

**HLISD Service Board****Minutes of meeting held via conference call on 2<sup>nd</sup> Sept 2014**

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

**1. Apologies:** Angela Perrett (AP)      Brendan Leen (BL)

**2. Welcome and introductions**

RO explained that Brendan Leen currently can't participate in the group owing to other pressures but that he should be copied in in the hopes that he will be able to participate in the future.

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

For AOB see item 10 below.

**4. Minutes of last meeting held on 3rd April****Matters arising**

- a. System administrator guide – in progress. JR agreed to complete by Christmas. **Action: JR.**
- b. SLA - RO explained that LKSL funding arrangements have changed and that he will make payment for 2014-15 from national funds which are now being managed by Health Education North Central and East London. The fee has just been paid for 2013-14 by David Stewart (NW) and RO will now reimburse David. Fee payment arrangements should be completed by the end of Dec. **Action: RO**  
RO will share the latest WHIS (Wirral Health Informatics Service) SLA with Board members so that members can make any suggestions for changes. **Action: RO**
- c. Postcode search on the HLISD home page – JR established from WHIS that this no longer works owing to changes in the way that Google map searching works, and that it can't be rectified. WHIS had offered to hide this search. Our preferred option is to replace this search with a location search which searches the address and postcode fields of the library records. JR to request this from WHIS. **Action: JR**  
It was also proposed to move the 'Search All Fields' box nearer to the Specific Field searches. JR to ask WHIS. **Action: JR**
- d. Google rankings – JR queried with WHIS how HLISD might appear higher up Google search results. WHIS responded that having the site linked from other websites is helpful in this respect. It was suggested that regional library network websites and the CHILL website could include a link – RO will take this forward. **Action: RO**  
Linking from websites in Wales, Scotland and NI would also be of benefit.  
JR pointed out that she receives a number of emails via the Contact Us form/email address, which suggests the site is being used. Many of these need to be forwarded to local libraries, so JT suggested adding 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.
- e. Linking from NICE Evidence website – RO explained that he had spoken to NICE staff about the loss of the 'My Library' page and the integration with HLISD, but had received no reply. He will contact them formally to query this, whether the My Library page with links to HLISD is likely to be reinstated at previously, and/or whether a link to HLISD could be put on the My Resources page. **Action: RO**

JR pointed out that the outcome of this would determine whether it was worth updating Athens codes in HLISD, which is only worth doing if integration is to be re-instated.

JT also queried whether the News Alerts could still be made use of. JT and JR to investigate the state of play with news alerts. **Action: JT, JR**

- f. Finances – RO has liaised with Paul Stevenson, HLG Treasurer. LKSL funds have been transferred to HLG and Paul will continue to pay JR on a monthly basis.

The publicity leaflet has been updated.

- g. Contact Us form – JR explained that where there is a link to the Contact Us form on the site she has now also added the contact email address, so either can be used. There had been a discussion at the last meeting about replacing the Contact Us form with an email address link, however it was agreed to maintain the Contact Us form as it stands.

## 5. HLISD's Terms of Reference

The Board considered the document circulated by RO which combines the Terms of Reference with the purpose document.

- DL pointed out that it needed badging.
- GB suggested including provisions for worst case scenarios, unless these are documented elsewhere. These might include the co-ordinating editor leaving, or WHIS not fulfilling their obligations.
- GB suggested that it should include a requirement that Board papers are circulated at least a week in advance.

As Board members had not had much time to consider the document, it was agreed that any RO will circulate it and that it would be finalized by email by the end of this week. This will be in good time for it to be taken to the next HLG meeting at the end of September. It was also noted that the outcome of the discussion later on the agenda regarding inclusion of individual librarians not specifically connected with a physical/electronic library service may also need to be reflected in the document. **Action: RO**

## 6. Report from Co-ordinating Editor

JR's report *Committee Report (Draft for HLISD 2/9/14)* was reviewed and a few minor amendments and corrections were suggested.

The geographical distribution of usage was discussed.

JR explained that some group editors are active; others not. Some entries are not assigned to a group. West Yorkshire currently needs a new group editor so JR will pursue. **Action: JR**

The role of HLISD as a directory of library staff in addition to a directory of library services, and in particular those staff not specifically attached to a physical/electronic library service, was again discussed. It was felt that this could indeed be a useful function of HLISD. So it was agreed that Anne Gray, Knowledge Officer at Greater East Midlands Commissioning Support Unit, should be added.

There was also a discussion regarding adding LKSLs and their team members who also fall into this category, and it was felt that it would be useful to add them. RO will take this forward. **Action: RO**

Springer is a participant in the current pilot to extend academic-licensed e-journals to the NHS (commonly referred to as the 'Finch' pilot). JR explained that a Springer rep had been in touch with a request to use the contacts in HLISD to contact libraries regarding "updates, etc. or further information about this trial". The Board decided against this but RO proposed a discussion around using the contacts in this way, or indeed selling them to commercial organisations as a possible way of generating income. This discussion will take place at our next face-to-face meeting. RO to add to the agenda. **Action: RO**

## 7. Annual Editorial Overview

JR's report was reviewed and some minor updates proposed; the Google statistics section will be slightly rewritten and the 'costs per issue...' section will be renamed 'costs per hit...'

It was agreed to clarify further the division of funding in respect of LKSL and HLG.

There was a query regarding whether VAT was included in the costings. RO to investigate. **Action: RO**  
It was agreed that this will serve as an annual report. JR will update and circulate again to the Board for final approval. **Action: JR**

#### **8. HLISD 2014/5 Finance and Contract**

See 4b and 4f above.

#### **9. HLISD RAID log**

JR had updated the Issues tab of the log. Matters which required further discussion were:

2. Communications – it was agreed that this is low priority but that it should remain on the log.

17. Access to LKSL website wiki linked at the bottom of <http://www.libraryservices.nhs.uk/wiki/> - RO is in touch with Linda Ferguson and will arrange access for all Board members. **Action: RO**

It was agreed to add Google searching to the Issues list, and to expand the My Library linking to make mention of Athens code updating and News Alerts. **Action: JR**

It was agreed that the Risks would be discussed in detail at the next face-to-face meeting. RO to add to the agenda. **Action: RO**

DL has some expertise in the area of risk management and agreed to review in advance. **Action: DL**

#### **10. Any other business**

- GB suggested that the text in the centre of the home page could be broken up. It could perhaps include a quote. JR explained that this requires html skills but that she will investigate. **Action: JR**
- GB explained that the HLG committee members are now behind HLISD. RO thanked him for his advocacy on behalf of HLISD.

#### **11. Date of next meeting**

It was agreed to hold a face-to-face meeting in Feb/Mar 2015, possibly week beginning 16 Feb, to fall shortly before the Spring HLG meeting. RO will co-ordinate availability. GB suggested CILIP HQ in London as a meeting venue as it is free to this group to use. **Action: RO**