asked by the Library Information Health Network North West (LIHNN) Committee to give a personal prize to someone in the network who has contributed to the profession and the network.

In thinking about this I recognised that LIHNN is much bigger than just its NHS members - it includes library services in universities, charities and from national bodies with a north west base.

This means that the annual Director's prize could go to anyone from those sectors.

The other thing I had to think about was all the different people that make up the network. I tend to meet and get to know our Library Managers - but I don't think the prize always has to be about "managers" and "people who have been around for a long time".

And so, with those caveats, I thought about who has contributed to the profession and to the network - and it is clear that this is not always going to be easy - everyone contributes, in some way, to the network; but I have decided to give this third Director's prize to someone who I think you will agree richly deserves it.

This year's prize goes to **Victoria Treadway**, Clinical Librarian at the Wirral University Hospital NHS Foundation Trust.

Professor Sir Muir Gray always said that he wanted the resources and services of the erstwhile National Library for Health to be "ubiquitous", i.e. "found everywhere" - and I've been struck a number of times this year that Victoria herself is ubiquitous:

- She was featured in the Guardian's a "day in the life of" column
- She went to India with Dr Sadera to talk about her role - and I suspect astonished colleagues there
- Hers was the most talked about presentation at this year's CILIP Umbrella conference in Manchester. Both the Chief Executive and Council Chair have referred to Victoria and her work in the last few weeks
- She and Dr Sadera were featured in the November 2013 edition of CILIP Update

I think all of that counts as ubiquitous!

Of course, there is much more to Victoria than just being everywhere: she is a hardworking, committed Clinical Librarian, who has spent the last 9 years working as part of Eileen Hume's team at Wirral Hospital. She is a constant contributor to our NW network and to our Newsletter. Her enthusiasm for innovation is demonstrated by the research proposal that she and Dr Sadera are putting together which aims to measure the contribution of the Clinical Librarian to patient outcomes in Critical Care.

Finally I would like to congratulate Victoria on her achievements - long may they continue!

David Stewart
DIRECTOR OF HEALTH LIBRARIES NW



Victoria presented her poster at the 1st International Conference on Evidence-Based Healthcare (ISEHCON) in Delhi.

Opportunities for free further study

MOOCs

Massive Online Open Courses or MOOCs are online courses provide by leading universities free over the web.

Topics cover computer science, health care and social science, management and economics. They typically take 2-8 weeks to complete and usually contain an assessment in the form of a quiz or peer-graded assessment. All the course materials or readings are available online although you may be encouraged to read further, it is not necessary. Courses provide a non-credit bearing certificate from the university that provides the course. This in effect just means you have completed the programme.

Courses do have a start date and finish date with a programme running on a week-by-week curriculum. A few are self-paced which you can pick up and complete at your own pace at any time. For most courses the participation element centres on discussion groups in which you are invited to join with participants from all over the globe in talking about the topic of the course and helping or getting help to solve various problems.

The default level of the course is first year undergraduate. Depending on the university providing the course, this could be equivalent to "A" Level standard. Most courses are cut down versions of courses already run at elite universities in the USA, Australia, China and the UK. Participation from the teaching team is low, with lectures given as videos, and discussion forums supported by a team of students from the university.

Participation in MOOCs is high, some run with 20 – 50 thousand participants, which gives them their "Massive" moniker. Not surprisingly the dropout rate is high with c2000 completing the full course to the final certificate. The ethos is very much directed towards what you want to get

from it, whether you intend to complete it or not.

Who should do a MOOC?

- Colleagues who want to make productive use of some unexpected down time.
- Anyone who has an interest in personal development but needs the flexibility that online study can give.
- Anyone who is preparing to go to university and wants to experience a learning environment that is free, interesting and can be used on a try and see basis.
- Anyone who enjoys the social side of learning.
- Anyone really.

What do you get apart from a certificate?

Depending on your experience or prospective experience of education if you plan a course in the near future, you can through the MOOCs take part in courses that take a different view. Take a course like "E-Learning and Digital Cultures" and learn to think with ideas or "Networked Life" and learn the maths of the internet. You also get experience of using social networking tools and talk, virtually, to students from different backgrounds.

