LIHNNK UP

Connection, collaboration and **chimpanzees**...

Lordy! There you are minding your own business and along comes an email from Mike to say you've been nominated to write this issue's Editorial. Then another one arrives asking if you've written it yet! So what do we have in this fun filled issue?

Ros McNally reports on the DREAM Conference at which the North West Systematic Review and Evaluation Group won the Practitioner Research Excellence Award, so well done all. I have to admit to a slight disappointment in that when I saw DREAM in the list of articles I was hoping for an explanation of why last night I spent time in some sort of common room with a Chimpanzee, Penguin and Tortoise all of whom were furiously reading away (well when they weren't trying to eat the books). In an issue packed with tales of awards it is also good to see Sue Jennings, resplendent in Cadbury's Purple, receiving an Unsung Hero Award at Lancashire Care.

Talking of conferences and the like, Jo Whitcombe lifts the lid on the CDG Conference in Brum, the key message seems to be the need for collaboration across sectors and within. A nice segue into Martin Dowler's report on the Connect Conference an event where our role in knowledge management was emphasised to those good folk in IT who now themselves are working cross sector with the Finance folk in the ISD Network North West. Martin does record the issues with Powerpoint and the Horizon Scanning Project that was up for an award – ECDL anyone? Still we'll let that one lie.

Elsewhere there is another report from Ros McNally on CILIP's Big Day 2012 (mentally I am seeing some sort of Big Top on this one!) Again the emphasis is on joint working, equity and the core values that we as a profession bring to the information party.

Finally there is word from the HLG conference, including the visit to the two legged horse that was The Glass Slipper Tour (the pre-conference pub crawl which paid homage to a few of my Glaswegian heroes) from me, and more sensible reporting from the Warrington Crew that is Caroline Timothy, Alex 'I'm a Girl' Williams, and Sue Jennings, with additional reports Michelle Maden and Eileen Hulme. Thankfully there is no mention of Michelle's influence that led me to find myself 'Stripping the Willow' (with attendant St. Trinian's line memories) on the Ceilidh dance floor, although I believe Sue Jennings will supply the video evidence at a price.

Right enough from me, I'm off to have a word with my subconscious about REM states and reading mammals, reptiles and birds. Still at least no boots were present!

Kieran Lamb
FADE LIBRARY

IN THIS ISSUE

"Together we are stronger":
The CILIP Career Development Group Conference, 2012

A NEW PROFESSIONAL'S PERSPECTIVE

I recently attended the CILIP Career Development Group (CDG) Conference in Birmingham. Like a number of others there, I am involved in one of the divisional Career Development Groups (new professional & student support officer for CDG North West).

The theme of the conference hung on the title *"Together we are stronger"* and in a change from recent CDG events, there was a variety of new and more established professionals attending (it seems a little rude to call them "old" professionals!)

The day opened with the keynote speech from Liz Jolly (University of Teeside) who looked back on her career so far and what she had both gained and given to the profession. She stressed the idea of a professional community of LIS professionals, echoing the theme of the conference,

"Together, we're stronger". Liz encouraged delegates to invest in themselves as a professional, looking beyond prescribed roles and comfort zones to constantly challenge ourselves as life-long learners throughout our careers, thus contributing to the development of the profession as a whole. The take-home message was if you don't like what CILIP are doing in your name, don't sit and whine about it, get involved and work to change it!

With a mixture of plenary and parallel sessions to choose from the first parallel session I attended was given by Karen Davies all the way from the University of Wisconsin-Milwaukee - one of a number of health librarians presenting throughout the day. Her presentation focussed on the value of evidence-based librarianship (EBL) and how it can be translated in day-to-day practice. Davies highlighted barriers which a number of us may have experienced (time, competence, and cost), listed potential ways to get past

these hurdles, urging people to look beyond their own library and collaborate with colleagues and students from other areas whenever possible.

For the second session I chose Stephen Ayre's (George Eliot Hospital NHS Trust) presentation which highlighted the benefits that collaborating with others on a project can bring. As a member of the West Midlands Trainers' Forum, Stephen was part of a project to demonstrate the impact of information skills training on library users and their parent organisations. The NHS librarians involved realised that by working together, the resulting data would be more robust and representative, and therefore produce more powerful research. The project survey has now been adopted as part of an impact toolkit available to NHS libraries across England.

Next up were Trish Lacey & Emma Gibbs representing the West Midlands Health Libraries Network. They talked of their experiences setting up a development network for all library staff in their region, providing opportunities for training, shadowing, mentoring and knowledge sharing. Like Liz Jolly earlier, they emphasised the sense of personal achievement as well as professional benefits they gained as a result of their involvement in the group.

Michael Martin from CILIP took the post-lunch slot, giving an overview of the recent CILIP consultation and the new Professional Knowledge & Skills Base (PKSB). He introduced a wheel of competencies which showed the variety of skills that may be held by LIS professionals. The final version of the PKSB will be launched at the CILIP AGM in September. I was particularly interested in the possibility of using a virtual learning environment (VLE) for professional development as it would facilitate easier, cheaper access to quality training for those outside London. Michael closed by calling for continued input from members via

The benefits of collaborative working for all were again discussed by Karen Pierce and Kristine Chapman talked about CLIC (Cardiff Libraries in Collaboration). Set up in 2004, CLIC is a cross-sectoral group which provides support for staff development, and

cilip

Chartered Institute of Library and Information Professionals

thereby helping to promote the best possible service for library users living and working in Cardiff. The group hosts free events, such as study days and library tours, which aim to support staff development. Although the project has faced challenges with reduced funding, the fact that demand for courses often exceeds availability shows that CLIC and what is has to offer remains relevant.

showcased the range of skills and knowledge held by today's LIS workers.

Personally, I felt that combined new/experienced event worked well although I know some felt that separate events allow for more tailoring of speakers & subjects. There were plenty of opportunities to chat to people – some I already knew, some I knew only via Twitter, and some I may get to know better in the future. I came away from the day with lots of ideas for building better, more co-operative relationships for myself as a professional and for CDG NW as well as a bagging the raffle prize of *The New Professional's Toolkit* by Bethan Ruddock. Most of all, as I heard about some of the problems people working in other parts of the country or I other library sectors faced in maintaining their CPD, I realised that as a new professional, the support I have gained via the LIHNN network as well as CDG has been invaluable in helping me to define and develop my current role.

If anyone would like to know a little bit more about the Career Development Group, the activities we support or

futureskills@cilip.org.uk or on Twitter @cilipcpd, so don't hesitate to put your twopenn'orth in!

Following on from Michael, Jeremy Clarke (from Sue Hill Recruitment) gave some pointers on planning your career and job hunting. He suggested stepping outside the requirements of your current job and take the time to tailor your CPD to your own career aspirations, not just your current role. As well as tips on networking and job hunting, he stressed the idea of working to maintain the security of your employability in a difficult job market.

