

# SHALL Briefing For Library Staff

## Message from Kristin O’Leary

Dear library and knowledge services staff,

To keep you informed on current NHS Evidence issues, I am sending update messages to a new announcements list. These messages include updates on key issues such as bug fixes and new releases. In addition, I am also cascading them via the Chairs of SHALL, ALISS (the Association of Librarians and Information Professionals in the Social Sciences) and CHILL (Consortium of Independent Health Information Libraries in London).

The announcements list already includes those on the Core Content mailing list. If you do not currently receive the email updates directly but would like to, please email me at: [kristin.oleary@nice.org.uk](mailto:kristin.oleary@nice.org.uk) and I will add your name.

Please note that in order to have a more joined up approach to communications, I will start sending monthly emails to the distribution list starting in the next few weeks. This will include information on:

- New releases
- New ingestions
- User research
- An update on any learning tools or materials available from the communications team
- A link to the orphan / NHS Evidence Service Update page: [www.evidence.nhs.uk/aboutus/Pages/Service.aspx](http://www.evidence.nhs.uk/aboutus/Pages/Service.aspx)

I will let you know when the monthly email is going to be distributed.

Kind regards,  
Kristin O’Leary, Communications Programme Manager - Public Relations  
[kristin.oleary@nice.org.uk](mailto:kristin.oleary@nice.org.uk)

## Tell us what you think!

Please take a few moments to let us know what you think of the new look SHALL Briefing and whether you would like it to continue:  
<https://www.surveymonkey.com/s/shallbriefing>

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## Reprocurement of a national collection of resources for NHS England

The national contracts for all of the resources included in the current 'National Core Content' resources end in March 2011.

As a reminder, the current National Core Content comprises:

- Databases: AMED, BNI, CINAHL plus full text, EMBASE, Health Business Elite, HMIC, Medline, and PsycINFO
- E-journals: JAMA and the 9 'Archives' titles published by the AMA; BMJ and the 22 titles in the BMJ online journals collection
- ZETOC, plus the platform fee for MyiLibrary eBooks

In addition, the Framework Agreement for the supply of books, journals and e-media to the NHS expires in July 2011. This sets out NHS terms and conditions, and lists selected suppliers which have, through a formal tendering process, demonstrated their ability to meet these criteria.

SHALL has joined forces with NHS Evidence and with JISC Collections to progress the work involved in reprocurring both a new collection of electronic resources for the NHS in England, and a new Framework.

A 'Reprocurement Project Board' has been set up to oversee this work. This is a small subgroup of the SHALL Content & Collections Development Group (CCDG), and will be accountable to CCDG. It will be chaired by Richard Marriott from NHS East Midlands. A work plan has been prepared, and includes consultation with library community and with suppliers.

Q. Given the new financial constraints, will all the existing national content be reprocured? How long will the new contracts last?

A. SHALL has secured funding for three more years, but the amount of funding will reduce during that period, in line with predicted overall cuts in MPET funding. NHS Evidence may be in a position to help buy access to additional journals, however until negotiations have taken place, it is not possible to give any guarantees. We are aware of the need to ensure that decisions about journals are made as soon as possible and before the end of 2010.

Q. Where can I see the membership of the Reprocurement Board and the work plan? How can I get involved?

A. The terms of reference and membership of the Board and the work plan will shortly appear on the Content & Collections Development Group web page. The Board will ensure that there is wide consultation and regular communication during the process, via the SHA networks and via updates on the CCDG web page. Groups and individuals may be co-opted in to help with different aspects of the work.

Helen Bingham, Chair of CCDG  
[helen.bingham@nesc.nhs.uk](mailto:helen.bingham@nesc.nhs.uk)

## New website for health library staff

A new website for health library staff in England has been launched at: [www.libraryservices.nhs.uk](http://www.libraryservices.nhs.uk). This has been funded by the SHA Library Leads (SHALL) and the work has been led by the NW Health Care Libraries Unit. The provider is the Wirral Health Informatics Service.

The site has been designed to be flexible enough to cope with the continuous organisational change within the NHS and to provide locational continuity for a wide range of content that is relevant and important to health library staff in England.

