Thursday 15th September

Keynote address
Becoming business critical: implementing Knowledge for Healthcare -Louise Goswami & Patrick Mitchell - Health Education England (HEE)
This session focussed on KFH and emphasised the importance of STPs (quote - "STPs are the only game in town"). A much used phrase was "information from the bedside to the boardroom" and there seemed to be an underlining of the need to "mobilise evidence" and to digest information into an easy to understand format for managers. The value of creating Clinical and Executive Champions of the library service was highlighted. All delegates were encouraged to contact the STP Lead in their organisations. We were informed that NHS England Office should be able to provide details of the local STP project support leads if they are not known.

Parallel Sessions

1a - Usability theory and an introduction to the eBook matrix - Katie Nicholas & Patrick Glaister - HEE & Pennine Acute Hospitals NHS Trust
• Katie and Patrick developed a matrix to help compare the offerings of various ebook platforms to inform their purchasing decisions. The publicly available resource (https://ebookmatrix.wordpress.com/) includes a glossary of terms, wayfless links and information about usability and accessibility.
• I was particularly interested in the dramatic increase in the usage of ebooks which Patrick mentioned in his introduction so I asked whether the ebooks had been actively promoted within his Trust. Patrick shared experiences of manning a stand in the staff canteen, emailing details of ebooks and creating an advent calendar of eresources. Patrick also mentioned that one of their most popular platforms (Clinical Key) seems to promote itself and users don't necessarily know they are using an ebook as this resource does not look like a book.

1a - The continued journey in developing a repository: the next steps of building relationships with R&D - Tim Jacobs & Mary Hill - The Christie NHS Foundation Trust
• Mary and Tim have created a repository of the publications by their Trust staff using a resource called Open Repository. Information extracted from the repository is used to compile monthly reports which are shared with the R & D department.
• I was keen to hear about this resource as we are maintaining a publications database within LTHT and I was interested to hear how others undertake this activity. I had not heard of Open Repository previously so I was excited to find out about this resource although unfortunately it's a subscription based system.
• I also learnt about ORCiD (http://orcid.org/) whereby researchers can register their name to get a unique persistent digital identifier that distinguishes you from every other researcher. This really interested me as I have experienced problems in identifying Trust staff especially when they author articles under a university rather than Trust affiliation.

- In addition to creating searches to identify research from the repository the Christie also encourage researchers to submit details of their research into the repository.
- The library service regularly Tweets about newly published articles by Trust staff and also emails the authors to request a pre-publication copy of the manuscript for the repository.
- I learnt about a resource I had not heard of before. Buffer - https://buffer.com/ which enables you to bank up to 10 Tweets which you can pre-program to be released at a specific time.
- The Christie repository is available at http://christie.openrepository.com/christie/

2c - Public Health England: huh? - Steph Grey - Public Health England
Steph (previous employee of LYPFT library service) provided an outline of the kind of work undertaken by the Public Health England library service. The three physical libraries provide services to PHE staff throughout the country. The library service is creating a knowledge management platform which will be available to all by the end of the year.

2c - Chasing references: a comparison of Scopus, Web of Science and Google Scholar for forward citation searching - Morwenna Rogers - NIHR CLAHRC South West Peninsula
Morwenna provided insight about how to undertake forward citation searching and after undertaking some research concluded that if you are going to undertake forward citation searching it is necessary to search **both** Scopus and Web of Science. Morwenna also recommended that Google Scholar is a useful source of grey literature.

3d - Giving your library Apptitude: a quest to make my library Appy - Claire Jones & Doug Knock - King's College Hospital NHS Foundation Trust
- I was interested in attending this session as we had mooted the idea of having a library app within LTHT as we were finding that some people were reluctant to take leaflets away when they first joined the library. Claire and Doug's motives for developing their app were for users to have the information they at the point of need and for the presence of the app on the phone to act as a constant reminder about the library.
- After looking at several products they decided to use Appy Pie to create their app because it was free, allows unlimited hyperlinks and flexible page formatting with theme customisation.
- Claire took us through the process of creating the app and it appeared a relatively simple process. However, there are draw backs with the free version of the app, mainly that it is not possible to edit once the app has been published and the collation of statistics is not possible either. Claire and Doug made use of bitlylinks so that they could edit hyperlinks as necessary and also collate some statistics.
- Another drawback with the free version of the software is that you have to pay to have your app added to both Google Play and the Apple app Store.
- The take home message was that it was a worthwhile process to go through and the app was relatively easy to make, however, the statistics suggest that usage is not high.

