

SHINe Journal Volume 48 June 2006 Special Edition: SHINe AGM 2006

Contents of this issue:

- Pg.1 The Chair Report for the SHINe AGM
- Pg.2 SHINe Journal Report for the SHINe AGM
- Pg.2 CPD Group Report for the SHINe AGM
- Pg.3 Union List Working Group Report for the SHINe AGM
- Pg.4 SHINe Website Editorial Group Report for the SHINe AGM
- Pg.5 SHINe Membership 2005-6
- Pg.5 Marketing and Publicity
- Pg.6 The New SHINe Committee
- Pg.7 Ishbel Sawyer, SHINe study day – 'Patients are not Scary'.
- Pg.9 Richard German, SHINe-ing Brightly in the Antipodes.
- Pg.11 Liz Garrity, Meeting Report: New Standards, New Qualifications, New Skills.
- Pg.12 Paul Herbert, Meeting Report: Catching the Wave.
- Pg.13 A Goodbye Message to Fellow SHINers from Janice Grant.

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SHINe Journal (Print) ISSN 1749-8309
SHINe Journal (Online) ISSN 1749-8317

Available online at www.shinelib.org.uk

The Chair Report for the SHINe AGM

This has been a year of changes, which started with our 30th Anniversary celebrations, which took place at least year's AGM. You will no doubt know that our chairperson last year was Cath Smith, and will also be aware that Cath had to relinquish her post in autumn of last year due to her relocating to the USA. This left the remaining members of the Committee with something of a headache, as Cath was leading the work on a number of major issues, more of which later.

The main concern that I have as outgoing chair is to ensure a degree of continuity on the Committee. We are sad at losing out Treasurer, Gill Earl, who steps down from the Committee after her period of service expires. I'd like to offer my thanks on behalf of the Committee for the valuable work Gill has contributed over many years. I'd also like to extend thanks to Cath Smith in her absence.

I'm glad that many other Committee members remain to support the incoming chairperson, and also that we've had a reasonably healthy response to our call for fresh faces to join the Committee. I would like to thank the remaining members of the Committee for their contributions and support for the work of SHINE, and also to the new Committee members coming in for the interest they have shown in working for SHINE.

SHINE's work over the next year will focus on three areas arising from the membership consultation exercise in 2003:-

- Sustainability of the volunteer network
 - We will be working hard to make it easier for members to volunteer to help with some of the important work in Committee and in working groups.
 - We will be producing guidance for members on the opportunities for volunteering open to them, and also the sort of responsibilities this voluntary work might entail.
 - We will try to open up the work of SHINE and bring in more members to help with that work
 - This will hopefully demystify the work of SHINE and show that *everyone* can contribute something – volunteering needn't necessarily be an onerous task!
- SHINE as a legal entity
 - We are keen to consolidate the organisation as an entity.
 - We recently sent ballot papers around to canvas opinion from members on their preferred future for SHINE as an organisation
 - Need to sharpen up the proposal and send out again, although the ballot forms will give us a better idea on member's views.
 - We expect to adopt charitable status, but there are options within this which we need to explore before coming back to members with concrete proposals

SHINE is in good shape, despite a year of changes. We face even more change, and I would urge you you *all* to consider whether you can serve on the Committee or participate in one of the working groups.

Andy Jackson
Acting SHINe Chair

Hazel Williamson Bursary

This year's Hazel Williamson Bursary has been awarded to Duncan Belk, an MSc student at the Robert Gordon University, currently working with University of Stirling's Dementia Services Development Centre. The bursary will allow Duncan to attend a CILIP course in London on thesaurus construction. This will assist with a project to develop a thesaurus for use in Centre, and also assist with Duncan's professional development. Congratulations to Duncan!

SHiNe Journal report for the AGM

At the 2005 SHiNe AGM my attention to stand down as editor was announced – as you can see that hasn't happened. I would like to hand over my editorial duties to another SHiNe member, however I am happy to continue on until that happens. In recent years the editor of the journal has been supported by an editorial board, unfortunately this has now disbanded therefore I am looking for a new board. I would like 3-4 members to step forward. You will provide ideas, network with colleagues and occasionally nag! We will meet at least once a year; however the majority of communication will take place by email. In order to provide optimum coverage I would prefer representation from as many different sectors and geographic areas as possible. If you are interested please contact me my details are below.