It provides a home page for:

- SHALL and all its Working Groups including the NHS Library Quality Assurance Framework (LQAF)
- Health Information and Libraries for Evaluation and Research (HEALER)
- Health Libraries Information Services Directory (HLSID)
- Much of the content currently on the NHS Evidence "For Librarians" pages:  
[www.library.nhs.uk/ForLibrarians](http://www.library.nhs.uk/ForLibrarians)
- Work connected to the development of the Chief Knowledge Officer (CKO) role

Some of the content on the "For Library Staff" pages will be password protected for copyright reasons and you can register for access to the site at: [www.libraryservices.nhs.uk/register.aspx](http://www.libraryservices.nhs.uk/register.aspx)

The rest of the site will be publicly available. There is also an events calendar, a site map which includes a mind map of the current structure of the site and a links page.

In addition there is email and wiki functionality. The email system is already in use to manage all SHALL and its working groups' email. Wiki functionality is being developed to encourage collaboration and should be live later this year.

If you have any comments on the site, suggestions for what should be included, contributions for inclusion, or even suggestions for future enhancements, then please let us know at: [contactus@libraryservices.nhs.uk](mailto:contactus@libraryservices.nhs.uk)

## SHALL Information Management & Technology Group update

The SHALL Information Management & Technology Group (SIMTG) will be using the new NHS Libraries' website to communicate with LIS colleagues around technology issues, in addition to posting SIMTG minutes and ToR. Some documents will be freely available whilst others will be accessed via the members' area.

Two documents have been added:

1. List of knowledge resource URLs which should not be blocked – access at: For Library Staff > For Information: technology:  
[www.libraryservices.nhs.uk/forlibrarystaff/information/for\\_information\\_technology.html](http://www.libraryservices.nhs.uk/forlibrarystaff/information/for_information_technology.html)  
Requests for additions to the list of URLs will be dealt with by SIMTG so please send any request you may have to your representative on the group:  
[www.libraryservices.nhs.uk/shall/shallgroups/im&t/Members.html](http://www.libraryservices.nhs.uk/shall/shallgroups/im&t/Members.html)
2. SIMTG briefing on IE6 – in the members' area > briefings:  
[www.libraryservices.nhs.uk/forlibrarystaff/membersarea/briefings/Briefings.html](http://www.libraryservices.nhs.uk/forlibrarystaff/membersarea/briefings/Briefings.html)

Cheryl Twomey and Jenny Toller, SIMTG co-chairs  
[cheryl.twomey@londondeanery.ac.uk](mailto:cheryl.twomey@londondeanery.ac.uk), [jenny.toller@southwest.nhs.uk](mailto:jenny.toller@southwest.nhs.uk)

## SHALL Staff Development Group

### 1. Web access

Staff Development Group content is now live on the SHALL website:

[www.libraryservices.nhs.uk/shall/shallgroups/staffdevelopment/](http://www.libraryservices.nhs.uk/shall/shallgroups/staffdevelopment/)

Content includes staff development resources developed by the Group, and minutes of Group meetings.

### 2. Courses and conferences

Evaluation of the SCHARR InfoSkills FOLIO course showed an 80% completion rate, almost all at distinction or honours level. Most participants found the course beneficial and well run. Work is in hand to ensure that course members are aware of their responsibilities before they agree to join a FOLIO course. Many Group members attended and / or presented at the recent HLG conference. Group members contributed to the conference planning through the Group's HLG representative.

### 3. Vocational qualifications

Education Development International PLC (EDI) will be offering new vocational qualifications for Libraries, Archives and Information Services Staff at levels 2 and 3 from August 2010. There will be an optional module at level 3 covering health libraries. The Group were represented at all stages of the development of these new qualifications. The new qualifications will replace the current NVQs. Details: [www.ediplc.com/Documents/LibrariesArchivesandInformationServices.pdf](http://www.ediplc.com/Documents/LibrariesArchivesandInformationServices.pdf)

### 4. Current projects

- Talent Management: Task and finish group are liaising regularly, there is an outline project plan, resources and shared experiences are being collated.
- Recruitment: All members are contributing local experience. The Group will identify approaches that are likely to result in a stronger applicant list, and successful recruitment.
- Course administration and management: A new template is being tested. It will be shared after pilot work.
- Training roadshows: Planning stage.

