

NHS LIBRARY INFORMATION SERVICES IN THE NORTH WEST

WHAT DO NHS LIBRARY INFORMATION SERVICES DO?

Library information services are part of the core business of the NHS, ensuring access to the best evidence and the skills to evaluate it. Library information services are essential for supporting:

- ▶ Clinical decision making
- ▶ Commissioning decision and policy making
- ▶ Lifelong learning by all NHS staff
- ▶ Research

The emphasis is on library information services rather than physical libraries. Increasingly services are delivered electronically. The services you should expect to find are:

- ▶ an enquiry or literature searching service – librarians search for the best available evidence and do it faster and more effectively than most other NHS staff
- ▶ a range of information skills training courses to help NHS staff get the best from a wide range of information resources
- ▶ an alerting service to ensure NHS staff are up-to-date with the latest developments in their field
- ▶ a document supply service, providing NHS staff with books, journals and reports. Again, increasingly these are delivered electronically.

THE LIBRARY INFORMATION HEALTH NETWORK NORTH WEST (LIHNN)

LIHNN is one of the longest established networks in the North West. It is a membership organisation that brings together health libraries and librarians from the NHS, higher education and the charity sectors.

It aims to share resources and expertise across health libraries and reduce duplication.

More details of its work can be found here: <http://www.lihnn.nhs.uk/lihnn-public-care/>

KEY POINTS:

- **The role of the NW Health Care Libraries Unit (NW HCLU)**

Established in 1999 the Unit is funded by and accountable to the NW office of the SHA. The Unit is hosted by Bridgewater Community Healthcare NHS Trust in Wigan.

The Unit provides leadership of the network of NHS library information services in the NW by:

- developing a strategic framework for service development
- advocating for the value and role of NHS library information services
- developing library services and staff by providing development funding and a CPD programme

- co-ordinating services and staff so that best practice and information resources are shared
- monitoring the quality of NHS library services against the national standards
- purchasing a range of e-resources at north west-level to obtain best value for money
- managing a new consumer health information portal: Healthwise: <http://www.healthwise.northwest.nhs.uk/>

Further information about the North West Health Care Libraries Unit can be found here:

<http://www.lihnn.nhs.uk/hclu/>

- **The NW Library Information Services strategy 2009 – 2014**

The NW Health Care Libraries Unit published a strategy for the development of NHS library information services for 2009 – 2014. Trusts are encouraged to use this as a framework to inform the development of their own library strategies.

Click here to access the [Strategy](#)





OVERVIEW

- **Library Quality Assurance Framework (LQAF)**

New standards for NHS library information services in England were published in 2010 and revised in 2012. There are 48 standards and Trusts annually self-assess using an Excel spreadsheet. In the NW the Health Care Libraries Unit manages this process and validates all the returns and follows them up with a half-day development visit to all Trust library services.

Click here to access the [LQAF](#)

- **NHS Library Information Services Innovation Awards**

Created in 2010 to commemorate the life of Sally Hernando these annual awards are given to library information services that can demonstrate innovation in any of the following areas:

- marketing
- process redesign
- product design
- organisational change

In 2010 Pennine Acute library service won the award for product design.

Click here for further information about these [awards](#)

- **The work of the SHA Library Leads Group (SHALL)**

The SHA Library Leads Group (SHALL) brings together all ten SHA library leads and their teams to work on a range of shared development that are focused on ensuring the continuous improvement of NHS library information services and the securing of best value by shared working and reducing duplication of effort.

Further information about SHALL and its sub-groups can be found here:

<http://www.libraryservices.nhs.uk/shall/>

- **NHS Evidence**

SHALL works very closely with NHS Evidence which is a service that enables access to authoritative clinical and non-clinical evidence and best practice through a web-based portal. It helps people from across the NHS, public health and social care sectors to make better decisions as a result. NHS Evidence is managed by the National Institute for Health and Clinical Excellence (NICE).

<https://www.evidence.nhs.uk/>

- **Directory of NHS Library Services in England**

This searchable, on-line Directory provides details of all NHS and health-related library information services in the UK:

<http://www.hlisd.org/>

CONTACT FOR FURTHER INFORMATION

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