The SHiNe Journal itself has seen a few changes, a new name and new format. However, only one issue was published in 2005, so I would like to take this opportunity to re-assert my commitment to producing a quarterly journal.

It is important for the future of this journal that you continue to contribute to it. If you are doing any audits or research on practice, write it up and send it to me. If you have attended a meeting you think the SHiNe membership would be interested in hearing about, write it up and send it to me. If you have any ideas for articles please let me know.

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CPD Group report for the SHiNe AGM

We started the year with a high note by organising SHiNe's 30th birthday celebrations and AGM last year at Glasgow Caledonian University. This included the copious amounts of food, the cake and the bubbly.

The group also organised the training days for the use of new Online SHiNe Union List database. The first was in Edinburgh on the 8th June 2005 and then on the 15th June 1 Glasgow.

The CPD was not able to organise any other training days in 2005. This was mostly due to the fact that there were only three members in the group. We are in urgent need for more volunteers.

If you want to find out more or see what we do, the group is throwing its next session open to all and sundry. On the 12th June the CPD group will be meeting in the Seminar Room of the Walton Conference Centre, Southern General Hospital Glasgow to plan the next few study days for 2006. We hope to put on a meeting in December on "Management Issues" and will be using the 12th June to clarify what we want and then plan.

The group is also hoping to organise a tour of the Scottish Parliament during the summer and is looking into having a study day about Chartership/Mentoring

For more information about this or the work of the CPD group please contact:-

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Union List Working Group report for the SHiNe AGM

Members of the Union List working group:

Catriona Denoon, GG/PCT
Claire Leach, L/WGH
Dr Michael Wells, Union List Administrator

Liz Garrity, GG/NGRI
John Scott, GG/HB

Dr Michael Wells has provided the statistics on the forms and numbers issued for the year ending 31 March 2006. These statistics only cover requests made using forms or numbers, and **not** those made between participant libraries – no central record is kept of these. They show another drop in the number of forms and numbers in circulation, though this is only part of the picture of ILL activity. In summary:

Number of forms/numbers issued in 2005/06: 6,356
Number of forms/numbers issued in 2004/05: 10,669
Number of forms/numbers issued in 2003/04: 15,881*

* (the 2003/04 figure is for 15 months, because of the change in publication date for the union list)

Most SHiNe libraries are now using request numbers instead of forms.

The union list bank account remains healthy – at the end of March there was an excess of income over expenditure of £2,177.00 (£452 in 2004/05) and a balance of £26,096.00 (£23,918.00 in 2004/05). As usual, Michael has transferred the interest from the union list account to the SHiNe general account, and that amounts to £451.00 (it was £372.00 in 2004/05).

I would like to thank Michael for his continuing work on the scheme: for running it so efficiently, for dealing with our finance departments, and for helping to sort out the problems over the missing request forms.

Libraries and changes

The union list scheme currently contains 93 libraries, providing access to 4,630 journal titles and 13,118 holdings. Of the 93 libraries 56 are NHS, 23 are higher education, 5 are voluntary sector, 4 are government sector, 3 are royal colleges and 2 are further education. The 24 HE libraries contribute about 50 per cent of the total titles in the list. We have welcomed two new libraries to SHiNe and to the Union List, both of which joined in 2006 –

- L/CLO as a participant library (the Library at the NHS Scotland Central Legal Office in Edinburgh)
- G/IMM as a provider library (the Library at IMMPACT, the Initiative for Maternal Mortality Programme Assessment based at Aberdeen University).

Online edition of the union list

The online edition of the Union List was launched in July 2005 following training sessions for SHiNe staff held in Glasgow and Edinburgh. This has allowed SHiNe libraries to make their own additions and amendments to library holdings and contact details, and to keep the list up to date. The online list can be found at the SHiNe website, and at <http://scone.strath.ac.uk/shinestaff/service/ServIndex.cfm>. A contact email address is available for members needing advice or help from working group members – unionlist@shinelib.org.uk. A link to the public version of the website (non-password controlled) has been added to the NHS Scotland eLibrary.