Major providers are:

- Coursera [www.coursera.org]
- Edx [www.edx.org]
- FutureLearn [www.futurelearn.org]
- Open2Study [www.open2study.org]
- Open Yale Courses [oyc.yale.edu]

Matt Holland
NWS LIBRARIAN

Matt has completed three MOOCs to date.



New Library Facilities at Lancashire Teaching Hospital

Last year, medical students at Lancashire Teaching Hospital were asked for feedback on how the library facilities at Royal Preston Hospital could be improved.

One of the suggestions was for A Quiet Room where students could do silent study as sometimes the noise levels in the library at busy periods prevented this. A further request was made for an individual study carrel so that the library at Royal Preston had similar facilities to the library at Chorley.

These requests have now been actioned and the new Quiet Room and individual enclosed study space were available for use in July this year.

Mandy Beaumont
KNOWLEDGE AND
LIBRARY SERVICES MANAGER
LANCASHIRE TEACHING HOSPITALS
NHS FOUNDATION TRUST

Books & Breakfast at Stockport



"Early morning opening would benefit night staff and some late evenings would benefit staff working till 5.00 or 6.00."

"8.00-4.30 or 9.00-6.00 to give a bit more time to achieve something outside of standard work 9.00-5.00."

"8.00-6.00, because we have to be on the wards at 8.30 and don't finish till about 5.00 or 5.30 and by then the library is closed!"

In autumn 2012, we asked our users about opening times and many felt an extension to our hours would be welcome. Naturally lots of people wanted weekend opening and late nights but we had a range of thoughtful comments.

With the addition of Stephen Edwards to our staff, we could begin to address some of these issues and after due consideration, we decided that we needed to align ourselves with the building opening hours. Several years previously we had opened until 6pm, 2 days a week. There was always a bit of an issue as the building closed at 5.30pm and they would have to ring for entrance after that. Although we did not record numbers at the time, we were aware uptake was small.

We now open from 8-5.30 Monday – Thursday, and 8-4.30 on Friday in line with the building. It makes it easier for night staff at the end of their shift, people attending training that turn up early and students who arrive early.

From September 12th to 23rd December 260 people benefitted from the earlier opening.

To promote this, we decided to invite the Trust to breakfast with us supplying hot drinks, pastries and fruit. It was strongly branded with an image of a piece of toast and books in a toast

rack. This was used in all the posters and is still being used on the end of emails as a strapline when it is necessary to advertise our opening times. This branding was the result of Stephen Edwards attending the marketing course.

On the day, we used the opportunity to promote services, including signing people up for Athens there and then.

Lessons Learned

- Too limited time advertised for breakfast – we carried on until about 11am but some people didn't join us because they thought it ended at 9am. In future make it more open ended
- Giving senior staff more advance notice
- Target your audience - although we emailed all wards and some night staff attended, it would have been better to target them in particular

Was it successful?

On the day, there was a fabulous atmosphere and the numbers attending from 8-9am reflect that this was a good choice. The pictures on the day say it all.

Summarising documents quickly and accurately – reflections and tips

TRAINING COURSE IN LONDON ON 13TH NOVEMBER 2013

What was supposed to happen?

I attended this one day training course in November, delivered by Tim Buckley-Owen through Westminster Explained. It was in response to a request from the Cumbria Partnership NHS Foundation Trust (CPFT) for assistance with summarising a lot of documents quickly, in preparation for a series of collaborative service development events involving stakeholder and service user groups and organisations across Cumbria. Though not having the expertise to fulfil the scale of the request, a colleague did provide a summary of one key document for the Trust. I identified this course as appropriate for my role of providing research support to project and service improvement work for the CPFT.

The nature of the searching I am involved in with the CPFT is evolving to include initial scoping for project work, so the potential for providing summaries of documents is increasing.

My place on the course was funded by HCLU, with a view to sharing my experience across the North West. In this article I reflect on the course and the main learning points I came away with.

The learning outcomes provided for the one day course were to:

- scan documents rapidly and identify their key content
- develop strategies for summarising that content
- experience different techniques needed to scan and summarise articles, news items, short and long reports and documents that offer little guidance to the reader
- write to word length and to deadline

What did happen?

