

SHALL Briefing For Library Staff

Changes to HIR page with release 4 of NHS Evidence

NHS Evidence recently revealed the proposed changes to the HIR page that will accompany the changes to the main NHS Evidence search with Release 4, scheduled for 10 May. On 13 April, members of the SHALL Expert Test and Review Group (TRG) participated in an online meeting with NHS Evidence to discuss their proposals.

Concerns and requests relating to the user journey, and implications for training, branding and marketing were subsequently collated, prioritised and submitted to NHS Evidence, with a request for feedback on how these would be addressed. However, we have since been informed that NHS Evidence is 'unable to progress' our suggestions at this time, with just one exception.

The key change to be aware of is that the www.library.nhs.uk URL will re-direct to a 'journals and databases' landing page, which will be a de-cluttered version of the current 'Health Information Resources' page, sitting within the www.evidence.nhs.uk domain.

NHS Evidence has provided screen shots to illustrate NHS Evidence Release 4. You can see these [here](#). Slide 18 shows the journals and databases landing page, albeit without the precise URL.

It seems that despite TRG's and the Content and Collections Development Group's (CCDG) best efforts, we are not now going to be able to influence any further changes prior to the launch of Release 4 in May. However, we will keep pressing for the refinements we have asked for, especially if post-release user experience bears out the need for these.

Please provide feedback to NHS Evidence about your experience, and your users' experience, with the new pages.

We are acutely aware that changes like this nationally mean lots of work locally. Please let us know if you have suggestions for any 'do once and share' initiatives.

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SHALL Staff Development Group update

New Chair for SDG

From 1 April Alison Pope will be taking over from David Copsey as Chair of the Staff Development Group. The group would like to take this opportunity to thank David for all his hard work and dedication in shaping the direction of the group's work over the last twelve months. David will continue to be involved and a Chair Elect will be decided at the next meeting in June.

NHS Evidence Release 4 roadshows

A number of NHS Evidence Release 4 roadshows will take place over the summer months. These sessions will focus on the new features of R4 and provide an update for all NHS Library staff and HE library staff who have a role in the education of students and/ or the continuing professional development of staff in health and social care.

Copyright workshops

The Staff Development Group has commissioned the Naomi Korn Copyright Consultancy to deliver a series of workshops on this subject for librarians working in and with the NHS.

The workshops are being repeated at four different locations to give librarians across the country an opportunity to participate. Places are limited, and those wishing to attend must be prepared to share their learning locally. All the presentations and materials from the workshops, and a full set of FAQs with answers, will be made available via the NHS library services website by the end of June.

Library Sandpit

Resources will be available on the Library Sandpit wiki shortly. The first entry will be on blogging.

Talent management

The Talent Management Toolkit has been added to the SHALL website [here](#).

Alison Pope, Chair of Staff Development Group
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NHS England CLA licence

SHALL has received assurance from the Department of Health that re-procurement of a new NHS England CLA Licence, to cover the period 1 April 2011 - 31 March 2012, is underway. Whilst negotiations are taking place, we should assume that the [terms of the existing licence](#) continue to apply.

We have supplied information and statistics to help inform the Department's negotiations. They are planning to release a general communication to Trusts.

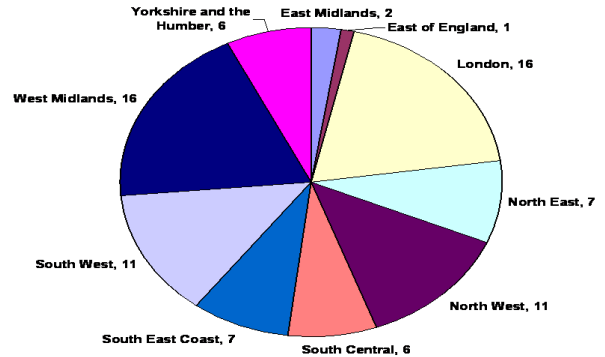
There are still a few places available on the SHALL copyright workshops, taking place in Bristol on 17 May, York on 26 May and Manchester on 1 June. These have been designed and delivered by two of UK's leading experts, Naomi Korn and Charles Oppenheim. For details and booking information, contact Helen Bingham.

Helen Bingham, Chair of Content and Collections Development Group
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Rewarding innovation in NHS Library/Knowledge Services 2010

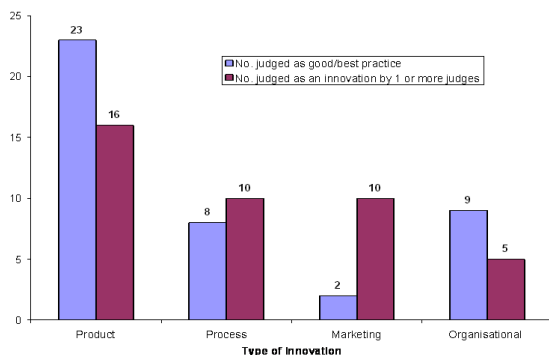
The NHS Library Quality Assurance Framework (LQAF) England aims to support innovation and new service development by defining, recognising and rewarding innovation in NHS library/knowledge services. Four categories of innovation are recognised: product, process, organisational and marketing innovations.

