WELCOME TO THE
LIBRARY ASSISTANTS’ DAY
LONDON DEANERY
FRIDAY 7th DECEMBER 2012
Aim of the day

• To hear about the changes taking place to the NHS and how they might affect library services
• To compare and discuss the work you are doing as Library and Information Assistants
• To get an overview of the eLearning resources available to NHS staff in London
• To explore techniques for answering enquiries effectively
• To learn about social media
• To meet colleagues old and new, and enjoy one another’s company
Those taking part today

- Richard Osborn, Strategic Lead for Library Services and eLearning
- Sian Aynsley, Information Skills Trainer, South London Healthcare NHS Trust
- But chiefly yourselves! In small groups, take a few moments to introduce yourselves to one another.
As you introduce each other ...

- Who you are
- Where you work – what type of library is it? e.g. NHS or Higher Education
- How long have you worked in health libraries?
- What do you like best about being a library assistant in a health library?
All change ...

“We trained hard ... but it seemed that every time we were beginning to form up into teams we would be reorganized. I was to learn later in life that we tend to meet any new situation by reorganizing; and a wonderful method it can be for creating the illusion of progress while producing confusion, inefficiency, and demoralization”

*Gaius Petronius Arbiter (ca. 27-66 AD)*
London – current situation

- London Strategic Health Authority – will be abolished 31st March 2013
- 31 Primary Care Trusts (now clustered into sector groups) – will also be abolished on 31st March 2013
- 18 Foundation Trusts (incl. 7 mental health trusts)
- Over 20 non-Foundation Trusts (incl. 16 acute and 3 mental health trusts)
Health and Social Care Act 2012

- Came into law in March

Two principles at its heart:

- “No decision about me, without me” – patients should share in every decision about their care

- Those responsible for patient care should have the freedom and powers to lead an NHS that delivers continually improving care for its patients
The health & care system from April 2013
What do the changes mean for commissioning?

- Department of Health – will reduce in size
- NHS Commissioning Board – with 4 regional offices, including a London office
- Clinical Commissioning Groups, bringing together GPs and other clinicians. There will be 32 in London
- Commissioning Support Units – to provide support in contract management, service redesign etc. There will be 3 in London
What do the “changes” mean for providers?

- All Trusts will move towards Foundation status – still over 20 non-Foundation Trusts in London
- National Trust Development Authority will be responsible for delivery of Foundation Trust pipeline
- For some services, patients will be able to choose from “any qualified provider” which meets NHS standards & prices, e.g. NHS organisation, social enterprise, local voluntary organisation, independent provider, high street clinic ..
What do the changes mean for patients?

• Choice and information to empower patients in shared decision-making

• Health and Wellbeing Boards in every upper-tier and unitary local authority. Fully established from April 2013, with wide membership

• HealthWatch England – now established. Independent consumer champion to gather and represent views of the public.

• Local HealthWatch organisations will operate from April 2013
What do the changes mean for education and training?

Health Education England (HEE)
http://healtheducationengland.dh.gov.uk/

Will provide national leadership & oversight on strategic workforce planning, and allocate education and training resources. Special Health Authority from June 2012

Local Education and Training Boards (LETBs)

Will take over workforce planning and education & training commissioning functions from SHAs in April 2013

Three LETBs in London
Vision for London’s LETBs

North West London
- NHS Brent
- Brunel University
- Buckinghamshire New University
- Central and North West London NHS Foundation Trust
- Central London Community Healthcare NHS Trust
- Chelsea & Westminster Hospital NHS Foundation Trust
- City of Westminster College
- Eating Integrated Care Organisation
- NHS Ealing
- NHS Hammersmith and Fulham
- NHS Harrow
- University of Hertfordshire
- The Hillingdon Hospitals NHS Foundation Trust
- NHS Hillingdon
- NHS Hounslow
- Hounslow and Richmond Community Healthcare NHS Trust
- Imperial College Healthcare NHS Trust
- Imperial College
- NHS Kensington and Chelsea
- Kings College London (at Imperial)
- Middlesex University
- North West London Hospitals NHS Trust
- Royal Brompton and Harefield NHS Foundation Trust
- The Royal Marsden NHS Foundation Trust
- University of West London
- West London Mental Health Trust
- West Middlesex University Hospital NHS Trust
- NHS Westminster