The final parallel session I attended came from Rebecca Dorset (Royal United Hospital, Bath) who looked across a variety of LIS sectors and specialties to demonstrate just how much common ground we share. Her presentation showed scope for an astounding range of cross-sectoral competencies and projects and

would like to get involved with CDG North West, visit our group page on the CILIP website or email me direct (joanne.whitcombe@pat.nhs.uk).

Jo Whitcombe
ASSISTANT CLINICAL LIBRARIAN
PENNINE ACUTE HOSPITALS NHS TRUST

Most of the presentations can be viewed on the CILIP CDG web page:
http://www.cilip.org.uk/get-involved/special-interest-groups/careerdevelopment/cdg-benefits/newprofessionals/Pages/cdg-national-conference-2012-programme.aspx

CILIP **Big Day** 2012

On 12th September 2012 I attended my first CILIP Member's Day, held outside London this year, at Newcastle City Library. Councillor Ged Bell welcomed us all to this new building, where customer numbers have rocketed.

It is light and spacious and promotes a large public space for people to meet and carry out their business. The staff were very welcoming, as was everyone I met during the day. Let's hope the Manchester reopening next year can deliver the same. Here are some personal reflections and a summary. You can also get more information on Twitter at #CILIPBD12 and the CILIP web site, including David receiving his Fellowship Award.

Penny Wilkinson from the Northern Rock Foundation spoke about how her organisation tries to support people experiencing poverty and inequality. She explained how working in different sectors enabled her to lead a cross sector organisation and how similar issues were across sectors. She identified important things to do to meet and collaborate with "grant makers" and build closer relationships with those who overlap your skill sets. This prompted me to reflect on collaborating with public libraries and health informatics staff more and how to build these relationships. Penny recommended mixed sector action learning sets, so maybe something to think about for our CPD programme in LIHNN?

Mark Taylor from the Society of Chief Librarians updated us all on key digital access issues, all highly relevant to the health community. For more information visit www.goscl.com

These include the launch of a clear policy to formalise the role of volunteers in libraries within the business model. Key areas of work to be aware of are the Digital Promise and Public Information Offer – providing access to infrastructure for citizenship; health and well-being; economic growth and the mechanism to implement "digital by default" policies. Of significance for our network was also how the work is underpinned by a base line survey, the Public Library Digital Services Survey, so that high quality evidence is built into the work to provide accountability and on-going evaluation.

Ann Rossiter, Executive Director SCONUL (Standing Council of National University Libraries), spoke about the Digital Public Library of America http://dp.la

continued...

It will be based on meta-data in existing repositories. Librarians will also need to keep a close eye on developments from the Hargreaves Review, as the development of a Digital Copyright Exchange and the digitisation of orphan work moves forward. The key message here was for all of us to work together to try and shape the future, rather than be shaped by it, particularly in relation to the development of open access publishing.

Lord John Shipley has advocated for libraries on the All-Party Parliamentary Group for Libraries. In spite of the economic downturn and the cuts to funding, Lord Shipley remains optimistic about the place of libraries in a civilised society as a social hub and encouraged us to develop our role in doing more with the information and the space – signposting and providing advice, making sure you pass the "buggy test" (that is, can you get in and use the service and

does it appeal to you when you get there) and moving beyond provision of information.

Phil Bradley, President of CILIP, gave a rousing speech stressing our moral and ethical values as unique to librarians. I think values probably come more from your family and where you grow up,

> **It was great to see David Stewart, Director of Health Care Libraries North West receive his award.**

but he pointed to the Librarian's role, through the CILIP Body of Skills and Professional Knowledge and the CILIP Code of Professional Conduct, to interpret and apply important

legislative frameworks, such as the Equalities Act, 2010. There is no doubt we have to understand these frameworks to understand people's behaviour and how information is used as a result.

The best came last, and I most enjoyed the celebration of the achievements of newly Chartered, Certified or Fellows Awards – everyone attending received their award and passed on, via a representative or in person, their thoughts and feelings. It was great to see David Stewart, Director of Health Care Libraries North West receive his award. As a member's day should, you felt like you belonged...

Rosalind McNally
OUTREACH LIBRARIAN/ATHENS ADMINISTRATOR
MANCHESTER MENTAL HEALTH AND SOCIAL CARE TRUST (MMHSCT)

CONNECTING AT CONNECT 2012

Corny title I know but my experience was indeed that there were a lot of connections to be made at this event.

I have recently been asked by our Associate Director of Informatics to take over the role so this was my starter for 10 really. Nice to see other library service managers taking on the role as I do feel it offers us the opportunity to

engage and maintain links with Informatics services. It was also great to see Knowledge Management represented, with David Stewart and Tracey Roberts-Cuffin in attendance too.

The event itself was a thoroughly enjoyable affair. It was opened by Jane Tomkinson, Finance Director for NHS North of England who talked about the challenges that we are all facing. Alastair Dick, Microsoft's Chief Technology Officer then gave us a presentation that started with a picture of his foot! He joked about showing us slides with Windows 8 and Nokia phones on before revealing that he was about to return to a presentation that he attended in the 1980's given by Ray Kurzweil, whom I freely admit I had never heard of. A fascinating view of world trends in technological development followed including details of the exponential growth of technology

towards singularity. Microsoft are also (as an aside) thinking up some interesting things in healthcare (shameless plug for the Kinect in there too). He concluded with another foot picture. Without grossing you out with the details basically a long-term verucca problem was cured after some personal googling found a radical new treatment.

This proved to be just the warm-up to the main event as Professor Eddie Obeng took the stage for the whole afternoon. I don't quite know how to describe his presentation except to say that it is the most amazing I have ever seen. Engaging, enthralling and hilarious. To be honest he was funnier than the after-dinner comedian. He's on YouTube so check him out. Search for 'World After Midnight' for a flavour.

The meal in the evening was nice also. A few of us were relieved that not everyone was in black tie as we only found out when we got there! Mentioned the comedian already so on to day two.

Dr Asad Sadiq, psychiatrist and IT Lead, talked over his experiences and involvement with the SHA over the last few years. He had taken quite a lot of stick for being the only consultant on day one but he overcame it admirably. My only disappointment was that he

didn't remember coming to our trust to speak at our launch of Map of Medicine but I digress. There were plenty of sponsors at the event from the world of IT. Virgin Media, Cisco, EMIS, Ideal Health, TPP, Cloud2 were there alongside stands for BCS, UKChip and the Northwest Leadership Academy.

An award ceremony followed with presentations handed out by Alan Spours, CIO for the SHA. The Primary Care Librarians Group were up for the Innovation award but sadly didn't get it (and they left them off the PowerPoint slide grr!!!).

