

**HLISD Service Board****Minutes of the meeting held at CILIP on 18<sup>th</sup> Feb 2015**

**Present:** Richard Osborn (RO) - chair      Julie Ryder (JR)      Jenny Toller (JT) – minutes  
Gary Birkenhead (GB)      David Law (DL)

**1. Apologies:** Michelle Dutton (MD)

**2. Update on Board membership**

RO outlined membership matters. MD is on maternity leave; expected back later in 2015. Angela Perrett has stood down. Thanks were expressed to Angela for her participation. There was a query regarding whether Brendan Leen (RoI) is currently able to participate.

We considered the membership criteria in the terms of reference and it was agreed to seek representation from Wales/Scotland/NI. RO will raise this at a meeting of UK nations on 23<sup>rd</sup> March. **Action: RO**  
RO will also check whether Brendan Leen is able to participate in the group. **Action: RO**

GB explained that he will be standing down from the HLG committee in March and joining the CILIP Board. The matter of HLG representation on the HLISD Board will need to be addressed. **Action: GB**  
Thanks were expressed to GB for his participation.

**3. Notification of any other items of business**

For AOB see item 11 below.

**4. Minutes of last meeting held on 2<sup>nd</sup> Sept 2014**

The minutes were agreed to be an accurate record.

**Matters arising**

a. Postcode search on the HLISD home page – no longer working so is now hidden. It was noted that a postcode search can be carried out in the ‘Search All Fields’ box. It was queried whether the ‘Search All Fields’ box could be moved nearer to the ‘Search Specific Fields’ box and if so what would be the cost of this change. JR to query with WHIS. **Action: JR**

b. Google rankings (so that HLISD might appear higher up Google search results) – RO will contact CHILL about adding a link on their website. **Action: RO**

It was noted that the new NICE Evidence page

<http://www.nice.org.uk/about/what-we-do/evidence-services/journals-and-databases> has a link to HLISD, as does the librarian community page at

<http://www.nice.org.uk/about/nice-communities/library-and-knowledge-services-staff>

GB will request a link put on the PIF website – Patient Information Forum. **Action: GB**

JR explained that she is having difficulty engaging with UHMLG.

RO will promote HLISD at the UK nations meeting on 23<sup>rd</sup> March. **Action: RO**

**Website improvements**

It was agreed that the HLISD logo on the HLISD website looks small compared to the HLG and HEE logos – JR to ask WHIS to make it larger. **Action: JR**

JR will add a sentence to the Contact Us form instructing users wanting to make contact with their local library to search for the library first and use the library specific contact details, rather than the HLISD generic contact details. **Action: JR**

- c. Linking from NICE Evidence website – it was felt to be very unlikely that the ‘My Library’ page will be reinstated. However it was welcomed that HLISD is linked from the new pages (see b. above). RO will ask NICE if HLISD could be added to the ‘My Resources’ page, although it is recognised that the list is generated from OpenAthens. **Action: RO**
- d. Report from co-ordinating editor – JR explained that West Yorkshire now has a group editor. However East of England has no group editor. JR will contact EoE LKSL Imrana Ghumra. **Action: JR**  
There was a discussion about adding people not linked to a library service, e.g. LKSLs and their team members, and Anne Gray, Knowledge Officer at Greater East Midlands Commissioning Support Unit. JR and RO will discuss. **Action: JR, RO**
- e. Annual editorial overview – it was noted that HLG and HEE operate on different financial years, and it was agreed that this should be based on calendar rather than financial year.  
RO explained that VAT is not an issue.  
JR has circulated the final version of the report.

## 5. HLISD’s Terms of Reference

It was agreed to maintain a risk register (which already exists and is part of the RAID log). The terms of reference will state that the Board will maintain and regularly review a risk register.

The group discussed the risks and these were felt to be as follows:

- Cessation of funding – for both technical hosting and to pay the co-ordinating editor
- The co-ordinating editor stepping down – it was suggested that an SLA with the co-ordinating editor was needed, including notice periods on both sides
- Hosting arrangements – the fact that we don’t have access to the full code following the handover from NLH to WHIS, and whether this has implications for future proofing the service; also the fact that the SLA states a 45 day notice period for termination of hosting which was felt to be a short period to find an alternative.

The risk log in the RAID log will be updated by JR and DL. **Action: JR and DL**

It was also suggested that the terms of reference should include a statement about accountability, i.e. of the co-ordinating editor to the Board, and of the Board to the funders of the service.

The terms of reference will be updated accordingly, and the review date changed to Feb 2016. **Action: RO**

A quick check of the front end of the service on mobile confirmed that it appeared to work fine.

## 6. Report from Co-ordinating Editor

JR’s report *Committee Report (for HLISD 18/2/15)* was reviewed.

It was suggested that the usage statistics would be more helpful if they were for matching periods, e.g. annual, so that it would be possible to ascertain trends. It was agreed that a high bounce rate was good.

It was noted that no similar directory is known to exist – HLISD is thought to be unique.

There was a discussion around promotion. RO suggested marking the 10<sup>th</sup> anniversary, perhaps in a small item in HILJ, and highlighting particularly partnership and sustainability. JR will check when this anniversary occurs. **Action: JR**

RO suggested that leaflets could be included in the pack for the UHMLG Spring Forum on 6th March 2015. GB can provide leaflets. **Action: RO, GB**

It was suggested that leaflets could be sent to the PIF conference in July. **Action: GB**

It was noted that the leaflets are up-to-date.