### 5. Group membership

The Group now has a representative from the University Health and Medical Libraries Group (UHMLG), Rosie Brownhill

David Copsey, Chair, SHALL Staff Development Group

[david.copsey@nhs.net](mailto:david.copsey@nhs.net)

## National Costing Model for NHS Library Services in England

Work on the costing model should be complete by early September. The training of SHA Library Leads and other representatives has taken place and several SHAs have now completed the cascade of training to Library Managers. Once cascade training has taken place, those trained will have access to the wiki, which hosts the templates and relevant documentation.

David Copsey and Linda Ferguson are working to develop Frequently Asked Questions relating to the templates. Lorraine Cooper is finalizing the project cost chapter and associated templates, as well as the user education and 1:1 training templates. The costing steering group is also working with Lorraine to develop a license for broader use of the templates.

Louise Goswami, Project Lead

[louise.goswami@nhs.net](mailto:louise.goswami@nhs.net)

## Healthcare Databases Advanced Search development meeting

On 15th July, members of SHALL's Content and Collections Development Group (CCDG), Information Management & Technology Group (SIMTG) and Expert Test and Review Group (TRG) met with Angus Leitch and Celestine Johnston from NHS Evidence to discuss Healthcare Databases Advanced Search (HDAS) development. Angus is a Search Analyst with NHS Evidence, and formerly an NHS librarian; Celestine is one of the Commissioning Managers. The meeting had been initiated by NHS Evidence, to gather opinion on ways forward for searching the nationally funded bibliographic databases.

Five main options were considered:

- 1.HDAS stays as is – maintained and supported but not developed
- 2.HDAS developed – investment in development of the interface and functionality, with improved linking between HDAS and the FAST search used by NHS Evidence
- 3.Native interfaces only
- 4.HDAS index incorporated into FAST
- 5.3rd party multi-platform search solution e.g. Ebsco Discovery or Ovid Global Search

It was acknowledged that a mix of two or more of these options might also be a possibility, and noted that all options would still allow access to native interfaces.

Pros and cons for each option were discussed. Several of those present had had the opportunity to gather views from library staff within their regional networks, and were able to feed this into the discussion. Option 2 had received the most positive feedback from library staff who had responded, but there was recognition that this is potentially one of the most expensive approaches.

NHS Evidence had already identified key criteria that need to be considered when weighing up these options, including quality and impact as well as cost and value for money (e.g. the costs of software, hardware, maintenance and development for NHS Evidence, and training and support costs for libraries). The challenge is to find the option which provides the highest level of service for the widest range of users, has most positive and least negative impact, and is also affordable and sustainable!

SHALL representatives at the meeting brought other issues to the table, including the need to consider the whole end user 'discovery to delivery' experience, and to enable seamless searching of content purchased regionally and locally. Also highlighted were the need to consider how best to present the content of the current HIR webpage, and to link to eJournals and eBooks searches. The initial findings of the recent NHS Evidence user survey indicate how much the eJournals, eBooks and bibliographic databases are valued, and it is clearly in our shared interest to get their presentation and delivery right.

Laura Coysh, as Chair of the TRG, has been identified as the main SHALL-side contact for NHS Evidence on issues relating to search. To find out who your TRG reps are, see: [www.libraryservices.nhs.uk/shall/shallgroups/contentandcollections/experttestandreviewgroup/](http://www.libraryservices.nhs.uk/shall/shallgroups/contentandcollections/experttestandreviewgroup/)

Angus is going to present an initial options appraisal to the NHS Evidence Senior Leadership Team at the end of July, with a view to deciding on the direction of travel by the end of November, when investment decisions need to be made.

Laura Coysh and Helen Bingham  
[laura.coysh@plymouth.nhs.uk](mailto:laura.coysh@plymouth.nhs.uk), [helen.bingham@nesc.nhs.uk](mailto:helen.bingham@nesc.nhs.uk)

## Consumer Health Information Group

At our last meeting, Debbie Hicks of the Reading Agency gave us an overview of the recent MLA research report 'Public Library activity in the areas of health and well being'. We then considered the need for health libraries to build a comprehensive map of their initiatives in the area of consumer / patient information, to complement the work by public libraries recorded in the MLA report.

