

LIHNNK UP

by Health Libraries, For Health Libraries **ISSUE 18 SUMMER 2005**

Spotlight on New Starters

Whenever I attend a regional meeting or training event, I am always aware of how many new names and faces there are in our libraries. I'm sure I'm not the only one who finds it difficult to keep up with the pace of staff changes, so I decided to run a Spotlight on New Starters page. I'm gratified to say that several of you responded with speed and enthusiasm, and two of you with excellent photographs.

The advent of the digital camera has made it much easier for article writers to supply photographs of staff and events, and I'm sure you'll all agree that the visual impact of "Lihnnk Up" has become very impressive. There are photographs to accompany all the major items in this issue. We start with an account by **Anne Roberts** at the Kostoris Library, Christie Hospital, who tells us about the clinical governance awareness event. It was a very successful day, which also helped

raise the library's profile amongst staff. **Eileen Hume** is proud to announce that the library staff at Wirral Hospital were gratified to be one of the winners in the "Hospital Team of the Year 2005" competition. **Rini Banerjee** and **Michele Hilton Boon** were the lucky ones to receive sponsorship from HCLU to attend the Umbrella Conference in Manchester. They give highlights of the issues and challenges in both the health arena and the broader professional context.

The spring issue featured some exciting moves into new library premises, and accounts of newly structured services. **Claire Bradshaw's** article continues this theme by describing the new service at Tameside.

Finally, an ending comes with **Bernadette Beisty's** article on the retirement of two Hope Hospital stalwarts, **Rhona Dalton** and **Jean Greeney**.

Kathy Turtle

IN THIS ISSUE

Christie Hospital Clinical Governance/Good Practice Roadshow <i>Anne Roberts</i>	2
Wirral Hospital NHS Trust Library Service enters "Hospital Team of the Year 2005" <i>Eileen Hume</i>	3
Umbrella 2005 Conference Report <i>Rini Banerjee and Michele Hilton Boon</i>	4
Launch of Multi-disciplinary Service in Tameside Acute NHS Trust <i>Claire Bradshaw</i>	6
Old Friends/Bookends : Rhona Dalton and Jean Greeney retire <i>Bernadette Beisty</i>	8
Spotlight on new starters <i>Anne Warwood</i> <i>Clare Payne</i> <i>Joy Calverley</i> <i>John Bramwell</i> <i>Jenny Harbour</i> <i>Michelle Jenkins</i>	10 10 10 11 11 11

Christie Hospital Clinical Governance Roadshow

By Anne Roberts, Electronic Resources Team Librarian



Left to right: Kath Booth, Anne Roberts and Anne Webb

At the end of April, Christie Hospital held a very successful 'Clinical Governance Roadshow'.

Clinical governance is a 'systems' approach to healthcare improvements, where the responsibility for improvement lies with all NHS staff. Personnel are required to work towards advancements within their own departments, whilst sharing information and experiences with staff from other disciplines.

Scally and Donaldson (1998) define clinical governance as "A framework through which NHS organisations are

accountable for continually improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish."

Clinical governance has seven components for a patient-professional partnership, described as the seven pillars of clinical governance. These are: patient experience, clinical effectiveness, risk management, resource effectiveness, learning effectiveness, strategic effectiveness and communications effectiveness.

The Christie Hospital Clinical Governance roadshow was held on

an unoccupied ward, where for two days and one night the diverse work of the Christie Trust staff was presented.

The roadshow proved an excellent occasion for Christie staff to meet and discuss those projects, developments or initiatives, taking place in departments other than their own. As a result, individuals were able to gain a sense of the broader hospital approach to clinical governance as well as acquiring useful information to take back to their own workplace. The clinical governance initiatives were displayed in the form of posters, a hands-on demonstration and an on-line presentation by the Kistoris

Wirral Hospital NHS Trust Library Service.

Medical Library. Contributions included presentations from Clinical Oncology, Chemotherapy Practice, Clinical Audit, and the Learning and Development Unit.

