

Cheshire & Mersey Health Libraries Group

**Minutes of meeting held on January 15th 2015
Countess of Chester Hospital, Chester**

1.	Present: Cath McCafferty (Chair); Lynda Cotterill (Minutes); Susan Smith; Stephen Molloy; Alison Thompson; Anne Roberts; Fari Bannerman; Emma Child; Bernie Hayes; Suzanne Ford; Linda Taylor; Clare Payne; Helen Medley; Virginia Jordan.	Action
2.	Apologies: Maureen Horrigan; Adrienne Meyer; Linda Ferguson; David Stewart; Lis Edwards; Janet Ireland; Beryl Stanley; Lisa McLaren; Vicky Bramwell;	
3.	<p>Minutes of last meeting and matters arising:</p> <p>It was agreed that the new format adopted at the previous meeting had worked well by having a discussion on a pre-agreed topic of interest to members.</p> <p>Everyone was reminded that the group had agreed to meet quarterly and it was decided that meeting dates should be set to the end of the year to help everyone with their planning and to give HCLU a better opportunity to attend.</p> <p>It was agreed that dates for the next 3 meeting should be arranged and the topics would be</p> <p>April: statistics – why and how we collect them and what we do with them July: R & D/audit October: use of fiction in health library services (John Gale)</p> <p>Cath agreed to look for dates that don't clash with other events</p>	CM
4.	<p>Meeting business</p> <p><u>Demonstrating Impact</u></p> <p>Cath McCafferty introduced the item.</p> <p>Why do we measure impact? There was a discussion on this with the following reasons being given</p> <ul style="list-style-type: none"> • It is an LQAF requirement • To demonstrate value to the Trust and how we align to Trust priorities (map toolkit can be a useful tool) • To build a case to justify resources • As a marketing tool • To justify time spent delivering services <p>Cath reminded everyone of the LQAF definition 1.3c</p>	

Impact: demonstrable evidence that the library/knowledge service is enabling the organisation[s] served to meet their strategic objectives in improving patient care. This could be evidence demonstrating a change in treatment, cost savings made, changes made to delivery of services because of using library/knowledge services.

How do we measure impact?

The key thing that we need to demonstrate is how the service we are measuring for impact has led to a change in practice
Eg SS told how as part of a project group proof reading & looking at the design of the intranet the work done led to a change in the intranet content and design.

Knowledge Management stories can also be use as a tool to demonstrate impact eg we did x and x is what changed as a result.

- Surveys (optimum 5 questions)
- Case Studies
- Reports
- Feedback

What are we measuring?

The general consensus seemed to be that currently we are measuring the impact of

- Literature/Evidence searching
- Training
- Projects

How to obtain feedback

Staff around the table discussed methods they use to obtain evidence of impact

- Send email with search results saying will be asking for impact at a later date (usually 3 months)
- Give incentives to give feedback eg Alison had obtained a voucher from Blackwell's
- Follow up request with a phone call
- Give reasons why feedback is required
- If feedback is obtained but does not give impact then follow this up
- Detail cost and time it took to do search
- When next search is requested say that you have noticed they haven't given feedback on the last search and that it would be useful to check that you are providing the right information and help improve results

	<ul style="list-style-type: none"> • Refuse to do another search unless feedback is given (not a serious suggestion)! <p>Staff agreed to share forms they use (attached to email)</p> <p><u>How to use impact evidence to promote and market your service</u></p> <ul style="list-style-type: none"> • Inform Departmental heads of the range and scope of searches that you had done and what changes in practice resulted • Use examples and quotes at promotional events/on promotional materials • To demonstrate what will be lost if the service is withdrawn • Use in Annual Report <p><u>Compliance and Partial compliance on LQAF</u></p> <p>There was a general discussion about why some libraries are assessed 'compliant' on LQAF and others who feel they are fulfilling the requirements are 'partially compliant'. It was decided that further and more specific advice was required from HCLU</p> <p><u>General points to think about</u></p> <ul style="list-style-type: none"> • In what way does/could our Service have the greatest impact on the Trust • Look at innovation across the patch • Be part of project management team, part of those who are making changes and having an impact • Question what is really wanted from our service – do we need to change, are we just following traditional methods 	
5.	<p>Athens update (Anne Roberts):</p> <ul style="list-style-type: none"> • Anne is currently Regional Chair and sets the agenda so we have more opportunity to get items of interest to us on the agenda – please let Anne know • Take screenshots of what isn't working properly and also URL and send to Anne – can help to decide if it is a NICE or eduserv issue. • Also please report any problems again, even if you have previously reported them so that Anne has a clear picture of what the current problems are. • Lots of registrations problems eg when try to self register don't see drop down box for organisations, staff assigned to 	<p>ALL</p> <p>ALL</p>

	<p>wrong organisation. Please can staff register people rather than leaving customers to self register</p> <ul style="list-style-type: none"> • Interface is still really poor. • Double log in has come back • It is easier/works better if Administrators moves Athens accounts 	
6.	<p>HCLU update No representatives from HCLU present</p>	
7.	<p>Actions</p> <ol style="list-style-type: none"> 1. Suggest dates for rest of year and book a room for the April meeting 2. Invite HCLU 	CM
8.	<p>Any other business: Who uses people counters and how was briefly discussed The meeting ended with a tour of the library</p>	
9.	<p>2015 meetings:</p> <ul style="list-style-type: none"> • Monday 20th April 2 – 4pm. Neurosupport, Liverpool L3 8LR http://www.neurosupport.org.uk/contact.html Statistics – why and how we collect them and what we do with them (Lead: Lynda Cotterill). Plus tour & talk about Neurosupport service. (Janet Ireland) • Tuesday July 21st 2 – 4pm Wolfson Room, Harold Cohen Library, Liverpool University L3 5TX Research and development/audit (Lead: Stephen Molloy) • Wednesday 14th October 10 – 12noon Room 8, Education Ctre, Arrowe Park Hospital CH49 5PE Use of fiction in health library services (Lead: John Gale) 	