The database and web interfaces were developed, and are hosted, by the Scottish Library and Information Council (SLIC) and the Centre for Digital Library Research (CDLR) at Strathclyde University. I would like to thank Gordon Dunsire for all his support and hard work in making this resource available for SHiNe members.

Catriona Denoon
SHiNe Union List Working Group

SHiNE Website Editorial Group Report for the SHiNE AGM

The Website Group had its most active period last summer. In July last year we carried out a small usability study to test the ease of navigation on the website. This involved asking colleagues unfamiliar with the website to try and find specific information.

As a result of this, we made a number of changes to the structure and the navigation of the site. At the same time, we were able to add the links to the Union List database and the database maintenance page. A new Archive section was created so that older material can be kept without cluttering up the rest of the website. Other changes included making the Committee page and the Committee meetings page more prominent on the site. We changed what had been called "Useful links" to "Professional Guidance" and this has been incorporated into the Health Library Resource section of the website. As well as Professional Guidance, this section also includes a page on CPD resources and one on training resources. These are all sections where we would be grateful for any suggestions of sources or resources that you have found useful and that you could share with others.

Since December last year, we have been able to get some statistical information about the use of the website. We have only been running these reports for four months so the information we have so far is limited, but the number of hits to the website is currently hovering around 5000 a month. For each of the last four months, the three top pages referred to have been the Home Page (obviously), the SHiNE Journal page, and the Members database login page. It is early days with the statistics, but over time, we should be able to build up a picture of how the website is being used and what parts of the site people find most useful.

The other main piece of work we carried out this year was a questionnaire around the area of e-Learning. One of the action points in the SHiNE Development Plan for 2004-06 was to consider different ways of providing training for members, and the website group was asked to undertake a study to see if the provision of alternative forms of training via the SHiNE website would be something that members would welcome and find useful. A questionnaire was designed in consultation with the CPD group and was distributed last September.

- A low response rate of 19 replies (=10.8% membership) means that the results may not be representative of the membership. But those who did reply were generally positive about SHiNE providing some alternative forms of training.
- There was strong support for the idea of providing self-contained downloadable materials – such as summaries of evidence for good practice, self-reflective exercises
- and guided reading. There was less enthusiasm for the idea of interactive methods like online discussions or telephone training. Favoured topics from those suggested in the questionnaire were legal and management issues and orientation information for new staff.
- A report summarising the findings is available which includes some of the comments that respondents made and this will be made available on the website. The Committee has not discussed the report and its recommendations yet but it will be taken forward in the coming year.
- All the responses to the questionnaire were entered in a prize draw to win a bottle of champagne and I am pleased to announce that the winner was Vivien Murchison.

I would like to acknowledge the work of the members of the web group over the past year. They are Julia Green, Elspeth Henry, Kathleen Irvine and Chloe Stewart. Thank you to them.

Finally, if you have any news that you would like featured on the Noticeboard – perhaps if you are sending a message to lis-shine, you could consider whether it should be featured on the website too. And if you have ideas or suggestions for what you would like to see on the website, please do let any member of the website group know.

Alison Bogle
SHiNE Website Editorial Group

SHINe Membership 2005-2006

The new membership renewal system, with invoices being sent to everyone, worked well. Most people returned the renewal form direct to me & sent their invoice to their finance dept, which allowed me to update their records sooner than in previous years.

At the close of play in March 2006 we had –

117 members, which covered 251 individuals.

Malcolm Dobson
Membership Secretary

Marketing & Publicity

A marketing strategy was developed by the working group & ratified by the committee. The strategy proposed focusing on the public library and further education sectors. The working group has designed a leaflet which will be printed & used at suitable events, and also made available on the SHINE web site.

Malcolm Dobson
Publicity and Marketing Short Life Working Group

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SHINE study day – ‘Patients are not scary’
25th May 2006, Scottish Health Service Centre, Edinburgh

Ishbel Sawyer

As a first-time attendee of a SHINE study day, I was a little apprehensive when I headed into the mêlée of coffee-drinking librarians outside the conference room. However, I soon recognised a few familiar faces from a ‘previous existence’ in Glasgow, as well as some more recent acquaintances, which served to remind me what a friendly world Scottish health libraries is!