The Infection Control Team were joined by a company rep who demonstrated the correct use of alcohol hand rubs. This proved a valuable exercise for many staff.

The roadshow offered an excellent opportunity to promote the Kistoris Medical Library on a one-to-one basis. It was especially valuable because some of the attendees were previously unfamiliar with the library or its full range of services. The personal approach seemed to be successful as many people registered for services either there and then, or later in the day. The most popular services taken up by library users were current awareness services including electronic tables of content.

The event was very successful and well attended by both exhibitors and visitors. For the Kistoris Medical Library it proved to be a very worthwhile event. It allowed library staff to associate with other hospital personnel and so gain a clearer understanding of the hospital's initiatives. It also helped to raise the profile of the library within the hospital, which, hopefully, will have positive effects on library usage.

References

Scally, G. and Donaldson, L.D. (1998)

Clinical governance and the drive for quality improvement in the new NHS in England. *BMJ*, p61-65.



Team members: Beryl Stanley, Bill Collinge, Victoria Kirk, Sujatha Ramakrishnan, Eileen Hume and Graham Breckon

The Trust Librarian (Eileen Hume) entered the Library Service into the Hospital Team of the Year 2005 award recently.

The teams were judged on the following criteria:

-  innovation - outstanding developments or new ways of working which have offered direct improvement to patient care
-  effective use of available resources
-  teamwork and leadership
-  demonstrable improvements to any aspects of patient care
-  access to services or patient outcomes
-  sustainability

17 teams entered and the library service team was one of the 6 shortlisted for the award.

We did a presentation to the assessors who included the CEO the Trust Chairman amongst others.

The assessors thought the team were very "lively and enthusiastic" and we managed to dispel a few preconceived images about librarians!!

Thanks must go to all the team members for all their hard work but also to David Lord from North Manchester who gave us the suggestion for our team logo on the T shirts we wore at the presentation.

We received £1,000 for our service so are now busy planning on how to spend the money.

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Trust Librarian

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Umbrella 2005

By *Rini Banerjee - Jefferson Library, Manchester Royal*



Where is our profession going and what are its values? What are the emerging challenges and opportunities in the digital environment? Where is the evidence that librarians are good for the health care system? These are just a few of the thought-provoking topics discussed at Umbrella 2005.

Thanks to the generous sponsorship of HCLU, we were able to attend CLIP's major conference of the year and to share our experiences with you. Umbrella 2005 took as its

theme 'tackling the key issues together', which provided us with an excellent opportunity to learn about current issues of concern to our profession and to feel part of a vibrant and active professional community. The conference took place at the University of Manchester between 30 June and 2 July and attracted 800 attendees.

Umbrella provided a wide range of activities and information; there was truly something for everyone. Six concurrent sessions contained presentations from each of nine different streams, including evidence based practice, information literacy,

staff development, and ethical/legal responsibilities. The trade exhibition provided the opportunity to see various products and meet library suppliers, put a few faces to names and discuss problems that needed to be resolved. Needless to say an added attraction was to collect freebies and have a few glasses of wine with nibbles!

As you all know, no conference is complete without the social events. It was difficult to choose from the wide range that was organised for the delegates. This was an excellent opportunity to network with colleagues across the sector and to

meet up with old acquaintances from library school. The highlight for Rini was the trip on the East Lancashire Railway passing through the West Pennine Moors. Although it rained that evening, the hospitality of the volunteers working on the train and the sumptuous dinner provided on board made up for the weather. Michele stayed out of the rain and enjoyed an after-hours tour and dinner at the Manchester Art Gallery.

