

Collaboration

(do once and share, working across boundaries)

Current strengths

- *Collaboration is currently patchy depending on which region you are in and if the local network is strong and proactive – some are better than others.*
- *Collaboration with social care is strong in some areas with some joint library services*
- *Current awareness service is a good example of collaboration – this relates to the CASH website which is shared across libraries in the northwest.*
- *Existing landscape does have a ‘history of active collaborations and partnerships’ among stakeholders.*
- *Publication of Knowledge for healthcare (HEE strategy) also provides an opportunity to collaborate more proactively.*

Opportunities

- *To have a network of Public Health library and information professionals with events like today*
- *Better links with social care – although some services have good links already, we feel that some social care libraries are missing out because they have left the NHS and have lost that support*
- *PHE could give more support, training, leadership and direction for public health libraries and collaboration*
- *A discussion around the relationship between PHE and the local authorities and whether this is a grey area – it needs clarification*
- *PHE could lead on providing subject knowledge to PH librarians – courses on public health / epidemiology aimed at library staff. Discussion around how this subject knowledge is essential to the librarians.*
- *Recommendation to undertake the Public Health Competencies Framework – Librarians can take this to practitioner level.*
- *Future political landscape would require ‘efficacy savings’; hence improved collaborations on specific work areas (e.g. knowledge management tools and practices) would offer benefit.*
- *A ‘local government public health libraries network’ should be in place to collaborate with the other stakeholders.*
- *A colleague mentioned about KIT (knowledge and intelligence team) networks in her workplace. She suggested developing a ‘lesson learning log’ for efficient service delivery, while working across different teams.*
- *Each stakeholder represents a large spec list sector, operating from a wider geography. Hence, mobilization of different networks / sub-groups within a sector would ensure the greater involvement at local and regional levels.*

Core service

(standard service offer, products, tools and expertise)

Current strengths

- *Knowledge of commissioning*
- *Ensuring decision-making is evidence-based*
- *Shared service for document supply (regional)*

Opportunities

- *Provide services that people/customers actually NEED*
- *New audiences e.g. local authorities / CCGs etc.*
- *Consortium purchase over wider areas*

Digital and mobile by default

Current strengths

- *Core content*
- *NHS Evidence works better on mobiles devices, following re-design*
- *Suppliers understanding barriers to access*
- *Lots of different/new electronic resources*

Opportunities

- *Apps*
- *Using social media for knowledge sharing*
- *Learn about and get funding for better/more appropriate technologies*
/packaging/delivery options
- *Collaborate with IT staff*

Effective and efficient

(applying the principles of 'lean thinking')

Current strengths

- *Targeting information*
- *keeping up to date*

Opportunities

- *Outreach services*
- *Embedding within appropriate / relevant teams*

Equity of access and opportunity

Current strengths

- *Attitude of health librarians
- everyone's a customer*

Opportunities

- *Collaborating*
- *Developing, increasing & joining up the user base*

Federation

(pooling budgets, staff and resources across boundaries)

Current strengths

- *KM team as first point of contact for identified health boards & directorates within PHW*
- *KM & Analytical team part of PHW observatory - work together, supporting statistical data with evidence*

Opportunities

- *Develop specialist knowledge & support for teams*
- *Attendance at meetings, to advise about support KM can give.*
- *Partnerships*
- *Outreach services*
- *Complete product available online for PHW staff*

Innovation

(flexibility, new models of service, spread and adoption of best practice)

Current strengths

- *Federation*
- *Joint knowledge & intelligence teams*
- *Appetite for innovations is available in the healthcare ecosystem due to various political, social and economic drivers.*
- *Going through major changes in recent years reflects the 'system resilience' and capacity to adopt new ways of working.*
- *Changes often drive innovation, new system approach and efficient service redesign.*

Opportunities

- *Developing the most effective team working*
- *Collaboration (different models)*
- *Outlining shared interest areas, agreeing deliverable aims and objectives, developing task specifications, and finally developing and sharing tools;*
- *Knowledge mapping across the ecosystem (dashboard styled map of expertise and skills) to quickly answer the basic questions like who and where;*
- *Awareness of different specialisms enhances the system understanding, reduces the silo working, and provides basis for collaborations. What has been done already, and 'who is working on what' may provide the reasons to innovate. Specialisms' diagrams, maps and briefs could be useful for international and external collaborations.*

Quality

(benefits to patients, improved outcomes, impact)

Current strengths

- *Relate everything to patients*
- *LQAF*

Opportunities

- *Impact assessments*
- *LQAF for public health*

Streamlined

(streamlines structures, management, systems, processes)

Current strengths

- *Flexible*
- *Dedicated librarians for specific groups*
- *Part of planning process*
- *Network of libraries*
- *Regional collaborations*

Opportunities

- *Do it once and share*
- *Knowledge share tool*
- *Current awareness*
- *Extend collaborations & networks*
- *Open existing / create new networks (streamline)*

Technology

(harnessing technology to streamline back-office functions)

Current strengths

- *Regional library services*
- *The online CASH website uses feeds*
- *Librarians often very well skilled in technology, often self-taught, or learnt through experience / on the job*
- *Usually someone very good in each library team*
- *PHE has a digital resources manager*

Opportunities

- *Social media - PHE is leading the way with their excellent twitter feed*