The course was a full day in London with a small group of four participants, me from Carlisle and three others from London. There was plenty of discussion time as the course is usually delivered to between 15 and 20 people so I benefited, having travelled so far.

The Trainer, Tim Buckley-Owen, created an informal, relaxed learning environment with interactive 'chalk and talk' sessions followed

by written exercises to apply and embed the learning. The flow of the course worked well as, by the end, I felt I had understood and practiced a variety of techniques that left me with a clear and practical strategy for approaching a wide variety of documents. I felt prepared to summarise a document next time the opportunity arose, which was just what I'd wanted from the course.

We were provided with detailed printed notes to accompany the course so we didn't have to spend time writing it down ourselves and we could focus on the programme and make the most of the learning without being distracted. This is a useful tip for those of us who deliver training.

The main purposes for summarising documents are to help the reader decide if they want to read the original or if they don't need to read it or a mix of both. It is recommended to always provide the reference to the original document when summarising so the reader can follow it up.

The practical exercises ranged from writing a postcard, summarising reports, books, news reports and press releases, through to summarising a long ministerial speech that had no headings or obvious section breaks or even page numbers. We tackled the documents ourselves and then Tim ran through how he had done it in the same timeframe. The key is to set yourself an achievable time to complete the exercise in and a word limit, as this ensures you complete the task and enables you to summarise several documents fairly quickly. You may then go back over it to tidy it up before presenting it. We had twenty minutes to complete most of the exercises, using between 100–250 words. To begin with during the written exercises I felt under pressure and a bit of panic, as it felt like doing an exam, but I began to relax and enjoy it, looking for that one piece of information buried somewhere within the document.

Broadly, when summarising a document of any length the most useful information to include is: Who did the work; what they did; when they did it; where they did it; why they did it, and; how they did it

Why were there differences?

From the course programme I understood we would be learning to speed read, which is a skill I have not developed as yet but it

would be extremely useful when undertaking searches within limited time. So I was looking forward to a few tips on how to do this. As it turns out, to summarise documents you don't need to read faster, you need to read strategically. You read at your own pace, picking out the relevant bits depending on what you need to find. I discovered I do some of this already by focussing on, eg. subtitles, headings, abbreviations and names.

What can we learn about this?

Document summaries are aimed and tailored to a specific audience and for a specific purpose. It may be one person or a group but they need to know particular information. You could summarise the same document for five different people in five different ways. This contrasts to abstracts which summarise documents for the general audience only, so may not contain the necessary information. This is why I wished to attend the course, as it will help with presenting search results to a specific individual or project team.

I discovered using the strategic reading approach goes against all my library background and training about being thorough and reading the complete document each time to discover if it is the right one. It means a change in mind-set that involves being focussed but not too detailed so I can quickly find what I need and pull it together. Even with long documents, you don't need to read all of it but read the first sentence of each paragraph, only reading the rest if it is relevant. I can see the potential is there to try and beat the clock.

Not everything, all the techniques, will work all the time so don't worry if you miss something as you have raised awareness of the document contents and if you always include the reference it is up to the reader to read the full text.

Pippa Orr

KNOWLEDGE SUPPORT LIBRARIAN
NORTH CUMBRIA LIBRARY AND
KNOWLEDGE SERVICES

SELF-HEALTH



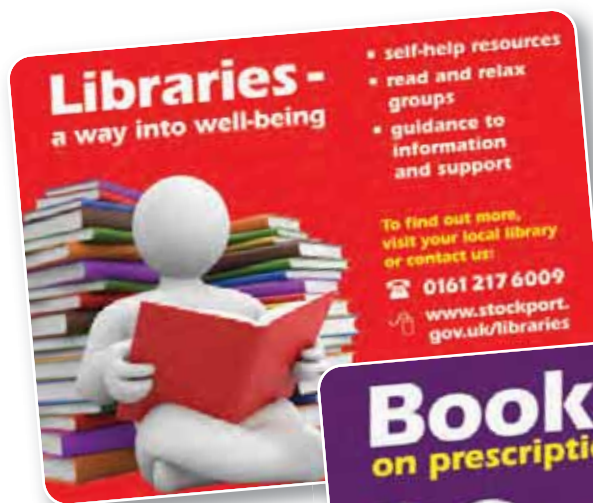
Self-Health @ Your Library was initially a project between Stockport Public Libraries and what was then Stockport PCT.