Along with the social events, the other highlights were the



From left to right, Norma Blackburn (Blackpool), with Rini Banerjee and Michele Hilton Boon

Conference Report

Infirmmary and Michele Hilton Boon - National Prescribing centre

two plenary sessions, which in themselves would have made the conference worth attending. In the opening plenary on 'The future for our profession', CILIP President Deborah Shorley argued forcefully that, rather than focussing on status, pay, or usage statistics, we should ensure that we're doing our jobs well (e.g. via the Framework of Qualifications) and that 'people have the information they need to lead the lives they should lead'. CILIP past president Margaret Watson argued that keeping the customer at the centre of everything we do will ensure our future value. A passionate speaker, Watson exhorted audience members to make changes in their workplaces, to become a mentor, to support the research activities of local library schools, and to participate in the revalidation scheme (for members who have already Chartered).

The closing plenary featured Michael Gorman, who is now President of the American Library Association. Gorman, who is British-born, is known for his

book *Our Enduring Values* (ALA, 2000) and presented ideas from that book in his talk. He argued that a clear statement of values has many benefits for the profession, such as resolving our 'crisis of confidence' and comforting us against any fears that libraries and librarians are 'doomed'. For Gorman, our values include stewardship ('preserving and transmitting the human record'), service, intellectual freedom, equity of access, protection of privacy, promotion of literacy and learning, rationality, and democracy. His address was both thought provoking and powerful. He was openly critical of the American government,

especially concerning the Patriot Act. With the G8 summit about to open in Edinburgh, the plenary closed with a resolution to 'Make Poverty History' and promote the vital role of libraries in executing this task.

One of the hot themes of the conference was e-resources and the related issues and opportunities. Sally Hernando and Scott Gibbens presented on Managing the E-Library. The main focus was on the need for change in the way information is made available to users. Hence the development of National Core Content, the single search engine, and shared library



Conference attendees enjoying the evening excursion on the East Lancashire Steam Railway

Umbrella 2005 conference Report continued



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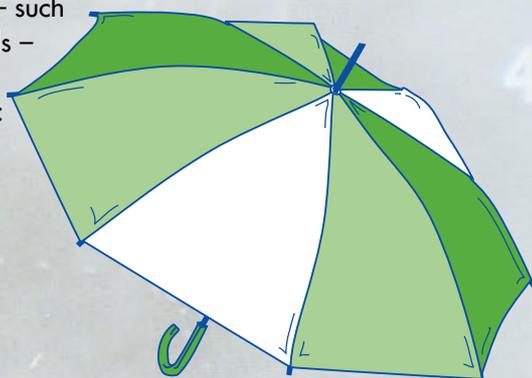
systems. As NHS Librarians we all know how important and valuable Core Content has become, enabling us to resolve some of the problems of access to resources. The session provoked discussion on the impact on services, the threats, opportunities and the challenges faced by information professionals.

Also on the topic of e-resources, Charles Oppenheim's session on e-copyright was very well attended by delegates, who learned that there is no real difference between copyright and electronic copyright. Works that are published in electronic formats are protected as their printed equivalents would be. Check <http://www.ukoln.ac.uk/services/elib/papers/pa/licence/fairnote.doc> for practical guidelines.

One of the last conference sessions was also one of the most controversial. Dr Bill Summerskill, a Senior Editor at The Lancet, argued that there was insufficient evidence to prove that the services provided by librarians are effective in supporting evidence-based practice or improving outcomes. He challenged librarians to produce 'robust' evidence – such as randomised controlled trials – to justify our roles. See his comment, 'Literature searches:

look before you leap' in the 2 July 2005 issue of The Lancet.

We came away from the conference refreshed, invigorated, and stuffed full of ideas, with a renewed awareness of the value of library and information work. Attending the conference helped us to broaden our horizon, understand wider issues affecting our profession, and network with colleagues in the health sector. If you are considering attending Umbrella in 2007, you will have a chance to learn about different sectors of the profession, to find out about current research and initiatives, and to interact with professionals from across the UK. The broad choice of presentations and events means there is something of interest for everyone; the quality and diversity of the conference makes it a good use of your time. It is certainly an experience to remember and we would recommend it to anyone who has not attended.