There promised to be an informative and stimulating series of presentations, and it did not disappoint. Chaired most competently by Andy Jackson (University of Dundee), the five speakers gave us an interesting insight into four quite different patient information services.

Sandra Wilson: Information Officer, Scottish Motor Neurone Disease Association

Sandra began by outlining the history and structure of the Association, which this year commemorates its 25th anniversary. She highlighted the dual role of the Library and Information Service (LIS), providing information to motor neurone disease (MND) patients and their carers at the same time as supporting the work of the professionals in the Care Team (and further afield). Sandra emphasised that patients are not scary, just ordinary people faced with a daunting terminal illness about which relatively little is known and they look to the LIS to help them understand the disease further. Asked whether there was a danger that patients might be looking for a 2nd/3rd/4th opinion on their diagnosis from the LIS, Sandra said that care is taken to ensure that patients/carers know that the LIS does not take the place of the medical team, but rather is a supportive ‘middle ground’. Current projects with which Sandra is involved include co-producing a book on MND which through a grant has been sent to all public libraries in Scotland; collaboration with other MND associations, particularly in England, to offer wider services eg. information in other languages; and the NHS Education for Scotland Unified Library Management System project. The latter, she feels, will benefit access to the charity’s resources for her users and a wider audience.

<http://www.scotmnd.org.uk/library.htm>

Eileen Richardson: Library and Information Services Manager, Dementia Services Development Centre

The Dementia Services Development Centre (DSDC) LIS is based within the Iris Murdoch Building in Stirling. Eileen talked of the extraordinary ‘dementia-friendly’ design of the building – named after the author whose battle with the illness was immortalised in the film *Iris* - and of the incorporation of stained glass and artwork produced through the self-expression of dementia patients. It’s certainly a building I would be interested in visiting. The LIS has a growing collection of over 7000 articles and 12000 books, and provides library and information services to a wide range of users including researchers, university students, health and social care professionals, carers, architects and designers. The LIS’ services are aimed mainly at professionals to support them in caring for dementia patients, rather than the patients themselves, although Eileen works closely with other patient-focused organisations such as Alzheimer’s Scotland. Their services include UK-wide postal lending, distance learning tutoring support, literature searching and journal indexing, and they hope to start offering basic patient information on their website.

<http://www.dementia.stir.ac.uk/information.htm>

Katharine Humby & Jill Jackson: PALS Manager & PALS Development Officer, Durham Dales Primary Care Trust Patient Advisory and Liaison Service [PALS]

Katharine and Jill presented as an extremely entertaining and interesting double act. Jill works in Easington in the acute sector and Katharine works in Durham Dales in the primary care sector – and through colourful snaps of their working environment the scene was set. They said they like to think of PALS as ‘customer services for the NHS’. They are a troubleshooting service which deals with informal comments on service delivery to complaints and more in-depth enquiries. In their experience, people often don’t want to make a formal complaint, but just want their concerns acknowledged, and PALS can provide reassuring on-the-spot access to someone ‘on the inside’, one step removed and independent

from the clinical team, who can reduce the complexity of the NHS. However Jill and Katherine stressed that PALS doesn't replace the NHS complaints system. To illustrate how PALS works effectively and the type of enquiries they deal with we heard encouraging examples through the stories of 'Pearl' and 'Dean' (who looked remarkably similar...). The services provided by Jill and Katharine's team have been in existence for three years and have achieved Quality Mark accreditation. Comments and complaints made to the PALS team are passed to board level as a form of continuous feedback and this informs the board's performance management process. Katherine and Jill's enthusiasm and commitment to the service shone through as they demonstrated how they work in close local networks, practising joined-up working between health and social care providers.

