

HLISD Service Board

Minutes of meeting held on Thursday 3rd April 2014 at CILIP HQ

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 welcomed new group members to the meeting. RO explained that our usual pattern is one face-to-face meeting and one or more conference calls each year.

3. Notification of any other items of business

None

4. Minutes of last meeting on 11th December and any matters arising

Minutes agreed as accurate.

Matters arising

- a. System administrator guide – in progress. **Action: JR.**
It was noted that JT now has superuser access rights in case back-up is needed for JR.
- b. SLA - RO explained that hosting and support for HLISD is provided by WHIS (Wirral Health Informatics Service) and that there is an SLA between the LKSLs (NHS England Library and Knowledge Service Leads) and WHIS which costs c£1200 +VAT pa. He confirmed that the SLA between LKSL and WHIS for 2013-14 has been signed. He now needs to check with David Stewart that the SLA for 2014-15 has been signed.
Action: RO
- c. Postcode search functionality – JT pointed out that this currently isn't working. To be followed up with WHIS. **Action: JR**
- d. Bounce rate – RO had provided an explanation by email "Bounce rate is the percentage of single-page visits or visits in which the person left your site from the entrance (landing) page." It was felt that a high bounce rate is not of concern.
- e. Board membership – new members have been identified.
- f. CHILL (Connecting Independent Health Libraries) – RO has been in touch with CHILL regarding a group editor.

5. HLISD's remit incl. objectives, governance, audience, inclusion criteria

The purpose document was reviewed. Some wording changes were agreed including:

- Removal of the incorrect statement that the two previous directories were 'printed annually'
- Change from Jersey and Guernsey to 'Channel Islands'
- Mention of social care
- Update of 'SHaLL' to 'LKSL'
- Inclusion of patient information services – however it was agreed that the primary function of HLISD is to include LIS which serve health care staff and students

- Inclusion of commercial libraries – it was agreed there may be a case for including certain LIS deemed commercial – RO to consider suitable wording for this

GB queried the unique offer of HLISD to HLG (CILIP Health Libraries Group) members who are in effect part-funding it. It was agreed that HLISD is serving the common good. JR will give examples of practical benefits of HLISD at a future HLG meeting.

It was agreed to combine the purpose document with the Board Terms of Reference (see below). **Action: RO**

6. Review of HLISD Terms of Reference

Wording changes were agreed, including removal of reference to a strategy which doesn't appear to exist. It was felt that the terms of reference should include references to funding, the role and accountability of the co-ordinating editor, and the relationship with the website host.

Membership should include an LKSL rep and an HLG rep, one of whom should be chair. The method of election / re-election should be detailed. It was agreed that the serving period of the chair should be two years, renewable. It was noted that Board members who are group editors are not patch representatives in the way that they may be at other meetings. Minute taking can be shared between Board members. JR will circulate the document which outlines her role to the Board in order to inform these updates.

Action: JR.

It was suggested that some Board members could be recruited as corresponding members, e.g. a rep from Scotland.

RO to update the terms of reference. It was pointed out that it would be useful to finalise this by mid-May.

Action: RO

7. Report from Co-ordinating Editor

JR's report was reviewed. GB queried if it is possible to ascertain the potential number of health LIS overall; it was agreed this is not known. JR agreed to cross-check against the list of CHILL libraries. **Action: JR** JR also explained that Wales is fairly comprehensively included however Scotland is not, not least as they have their own directory managed by SHINE (Scottish Health Information Network).

There was a discussion around promotion.

JT suggested calculating a cost per website visit. **Action: JR.**

It was suggested to investigate getting HLISD hits higher up the google rankings. WHIS may be able to advise. **Action: JR.**

8. Technical Report

No issues raised.

9. NHS access management system (AIMS) - OpenAthens implementation – and impact on My Library pages

This item is of relevance to NHS England only.

It was noted that the NICE Evidence 'My Library' webpage disappeared without notice as part of the journals and databases website refresh and Athens upgrade in early February. It appears that there is now no integration between the NICE journals and databases webpages and HLISD, apart from a link at the bottom of <https://www.evidence.nhs.uk/about-evidence-services/journals-and-databases>. This also means that the news alerts functionality in which alerts created in HLISD are displayed on the 'My Library' is no longer available to use. It also appears that JR's work to reflect the new NHS England Athens structure

within HLISD could have been in vain. The loss of the 'My Library' webpage is disappointing in view of the fact that when queried on this integration in May 2013, NICE gave no indication that it would be removed; also that a survey conducted by this Board in March 2013 revealed a good level of support and usage of this page.

RO agreed to contact NICE explaining our disappointment at the apparent loss of integration, to query the current level of integration, and to ask whether the My Library page with links to HLISD was likely to be reinstated at previously. It was suggested that a link to HLISD could be put on the My Resources page.

Action: RO

10. HLISD 2014/5 Finance and Contract

The funding arrangements for the HLISD service were clarified. The LKSLs and HLG fund the service.

The LKSLs fund:

- JR's time (7 hours per month)
- The contract with WHIS

HLG funds:

- Meeting room hire but not lunch
- Board members' travel expenses (where claimed) – GB pointed out that it is a good idea to claim if possible otherwise the funding for this may disappear in the future
- Publicity – on request
- An additional 7 hours per month of JR's time. JR pointed out that she receives a different pay rate from the two separate funders. To be followed up. **Action: JR and GB**

RO confirmed that LKSL funding for 2014-15 has been identified.

JR queried whether her additional hours funded by HLG should be used just for critical work, or also for desirable work. It was agreed that she should make her own judgement.

It was agreed to update the publicity leaflet, ready for distribution at the HLG conference. It will include the potential benefits of HLISD. JR to circulate it for comments. **Action: JR**

It was suggested that should the current funding sources dry up, it might be necessary to look at other options such as selling the data, introducing advertising, or selling the database.

11. HLISD RAID log

2. Communications – it was agreed to close this as we have a workaround (email groups).

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**

17. Access to LKSL website wiki linked at the bottom of <http://www.libraryservices.nhs.uk/wiki/> - RO will arrange access for GB, DL, MD, BL and JT. **Action: RO**

19. Library Management Systems field – it was agreed that it would be useful if this were searchable. JR to follow up with WHIS. **Action: JR**

RAID log to be updated before the next meeting.

JT updated the group on her investigations regarding which fields are searchable: all apart from Record Last Updated, Telephone, Library Management Systems and Collaborative Networks. It was agreed that it would be useful if the Library Management Systems field were searchable (see above). The Collaborative Networks field can be browsed.

12. Any other business

- GB felt that the postcode search problem should be prioritised.
- GB felt that the Contact Us link should just launch an email rather than a web form to fill in. **Action: JR**
- GB queried the two separate search boxes on the home page. We considered if the Google Analytics can establish which search terms are being used.
- GB stated that a senior HLG committee member is needed on the HLISD Board, and confirmed that he is willing to continue to serve on the Board in this role.

13. Date of next meeting/teleconference

It was agreed to hold this in the 2nd or 3rd week of August. **Action: RO**