MULTI-D IN TA

Background

In February 2005, the Post Graduate Centre Library and the Nursing Library at Tameside Acute NHS Trust merged into a single, multi-disciplinary service. We are now much better placed to deliver modern library services to all staff groups and students within the Trust and are working hard to achieve accreditation in 2006.

Busy bees!

Since February we've implemented our Library Management System (Heritage) and streamlined many of our systems and procedures so we can offer an efficient and professional service to our users. The creation of our web pages are well under way and there has been much 'behind the scenes' activity to raise the profile of the service and ensure we are well integrated into organisational structures. We are very much involved in discussions to develop a Multi Disciplinary Education and Training Centre within the Trust and are confident that the Library Service will be a key element of this. So it's been really busy here but really exciting too!

LAUNCH OF DISCIPLINARY SERVICE MESIDE ACUTE NHS TRUST

Library services Open Day

On 7th July we held an Open Day to mark the official launch of the multi-disciplinary Library Service. We offered a number of 'taster sessions' to help people access online journals, the National Library for Health and current awareness services through Zetoc, a book sale, a prize draw for everyone who attended (with a book token prize kindly donated by Portland Bookshop), lunch and information packs for different staff groups.

Almost 100 people from a broad range of departments across the Trust signed the Visitors' Book and we saw many new faces over the course of the day. People seemed to be impressed by the range of resources we have on offer and by the hard work we had put into making the day a success. The taster sessions we ran were well attended and the publicity from HCLU helped us create a professional impression. We've received positive feedback from key people with the Trust and Mary Black, the Non-Executive Director

who spoke over the lunch period, gave an uplifting and positive account of the service.

Our staff team (Sandra, Sylvia, Chris and Bethany) worked really hard to make sure everything was well prepared and publicized and I am sure that the energy and enthusiasm which shone through will set us in good stead for the journey ahead.

Claire Bradshaw



From left to right are: Sandra Harrison (Librarian) Christine Kershaw (Library Assistant) Claire Bradshaw (Library Services Manager) Sylvia Higginson (Senior Library Assistant) Bethany Grayson (Library Assistant)

Old Friends Bookends

Here at Hope we are about to lose two leading lights in our library. Rhona Dalton retires in September and Jean Greeney retires in October. Together they clock up 37 years of service and what service that has been.



Jean Greeney and Rhona Dalton

It was love amongst the shelves for Rhona who began her career romantically; meeting her husband to be in the Central Library Manchester. "He wasn't looking for books" explained Rhona who met Peter in 1962 and has been married for nearly as long as her time as a librarian.

Rhona has spent 45 years as a librarian spanning public, academic and health libraries. Her career began in 1960 and she chose to study for a degree in Librarianship in 1984. Maybe Rhona thought the challenge of studying for a degree was not enough because in the middle of her time at North London Polytechnic she gave birth to Patrick her second child.

In 1989 Rhona began work at Hope Medical Library as the Evening Assistant and she recalls not being allowed to touch the computer – how things have changed. For many years now Rhona has been our ILL queen finding many articles the strangest of which was about a Russian farmer who literally loved his tractor. At the moment a lot of Rhona's time is spent tracking down articles on near-death experience which she hopes "has nothing to do with my impending retirement".

Rhona will miss her friends and colleagues and believes that librarians are on the whole a good bunch. She has made lots of contacts through the courses and library visits that Lihnn has

organised. What she won't miss is the NHS and is relieved to be leaving before Agenda for Change is fully introduced. She believes that NHS staff work harder now than at any other time in the NHS's history. Throughout it all Rhona has developed a great respect for the doctors she has worked with over the years.

Rhona's plan for the future is simple. No voluntary work. No looking after children. No looking after old people. She is going to make and sell greetings cards to earn some pocket money but mostly she is going to sink into a disreputable old age. We wish her good fortune.

Jean Greeney began working at Hope Medical Library in 1984 starting as a secretary then becoming a library assistant with responsibility for secretarial support. One memory that stands out is typing out the duplicate list. Some task before the introduction of computers and if there was a mistake the list had to be retyped. Jean remembers the days before email and before a computerised library and would not like to see a return to them.