<http://www.pals.nhs.uk/>

Katie McGlew: Health Information Manager, NHS24 Knowledge and Health Information Team

I had heard a lot about NHS24 and it was fascinating to hear about how an information team can support staff so directly in providing information to patients. Katie's presentation focused on what critical appraisal means for NHS24 and how the Knowledge Team support this within the organisation. This is done firstly by providing a pool of quality resources for staff to access and also by ensuring that all NHS24 staff are equipped with critical appraisal skills by delivering a structured training programme. Katie explained that critical appraisal is about considering, evaluating and interpreting information in a systematic and objective way, which she argues everyone does constantly without realising. She and her team demystify the process – particularly for non-information professionals - through an intriguing training exercise using a variety of popular magazines, and canvassing opinion on each one's targeted audience etc. Staff are not personally responsible for the quality of information they provide, as the Knowledge Team takes responsibility for quality control by quality assuring information provided to NHS 24 staff. So by ensuring that the critical appraisal approach is adopted in all areas of information provision and by setting clear parameters within which to work, NHS24 is safe in the knowledge that its staff are providing quality assured patient information to their users, which ultimately means that patients are protected and the service maintains a high level of credibility.

<http://www.nhs24.com/html/content/default.asp>

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SHINE-ing brightly in the Antipodes

Richard German

Introduction

I first heard about ASHSL as an international student at the University of Strathclyde in 1995, during a presentation from Felicity Grainger. I joined the organisation in 1997 when I took the post of Senior Librarian at the then Greater Glasgow Community & Mental Health Services NHS Trust. My then colleague, Jackie Cahoon, had offered to take over the ASHSL Union List editorship from Hazel Williamson just as I was coming into post, and then left; this marked the beginning of my relationship with the soon-to-be renamed SHINE, its Committee and membership which survived my leaving the then Greater Glasgow Primary Care Trust's Maria Henderson Library in 2001 for a (nearly) four-year sojourn as Science Faculty Librarian at the University of Strathclyde – and is surviving still.

Just as we were celebrating our first decade in Scotland in September 2004, and planning our next one, my wife unexpectedly got a job back in her home town of Dunedin, New Zealand. Three months later we left my beloved Scotland.

Dunedin - named after Dun Eideann (i.e. Edinburgh, complete with the capital's street names) - was settled by primarily Scottish emigrants from the late 1840s, and is consequently more Scottish than Scotland in many ways, like many expatriate communities. It is a small city of 120,000 - but it does have NZ's oldest (founded in 1869) and second largest University.

There were only a couple of positions that I ever really wanted in New Zealand, and by incredible coincidence one of them became available in October 2004. I was fortunate, and started in my current post at Easter 2005 after a couple of months at the local College of Education Library.

New Zealand health libraries

NZ's health system is rather similar to Scotland's; like so many institutions here (e.g. legal, educational, political), it is based on UK models. NZ's population is just over four million in an area similar in size to the UK.

Two (Auckland and Otago) of the country's eight universities (NZ still has Polytechnics) have Medical Schools. Otago has one preclinical (Dunedin) and three clinical Schools (Dunedin, Christchurch and Wellington) as well as the country's only Dental School. There are therefore four university medical libraries (the one in which I work looks after the needs of the Dunedin Schools of Medicine, Dentistry, Pharmacy and Physiotherapy).

There are 21 publicly-funded District Health Boards (DHBs), each with some level of library service. DHBs are similar to NHS Trusts: many libraries have very limited staffing, and provision of services is uneven. There is limited provision for General Practitioners and other community-based health practitioners; the relationship between the private GPs and community practitioners and the DHBs is much looser than in Scotland.

Each of the Medical Schools has a primary teaching hospital/District Health Board associated with it, and the library needs of that hospital/District Health Board are substantially or solely met by the corresponding University medical library, in a contractual relationship. This does have implications for resource sharing, as University provision is far better resourced than almost any DHB in the country.

The situation in NZ in 2005 when I joined health libraries was quite similar to Scotland in 2001 when I left the NHS.

Resource sharing

There is no direct counterpart of SHINE in NZ. There is a Health Special Interest Group (HealthSIG) of LIANZA (the Library and Information Association of New Zealand/Aotearoa, NZ's equivalent of CILIP) which meets at least annually and has an active discussion list. Interlibrary Lending is handled centrally, through the National Library (i.e. there is no equivalent of SHINE's Union List).

There are two DHB database consortia in existence; the larger New Zealand Health Database Consortium purchases Ovid databases collaboratively, and a smaller one purchases a number of databases on the Ebsco platform, but there is no eLibrary. Ovid is the leading provider of databases in NZ, and the provider of choice in the four university medical libraries.