The libraries at Stepping Hill Hospital and Trafford General Hospital got involved a few years later, in order to promote the public library's health and well-being resources among hospital staff and patients. Initially, library staff visited every ward in Stepping Hill with a survey for staff, to ascertain their level of awareness of the project. Ward staff were asked if they knew about the Self-Health collection at their local library and if they had ever recommended a book to a patient. The results of the survey showed that most staff didn't know about Self-Health so we worked with Niche Communications, a local design and print company, to produce promotional material. The staff at Niche created an eye-catching design for us, which was used on magnetic bookmarks, mousemats, posters and pens. These were handed out at talks, displays and any other opportunities we had to promote Self-Health. The design was also used for a six month advertising campaign on Patient TV. Later this year it is also going to appear on TV screens around Stepping Hill.

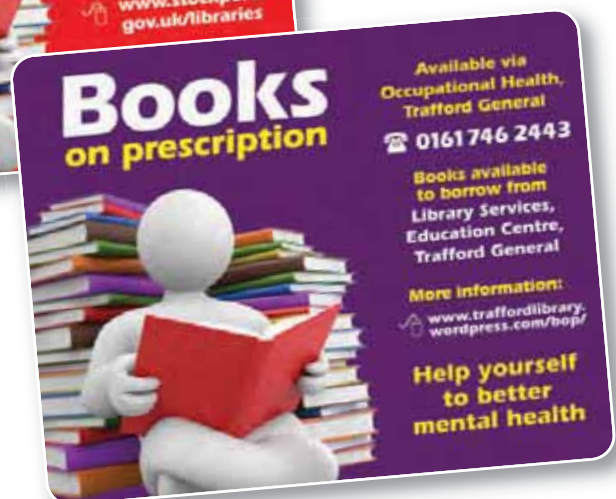
Mary Hill (Library Manager at Stockport) and Paula Elliott (at that time Library Manager at Trafford) made a joint bid for funding for a small collection of Self-Health books at their respective libraries and we contacted consultants and nurse specialists for book recommendations. One nurse said that she sometimes has difficulty explaining to children what is happening to them or to their family members in hospital and suggested some pop-up children's books. Another nurse recommended some books which explained bereavement to children.

Some children's nurses came to look at our collection and gave us further recommendations. From this list we ordered a set of books, which will be used by staff in the Paediatric Department when they are talking to patients and their parents. Nurses who work with dementia patients have also recommended titles about dementia, and we have ordered a set of books for them, so that they can be used with the families and carers of dementia sufferers. Having books that have been recommended by clinicians is

important because it validates the collection and we also encourage those who borrow a Self-Health book to write a review for us afterwards, so that we have feedback from other healthcare professionals.



So titles for children made up a good part of the collection and have generated a lot of interest. Some Community Play Therapists borrowed a selection of our books and were so impressed that they bought their own copies.



