

HLISD Service Board

Minutes of telecall held on Wednesday 11th Dec 2013

Present: Richard Osborn (RO) - chair Julie Ryder (JR) Jenny Toller (JT) - minutes

Apologies: Angela Perrett (AP)

1) Minutes of last meeting on 7th June 2013

Minutes agreed as accurate apart from item 9 – “JT to be given full administrative access to HLISD”.

Matters arising

- a. Library News Alerts (i.e. news items created in HLISD which display to the logged in user in My Library) – JR confirmed these are still being created; however JT reported that she believed news alerts are not working and this is a known issue with NICE (technical ticket 3035).
- b. System administrator guide – in progress. **Action: JR**
- c. Tidying up entries of local editors and networks – JR contacted group editors in summer 2013
- d. Email of thanks to Robert Podmore - RO has sent this
- e. Remit document – RO has shared this with Gary Birkenhead, HLG Chair. JR reported that this had not been discussed by the HLG committee. It was agreed that the remit would be reviewed by the Board in early 2014.
- f. My Library survey – it was agreed that in view of the current HDAS review, it might not be the best time to share the results of this survey with the Library and Knowledge Service Leads (LKSLs) and NICE. However it was agreed not to lose sight of this work, and to return to it in due course.
- g. Google analytics statistics for My Library page – RO to pursue. **Action: RO**
- h. SLA - RO to check with David Stewart that the SLA between LKSL and WHIS has been signed. **Action: RO**
- i. RAID Log – RO has updated this in consultation with JR. See item 6 below for further updates.
- j. Board membership – see item 7 below.
- k. System admin access (superuser) – JT now has this.
- l. Postcode search functionality – JT commented that after the last meeting she had discovered that the postcode search on My Library doesn't work if a figure greater than 25 miles is entered. JR to look at changing the text to explain this. **Action: JR**

2) Report from Co-ordinating Editor

JR had circulated an update in advance of the meeting. She reported that there are now 63 editing groups, which seems a lot, but we agreed that is the nature of the editing model for HLISD. There was a discussion regarding whether JR should use all the HLG hours offered.

The analytics showed high hit-rates, and RO offered to circulate an explanation of 'bounce' rate. **Action: RO**

3) Technical Report

No issues raised.

4) My Library survey

See item f under matters arising.

5) Funding for 2014/15

RO to discuss with David Stewart funding for FY 2014/15 and also to let Gary Birkenhead know the outcome. **Action: RO**

JR confirmed that she is willing to continue in her role as co-ordinating editor for FY 2014/15, but not necessarily beyond. This led to a discussion around succession planning, and the fact that it is good practice to have superuser backup (currently in the person of JT) and a system administrator guide (see item b under matters arising).

There was a discussion around the digital spend controls directive from the Department of Health and how this might affect HLISD. Further clarification on this directive is awaited by the NHS England library community.

6) HLISD RAID log

The RAID log was reviewed:

2. Communications – it was agreed that this is desirable, but we have a workaround (email groups).
4. Approval for local editors – as much as possible has been done on this so it can be closed.
7. URLs in text fields – JR to obtain a quote from WHIS regarding configuring the fields such that URLs are clickable. It was agreed that if this work is chargeable per field, JR to investigate which fields are most likely to have URLs, e.g. the directions field. **Action: JR**
14. Editors' labelling – JR to check if this has been completed. **Action: JR**

Additional items for the RAID log were agreed:

- System administrator guide
- My Library linking
- Additional Services field picklist options - JT reported that she did some work since the last meeting based on a download of this field and the associated free text field. There are currently 8 picklist options; based on the contents of the free-text fields JT has created a list of 10 potential additional options for this field. The work has two parts: to enter the additional options, and then to migrate the corresponding free text entries to the picklist options, either manually or by machine. JR to discuss this work with WHIS. **Action: JR**
- Library Management System field – JT reported that she did some work since the last meeting based on download of this free text field. The entries vary greatly in terms of whether the supplier name only is used, or the product name, or both, and whether the version number is included. Also spelling and capitalisation varies. It was noted that this field isn't searchable and that it probably isn't worth tidying this field and introducing a picklist unless it is searchable. It was agreed to work out which fields are searchable. **Action: JT**
- The SHaLL logo on the website needs to be changed, and to be clickable.

RAID log to be updated. **Action: RO**

7) Board membership and Terms of Reference

We confirmed the current membership:

- RO is chair and represents the LKSLs
- AP represents HLG and Wales
- JR is the co-ordinating editor
- JT is a group editor

Possible Board membership from other areas/groups was discussed:

- Scotland has many entries and a group editor
- Ireland does not have many entries
- It was agreed that there isn't a need for a UHMLG rep

JR agreed to email Group Editors in the hopes of finding 2 reps; if a general email returns no interest, JR to send a targeted email to group editors known to be active HLISD users. JT suggested mentioning the

number of meetings and that funding is available for travel. However JR to check this arrangement first.

Action: JR

RO will re-establish contact with CHILL. **Action: RO**

As we were not quorate, it was agreed to postpone finalising the Board Terms of Reference to the next meeting, which is proposed as a face-to-face meeting in London late March / early April, hopefully with new reps in attendance.

8) Any other business

A retired librarian has approached HLISD about having her own entry; however it was felt this isn't possible as she is not linked to a library. JR has replied to her.

We then discussed the matter of how librarians not attached to libraries can appear on HLISD but there is currently no solution to this.

Wiki – JT had come across the HLISD wiki at the bottom of <http://www.libraryservices.nhs.uk/wiki/> and RO agreed to investigate logins for the Board members.

9) Date of next meeting

See item 7 above. **Action: RO**