My DHB Library colleagues in HealthSIG have been inspired by the electronic libraries in Scotland and England/Wales; a Steering Group was formed from members of HealthSIG and national agencies (e.g. Ministry of Health, Accident Compensation Corporation, New Zealand Guidelines Group, DHBNZ) in 2005 to explore the implications and practicality of wider centrally-funded provision of electronic services. There is a six-month feasibility project underway to develop proposals for a NZ equivalent to the Scottish NHS eLibrary. Among the stated outcomes of the project is funding for a full-time electronic resources co-ordinator.

New Zealand's Ministry of Health independently funded nationwide public access to Wiley's *Cochrane Library* and BMJ's *Best Treatments* in 2005, and clinician access to *Clinical Evidence* in the same year, and central government has funded access to a consortium of (non-health Ebsco and Thomson-Gale) databases, mainly for schools, through the Ministry of Education and the National Library since 2004 (the EPIC project). There are, therefore, precedents for centrally provision of resources.

Summary

New Zealand and Scotland share many similarities, and I have been able to bring my experience from SHINE and work in the NHS and UK higher education to bear on my work in New Zealand. We hope to develop an Antipodean service with similarities to the NHS eLibrary, and there may be scope for collaborative ventures in the future.

It is an exciting time in health librarianship in New Zealand – although I'm not sure that there is ever a dull time in health librarianship, anywhere!

Richard German
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Meeting Report

New Standards, New Qualifications, New Skills Friday 28 April 2006

Liz Garrity

Background: *Lifelong Learning UK is currently taking forward a review of occupational standards in the LIAS (Libraries, Archives and Information Services) sector, with the intention of developing a new vocational qualification structure for the sector in Scotland. Lifelong Learning UK aims to produce new qualifications which will be aimed at frontline staff in the LAIS sector. This event on Friday was organised in consultation with SLIC, the SQA and the Society of Archivists, and was chaired by representatives of Lifelong Learning UK, SLIC and the Society of Archivists.*

This event was a consultation exercise by Lifelong Learning UK (in partnership with SLIC and the Scottish Council on Archives), one of the aims of which was to determine what employers are looking for in a LAIS qualification. The consultation group was comprised of senior managers and employers in the library sector (and me!), mainly in the public library and educational fields.

Peter Ramsden from Lifelong Learning UK explained that the qualifications will be geared towards front-line staff, and will not extend to those staff with a professional library qualification. The qualifications will dovetail with the existing structure of Scottish Vocational Qualifications, SQA National Units, and Higher Education.

The day comprised a series of talks and group discussion sessions. The groups discussed issues such as barriers to staff undertaking qualifications, benefits of qualifications to staff, differences in library qualifications now and 10 years ago.

I have a copy of the National Occupational Standards (2000) for Archives, Information and Library Services, and Records Management, which was distributed, and can copy this for anyone that is interested. It is proposed that the new set of standards will be combined from the previous frameworks which encompassed different subsets within the archivists, records management and library fields. There was some concern expressed by different subsets within the group that one set of standards would not properly represent a particular group, and there was then some discussion around this point. The representatives agreed that there would need to be wide consultation before the standards were developed, and reminded the group that this was the initial consultation, with more to follow.

As an example of the type of qualifications to be proposed, information was distributed about 2 new awards which have been developed between SLIC and SQA, and which were approved in 2006 – the Diploma and the Advanced Diploma in Applications of ICT in Libraries. Rhona McArthur from SLIC stated that we are all welcome to use/modify the information. The handbook is available at:

http://www.ictl.org.uk/ICTL%20_hb3.pdf.

Further information can be accessed from the following link on the SQA website:

http://www.sqa.org.uk/files_ccc/Arrangements_document_for_Diploma_and_Advanced_Diploma_Applications_of_ICT_in_Libraries.pdf

Peter Ramsden from Lifelong Learning UK's details are: peteramsden@lifelonglearninguk.org

I hope I've summarised properly, but don't hesitate to contact me if you have any questions.