In 2010 the SHA Library Leads (SHALL) introduced The Sally Hernando Award for Innovation in NHS Library and Knowledge Services. The awards commemorate our colleague Sally, the former Head of Knowledge Management and E-learning at NHS South West, who died in 2010. Sally led on many innovative national developments and was a great supporter of developing library services to their fullest potential.



During 2010 services from each of the ten Strategic Health Authorities submitted 83 innovation reports, see the pie chart above.

Number of Innovation Submissions For 2010 Per Category Judged To Be Either Innovative or Good/Best Practice



A panel of SHA Library Leads and the Chairs of the SHALL Service Development and Staff Development Groups reviewed each submission, excluding those from their own SHA, and judged whether the submission was innovative or an example of good/best practice.

The results of this process are shown on the left.

The judging panel then voted on the winner and runner-up for each of the four categories of innovation with the following results:

The winners:

Library	Trust/Org Name	SHA name	Type of innovataion	Description of innovation
	Birmingham & Solihull Mental Health NHS Foundation Trust	West Midlands	Product	Mental Health Film Club
Library Service	Pennine Acute NHS Trust	North West	Process	Drugs: the evidence
Library Service	Buckinghamshire Healthcare NHS Trust	South Central	Organisational	KSF challenges for senior library assistants
The Clinical Librarian Service	Walsall Manor Hospital	West Midlands	Marketing	Collaboration between Clinical Librarian Service and Medicines Information to provide research information to improve patient care

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Rewarding innovation in NHS Library/Knowledge Services 2010 cont

The runners up:

Library	Trust/Org Name	SHA name	Type of innovataion	Description of innovation
Health Promotion Library	County Durham and Darlington PCT	North East	Product	Automatic linking of local resources to critically appraised evidence in National Library for Public Health
	University Hospitals of Leicester NHS Libraries	East Midlands	Process	Link "everything" project
Library & Knowledge Services	Maidstone and Tunbridge Wells NHS Trust	South East Coast	Organisational	Document, Data and Compliance Management system
Health Sciences Library	University of Sheffield	Yorkshire & the Humber	Marketing	Provision of information clinics in departments to tie in with NHS Evidence annual evidence updates

Each winner received a £250 cheque and a certificate to record the achievement. Certificates have also gone to each of the runner-ups and all the other submissions judged to be innovative. Those submissions judged to be good/best practice have also been recognised with a certificate. Further details about the submissions and the results will be available [here](#). Copies of the submissions from the four winners and four runners-up can be found [here](#).

In the future the submissions from each year's winners of The Sally Hernando Award for Innovation in NHS Library and Knowledge Services and the runners-up will be publicly available via a namespace in the wiki.

Linda Ferguson, Chair of SHALL Service Development Group (2010-2011)
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Framework agreement for supply of books, journals and databases

NHS Evidence has agreed to be the contracting and managing authority for the new purchasing Framework, which will replace the one currently managed by OGC Buying Solutions (formerly NHS Purchasing & Supplies Agency). It is good news that NHS Evidence will take on responsibility for the Framework, but the length of time required to complete all the procurement processes does unfortunately mean that the new Framework will not be ready until January 2012. NHS Evidence will lead on communications to suppliers, librarians and purchasing departments about the implications of this delay.

Much work has already been done on development of the specifications for each of the seven product categories, with input from librarians and from JISC Collections. We have noted the names of librarians who have kindly offered to help with evaluating the tenders when the time comes. Note that you may continue to purchase from the existing [Framework Agreement](#) until 1 July 2011.

Helen Bingham, Chair of Content and Collections Development Group
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SHALL Service Development Group update

NHS Library Quality Assurance Framework (LQAF) England

Work to produce criteria for Knowledge Management continues. We hope to make them available in time for inclusion in the Standards Assessment Tool for the next baseline assessment.

NHS Library Services Statistics

The 2010-2011 Annual Return has been issued by SHA Library Leads. A copy is available [here](#). The 2011-2012 Annual Return is nearly completed and will be issued in May so that library staff can see the changes.

Website www.libraryservices.nhs.uk

Usage of the site and members registrations continues to grow. Work on introducing the wiki progresses.

Current Awareness Service for Health (CASH)

SHALL has agreed to continue to fund this until 31 March 2012.

NHS Core Cost Framework

Introduction of the new costing templates will be a phased approach. This is because in some cases it has been difficult to recruit people to take the work forward or those who volunteered have struggled to find the time to help.

Being finalised	Being tested, then to be finalised	In development
Circulation (including issues, renewals, reservations, fines, overdues) Answering basic enquiries	ICT logons Opening and closing routines	Acquisitions Cataloguing and classification Athens registration Focus groups Shelving Stock editing User registration Website and intranet content creation and maintenance

Further work on the following templates has been deferred for the time being:

- Development and implementation of the annual marketing/business plan (draft template available)
- Statistics and performance management routines

Linda Ferguson, Chair of SHALL Service Development Group (2010-2011)
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New MOU between SHALL and NHS Evidence

The Memorandum of Understanding between SHALL and NHS Evidence has been revised and updated for the period April 2011 – March 2012.