So then it was off back to escape to reality. The photo I've included is a bit of a 'Where's Wally?'. I'm on there somewhere counting to 3 with my back to the camera. This was part of an exercise in… actually I'm not sure now, but I know there were a lot of people laughing. Eddie Obeng is the guy standing on the chair.

For those who would like to read more on the event go to:
http://www.isdnorthwest.nhs.uk/about us/CONNECT_2012/CONNECT_2012_HOME_PAGE.aspx

Martin Dowler
KNOWLEDGE MANAGER
CHESHIRE AND WIRRAL PARTNERSHIP
NHS FOUNDATION TRUST

WINNER:
CHAIR'S AWARD FOR UNSUNG HERO

Leading healthcare provider Lancashire Care NHS Foundation Trust held its third staff award celebration of their achievements over the past 12 months. The winners were selected from over 7,000 staff employed by the trust.

Sue Jennings Outreach Librarian at Lancashire Care NHS Foundation Trust won the Chair's Award for Unsung Hero for her commitment & passion for improving practice & knowledge (Award presented by Steve Jones, Chairman)

The event was held at Blackburn Rovers Football Club on Thursday 22 March 2012 and successful staff won awards in 12 categories.

The Trust's Chief Executive Heather Tierney-Moore said: *"The awards evening was an amazing opportunity to showcase some of the excellent work going on in the various services across the Trust. It was particularly humbling to see the sense of pride amongst fellow colleagues as they relished the opportunity to recognise their fantastic achievements."*

Recent **successes** and **qualifications**

Special congratulations to Gil Young, the winner of the "CILIP Mentor of the Year Award."

A presentation was made to Gil at the recent CILIP Big Day event, to mark this significant and prestigious award, which is well-deserved and reflects very positively on the North-West.

Congratulations to Stephen Woods from University Hospital of South Manchester NHS Foundation Trust who has successfully completed his Chartership programme.

Congratulations to Michael Cook from NHS Bolton who successfully completed his Chartership programme.

I have a **DREAM...**

Report on Library and Information Science Research Coalition Workshop, British Library, 9th July, 2012

What are the event and this award for?

On 9th July Anne, Debra, Michelle and I, represented the 15 members of the North West Systematic Review and Evaluation Group (for full list please see names at the end of the article) by attending the final DREAM conference to receive the Practitioner Research Excellence Award. The clinical librarians were members of the North West Systematic Review and Evaluation Group who were nominated for the award by the project mentor/facilitator, Dr. Alison Brettle. See the release on the LIHNN website for more information. The award was for work on 2 projects which were supported by David Stewart and funding was provided from the Health Care Libraries Unit. They also funded my bursary to pay the conference fees for me to attend and collect the award. One was a systematic review and the other an on-going service evaluation. The group investigated the Clinical Librarian model of service delivery, developed an evaluation framework and used this to compare what is happening in front line services against this. There are more photographs and

presentations from the day here but if you have any questions about the event and getting involved with the DREAM network or the project and the work of the group, please contact me or any of the members of the group.

What is DREAM?

DREAM is a project which was established by the LIS Research Coalition, under the leadership of Professor Hazel Hall. The plan is to create a formal network of LIS researchers, and a series of events in 2012 were held to build the network. Social media was a key part and all the events and resources created are available via the DREAM Community – which you can still join and help maintain the network.

Why is it necessary?

Changes affecting us all currently include: the effects of technology and disintermediation on library business models; the marketisation of higher education; reduced capital expenditure from government sources; shifting global markets and political power bases.... and that means downward pressure on you and me -

changes to job roles, sources of funding and business models.

We all need frameworks. Our environment shapes us. For us all to have a good and happy life an economic framework is needed for individuals, families, communities and organisations. This is so people can conduct their life in a way that fits in with their values. This, after all, is where health and well-being comes from. Government, on our behalf, lays this out. Currently the institutions we rely on for health care, education and social welfare, are not necessarily providing an open, fair and balanced framework for capitalism. This has led to questioning, and options for change, for example, by Will Hutton in his work, "Them and Us".

Against this background, Library and Information Science (LIS) academics are attempting to kick-start new structures to drive forward the business case for library and information provision. The question for us all, what is our role, if any, in such a framework? The plan is to create a formal network of LIS researchers; this incorporates research in the broadest sense, externally funded, work-based service evaluations, and audit and quality improvement, including our own, beloved, LQAF.

A series of events have been held to bring people together over the last year. Being involved and winning the award provides an opportunity through LIHNN and the Clinical Librarians Group, to influence this process.

What happened?

Four of us were excited about going to represent the group and travel to London to receive the award from Dr. Ben Goldacre. As well as being a Doctor, Ben writes and talks to people about science. His Bad Science series is popular with NHS staff, users and carers and the resources can be integrated into critical appraisal training. It was a really long day. I had to leave my pets extra food out in the morning. It was really exciting to go to the British Library, and I bought some new shoes to go! I met loads of new people and collected the award. I

Left to Right. Dr Ben Goldacre, Anne Webb (Library Operations Manager, Christie Hospital), Dr Alison Brettle (Senior Lecturer, University of Salford), Rosalind McNally, Debra Thornton (Knowledge and Library Services Manager, Blackpool Teaching Hospital's NHS Foundation Trust), David Stewart (Director of Healthcare Libraries, NHS North West)

collated what the group wanted to say and delivered our acceptance speech on the day to the audience. This represented an opportunity to get our message across and to explain our work to a largely, non-Librarian audience. After the day I used the opportunity to develop my communication skills, writing this article, and an additional one for our staff newsletter, to practice writing for different audiences. The award provided opportunities for us to build cross sector networks, with other clinical and non-clinical staff to help support each other at times of change and form stronger structures. The Informatics and Skills Development Network, CILIP, LIHNN and health specific networks are all open to us – you never know where it will lead!

Some key points from the day?

At these difficult times don't stop connecting and talking to colleagues outside and inside the library. If, like me, you have had limited contact over the years where you did your library training, contact your local provider or find out what connections there are with your service. If you are in the process of qualifying by whatever route or learning on the job you can find out more about DREAM, contact or join the network.

Professor Carol Tenopir reported that at John Hopkins University Library in the USA, all Librarian roles have been structured as Outreach roles. She emphasised her research findings were strong that the most important factor in users assessing the value of library services is the skills and personal qualities of the Librarian.

Public Libraries and Librarians from non-academic sectors are not as well represented in the DREAM network currently. Hopefully the network can build to increase the diversity of members, building on the connections made to add value and vision for society as we all move forward together.