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Catching the Wave
CILIP training day at Glasgow Metropolitan College 23rd May 2006
Sponsored by NHS Education Scotland Knowledge Services Group

Paul Herbert

I attended my first CILIP training day called 'Catching the Wave' which was held at the Glasgow Metropolitan College. The day was aimed at improving assertiveness skills for those hoping to move into management. There were a variety of library sectors represented in the study group with staff attending from public libraries in Dundee and Aberdeen as well as Glasgow University.

The day began with the trainer Helen Ross asking around the group what we hoped to gain from attending the study day. There were a variety of answers ranging from increasing confidence at work to handling change or stressful situations in a better way.

The first exercise was to draw a shield on a large piece of paper and divide it into four sections under the headings of experience, skills, values and management aspirations. We were asked to give three reasons or examples under each heading. We then each had to give the group a small presentation explaining the contents of our shields which were then pinned up on the wall.

Helen then taught us about Berne's Transactional Analysis and how it applies in the workplace. As a theory of personality, transactional analysis gives a picture of how people are structured psychologically using a three-part ego-state model. Transactional analysis also provides a theory of communication that can be extended to analyse systems and organizations. For our purpose we looked at relationships within the workplace and how staff communicated with each other.

Transactional analysis portrays three ego states: Adult (behaving, thinking, feeling in response to what is going on in the here and now), Parent (behaving, thinking, feeling in ways that are a copy of one of a parental figure), and Child (behaving, thinking, feeling like a child).

I found this theory very interesting and in the next exercise we looked at situations drawn from the personal experiences of the group. We were able to identify the ego states in each scenario and gave suggestions on how these situations could be dealt with effectively.

After lunch we took part in role playing exercises and were given cards with common workplace themes to act out in our work groups. I'm not usually very keen on these types of exercises but I found this one to be rewarding and not to mention a bit of fun!

All in all I enjoyed the day and it did change my view of how people communicate with each other in a working environment. This applies to not only interactions between staff but library users as well. The enthusiasm of the group and trainer Helen Ross contributed to a worthwhile experience.

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A goodbye message to fellow Shiners from Janice Grant

I will be leaving my job as Library Services Manager at Ayr Hospital this summer, after 15 very happy and busy years.

In that time, the world of health libraries has been transformed – 15 years ago there was no elibrary, not even an internet. We communicated by letter, hospital libraries were commonly in cupboards, and were strictly for doctors only, and the line manager often also ran the laundry! We had the first computer in the hospital, the admin staff still used typewriters and staff came from far and wide to queue to use the library's precious – and expensive – Medline CD-ROMS, one disc for each year. The printer vibrated so hard that the books fell off the shelves – in fact people still read the books!

Compare these quaint times with now – reality now is Agenda for Change, KSF's and our users having access to the contents of the world's libraries on their desktop. For most of this time many of us have operated as single-person libraries, and I for one would often have floundered without the support of fellow Shine members. From my early days, a novice in health libraries, colleagues throughout Scotland have been willing to offer advice and share experiences. The study days are invariably stimulating, and offer the chance to put a face to all the names we see in the Shine directory. The Shine inter-lending scheme is a model of co-operation, a refreshing change from my previous library employment.

I was privileged to be sponsored by Shine to attend the Health Libraries Group conference in Cardiff many years ago – in fact it was only 1992, but long before electronic communication became a reality. I remember a Shine study day in Ayr a few years later when, by intricate use of the telephone line, we had a glimpse of the future world of information sharing. In 2004 I was proud to receive the Hazel Williamson bursary, and thoroughly enjoyed the opportunity to represent Shine at the HLG conference in Belfast.

Hazel herself offered me much needed support in my early days, as did many other colleagues. Many have moved on, but some have remained, tirelessly working hard to maintain Shine's activities and reputation. Much of the progress of the past few years have been initiated by Shine members, and I for one will always be grateful for the friendship and encouragement of you all.

Although I'm leaving my Ayr post, I hope to continue working in health information in some capacity.

I thank you all sincerely, and send best wishes to Shine as a group, and to each and every one of you.

Janice Grant

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If you have an article you wish to publish or a piece of news you'd like to share please contact the editor:

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Next Issue

The next issue will be available in September 2006.