YOUR LIBRARY

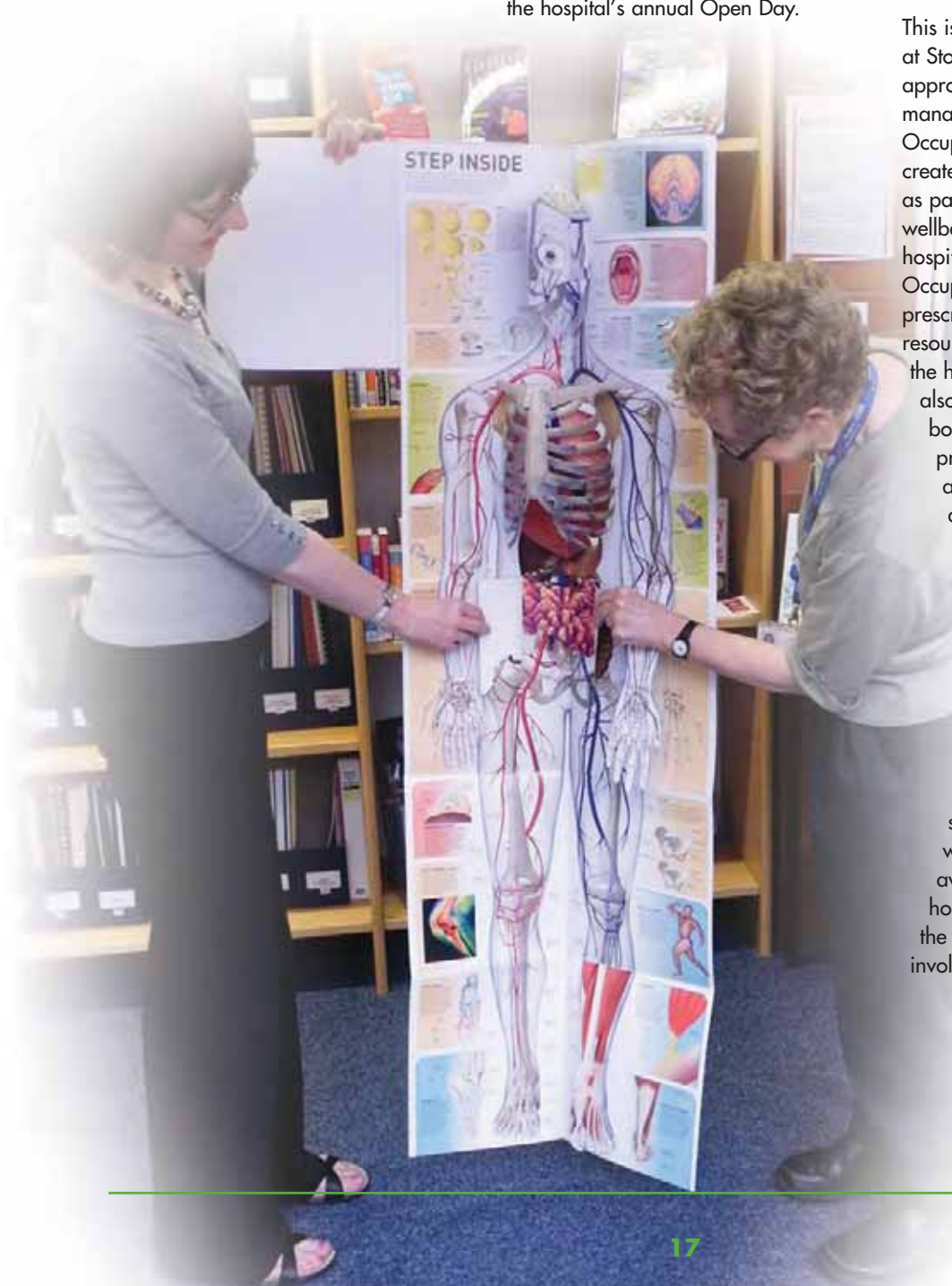
Whenever we order books, we check the public library's catalogue and we inform them of any books which they don't have, which they then order. In this way, we can always say to staff that the books they show to patients are also available to borrow from the public library.

The Self-Health working party continues to meet on an annual basis in order to find ways to develop the project in other directions and keep it sustainable. Initiatives include delivering training sessions on writing patient information leaflets; attending meetings of the Patient Information Group and organising a Self-Health workshop at the hospital's annual Open Day.

A future direction of the project will be to organise bibliotherapy sessions within Stepping Hill. Librarians from the public library have offered to run a bibliotherapy session for stroke patients and their families. The staff of the stroke unit will be involved so that they will be able to run subsequent sessions themselves.

This is how the project has developed at Stockport. At Trafford, a different approach was adopted. The library manager worked closely with the Occupational Health department to create a Books on Prescription scheme as part of the Trust's wider health and wellbeing agenda. Members of hospital staff who are referred to Occupational Health are given a prescription for a specific Self-Health resource, which they can borrow from the hospital's library. The collection is also available for general borrowing, i.e. without a prescription. This demonstrates the adaptability of the scheme, allowing it to be tailored to fit the needs of different trusts.

All the librarians involved have learnt a lot from collaborating with enthusiastic staff from different organisations and trialling various methods for marketing library services to people who might not otherwise know about us. The results have shown that the project has worked well for raising the awareness of self-care in the hospital setting and also for raising the profiles of the individual libraries involved.