Rosalind McNally
OUTREACH LIBRARIAN/ATHENS ADMINISTRATOR
MANCHESTER MENTAL HEALTH AND SOCIAL CARE TRUST (MMHSCT)

Telephone: 0161 427 3308

Rosalind McNally accepting the award on behalf of the group with names of all members displayed on the screen

Links for further information: (all accessed 23rd August, 2012)

Library and Information Science Research Coalition: DREAM Project
http://lisresearch.org/dream-project/

Library and Information Science Research Coalition: DREAM Project. Practitioner Research Excellence Award http://lisresearch.org/2012/05/31/north-west-clinical-librarian-systematic-review-and-evaluation-group-wins-practitioner-researcher-excellence-award/

(The 15 ..winners are.... Lucy Anderson, Bury Primary Care Trust ;Rosalind McNally, Manchester Mental Health and Social Care Trust ;Michelle Maden, Edgehill University (Aintree Hospital NHS Trust) ;Helen Medley, Liverpool Primary Care Trust ;Pippa Orr, North Cumbria University Hospitals NHS Trust ;Morag Platt, North Cumbria University Hospitals NHS Trust ;Clare Payne, Mersey Care NHS Trust ;Tracy Pratchett, University Hospitals of Morecombe Bay Foundation Trust ;Michael Reid, Blackpool Teaching Hospitals NHS Foundation Trust ;Gary Sutton, Warrington and Halton Hospitals NHS Foundation Trust ;Jenny Tancock, University Hospitals of Morecombe Bay Foundation Trust ;Debra Thornton, Blackpool Teaching Hospitals NHS Foundation Trust ;Denise Thomas, St Helens and Knowsley Health Informatics ;Anne Webb, Christie Hospital NHS Foundation Trust ;Riz Zafar, Christie Hospital NHS Foundation Trust]

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Library and Information Science Research Coalition: DREAM Project, Dream Event 5: Opening Keynote. Carol Tenopir, Building evidence of the value and impact of library and information services: methods, metrics and ROI [presentation]
http://lisresearch.org/dream-project/dream-event-5-conference-monday-9-july-2012/dream-event-5-opening-keynote/

CILIP Health Library Group Conference
Glasgow 12th 13th July 2012
Health Libraries Under the Microscope

Conference Themes:

- Physics of Information Technology Use
- Chemistry of Collaboration and Networking
- Biology of Library services
- Anatomy of Evidence based Practice

The venue for the HLG 2012 conference was the Glasgow Science Centre

The Authors

Kieran Lamb, Alex Williams, Sue Jennings, Caroline Timothy

HLG Glasgow hosted at the Glasgow Science Centre on Thursday 12th and Friday 13th July

Whitzatawabootbyraway?

The theme for the conference this year was *Health libraries under the microscope. Protecting the formula* and the formula proved to be an bubbling test tube of ingredients, quality presentations, plenty of opportunities to network, and a spectacular conference dinner, with food, drink and a ceilidh.

We arrived on the Wednesday night like 'freshers' on our first trip away from home, nervous, excited and a bit apprehensive about the next few days, but these feelings were soon replaced by laughter, and a great sense of fun which nicely leads on to the introduction to our Tour Manager, aka Kieran Lamb. Kieran had already set the tone for the conference with the infamous Glass Slipper Tour, the prequel to the main event. I will let him explain the origins…

The Glass Slipper Tour

This is what happens when you let a reader of Chris Brookmyre's dark and funny tales of murder and mayhem and listener to many a small band from the greater Glasgow area pull together a pub crawl that only knows that it will end up at a statue of a two legged horse.

It started with a promise to show Gil the statue of Lobey Dosser, El Fideldo and Rank Bajin which sits opposite the Halt Bar. I'd been before on a sunny day in Glasgow, armed only with Chris Brookmyre's 'A Big Boy Did it and Ran Away' a gripping tale of musical difference, vengeance and international freelance terrorism in which the statue makes a brief appearance. Gil asked me to organise a wee pub crawl. The key thing was to get David fed before we hit the boozers. As luck would have it Victoria

Treadway recommended a Brazilian Restaurant, so that was David sorted. So it was a case of filling in the gaps. Naturally this being me the crawl had to have a website http://www.kdil.co.uk/glassslipper/wordpress/ Twitter account and a Spotify playlist.

As luck would have it, just round the corner from food was 'The Admiral' chosen as a starting point as a result not just of proximity but because this was the venue for the

The Glass Slipper Tour

launch of The Just Joans' lastest album 'Buckfast Bottles in the Rain'. What I'd forgotten was that it was in the Red Light District! Luckily nobody mistook me for some sort of bizarre library pimp and we had a pleasant beer in a reasonable boozer.

Next stop was the Bon Accord, recommended by Susan Smith. Good choice for its selection of real ales (she knows I'm partial to them!) I have to confess to having spent too much time with Shan Annis in this sort of establishment, consequently poor Sue Jennings was presented with a pint to drink rather than her usual ladylike glass. She manned up to the pint in an impressive manner. All too soon with Gil asking 'Are we going to see the two legged horse next?' it was time to take our ragged band onwards.

Finally at the statue of Lobey Dosser and co, and with potted history of an odd Western based Glaswegian cartoon strip, the nature

of freelance international terrorism and its marketing (at least in works of fiction) it was into the Halt Bar our final stop. They eventually threw us out and it was time for weary crawlers to head to their beds.

We were awakened too early next day, all with a smile on our face and looking forward to a big breakfast, the waffles were awesome and as big as your plate.

The sun was shining and it was a pleasure to do the short walk along the River Clyde to the conference at the Science Centre.

What follows now is our 3 separate accounts of what we all thought were the highlights of the conference and hopefully they will give you a flavour of the delights of the Glasgow experience.

Sue Jennings

My lightbulb moment! Attending any event outside the library is an opportunity, to meet, learn and hopefully come away inspired to try something new. Glasgow achieved this from day one. Having attended many conferences, events and training opportunities I always hope that I can look back and reflect was it worth attending, Glasgow achieved this easily and more.

Glasgow delivered an event that was educational, informative and with personality. When I look back I think of laughter, learning and loads of fun and wishing every conference could be just the same.

I learnt about how you could use technology to aid and improve your service and I also learnt that Mary Hill from Stepping Hill can dance the legs off any highland dancer at the Ceilidh on Thursday night.

Glasgow has a warm heart and this was evident throughout our stay.

Deciding what to attend from the programme was incredibly difficult, Glasgow had delivered a wealth of choice in so many different areas it was hard to decide, but my first choice proved to be the one that completely changed my way of thinking. The theme was ***Physics of information technology*** use two sessions, first session was entitled: Innovate or wait? Sharing lessons learnt from the introduction of an iPad lending service, Owen Coxall (University of Oxford Bodleian Health Care Libraries) gave a very honest

account of how a lending service for iPads had not delivered expected outcomes. He explained that if they had done more comprehensive market research, finding out what users really want can save time and money. This insight could help with decisions currently being explored about the possibility of lending out e-readers for e-books. The lesson they did learn is that having access to iPads has enabled library staff to gain confidence and expertise in using these devices, so innovate or wait?

