## STRATEGIC HEALTH AUTHORITY LIBRARY LEADS MEETING

### Group Report to SHALL

<table>
<thead>
<tr>
<th>Report by/on behalf of:</th>
<th>For period:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content &amp; Collections Development Group</td>
<td>January – March 2011</td>
</tr>
<tr>
<td>(including Re-procurement Project Board &amp; TRG)</td>
<td></td>
</tr>
</tbody>
</table>

### Progress during this period:

#### Core content re-procurement

Following the lengthy processes of tendering, evaluation, negotiation and finalisation of contract terms and conditions, on 18 March we are able to announce which resources will be centrally purchased for NHS England for the period April 2011 to Dec 2013. Despite the reduced budget, with financial input from NHS Evidence in relation to Health Business Elite, it has been possible to maintain access to most of the resources in the current portfolio. The only changes are:

- one title (Injury Prevention) dropped from the BMJ journals collection from end March 2011
- JAMA and five titles from the AMA journals collection dropped from end Dec 2011
- MyiLibrary eBooks platform only funded centrally for one further year, to end March 2012

The list of resources included in the new collection has been cascaded via SHA leads and sent to Linda for inclusion on the website. Further NHS Evidence/SHALL communications will follow.

#### Updated NHS Athens eligibility criteria

The criteria, updated to (try to) take into account changes in the NHS, have been accepted by the national collection suppliers, and will come into effect on 1 April. Celestine Johnston is liaising with Emma Webb at NHS Evidence to update the published information and brief NARAG members.

#### Framework Agreement re-procurement

Work on the ITTs for the 7 product categories in the Framework Agreement has continued during this period, however core content re-procurement has taken precedence and taken longer than expected. NHS Evidence has agreed to be the contracting and managing authority for Framework, but the time taken to reach this agreement, and capacity constraints whilst the core content procurement has been ongoing, mean that the FA re-procurement timeframes have slipped. NHS Evidence have indicated that the new FA is not likely to be in place until January 2012.

### Activity for next period:

- Communication about the national collection and eligibility criteria, updating of web pages, etc
- Renewed focus on the activities involved in re-procurement of the Framework Agreement, communications around this
- Supporting transition to new Athens eligibility criteria and any issues that arise
- Ensuring TRG fully involved in input to HIR and HDAS refresh and redesign workstreams when these go live, ensuring requirement to search and link to regionally and locally-procured content is taken into account
- Input to core content contract and MOU monitoring

### Challenges/barriers/risks:

- Need to manage and mitigate risks around delay to Framework Agreement re-procurement

<table>
<thead>
<tr>
<th>Completed by:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helen Bingham</td>
<td>21 March 2011</td>
</tr>
</tbody>
</table>
Group Report to SHALL

Report by/on behalf of:
Staff Development Group, October 2010 to March 2011

Ongoing projects/work streams:
See below, SDG minutes are on SHALL website

Progress during this period:
- Two SDG meetings held, November (London), March (teleconference).
- Folio programme – Dec 2010 impact survey report from SCHARR demonstrates continued after event benefit of both EBLIP Gloss and Infoskills. Choice of third commissioned course will be based on SDG survey
- Health Informatics – Career Development Framework, commissioned, Alison Pope monitoring developments
- NHS Evidence – short local training sessions on NHS Evidence v4, commencing May 2011
- Copyright – four one day workshops commissioned from Naomi Korn Copyright Consultancy May 2011, London 6th, Bristol 17th, Manchester 25th, York 26th. Split between SHAs needs to be agreed, 40 places at each venue, 160 in total
- HLG - research skills study day planned, possibly pre EBLIP6 in Manchester June 2011; free personal effectiveness study days for unemployed, two planned for Autumn, travel grants available; Umbrella July 2011, Hatfield, programme on web; HLG 2012, early planning
- Sandpit, first content imminent, working with SIMTG
- Sector Apprenticeships, final document nearing completion; some approved EDI Centres for Library, Archives, Information Services qualifications
- Local SDG updates, on SHALL website
- Alison Pope to chair group from 1 April 2011

Expenditure during this period:
Copyright workshops, £6500 plus venue costs, about another £6000. Confirmed with SHALL treasurer.
NHS Evidence v4, suggestion to link with cascading copyright, two am sessions, two pm, may be local venue costs

Challenges/barriers/risks:
Developing the Healthcare Workforce is a key document, SDG members have contributed to several responses locally and nationally

Activity for next period:
Progress all of above including Copyright, NHS Evidence v4, Talent Management, Folio

Recommendations for decisions/actions
Allocation of 40 copyright training places to each workshop – London suggestion – 20 London, 8 EoE, 8 SEC, 4 SC (some SC staff may go to Bristol), model elsewhere?