As Jean looks back over the years what she remembers most is the doctors growing up; the young medical students returning to be Consultants and how she feels part of their journey. She has also made contacts with other libraries and forged friendships with colleagues which makes working life much more enjoyable.

What will Jean miss? She will miss the rapport she has built up with the readers and the feeling that she has in some small part helped them to achieve their potential. She will not miss waiting for the bus. She has been working since the age of 16 and will find it hard without the routine and structure that working life offers. She is looking forward to retiring but is also apprehensive.

How does Jean plan to spend her retirement? Anyone who knows Jean will know that she isn't the type to retire quietly. She will be

busy; spending more time swimming, learning yoga and tending her garden.

Our many thanks go out to Jean and Rhona for the years of service they have given. We will miss their lively characters and their commitment. And I am sure many will join us as we wish them a happy retirement.

We would like to thank Jean and Rhona for their commitment and enthusiasm. We wish them both well in their retirement.

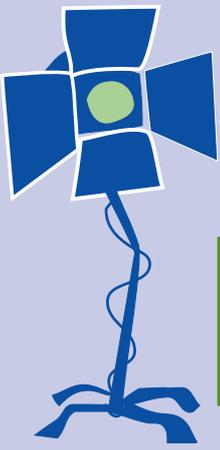
Bernadette Beisty
Hope Hospital

Errors and Omissions

In the spring edition of Lihnnk Up the following errors and omissions occurred:

Apologies to Michael Mason and Mike Hargreaves for the error which occurred in their article on the opening of the new library at Ormskirk. The last paragraph should read, "Kevin Ellard commented "We..."

Kathy Turtle



Spotlight on New Starters

Anne Warwood

I moved up to Chester from Rugby last summer with my family, having been working as a school librarian whilst studying for an MSc in Library and Information Management at the University of Central England in Birmingham. In my previous life I was a primary school teacher but decided on a career change (blame the mid-life crisis!) and here I am! I work two days a week at the (newly renamed) Education and Training Centre Library at The Countess of Chester. It has been a whole new education for me coming into the world of medical libraries and I have a lot to learn. The staff here have been and continue to be very supportive which has been really great.

Anne Warwood

Librarian
Education and Training Centre Library
Postgraduate Medical Centre
Countess of Chester Hospital NHS
Foundation Trust

Clare Payne

Started work in April 05. Working part time as knowledge services assistant with Graeme Ford at Gabby Kearney Library in Hesketh Centre Southport.

After French degree and then training as French teacher, worked for Liverpool University as Research Assistant on Premature Baby Follow up project looking into differences in academic performance between

children born very prematurely and their full term peers. Converted to primary teaching and since worked as s.e.n. teacher and behavioural therapist in small school for children with Autistic Spectrum Disorder. Since medieval modules in French Degree been interested in archivy and librarianship and in Sept 04 began to work part time so could volunteer for National Trust, archiving negatives for the Chambre Hardman photographic collection. When child, that key worker for, left school, took the opportunity to pursue this interest and career. Loving the job, enjoying acquiring new skills, particularly excited by wealth of information available electronically looking forward to putting recent training into practice.

Cheers

Clare Payne

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Joy Calverley

Joy Calverley is a new member of LIHNN, based at Hyde Hospital. She started working for the National Institute for Mental Health in England's North West Development Centre in April of this year as a Knowledge Officer. The National Institute for Mental Health in England (NIMHE) is now part of the new Care Services Improvement Partnership (CSIP) Department of Health organization. The NIMHE North West

Development Centre has a small library of books, journals, brochures, pamphlets and leaflets concerning mental health issues. The collection is currently un-catalogued, but Joy hopes to remedy this by creating a bespoke searchable catalogue in Access using the MIND mental health specific classification system. The development centre also collects many electronic publications regarding mental health, which are archived in an electronic documents store.