This lead nicely on to Sally Dalton's (University of Leeds Library) presentation entitled Using the iPad and Motorola Xoom in student/research support.

Sally started off with some good evidence to why we should be gaining experience in using iPads. The Pearson Foundation (2012) USA, found that 25% of students now own a tablet, and the NMC 2012 Horizon Report for Higher Education puts tablet computers as number 2 in 6 new technologies to watch for. Interesting and helpful evidence to support any bids for iPads.

Sally then went on to discuss the benefits of iPads, less disruption, no ringing, easy to carry, no plugs needed. Tablets are light and can be passed around at training, induction. Ability to answer questions on the move, portable, easy to film, increase wide range of communication methods. Cheaper than a Smartboard, £5,000 or £300, no comparison.

How can we use them for literature searching? The list is endless but the top uses are online tutorials, control and recording of our presentations. Many students now have iPads and they can effectively record your presentation. Annotating journals is one of the top reasons academics, clinicians, students buy an iPad, easy to make notes, make verbal recordings and more…

There is a wealth of free apps, apps in development and endless possibilities with the iPad. both presentations made me realise that I now want to learn and develop expertise for myself and others, thanks, my mind is changed and its only 12.15 on the first day of the conference.

Michelle Maden

The session that really stuck in my mind was one by ScHARR, School of Health and Related Research at The University of Sheffield on Bitesize sessions, where they run an innovative series of informal 20 minute sessions. The impetus being that attention spans are getting shorter and quite often, awareness raising is what is required initially before end-users decide whether or not they want to spend (quite often their own) time attending more in-depth training sessions.

An overview of these sessions follows:

- Informal 20 minute sessions that are about planting seeds and changing minds.

- Fortnightly, afternoon teabreak aimed at researchers and PG students, academics

- The sessions have two clear strands, one focused on teaching and the other on research.

- The remit is not to teach people how to use something in their work or study but to let them know why they should use it and how they can employ it. It is hard to teach someone an idea or technology in just 20 minutes, but by showing them the possibilities in an enthusiastic manner you can send them away with at least the intention to explore and experiment

- Sessions are run as drop-in's and people can leave whenever they wish

- Sessions run so far include:

  - Google Apps
  - Preszi
  - uSPace
  - Pubget
  - Screencasting
  - RSS
  - Wikis
  - Voiceworks
  - Copyright
  - Plagarism
  - Effective posters
  - Memorable presentations
 - Research costing

- Most important bit – CAKE is provided!

Impact of this on Aintree Library – we now run weekly bitesize sessions for trust staff. So already were have hit on our 'evidence into practice' LQAF criteria!! Bitesize sessions are also run at the University for the Research Support Office and are well attended.

Caroline Green (now Timothy)

HLG – Happy, Laughing, Great – Conference

This was my first time at a HLG Conference. I really wanted to attend HLG as I had heard so many good reports of previous conferences and of how colleagues had then gone back to the work place and put ideas that they had heard at the conference into practice. I had not been to Glasgow for a long time so it was lovely that the conference was situated there too. I thought the venue was excellent, really well laid out and the organisation was first class. Everyone was friendly and approachable and whilst we learnt a lot, there was a lot of fun and laughter too.

I enjoyed all of the sessions that I attended. One that certainly stood out was John Loy and Hélène Gorring's session on Cinemaeducation. I thought that this was a brilliant idea. When John said that the IMAX is the biggest screen in Scotland I could well believe him. It was huge! This was an


www.seeglasgow.com
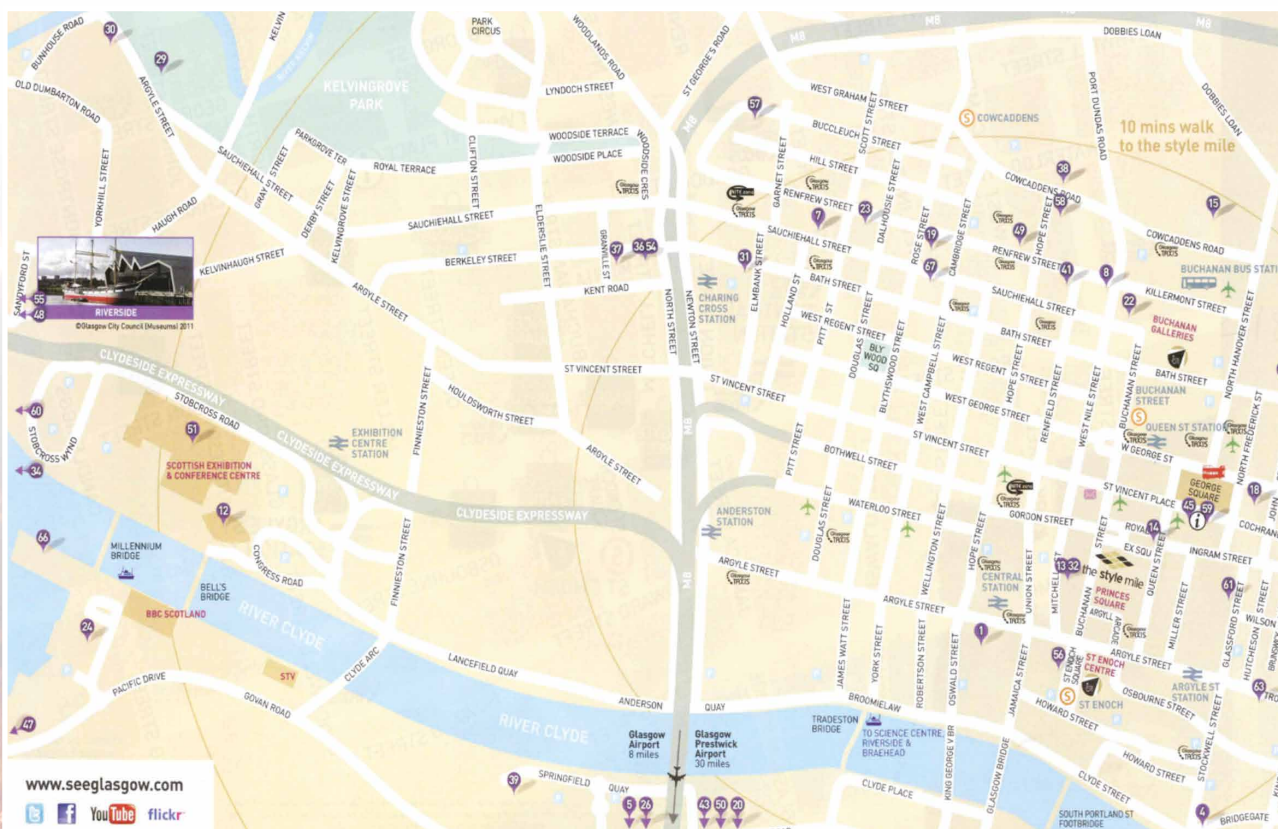
interactive session with clickers. John asked the audience questions about different films to do with mental health and it got everyone involved. It showed how health professionals can develop empathy from films, which they can't get from journals or textbooks and see symptoms they can only read about in textbooks. It also raised the profile of the library service.