Completed by: David Copsey, 15 March 2011
Report to SHA Library Leads Group

<table>
<thead>
<tr>
<th>Report by/on behalf of:</th>
<th>For period:</th>
</tr>
</thead>
<tbody>
<tr>
<td>SHALL Information Management &amp; Technology Group</td>
<td>Nov 2010 – Mar 2011</td>
</tr>
</tbody>
</table>

**Ongoing projects/work streams:**
- Improving links with e-learning systems, including the paper for SHALL on the benefits of integration of library resources and links to them in e-learning systems
- Through Library Sandpit project, exploit technology to raise awareness of NHS library services and enable sharing of good practice amongst libraries
- Monitor N3 Internet Gateway capacity where possible and chase NHS Evidence to apply for prioritisation of HDAS URLs
- Monitor and input into NHS Identity management
- Monitor NHS browsers and versions
- Monitor IT developments generally
- Build links with local IT contacts, to get feedback and information to assist developments

**Progress during this period:**
- Meeting on 23 Feb 2011, including a new rep for local IT teams
- Report back on information from SHALL NHS Evidence visit on 18 Jan 2011
- List of essential URLs updated – new version to be added to SHALL website shortly. Format will change to Excel for easier downloading, and date added will be shown
- SIMTG agreed to cooperate with NHS-HE Connectivity Best Practice Working Group on development of a second list of Web 2.0 educational resources, providing a business case for each showing the risks and benefits of allowing access. The planned advocacy paper on Web 2.0 has been shelved in favour of this joint and more specific approach.
- Cooperated on production of guidance paper on Athens organisational changes aimed at Library Managers
- Notified of NHS Evidence plan to switch to Open Athens MD earlier than expected in April 2011
- Discussion and collation of ideas on e-learning paper for SHALL

**Expenditure during this period:**
None

**Challenges/barriers/risks:**
- Trying to re-establish representation from national NHS IT infrastructure team
- Time for group members to devote to SIMTG projects

**Activity for next period:**
- Library Sandpit to go live shortly with first entry on blogging
- Continuing support for re-procurement process
- Input into Link Resolver tendering process including tendering document, shortlisting and attendance at demonstrations
- Paper being compiled for Library Managers clarifying current IE6 status of key suppliers
- Work with NHS-HE Working Group on Web 2.0 resources list
- Monitor change to Open Athens MD
- Complete paper for SHALL to National E-learning Group

**Recommendations for decisions/actions**
None

**Completed by:** Andrew Simpson  **Date:** 15 March 2011
<table>
<thead>
<tr>
<th>Report by/on behalf of:</th>
<th>For period:</th>
</tr>
</thead>
<tbody>
<tr>
<td>SHALL Service Development Group</td>
<td>November 2010 to March 2011</td>
</tr>
</tbody>
</table>
### Ongoing projects/work streams:

1. NHS Library Quality Assurance Framework (LQAF) England
2. Current Awareness Service for Health (CASH)
3. Commissioning Handbook
4. Core Cost Framework
5. National statistics
6. Key Performance Indicators

### Progress during this period:

#### 1. NHS Library Quality Assurance Framework (LQAF) England

Tricia Ellis circulated a summary of key data from the LQAF Baseline Assessment. A report on percentage compliance rates by SHA and sector is in development.

The KM criteria still need to be refined to be service oriented for inclusion in the 2011 version of the LQAF. It was agreed that the KM criteria should be embedded into the LQAF rather than in a separate KM section. Linda Ferguson, Tricia Ellis and Louise Goswami will undertake this work.