The SHA representatives on the group will be taking this matter forward before the next group meeting in October. This will include the development of an online survey to capture details of the range of initiatives which are happening across England, building on the survey work already undertaken in South East Coast and South West SHAs. We hope that this survey will assist library services in gathering evidence to support criterion 5.3I in the LQAF – 'Library/knowledge services are developed to support information provision for the patient and/or the public'. You may like to consider now – is my library providing one or more of the following services?

- Supporting clinicians in providing consumer health information
- Developing a joint service for health-related enquiries in the community, with more complex queries referred by public library staff to health libraries
- Developing a health library outreach service in public libraries, to promote health and information literacy in the community
- Working with public libraries on signposting of quality health information sources
- Working with public libraries on health stock selection
- Supporting expert patient networks and voluntary sector groups
- Supporting other patient groups
- Supporting work around information prescriptions

At the last meeting, we had a presentation about the Patient Information Forum (PIF) and I am pleased that Sarah Smith, Operations Director for PIF, will be attending future meetings, to ensure collaborative working with this significant organisation. Further information about the group can be found in our section on the SHALL website:

[www.libraryservices.nhs.uk/shall/shallgroups/consumerhealthinformation/](http://www.libraryservices.nhs.uk/shall/shallgroups/consumerhealthinformation/)

Richard Osborn

[richard.osborn@londondeanery.ac.uk](mailto:richard.osborn@londondeanery.ac.uk)

## NHS Library Services statistics

Some minor changes were made to the 2009-2010 and 2010-2011 statistical returns based on feedback from the Statistics Task and Finish Group which met virtually using a wiki. I would like to thank the 27 members of this group for providing valuable feedback and entering in to discussions about the value and importance of collecting some of the individual statistics. The 2009-2010 return and documents summarising changes to 2009-2010 and 2010-2011 were issued to SHA library leads on the 30 March 2010 for onward distribution to their networks. Advance notice was also given that from 2011-2012 we will use ESR categories for the user categories. These are available at: [www.libraryservices.nhs.uk/forlibrarystaff/membersarea/nhsstatistics/NHS\\_Statistics.html](http://www.libraryservices.nhs.uk/forlibrarystaff/membersarea/nhsstatistics/NHS_Statistics.html)

During August/September members of the Statistics Task and Finish Group will review the proposed changes to the 2011-2012 statistical return. The aim is to give advance notice of what will be collected from 1 April 2011 by the end of September 2010. I would also like to thank Claire Nevill from KSS Library and Knowledge Services Team for streamlining the regional and national collation process.

Linda Ferguson, NHS Statistics Co-ordinator & Chair SHALL Service Development Group

[linda.ferguson@nhs.net](mailto:linda.ferguson@nhs.net)

## NHS Library Quality Assurance Framework England: Update

The final version of the Library Quality Assurance Framework (LQAF) England together with the LQAF Standards Assessment Tool (SAT) was distributed to all SHA Library Leads in April for dissemination to their library services, with a range of tools and guidance to help their library staff to complete a self-assessment against the standards.

All documents for the LQAF are on the SHALL website.

A wiki has been set up by Linda Ferguson to capture comments and suggestions for future revision of the LQAF.

Further criteria on Knowledge Management are being finalised by Rachel Cooke and Lynda Cox.

### **Processes of Assessment**

The SHALL Library Leads agreed that there would be an annual audit of all NHS libraries against the LQAF. Some SHAs will work with their library services to complete a Baseline Assessment of compliance by 30 September 2010. National collation of Baseline Assessment data submitted will be undertaken by 29 October 2010 and this will be made available to SHA Library/Quality Leads by 1 November 2010.

Percentage scores of compliance will be published annually at both national and regional level.

Library/Knowledge Service Managers will have the opportunity to identify innovation in their services and seek commendations for innovation.

Each SHA Library/Quality Lead will undertake the process of assessing/reviewing compliance of its library/knowledge services against the Standards aligned with their SHA quality assurance processes, e.g. as part of a Learning and Development Agreement monitoring visit only, rather than as a separate quality assurance visit.