I have quite recently started working as an Outreach Librarian for Public Health and the CCG so the main session that I was interested in attending was the *Sussex by the Sea: Supporting Primary Care Commissioning* presentation by Erica Rae and Tom Roper from West Sussex Knowledge & Libraries. The session certainly didn't disappoint. Erica and Tom introduced the session with the background to their library service and an overview of commissioning and said that they feel they are unusual in that they are embedded in their service. I am also embedded with the groups that I work with so this was of special interest to me. Tom gave an interesting brief history of commissioning, showed the infographic of the Health and Social Care System: April 2013 and then discussed the layout of the NHS in West Sussex and some of the salient features.

Erica then discussed her role as Public Health and Commissioning Librarian and that her remit is to provide library services to Public Health, the CCG and the joint Commissioning Unit staff. She told us that a new database has been purchased to search for social care information and this really helps with the types of queries that she has. The differences between Public Health and the CCG and the types of information that they are looking for were considered and Erica stated the fact that the types of questions that librarians have to answer for these groups are challenging and definitely don't always fit into the PICO format and more often than not, they cannot be answered by a search on HDAS. Quite often a search on Google restricting to nhs.uk or gov.uk works best. We are often asked about "Who has already done it" and what has worked well elsewhere" and, although the phrase is quoted quite a lot, we do definitely have to think outside the box on where to find information.

Alexandra Williams

I was thrilled to have been given the opportunity to attend the HLG Conference this year. After hearing of conferences in times gone by and looking at the delegate/speakers list I knew I was in for a treat. This was my first time at both a conference and in Glasgow and I was
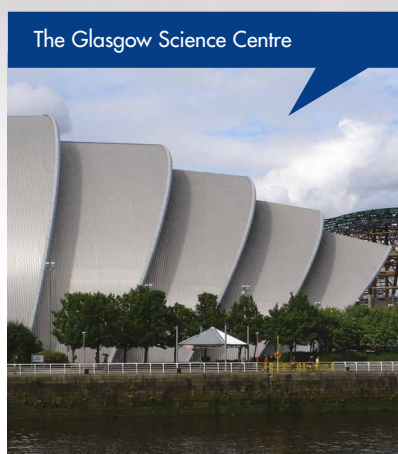
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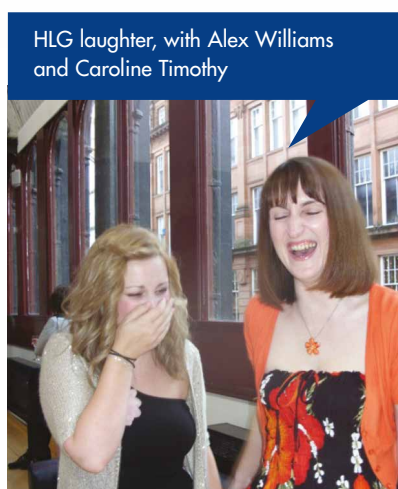
HLG laughter, with Alex Williams and Caroline Timothy

HLG waffles

excited to see the city and attend some interesting and thought-provoking sessions.

On scouring the Conference Programme, I was spoilt for choice. There were several planned sessions combining my three interests of web design, usability and knowledge management. I rushed, pen and paper in hand, hoping to see and hear KM theory and tools in action and I was not disappointed.

The first session that particularly stood out to me was Gill Earle and Alison Bogle from NHS National Services Scotland's presentation on the creation and development of Health Management Online. Here at Warringon and Halton's Knowledge & Library Service we have recently launched and are developing our online Portal, a one-stop-shop for staff and students to access all of our services and targeted centralised information, so Gill and Alison's session was aptly relevant and extremely interesting.

They began by giving an overview of their website's content, four searchable databases, an OPAC and good practice toolkits. To use the site and access the information users were required to login via Athens. Two very useful design and usability tips that I picked up were to add a search box to every page to allow users to search from any location within the site and also to use the "lightbox" feature when users click on resources. This is a small centralised pop-up screen, which, when a resource is clicked on, darkens the background. This makes the resource nice and clear, the previous page is still present in the background and anything that the user would like to do with the resource (such as download, export to RefWorks and so on) is easy and prompt. I also liked the use of widgets to embed tools and resources such as latest news, downloadable reading lists and a "featured resource".

I was keen to hear about their use of "topic rooms", which are areas of the site that contain specific and targeted resources for different teams or people with specialist interests. They spoke about the ways in which they built up the content for their topic rooms including searching for resources and asking departments and specialists to contribute.

One highly requested feature by health management staff was the centralisation of regional and national policies so that everybody can go in to their area of interest or speciality and have easy access to any policy that they wanted.

The session that followed on from Gill and Alison's was titled "Knowledge Management Online Learning Resources for NHS Staff" and was delivered by Louise Goswami (NHS South East) and Andrew Lambe (Department of Health). This was an extremely useful session that directed me to excellent resources, guides and toolkits that have greatly enhanced my knowledge and practice in the area of KM. They spoke about a range of e-learning resources available to NHS staff through sites such as the E-Learning Repository (http://www.elearningrepository.nhs.uk/). Through the repository you are able to access a range of tools and ideas as well as watch videos containing NHS examples and case studies. One interesting tactic that was discussed was the use of knowledge harvesting. I am familiar with this in terms of for retaining the knowledge of staff due to leave but hadn't really considered its use for staff on short-term contracts or secondment, so this is something I plan on following up.

Eileen Hume

Where to start!!! I felt like a "kid in a toy shop" there were so many things I wanted to see and try and listen to. Seriously it was so hard to choose, the programme was so exciting. However a choice had to be made.