North Central / North East London
- NHS Barking and Dagenham
- Barking, Havering and Redbridge University Hospitals NHS Foundation Trust
- Barnet & Chase Farm Hospitals NHS Trust
- Barnet Enfield and Haringey Mental Health Trust
- NHS Barnet
- Barts Health NHS Trust
- Barts and the London School of Medicine and Dentistry (part of Queen Mary, University of London)
- Camden and Islington NHS Foundation Trust
- NHS Camden
- NHS City & Hackney
- City University London
- East London NHS Foundation Trust
- Eastman Dental Institute (part of UCL)
- NHS Enfield
- Great Ormond Street Hospital for Children NHS Trust
- NHS Haringey
- NHS Havering
- Homerton University Hospital NHS Foundation Trust
- NHS Islington
- London Metropolitan University
- Moorfields Eye Hospital NHS Foundation Trust
- NHS Newham
- North East London NHS Foundation Trust
- North Middlesex University Hospital NHS Trust
- Queen Mary, University of London
- NHS Redbridge
- Royal Free London NHS Foundation Trust
- Royal National Orthopaedic Hospital NHS Trust
- Tavistock and Portman NHS Foundation Trust
- NHS Tower Hamlets
- University College London Hospitals NHS Foundation Trust
- University College London
- University of East London
- NHS Waltham Forest
- Whittington Health

1 Represents providers of education and training posts and places; excludes CPPD-only providers and providers located outside of London
2 Member of UCL Partners ASHP
3 Member of NWL AHSP (name TBC)
4 Member of King’s Health Partners ASHC
5 Member of South West London Academic Health and Social Care Network
The 4 purposes of NHS library services (from the Peter Hill report 2008)

NHS library services support:

• Education, training & lifelong learning

• Clinical decision-making by health professionals, patients and carers

• Commissioning and health policy making

• Research and development
Current picture in London

- 64 libraries
- 250 – 300 library staff, employed by NHS Trusts and universities
- Investment of £9.3 million

Map of London Health Libraries
How health library services in London are evolving

- Provision of journals should be primarily e-only by January 2014
- Models for addressing NHS/HE disparity of e-journal provision to be tested
- Mobile access to resources to be promoted and piloted
- Concept of 24/7 flexible learning space being piloted across a range of organisations

London Health Libraries  
NHS
How health library services in London are evolving

- Wifi networks to be encouraged in libraries and educational spaces in Trusts
- Point-of-care decision-making tools need to be available
- Continue to encourage collaborative working and sharing of best practice across the network
- Constant requirement to demonstrate value and impact of what we do

London Health Libraries
Mobile resources - one of our key work areas going forward
Impact of these changes on London NHS libraries and electronic resources

• Funding – allocation of educational funding will be changing. Very unlikely that there will be new money. We will need to “do more (or different things) for less.”

• Diversity of people working on behalf of the NHS raises issues about eligibility for e-resources

• Will access to physical libraries be restricted to users whose employing organisations make a financial contribution?

• Copyright issues are likely to become even more complex

• What are the challenges presented by smartphones and other mobile devices?
ANY QUESTIONS?
The important role that Library Assistants play

• You are the first point of contact for most people visiting or getting in touch with the library. First impressions count – so your role is of prime importance

• Let’s compare what we all do – to see how our roles are similar in some ways but different in others
What tasks do you undertake?

