**HLG 2016 – Scarborough Spa ~ #HLG2016**

**15th – 16th September 2016**

**Top 3 things**

- UX Libs (user experience in libraries) can be really useful to find out how library users use and feel about the space. I wonder if there are tools available (Padlet?) to implement some of the UX techniques for remote/online services too
- STPs. If anything, HLG spurred us on to find out more details about STPs, even if they did start to become a bit cliché. Locally in LYPFT not much concern for STPs to be honest. May change when they are published and with the new Chief Executive
- Patient information - the different forms it can take and how important it is becoming. It isn't just about loaning books to patients but about partnership working and facilitating patient and carer information within our organisations.

**Summary**

The biggest themes of HLG 2016 for me were STPs ("the only game in town"), and patient information. They were both mentioned multiple times and are big drivers of new services in LKS or "things to watch" in the case of STPs.

There was a feeling of uncertainty in the sessions focused on PPI as this is a new area of concern to most health library services. However the presentation by a patient about the Expert Patient Programme really brought home how important PPI is. Partnership working with public libraries mentioned – something we are keen to do in the Leeds patch.

The Knowledge for Healthcare Value and Impact Toolkit was presented and the Knowledge Management toolkit was launched at the conference. It looks like a really handy tool that I will be using!

Knowledge for Healthcare, of course, was a heavy presence at the conference and it was mentioned frequently – all were encouraged to "get on the train". Particularly important was the aforementioned PPI but also the key message that LKS should provide evidence and information to the bedside and boardroom.

Overall, there was a feeling of change happening again soon but not much idea where it would go. I felt a lot of uncertainty about the future as we are urged to support STPs but without any information about what that could or would need to be. Watch this space??

Heather Steele

**My conference highlight…** was networking with those names you haven't actually met before but have emailed and seeing those faces you don't get to see often. Conferences are brilliant for networking and they are a space for thinking differently and learning – not just from the presentations but also from those conversations between sessions where you discuss what was said with colleagues.

**One thing I will change at work following the conference…** thinking about how we use the library space and can make it more user friendly. I hope to find out more about user experience (UX) and apply it at the Mental Health Library and Learning Disability Library. I'm also interested in whether the principles can be applied to online services…

But also the metrics workshop was really useful and will be used when updating KPIs, strategy and annual reports to start a conversation about the service with stakeholders and other LKS services.

**The workshop I found most useful was…** METRICS. Metrics can help you have meaningful conversations about how well the service is doing. What is a meaningful measure? Meaningful, Actionable, Reproducible, Comparable.

Heather Steele