Other members of the NIMHE North West Knowledge Management Team are Emma Kearney (IT & Communications); Jan Robinson (Primary Care Knowledge Management); Tim Daly (Freedom of Information) and Ian Porter (Project Management).

For further information access the NIMHE northwest website www.nimhenorthwest.org.uk or the NIMHE National Knowledge Community website <http://kc.nimhe.org.uk>

Joy Calverley

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John Bramwell



Hi,

I'm John Bramwell the recently appointed Library Systems Officer for Pennine Acute NHS Trust. I am relatively new to the library services but have been groomed to perfection (well almost!) by Fairfield library staff and a very nimble-witted character John Addison.

I have a strong IT background from my years at Salford University studying BSc (Hons) in Computer Science & Information Systems. Since my arrival (Oct 2004) Pennine Acute now has over 1600 Electronic Journals on the Trust's intranet and internet pages, 5 Heritage Library Management Systems merged into one! Starlinks (E-links) successfully created with only minor complications (I changed the whole of the NHS subscriptions account Doh!) and now in the process of installing WinChill on all the sites to help with ILL's.

I hope to meet more people at the various meetings I attend, the people I have already met have made me feel very welcome and warm indeed and I thank them for their generosity.

John Bramwell

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Jenny Harbour



Greetings! I thought it was about time I made myself known to the wider LHHN community and the Lihnnk Up Spotlight on New Members seems the ideal opportunity, so here's the story so far.....

After an undergraduate degree in Zoology and a brief sojourn in administrative roles I took the plunge and went back to university to do a postgraduate qualification in Information and Library Studies. I completed my MSc at the University of Strathclyde last September and in January I moved from Glasgow to Lancaster to take up my new role as E-resources Librarian for the Morecambe Bay NHS Library and Knowledge Service.

I have to confess at first I found the role daunting but now things are moving along (slowly in some cases!) and I find myself looking forward to the next challenge to come my way. As E-resources Librarian I have a range of responsibilities including managing our e-journal collections, intranet development, LMS management and providing training on e-resources. As far as future plans go, well there's quite a list.....

Jenny Harbour

E-resources Librarian
Morecambe Bay Health Library & Knowledge Service
Royal Lancaster Infirmary
June 2005

Michelle Jenkins

Aintree LIRC are offering a new professional information service to medical, nursing and other staff of two NHS Trusts (Aintree University Hospitals Trust, Walton Centre for Neurology and Neurosurgery) and two local Primary Care Trusts (South Sefton PCT, North Liverpool PCT) with the appointment in February 2005 of Michelle Jenkins as Clinical Information Specialist. This innovative post is designed as an outreach service and functions also to promote closer cross-organisational working relationships between Higher Education and the NHS. Working as a member of multidisciplinary clinical teams Michelle will assist in overcoming the barriers (time, knowledge and access) to getting information into practice by providing a highly specific, patient centred and evaluated information service at the point of need.

Michelle Jenkins

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notes for contributors

1. Articles and news items are welcome from all members of Lihnn, including support staff and staff in higher education institutions.

Lihnn members are actively encouraged to write up accounts of events and courses attended. Articles on new developments and projects successfully managed are also welcome.

2. News items and short pieces, which can range from factual to amusing, are also welcome.

3. All items can be submitted in print or electronic format.

please abide by the following points:

Don’t forget your name, location, title of article and date of article.

All acronyms should be written out in full for the first occasion they are used in the text. Please give full details of events, courses and conferences attended. This should include:

- The name of event and location
- Date of event
- Name of organizing or sponsoring body
- Details of how support materials can be obtained (where necessary)
- Full references to any published reports, articles, etc.

Items not submitted in time for the publication deadline will be published in the following edition.

Guidelines for contributors are also available on the Lihnn website.

contributions should be submitted to:

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By Profession, to the Lihnn link.

LIBRARY AND INFORMATION HEALTH NETWORK NORTHWEST NEWSLETTER

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