4e - Becoming a learning organisation: disseminating "lessons learned" bulletins - Tracey Pratchett - Lancashire Teaching Hospital NHS Foundation Trust
- Tracy outlined how she is involved in collating and distributing the lessons learned bulletins within her Trust. The idea is that following a "patient safety incident" learning

points and action points to take forward are collated and distributed in the format of a bulletin. The production of the bulletin is a collaborative process with the document emailed as a pdf.

- Tracy undertook an evaluation of the impact of the bulletins and discovered that the most popular themes covered were duty of candour, never events and insulin errors.
- Tracy asked those in attendance to come up with some suggestions for how the bulletins could be improved.

4e - Measuring the quality of literature searches - Elaine Garrett - Royal College of Obstetricians and Gynaecologists
Elaine outlined the process of developing a "gold standard" to measure the quality of literature searches. The reference list from a guideline was used to match against the results retrieved from a search to assess the sensitivity and specificity of the search strategy.

Friday 16th September

From a patient's perspective - Lynn Daniel - Self management service (Expert Patient Programme)
Lynn Daniel provided an inspiring talk on the expert patient programme. A welcome look at things from a patient perspective and a really interesting insight into this valuable service.

Parallel sessions

5a - Supporting health research proposals: a day in the life of an NIHR Research Design Service Information Specialist - Judy Wright - University of Leeds
Judy Wright provided key insights into her role in supporting health research proposals. Key points were:
- It is essential to research what has been done before on the topic before committing to carrying out your research. Key sources for looking for on-going trials are Prospero, ICTRP and funding bodies for last research just funded and on-going.
- In addition to literature searching the service also offers reference checking, document acquisition service, training in systematic review methodology and signposting to other Research Design Service advisors and collaborators.
- The service offers free help to NHS staff working to apply for major funding.
- The service costs in the work of the librarian by asking to see a proposal, undertaking a scoping and draft search to get an idea of the size and complexity of the searches. The number of databases searched, the expertise and salary of the searcher, time in meetings, travel and interlibrary loan cost are all factored into the costing. An additional 10% is also added to the cost as it always takes longer than anticipated.

6a - Health library user typologies within NHS Greater Glasgow and Clyde: mapping physical space to library use - Lynn Easton - NHS Greater Glasgow & Clyde
Lynn shared her findings on a project she had undertaken to map the physical use of the library space. They undertook a mass observation of 10 sites for a one week period and "discretely observed" the activities of library users and assigned one of the following categories - Learning, Study, Information Seeking, Working, Social. The type of resources being used were also categorised. Following analysis of the findings the library staff came

up with profiles to describe users including "social scholars", "e-ninjas", "peace seekers", "classic clickers", "page turners" and "knowledge tappers".

6a - Facilitating research amongst radiographers through information literacy workshops - Emily Hurt - Lancashire Teaching Hospitals NHS Foundation Trust
Emily outlined a specific project to create a tailored information literacy training programme for radiographers. It was hoped that this would create a template which would eventually be rolled out to other departments within the Trust. Funding of £9,000 was secured from the ILG Research Bursary, the majority of this being needed to cover staff hours. An elearning moodle was created and participants filled out an Information Literacy Self Efficacy Scale survey at the start of the project. A programme of six sessions six weeks apart was devised and covered the topics - overcoming barriers to starting research, what to do with your research idea, planning your research project, an overview of e-journals and databases and introduction to critical appraisal. The key learning points from the project so far are that not everyone in your target population will be interested or will attend and that it is difficult to communicate with a whole staff group. It was also found that library staff needed to be flexible and deliver sessions as many times as is feasible to accommodate the workload and work schedule of clinical staff.

Bishop Le Fanu lecture

The benefits of exercise on mental health - Gareth Allen - Independent consultant - Woburn Cycles
Gareth Allen shared his experiences of suffering from depression and the positive impact of exercise on mental health. A really inspiring story and another valuable insight into the perspective of the patient.

Parallel Session

7b - The development of validated UK geographic search filters for Medline and Embase - Rachel Adams, Elizabeth Bennett & Amy Finnegan - NICE
The team from NICE outlined the process of developing a UK search filter. The group created gold standard sets of references which could be used to check the accuracy of the search filter in development.

7b - Show me the money: return on investment and contingent valuation in NHS libraries - Andrew Brown - Frimley Health NHS Foundation Trust
This was a tough topic to deliver in what can be considered the graveyard slot of the conference. Andrew outlined a project he had undertaken on contingent valuation (an estimation of the value that a person places on a good or service) by asking how much an individual is prepared to pay for a good/service in the context of a hypothetical but plausible situation. As part of his masters project Andy used the contingent valuation model to estimate the return on investment for the out of hours service at Frimley Hospital. Unfortunately the low response rate meant that the data was non-probablistic however the session provided a sound background in the history, complexities and potential applications of the process.