After the welcome and a presentation on Knowledge into Action for a Fairer Healthier Scotland I started on my "journey"

In parallel session 1, I went with the theme Biology of Library Services and listened to Steve and Anne from the Christie talk about balanced score cards. This is something we intend to initiate in our own library service within the Trust. I then listened to Margaret Rowley from Worcestershire talk on the Impact of Library Services on Patient Care (no HLG Conference would be right without listening to at least one presentation from Margaret !!!). Their aim was to demonstrate that their service had improved patient care and other outcomes and provided value for money www.libraryservices.nhs.uk/forlibrarystaff/impactassessment

The next session I chose was a presentation on Health Management Online, how technology, partnership working and customer engagement supports the leaders and managers in health and social care in Scotland. Web link www.healthmanagementonline.co.uk from the theme: Physics of Information Technology use

After lunch I chose another theme, that of Chemistry of Collaboration and Networking. This included presentations from Lesley McShane (Northumbria Healthcare NHS FT)

talking on "The Perfect Formula: collaborating with multidisciplinary teams to develop an information service for long term conditions". This presentation concerned a project that followed on from the Department of Health Information Prescriptions (IPs) pilot, Northumbria Healthcare NHS Foundation Trust (NHCFT) received a three-year NIHR Research for Patient Benefit grant to develop and evaluate patient information services for people living with Parkinson's disease, Chronic Obstructive Pulmonary Disease and Inflammatory Bowel Disease. The result was a service was developed that guides people with long-term conditions, and their carers, to relevant, timely and reliable information using health professional-led IPs and user-led Information Menus. Again this is an initiative I would like to see embedded into my own organisation. Following on from this theme the next session I attended was "Patient Information Leaflets and the Information Standard" a presentation by Richard Brigden. The Information Standard

HLG piper

was developed by the Department of Health to help members of the public identify trustworthy health information easily. Again I see this as a major element in the service we should be offering our Trust in maximising the skills of the library staff.

The last presentation from this session was the one delivered on "Self Health Isotopes – more than one solution to a collaborative project" delivered by Mary Hill and Paula Elliott. 'Self Health @ your library' has been an innovative and successful project between Stockport public libraries and NHS Stockport, with a particular emphasis on mental well-being. Having previously been involved with a similar type of collaborative

project between the NHS and public libraries I was looking to see how my own service could resurrect our previous project and possibly integrate something new into it to re-energise it.

The last three sessions of the day I attended were "Chemistry of Collaboration and networking" by Tom Roper and Erica Rae. The presentation explained the commissioning cycle, identified where in the cycle the areas of knowledge and information needs of primary care commissioners arise, described how they analysed and responded to these needs and how they changed practice to deliver a new type of service. Again this was relevant, as my service provides a library service to the community via an SLA.

The plenary session of the day I chose was "Getting Knowledge into Action" delivered by Dr. Ann Wales. This was an interesting, well informed presentation covering the topic of the review of NHS Scotland Knowledge Service and the librarian role

After the HLG AGM the days formal events were closed and preparations were underway for the evening ahead with all that the conference dinner entailed. This was really enjoyable at the Old Fruit Market in the Merchants Quarter of Glasgow. The menu was quite different with a mixture of traditional Scottish and Caribbean type "things". Dusty the magician entertained all the guests at the table, which is more than be said for the comedian who completely misjudged his audience. The Big Shoogle, a ceilild band, started off the Scottish dancing, and a great night followed.

Surprisingly the next morning opening session was extremely well attended. Professor Peter Reid talked about "The Genetics of the Librarian: the changing role of the information professional. Peter who is Head of the Department of Information Management at Robert Gordon University and is also President of CILIP in Scotland gave a very interesting view of changes to the profession and the underpinning academic course requirement changes for the future. These will be required to equip librarians to maintain and advance their place as professionals. I have known Peter in another "librarian life" as we are both interested in family history and archives and we have both written text books on this subject. He actually acknowledged me in one of his books. I felt very proud as he is someone for whom I have great respect

On day two I started with the Biology of Library Services again. This time the first talk I attended was "The Role of the Knowledge Service in supporting morbidity and mortality review meetings" presented by Tracey Mckee. NHS Greater Glasgow & Clyde Library Network are working in collaboration with Clinical Governance colleagues to support the development and deployment of morbidity and mortality (M&M) meetings with Emergency Care and Medical Specialities at one of their acute hospital sites. This local project is also contributing to a Rapid Search and Synthesis Test of Change project for the NHS Scotland Knowledge into Action Review. It was a new facet of service delivery for me but one I would like to pursue in my own organisation.

The next session I attended was titled "Library Alchemy: How Clinical Librarian services transform information services into Gold" delivered by Jacqui Watkeys and Pat Lawrence. I had heard about this service previously but was interested to see how other Trusts had developed their Clinical Librarian services. There were some good ideas that I will bring back to my team to see if we can replicate into our service delivery model.

After the break I changed themes and went for the Physics of Information Technology Use. Here I listened to Lynn Allen talk about the "Centralisation of Trust Policies". She demonstrated how the functionality of the library management system was used to be the repository and disseminator of Trust Policies.

The following talk I attended "The NHS Lanarkshire Intranet site (FirstPort) and its effectiveness as a Knowledge Management Tool" delivered by Paul Herbert was on the same institutional repository theme. I am interested in the integration of Knowledge Management into the everyday responsibilities of the library service so was impressed on the way they have used their intranet as a KM tool.

My last session in this theme was "Diagnosing NHS Recruitment are we employing a workforce with evidence based skills and Knowledge" this was delivered by Paul Stevenson. He talked about his study which aimed to identify the cultural value of evidence based practice and information literacy within specific NHS job roles and in the wider NHS as a whole

After lunch (which was of larger portion sizes than the previous day) I again changed themes this time to Anatomy of Evidence Based Practice. My first session was to listen to Kevin Rooney and Michelle Kirkwood talk on the topic of Rapid Search and Synthesis to support decision making within an ICU.

As part of NHS Scotland Knowledge into Action Review, NHS Greater Glasgow and Clyde were keen to test the development of knowledge services to support decision making within an Intensive Care Unit. The NHSGGC knowledge service and the

HLG Social

clinical staff collaborated to develop a new Rapid Search and Synthesis model tailored to meet the needs of this high impact environment. I was particularly interested in this talk as we are currently doing something along the same lines in my own team. I spoke with Michelle after her talk and we will try to share best practice between our two services in future.

My next session was to listen to Alison Brettle talk on the topic "Assessing the Impact of Evidence Summaries in Library and Information Studies, a mixed methods approach". Since 2006, the open access journal, Evidence Based Library and Information Practice has published over 200 evidence summaries. These summaries, consisting of structured abstracts and critical appraisals of original research, attempt to bridge the gap between research and

practice. The international study investigated the impact of evidence summaries on librarians' knowledge and practice by developing and validating an impact assessment tool

I followed this talk with one titled "Mapping the Evidence: an overview of a scoping exercise to identify the evidence on natural disasters and humanitarian emergencies for the Evidence Aid Project" this was delivered by Kate Misso. I found this really interesting as It is something I was involved with when I worked as an archivist. In conflicts often the documentation that informs the history of a culture is destroyed as they are in natural disasters. These sources of knowledge are so important for the future as they are often irreplaceable

My final two sessions were again from the anatomy theme. The first "Anatomy of Evidence Based Practice" delivered by Paul O'Connor and Kate Adams. They talked on the work of NICE and NHS Evidence.