Judging of the 83 innovation submissions. Certificates are in preparation for the winners, runner-ups, those judged to be innovative by one or more SHA judge and those commended as good/best practice.

#### 2. Current Awareness Service for Health (CASH)

Angela Clifford had circulated a paper to group members about the future of the CASH service. This is an agenda item on 23 March 2011.

#### 3. Commissioning Handbook

The Group received a report by Sharon Riddle outlining activity from October 2010 – January 2011.

There is now a section on commissioning at:

#### 4. Core Cost Framework

Work on the licence is ongoing and it is hoped that this will be completed by 31st March 2011.

David Copsey and Linda Ferguson have been monitoring the testing and development of further costing templates. Some templates (i.e. those covering a “broad” topic) are more difficult to prepare. It was agreed that any new templates should focus on more “everyday” activities that would be used on a regular basis.

#### Costing wiki

a) Usage

To date, 253 people are registered to use the costing wiki.

226 people (89%) have viewed it at least once with 27 people (11%) either not verifying their e-mail or not visiting the site since they were registered.
### Progress during this period (Continued)

b) Content

We added:
“Sample costs for various library activities & Worked Examples of the Core Cost Framework” provided by NHS SW.

A new spreadsheet has been produced that will help those services where staff work less than 37.5 hours per week based on a 7.5 hour day.

### 6. NHS Library Services Statistics

Collated statistics for 2009-2010 have been received from all 10 SHAs. East of England provided a minimum data set but would not provide income, expenditure and salary bands.

SHA “unit” returns received from East Midlands, West Midlands, NW, Yorks and Humber, South West, South East Coast and London (but not expected from NE or possibly one from East of England).

The 2010-11 statistical return has been created along with the collation tools that SHA library leads use. The 2011-2012 statistical return has been developed and is being worked on by Claire Nevill at KSS Library & Knowledge Services to check it works and develop the collation tools for it. This one will take some time as there are significant changes to the return and the data collection elements.

### 7. Key Performance Indicators (KPIs)

David Peacock’s report on KPIs was taken to the group in February 2011. It was agreed to recommend adopting 4 of the KPIs and to develop an additional one on expenditure. This is an agenda item on 23 March 2011.

### Expenditure during this period:

Only funds associated with the contracts for CASH, Commissioning wiki, Core Cost Framework, www.libraryservice.nhs.uk. No additional expenditure has been incurred.

### Challenges/barriers/risks:

**Challenges:**
1. Capacity of David Copsey and Linda Ferguson to support the costing work.

**Risks:**
1. Work on the development of further costing templates cannot be completed due to lack of capacity. This would mean the Core Cost Framework would have a limited application.
2. Capacity to continue the CASH work and the Commissioning wiki may be affected by the proposed abolition of PCTs and the impact on staff
Activity for next period:

1. **NHS LQAF**
   - Finalised version of the KM criteria to be incorporated in the LQAF.
   - Revision to the LQAF?
   - Further analysis of the baseline assessment.
   - All the LQAF innovation submissions will be posted on the [www.libraryservices.nhs.uk](http://www.libraryservices.nhs.uk) site to encourage people to see what constitutes good or best practice and innovation.
   - Refinement of the LQAF innovation judging process.

2. Continue monitoring the **CASH work** and **Commissioning wiki**.

3. **Core Cost Framework**
   - Further testing/development of new templates.
   - Finalise the HE licence for use of the costing templates.

4. **National statistics**
   - Issue and collect the 2010-2011 annual statistical returns.
   - Development of collation tools for the 2011-2012 statistical return.
   - National analysis of the 2009-2010 SHA returns to support arguments for retaining threatened library services, resulting from the reconfiguration of the NHS.

5. **Key Performance Indicators (KPIs)**
   - Finalising the recommended KPIs and development of an expenditure KPI.

**Recommendations for decisions/actions**

1. Support the recommendation being proposed at the 23 March meeting about the future of the Current Awareness in Health Service.
2. Decide when the next Baseline Assessment should be carried out.

<table>
<thead>
<tr>
<th>Completed by:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Linda Ferguson</td>
<td>21 March 2011</td>
</tr>
</tbody>
</table>