Similarly, performance management of NHS Library Services against the LQAF standards will be decided at regional level. These may take the form of annual random sampling of library/knowledge services to assess their compliance to the Standards, annual specific sampling of library/knowledge services against a range of criteria, annual Peer Reviews/Peer Support visits to all library/knowledge services, three or four yearly Peer Review visits/Peer Support visits to all library/knowledge services or on an exception reporting basis.

### **National Quality Assurance of Completed Self-assessments**

A national Moderating Board will be established to sample compliance to the standards. The Board will meet regularly each year and request sample completed NHS Libraries Standards Assessment Tool returns.

Further details of all of the above information are available from:

Tricia Ellis  
[tricia.ellis@southwest.nhs.uk](mailto:tricia.ellis@southwest.nhs.uk)

## The new CLA licence for NHS England

The Copyright Licensing Agency has recently updated its website with details of the new CLA licence for NHS England, which covers the period 1 April 2010 to 31 March 2011.

At: [www.cla.co.uk/licences/licences\\_available/nhs/NHS\\_england/](http://www.cla.co.uk/licences/licences_available/nhs/NHS_england/) you will find:

- a copy of the full NHS England Licence
- a sheet of NHS England Copying Guidelines (a notice which should be placed by photocopiers and scanners)
- an NHS England Explanatory Leaflet

There are also links to three lists:

- A. The 'excluded categories and works' list – these are the printed originals that you cannot copy under the terms of the licence<sup>1</sup>
- B. The 'included UK digital material publishers' – these are the UK publishers whose digital materials can be copied under the terms of the licence<sup>2</sup>
- C. The 'included US digital material publishers' – the US publishers whose publications may be scanned and whose digital materials may be copied under the terms of the licence<sup>2,3</sup>

Hopefully, with the licence to hand and your best professional judgement to draw upon, you'll feel confident to continue to ensure your services are copyright compliant.

If, however, you are thinking that it is about time for refresher training or at least some more FAQs, please let your SHA Library Lead know. If there is enough need and interest, SHALL will consider how best to organise this.

CLA Customer Services can be contacted via: [www.cla.co.uk/customer\\_info/](http://www.cla.co.uk/customer_info/) I am also happy to try to advise if I can.

Helen Bingham, NHS South Central, [helen.bingham@nesc.nhs.uk](mailto:helen.bingham@nesc.nhs.uk)

### Notes

<sup>1</sup> But remember that the 1988 Copyright Act includes the concepts of 'fair dealing' and 'library privilege'.

<sup>2</sup> But also remember that electronic resources purchased or subscribed to by the NHS (e.g. e-journals) are covered by publisher licences, which are reasonably generous when it comes to use and re-use by licensed users.

<sup>3</sup> This means that although the USA is still not specifically included in our list of Scanning Mandate Territories, the publications of at least some US publishers may be scanned.

## QUESTIONS

If you have any questions about the content of this Briefing, contact your local SHA Library Lead:

East Midlands: Richard Marriott  
[richard.marriott@nhs.net](mailto:richard.marriott@nhs.net)

East of England: Rachel Cooke  
[rachel.cooke@eoe.nhs.uk](mailto:rachel.cooke@eoe.nhs.uk)

London: Richard Osborne  
[rosborn@londondeanery.ac.uk](mailto:rosborn@londondeanery.ac.uk)

North East: David Peacock  
[david.peacock@northeast.nhs.uk](mailto:david.peacock@northeast.nhs.uk)

North West: David Stewart  
[david.stewart@nhs.net](mailto:david.stewart@nhs.net)

South Central: Helen Bingham  
[helen.bingham@nesc.nhs.uk](mailto:helen.bingham@nesc.nhs.uk)

South East Coast: Louise Goswami  
[louise.goswami@nhs.net](mailto:louise.goswami@nhs.net)

South West: Tricia Ellis  
[tricia.ellis@southwest.nhs.uk](mailto:tricia.ellis@southwest.nhs.uk)

West Midlands: Clare Edwards  
[clare.edwards@westmidlands.nhs.uk](mailto:clare.edwards@westmidlands.nhs.uk)

Yorkshire and the Humber: Kim Montacute  
[kim.montacute@yorksandhumber.nhs.uk](mailto:kim.montacute@yorksandhumber.nhs.uk)