- Lending books, returns, reservations, overdues etc..
- Shelving of books and journals
- Registration of new users
- Interlibrary loans / document supply for users
- Interlibrary loans / document supply for other libraries
- Answering information enquiries
- Handling cash, e.g. fines, photocopying etc..
- Assisting users with use of computers, printers, photocopiers etc..
- Assisting users with use of web resources
- Dealing with Athens accounts enquiries
- User induction to the library
What tasks do you undertake? – results of group work on the day

- Cataloguing and classification
- Processing books and journals
- Journal claims
- Data entry and data maintenance
- Link Resolver administration
- Athens administration
- Updating LHL catalogue
- Weeding / maintenance of book stock
- Training users on databases etc..
- Promoting electronic resources, e.g. producing leaflets and displays
What tasks do you undertake? – results of group work on the day

• Assisting users with eLearning / ePortfolios
• Monitoring library email inbox
• Targeted promotion of new resources
• Producing displays and exhibitions, e.g. Health notice board focusing on specific topics
• Updating library policies and procedures
• Binding
<table>
<thead>
<tr>
<th>Year</th>
<th>Library Manager</th>
<th>Librarian</th>
<th>Library Assistant</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td>budget mgt, IT mgt, staff mgt, stock mgt, searching, teaching</td>
<td>searching, teaching, outreach, practice libraries, journal clubs</td>
<td>manual ILLs, print journals, books</td>
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<tr>
<td>2007</td>
<td>MoM, Best Practice Bulletin, information governance, content mgt, policies and guidelines, new staff roles, radical budget mgt</td>
<td>marketing, new user groups, learning sets, research, current awareness, website</td>
<td>automated ILLs, e-journals, books</td>
</tr>
<tr>
<td>2012</td>
<td>organisational KM lead?</td>
<td>a specialist role?</td>
<td>local operation of national document delivery service, linking local resources to national tools, books</td>
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eLearning

How would you define eLearning?

“eLearning is the facilitation of education through the use of information and communications technologies”

So could include:

Electronic information resources – websites, ejournals, ebooks etc..

Electronic learning modules

Email discussion lists
London-wide electronic resources

- Approx. 1,600 e-journals, procured nationally and regionally
- Over 200 e-books
- 8 databases
- BMJ Learning (log in via NHS Athens)
- BMJ Best Practice (log in via NHS Athens)
- Anatomy TV (log in via NHS Athens)
- Medical Masterclass (username and password available from Trust libraries)
- SIMTICS (log in via Synapse)
National eLearning resources

- eLearning for Healthcare  [www.e-lfh.org.uk](http://www.e-lfh.org.uk)
- Skills for Health Core Learning Unit  [www.skillsforhealth.org.uk/e-learning/](http://www.skillsforhealth.org.uk/e-learning/)
- eLearning portal  [www.elearning.nhs.uk](http://www.elearning.nhs.uk)
- National Learning Management System (linked to Electronic Staff Record)  [www.esrsupport.co.uk/nlms/](http://www.esrsupport.co.uk/nlms/)
Answering enquiries

• Discuss in your groups the different type of enquiries you receive in your library on a regular basis

• How do you receive enquiries? And what is the most common method for receiving them?

• Decide which are the 3 most common types of enquiry you receive

• Can you answer most of these enquiries yourselves or do you have to refer them to a colleague?
Answering enquiries: some tips

- What is the person actually asking for? Best to ask a follow-up question or two to avoid any misunderstanding.

- Is the information needed immediately? If not, agree a deadline for responding.

- Avoid information overload. How much information does the enquirer actually require?

- Use tactful questions to work out the level of specialism which your enquirer needs.

- Identify the most appropriate sources for answering the enquiry.
Answering enquiries: possible sources

• Books
• Reference material – directories, dictionaries ...
• Databases
• Other online resources
  NHS Evidence  www.evidence.nhs.uk
  Best Practice  http://bestpractice.bmj.com
  NHS Choices   www.nhs.uk
  Patient.co.uk  www.patient.co.uk
  My Health London  www.myhealth.london.nhs.uk/
Answering enquiries: some tips

• Know when you should refer the enquiry to one of your colleagues or seek help from another library

• The answer to the enquiry might not be in a printed publication or online source of information, e.g. internal documents to your organisation, knowledge in people’s heads ...

Use Google with care in answering enquiries 😊
Answering enquiries: some examples

• Where can I find information on diabetes?
• I’m trying to find information on suturing..
• I need some information on Sildenafil ...
• I need some information on hypnotism ..