It is available on the [NHS Library Services website](#).

Helen Bingham, Chair of Content and Collections Development Group
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National Core Content

Hopefully everyone is now aware of the new national collection of e-resources being purchased centrally for NHS England from 1 April 2011, as well as the updated NHS Athens eligibility criteria which have been revised to reflect recent and anticipated changes in organisation of the NHS.

Two small task-and-finish groups are being set up to consider firstly, promotion of awareness of the new national collection and updated eligibility criteria, and secondly, approaches to providing access to core content resources to healthcare students throughout their programmes, as the eligibility criteria now allow this (in the meantime, please assume 'business as usual' in terms of your local student access arrangements).

A key piece of work for the SHALL Content & Collection Development Group in the next period will be to determine a strategy and direction for eBooks platforms and purchasing. This work will be done in conjunction with NHS Evidence, will also involve a task-and-finish group, and will be informed by last autumn's survey of librarians.

Helen Bingham, Chair of Content and Collections Development Group
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Librarian support for healthcare commissioning

35 library and knowledge service teams from across England have signed up to the "ask an expert" pilot that is being run in conjunction with NHS Primary Care Commissioning (NHS PCC), and aims to put NHS commissioners in touch with local expert NHS librarians.

This is a really encouraging response, recognising that library services are keen to promote their services and develop knowledge and skills in what – for some – is a new area. NHS PCC is working on the website system that will direct queries to the appropriate library service according to the post-codes served.

There are still quite a few gaps in the map, and it is certainly not too late for librarians or library services to sign up for the pilot, which is planned to last for 6 months.

To join the pilot, or find out more, e-mail Ben Skinner, Head of Library and Knowledge Services & Chief Knowledge Officer at Brighton & Sussex University Hospitals on ben.skinner@nhs.net

And don't forget the Commissioning Handbook which is the essential good practice guide for all those participating in the pilot, and indeed all librarians interested in supporting the essential work of healthcare commissioners. The Handbook is a growing resource, by librarians for librarians. Find it [here](#).

Helen Bingham, Chair of Content and Collections Development Group
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SHA Library Leads and working groups

2011 saw the departure of David Peacock, the North East SHA Library Lead, to take up a post at the University of Hertfordshire; and Rachel Cooke who was the East of England SHA Library Lead returned to be the Head of Library and Knowledge Services at Surrey and Sussex Healthcare NHS Trust. Many thanks to David and Rachel for their contribution to the work of SHALL. Going forward, Ed Young has taken on responsibilities for libraries in the North East and Lyn Edmonds will be the East of England representative at SHALL co-ordinating group meetings.

Richard Osborn from NHS London will be the new Chair of the SHALL co-ordinating group for 2011 - 12.

David Copsy and Linda Ferguson stepped down as the Chairs of the staff development group and service development group respectively. Many thanks to both David and Linda for their hard work and dedication during their time as Chairs of their respective SHALL working groups.

A final note of thanks needs to go to Helen Bingham and Richard Marriott for their significant work during the last year to re-procure the national collection of e-resources. All that remains is for me to wish the Chairs of the co-ordinating and working groups success during 2011 -12, in what will be an interesting and possibly challenging year.

Louise Goswami, Chair of SHALL co-ordinating group (2010-2011)
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SHA Library Leads (SHALL) & Working Groups



April 2011

Getting involved with user research

Health and social care is changing and NHS Evidence is changing with it. To ensure that we continue to meet the needs of all our users, we would like your views to help shape the future of NHS Evidence.

Why we would like you to volunteer?

It is very important that we involve users in the development of the service and give them a chance to provide comments – that way the service will reflect their needs, which is our ultimate goal. In order to do this, we need to recruit volunteers from across health and social care, for example, clinicians, nurses, public health professionals, commissioners, librarians, researchers, information specialists, medical students and service managers.

What will be expected of you?

If you would like to volunteer all we need is your name, role, the organisation you work for, a contact email address and a telephone number. We will be conducting pieces of research to test the usability of the service, to find out about people's expectations and experiences of the service, general user feedback and research answering specific questions about the service. If you give us your details we may contact you to see if you would like to take part in individual research projects. At that time we would give you full details of the aims of the research and what you would be doing. You can then choose to opt in or out of that particular project.

What are the benefits of taking part?

As a volunteer you will get the chance to tell us about your views and experiences of the NHS Evidence service, which will help to improve the service in accordance with your needs.

Confidentiality and right to withdraw

All contact details and information supplied by volunteers will be stored in accordance with the Data Protection Act 1998. All volunteers will remain anonymous in any reports of findings. All volunteers can withdraw from the research at any time and ask for their contact details to be removed from our database. If you require further information, or want to sign up to take part, please contact the User Research team.

Email us: user.research@nice.org.uk, Website: www.evidence.nhs.uk

QUESTIONS

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

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