Lastly I listened to Margaret Rowley discuss "Using the implementation of an open source library management system to increase efficiency and enhance co-operative working". Their service had used SirsiDynix's Unicorn Library Management

System since 2001, Worcestershire Health Libraries tendered for a new system in the spring of 2011. Initially funded by the former Workforce Development Confederation, the system had been shared with Herefordshire Clinical Library. Staff from both services worked together to draw up a specification for a new system and suppliers were invited to tender. Applications were graded both on price and various aspects of service delivery. Koha open source (managed by PTFS Europe) was chosen as the preferred supplier. It was anticipated that the greater flexibility of open source system would facilitate a new approach to co-operative working between the two services. Where previously each service ran a separate catalogue off a server maintained by Worcestershire Health ICT Services, there is now a joint catalogue (www.hawks.nhs.uk). This is an interesting concept for services to consider for the future

It was then time for the plenary session on the topic of "Zen and the Art of Guideline development" The presenter for this was a last minute stand in but he delivered an informative presentation

Gary Birkenhead chair of HLG then presented the awards and drew the conference to a close. HLG is a real must-attend event; it energises you professionally, enables you to forge networks and contacts with so many people. The impact this knowledge can have on your service when you return to your organisation can be enormous. I would encourage all library professionals to attend an HLG conference, you will never regret it.

Conclusion

If we can perfect what we do and make ourselves more relevant to our organisations whilst also demonstrating our impact we can overcome difficult and challenging times. Attending conferences, events and learning from others is vital to our continuous education, learning and life.

LIHNN STAFF LIBRARY

Are you currently studying? Would you like to save time and money?

Alternatively, perhaps you wish to base your decision-making upon the evidence-base? Mayhap, (written with a flourish of my quill and a straightening of my hat to a more "jaunty" angle) you love libraries that much that you wish to read more about them?

Well you have access to such a resource that is an email or a short telephone call away. I say a "short" telephone call; it does depend upon whom you speak to and what day it is, as there are sporadic days when I feel particularly loquacious and others when I just manage a coherent grunt.

I have prepared a few Questions & Answers for your perusal...

How do I find what book stock we have access?
You can search our catalogue at http://whh.soutron.net/Library/Catalogues/Search.aspx to locate the book you are after. If the book is available, we can post out to your workplace and it should arrive, Royal Mail aside, within a few days. If it is on loan, we can place a reservation on the item and send it out to you upon its return.

What journals do we have access to?

We have a list of journals available that you can download at http://whhportal.soutron.net/Resources/Collections/LIHNNStaffCollection.aspx. We can scan and email, copyright permitting, an article out to you that day,

What if I am unable to find what I am looking for or I wish to recommend a purchase?

Complete the web form located at and let Gil Young know your recommendation.

Can I come and have a look at the collection in person?

Yes. If you are lucky, you may get a cup of tea and a biscuit was well.

What is the loan period for books?

You are able to borrow books for three weeks.

How do I renew books I have out on loan?

Via this, link here - http://whhportal.soutron.net/Renewyouritems.aspx

Personally, I found the collection invaluable whilst I was completing my Masters. As it was a distance learning course through Aberystwyth University, any books which were on my reading list I was able to obtain immediately via the LIHNN staff collection. This was much preferable to ordering from Aberystwyth University library and having to wait for their arrival. It meant I was able to complete my modules much faster and combat any stress or guilty feelings I may have harboured due to time-constraints.

The collection has also helped me with completion of "LQAF criterion 1.2e: Library/knowledge service development/improvement is informed

by the relevant evidence". We have used various Knowledge Management books to inform the conception, format and direction of various workshops and processes we intend to implement.

Gary Sutton
KNOWLEDGE & LIBRARY SERVICES MANAGER
WARRINGTON & HALTON HOSPITALS NHS FOUNDATION TRUST

Hospital Open Day 2012
at Stockport NHS Foundation Trust

Having participated in the last Hospital Open Day in 2010 we were anxious to participate in this one.

Lessons learnt from 2010

✓ Only open one computer room

✓ Have activities aimed at different age groups

What worked well from 2010

✓ Items to give out like pens and post it notes

✓ Computers with health related activities and instructions

✓ Having library staff available all the time taking a proactive approach

Based on the lessons learnt and what worked well, we planned the following

✓ Open up just one computer room

✓ Have an activity table for younger children with colouring, word searches and dot to dots which were either fitness or health related

✓ Each computer to have a different activity, some with a game element plus instructions attached to each computer

So how did it go this time?

Activity table was very popular with younger children especially the colouring and dot to dot

Whack –a-bone was a good educational game for teenagers and adults
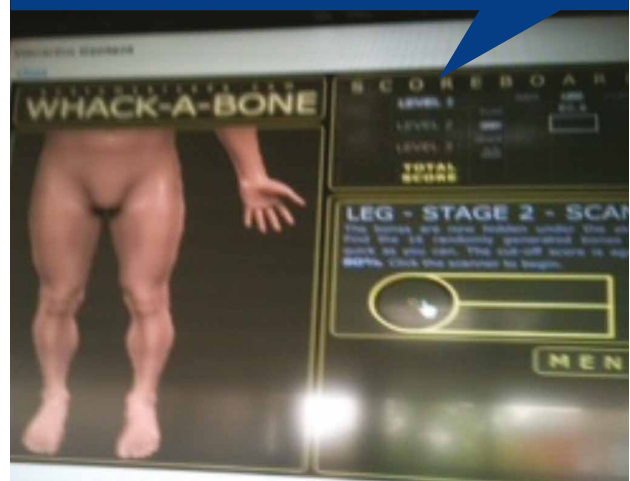
Displaying books and DVDs helped to promote links with the public library

A variety of sites addressing health issues with some active component worked well. Each computer was only logged onto one site

Make your weekly shop healthier

As you shop, the Health Checker monitors your trolley and offers you healthier swaps based on calories, fat, saturated fat, sugar and salt

It also compares prices to give you the best value shop

Have a go today!

A healthier diet is just a click away with the mysupermarket.co.uk Health Checker

http://www.mysupermarket.co.uk/landingpages/healthy-shopping.aspx

Example sheet from beside a computer

Some of the more popular sites:

Weigh up your drinking
http://www.bbc.co.uk/radio1/surgery/alcohol2calories/

What's your sport?
http://www.nhs.uk/Livewell/olympics/Pages/Olympic-sport-aptitude-test.aspx

Weight management
http://www.nhs.uk/Tools/Pages/Healthyweightcalculator.aspx?Tag=

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/newsletter /lihnnk_up_archive.html

Contributions should be submitted to:

Mike Hargreaves (Chair of the Newsletter Editorial Board) Uclan
Email: **mhargreaves@uclan.ac.uk**
Tel: 01772 892127

About Library and Health Network North West (LIHNN)

Website: http://www.lihnn.nhs.uk for details of the groups and their activities

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