## Library news alerts

It was thought that the library news alert feature was originally developed so that libraries could broadcast to their libraries via the ‘My Library’ page on the former NLH website, now NICE Evidence. With the demise of the ‘My Library’ page, it was queried whether library news alerts in HLISD still have any use. DL explained that he uses the HLISD news alerts and these are picked up by Protopage RSS feeder used at his library service.

It was noted that it appears that old news alerts can't be fully deleted from HLISD. DL explained that news alerts can be given an end date such that they no longer appear in a feed to the end user. It was agreed that this could be a useful service and could be promoted as a way of making more of HLISD. JR to check with WHIS if they have control of this part of HLISD. If so, JR to ask about removing the 'Add to My Update in NLH' field as it is no longer relevant. **Action: JR.** Then JR and DL to work together on creating a guide for libraries. **Action: JR, DL**

#### Athens org IDs

It was thought that the Athens org ID entry was originally intended so that the user logged into the NLH service could select a 'Home' or 'Service' library on the 'My Library' page. Now that the 'My Library' page is no longer available, the group felt that the Athens org IDs no longer serve any purpose in HLISD. JR also explained that she has undertaken some updating of the Athens org IDs resulting from the restructure in 2013, but only on request, so the list is not being kept up-to-date.

RO suggested he ask NARAG if they can see any purpose for Athens org IDs in HLISD. **Action: RO** Provided there is none, it was agreed to leave them there for now, but to advise local editors just to ignore. JR to update the local, group and co-ordinating editor user guides accordingly. **Action: JR**

#### Co-ordinating editor's guide

This was recognised as a large piece of work and JR was thanked. Thanks were also expressed to JT for reviewing the guide. It was noted that the complexity of the role as documented in the guide shows that a co-ordinating editor is very much needed.

It was noted that it will regular updating; not least imminently in respect of library news alerts and Athens IDs.

It was agreed that for safekeeping a copy will be placed on the HLISD wiki as well as the HLG toolshed.

**Action: JR.** Board members will also keep copies locally.

GB suggested a summary document for running the service including WHIS contacts. **Action: JR**

#### HLISD wiki at <http://www.libraryservices.nhs.uk/wiki/>

All Board members now have login access. JR and RO have updating rights.

JR pointed out that it is two years out of date. JR will update. **Action: JR**

#### ILL codes and network names

Owing to potential duplication of codes in different networks, JT proposed adding the network name in brackets after the code in the ILL code field. This was agreed. JR will add to her next email to group editors. **Action: JR**

It was noted that some of the network names might now be obsolete, for example *London Region Document Delivery Service* is now *LENDS* with a separate entry. JR will circulate the list of networks in order to ascertain which should be deleted. **Action: JR**

### **7. Technical update**

Nothing to report.

### **8. Finance and SLA**

#### Finance

RO outlined the arrangements for funding and explained that funding is available to March 2016. The HLG funding covers promotional materials and use of the meeting room at CILIP. HLG also funds an additional optional 7 hours per month.

Thanks were expressed to Paul Stevenson help with finance.

#### SLA

The group reviewed the 2013-14 SLA which Linda Ferguson had kindly made available.

It was agreed that we now need to review the 2015-16 SLA.

We queried section 13.1 which indicates a minimum 45 day notice period for termination of hosting. We felt to be rather short and would prefer a 3 month minimum notice period.

JR queried why this is entitled an SLA and not a contract.

It was noted that the SLA has no KPIs for support response times, or penalty clauses for unplanned downtime etc.

It was noted that WHIS also host the LKSL library services website at <http://www.libraryservices.nhs.uk/> RO to review the 2015-16 SLA taking into account the SLA for the library services website in conjunction with David Stewart and Linda Ferguson. **Action: RO**

#### **9. Use of HLISD contacts by suppliers and other commercial organisations**

JR reported that she has a small number of approaches each year from publishers/suppliers wishing to obtain bulk contact data from HLISD in order to mailshot health libraries. The group discussed issues around this, including consent, appropriate charging levels, and the possibility of income generation causing a threat to existing funding.

The group also discussed the issues around inviting sponsorship for the site.

It was agreed that there are a number of considerations. GB will check the CILIP view on these. **Action: GB.**

#### **10. HLISD RAID (Risks, Assumptions, Issues and Dependencies) log**

The issues section of the log was reviewed.

7. URLs in text fields – this was felt to be useful. JR to raise with WHIS for costings. **Action: JR**

It was agreed to tidy and simplify the issues log. Closed issues will be hidden or put in a separate section and the columns and worksheets relating to RAG rating will be removed. **Action: JR**

#### **11. Any other business**

##### Record Last Updated field

JR proposed that this field is also used as a date last checked field, i.e. if there had been no changes, it was recommended to approve the record to show it had been checked, thus updating the date in this field. It was agreed to rename this field 'Date verified'. JR to ask WHIS. **Action: JR**

##### Thanks to group editors

It was agreed to thank group editors for their ongoing willing participation, perhaps via discounts to HLG events. JR will thank in one of her update emails. **Action: JR**

##### Critical issues, e.g. unexpected downtime

JT queried how to manage these rare occurrences. It was agreed that one of JR, RO or JT will contact the WHIS support desk. JR will include their email addresses in an email to group editors, but noting that this is for critical issues only.

##### Survey of HLISD use

It was suggested to conduct a survey of how HLISD is being used, perhaps later in the year. DL has a full survey monkey subscription.

#### **12. Date of next meeting**

It was agreed to that a face-to-face meeting is very productive so the next meeting will be on 24<sup>th</sup> Sept in London. RO to arrange a room. **Action: RO**