A FOND FAREWELL TO CHRIS THORNTON...

I first met Christine Thornton in 2000 when she was library Manager at Bolton Hospital. I was immediately struck by her enthusiasm, her professional integrity and strength of character – “here is a doer” I thought.

I was therefore really pleased when we were able to poach her from Bolton to the newly created post of Library Manager at Central Manchester Trust. The post had been the subject of a complex set of negotiations between the Unit, Manchester University and the various elements of the Trust – the latter was still a very new organisation then and still tended to function as three parts: St Mary’s, the Eye Hospital and Manchester Royal Infirmary. All these had their own separate library services with pre-existing staff and there were widely differing views on

what the new overall library manager should do and how it should be done. I knew we need a person of vision and strength of personality – which is why we appointed Chris.



Chris has managed some extremely complex issues here at Central Manchester:

- Not only bringing the three library services that I have already mentioned together – but subsequently incorporating the two Children’s Hospital and Trafford into the whole system
- Of course this also meant creating a single team from staff used to working at six separate sites
- Managing the design and development of the fantastic new library at Central. This has now been open since 2007 and still looks as good as it did on opening day.
- The key in all of this was to make it all work together and perform at an excellent level – which it does

Below: Library team at Central site



However, this is not all that Chris has achieved, she has also:

- Taken on some of the teaching at the Department of Information & Library Studies at Manchester Metropolitan University
- Been an active member of our professional body's Health Libraries Group
- Managed the Health Care Libraries Unit's Greater Manchester Mental Health libraries programme while the project manager was on maternity leave
- Been a key and senior player and leader in the NW network of NHS library and knowledge services (LIHNN).

I also want to mention a very important role that Chris had as Chair of the Greater Manchester Librarians Group in the mid-2000s.



Mary Hill, Chris and David Stewart



This was a somewhat turbulent time as the Unit and the GM Group worked out how to develop a shared access scheme for all GM NHS staff – a scheme that became GMHeLP. This was a complex and time-consuming process that involved lots of talking, peace-making and compromise. Chris was the ideal Chair for this, giving everyone their chance to speak, representing the views of GM library managers to the Unit and ensuring that a practical and measured approach delivered what we set out to do.

I think that Chris's former life as a teacher may well have come in handy at many times over the last fourteen years.

These are all great achievements and I personally feel that the landscape of NHS library and knowledge services will look different as Chris retires, somehow a piece of it will be missing.

I know that I speak on behalf of everyone in wishing Chris a long, fulfilling and exciting retirement and thanking her for everything she has done to make NW library and knowledge services amongst the finest in the country.

David Stewart
DIRECTOR OF HEALTH LIBRARIES NW

Editor's Column

How you can contribute to the Newsletter

All members of LIHNN are welcome to contribute to LIHNNK Up. We particularly encourage contributions from para-professional staff and anyone who has not previously written for publication. Members of the Editorial Board would be pleased to "mentor" new writers and provide advice on what makes a good readable contribution.

What could you write about?

Really it is up to you as we are looking for topics of interest to health library staff. It could be:

- something new that you have used or your library has introduced
- an overview of a piece of software such as a social media tool
- lessons learned (good or bad) from doing something differently in the library
- good news that you want to share with LIHNN
- an account of events and courses attended. For conferences and courses please include what you found most valuable and what you will do differently from having attended the event or course.

Format of contributions and other "rules"

1. Please send your documents as Word (i.e. either .doc or .docx) files.
2. Photos and artwork should be submitted in JPG format. Please don't embed them in the Word documents. They should be submitted as separate files with a meaningful caption.
3. Don't forget your name, location, title of article and date of article.
4. Please give full details of events, courses and conferences attended. This should include:
 - The name of event and location
 - Date of event
 - Name of organising or sponsoring body
 - Details of how any support materials can be obtained e.g. website urls
 - Full references to any published reports, articles etc.
5. All acronyms should be written out in full for the first occasion they are used in the text.

PDF copies of back issues and indexes to the newsletter are available at: <http://www.lihnn.nhs.uk/index.php/lihnn/lihnnk-up/read-the-newsletter>

Contributions should be submitted to:

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