



Study day 2008 Clinical Librarianship - the practical and the political



Glenfield Hospital, Leicester, 12th May 2008

Click on blue links to go to sections further down this page

Morning session

9.30 - 1.00 Registration and coffee

10.00 - 10.45

[Quality standards and CQAS](#) 

[Jon Brassey](#), Director, TRIP Database Ltd

11.45 - 12.15

[Specialist Libraries and the CL](#) 

[Sara Clarke](#), Project Manager, Neurological Conditions Specialist Library, and Gastroenterology & Liver Diseases Specialist Library

10.45 - 11.30

[Breakout discussion & feedback](#)

11.30 - 11.45

Coffee

12.15 - 13.00

[Breakout discussion & feedback](#)

13.00 - 14.00

Lunch


Afternoon session

14.00 - 14.45

[Political Issues: funding, influencing and the CL](#)

[Linda Ward](#) Library Services Manager 

University Hospitals of Leicester NHS Trust

[Debra Thornton](#) Knowledge & Library Services Manager 

Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust

14.45 - 15.00

Coffee

15.00 - 16.00

[Breakout discussion & feedback](#)

16.00

Summary of day and close

ABSTRACTS



Quality standards and CQAS

Jon Brassey

Answering clinical questions is a tough discipline. On one hand there is the demand/desire for rigour in the shape of systematic reviews. While on the other hand there is the need for speed and to answer questions in a clinically relevant timeframe. Can meaningful standards be derived for clinical answering services? Is 'being pragmatic' a suitable substitute? This talk will try and unpick some of these issues and present some partial solutions.

Specialist Libraries and the CL

Sara Clarke

Moving from a Clinical librarian post to work on the Specialist Libraries was a huge eye-opener for me. I realised how little I knew about the way the Specialist Libraries were run, who was in charge, and who could guarantee their quality. I feel very strongly that the only way to make the Specialist Libraries a useful and successful resource is to work closely with clinical librarians, who know better than anyone what their users want from a resource. In this talk I am going to give a bit of background to the structure of the Specialist Libraries and their daily running. I'll then outline some of my ideas for how we can work more closely together, and in the breakout sessions we can jointly work on some practical suggestions for a collaborative working action plan.

Political Issues: funding, influencing and the CL

Debra Thornton & Linda Ward

Developing a new post requires insight into the future developments of the Trust and the future needs of the library service. A forward plan will help you set out exactly what is needed and give your Trust board a glimpse of what the library service can offer to support clinical governance and effectiveness. This is particularly important in today's NHS where most trusts are working towards Standards for Better Health and promoting evidence based care. However, how can we know what is going to happen five or ten years down the line. This is where a sound business plan can really help, and setting out a strategic plan for the development of library services will engage the enthusiasm of staff within the Trust who can see the value of these services. These 'champions' will prove to be invaluable to the new posts you develop and can make all the difference to an innovative and proactive clinical librarian service.

SPEAKER BIOGRAPHIES



Jon Brassey, Director, TRIP Database Ltd

Jon Brassey has been working in clinical Q&A for ten years, starting the ATTRACT service in Wales. More recently he has set-up and continues to run the NLH's primary care Q&A service. In addition he runs the clinical search engine, the TRIP Database.

Sara Clarke, Project Manager, Neurological Conditions Specialist Library, and Gastroenterology and Liver Diseases Specialist Library

Sara Clarke is the Knowledge Resources Librarian at the Royal Free Hospital Medical Library, UCL Library Services. She began her medical library career working at NICE, carrying out systematic searching to support the Interventional Procedures programme. Her previous post was as Clinical Information Support Librarian at the Institute of Child Health, providing training and literature searching support for staff of Great Ormond Street Hospital to improve the integration of best evidence into practice. Sara is Project Manager for the Gastroenterology & Liver Diseases, and Neurological Conditions Specialist Libraries.

Debra Thornton, Knowledge and Library Services Manager, Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust

Debra originally worked at the Royal Bolton Hospital as Assistant Librarian before moving to St Mary's, Manchester, as Library Manager. She began her Clinical Librarian career at the Royal Preston Hospital, part of Lancashire Teaching Hospitals NHS Foundation Trust, when it achieved Teaching Hospital status and the Trust board recognised that the library had a role to play in improving clinical effectiveness and educating users in the use of online health information. The post at Preston was the first Clinical Librarian post in the North West region and Debra developed the service from scratch, with the help and advice of other clinical librarians across the country. After four and a half years, during which time the Clinical Librarian service grew and an Assistant Clinical Librarian was recruited, Debra left Preston to take up the post of Knowledge and Library Services Manager at Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust, where she is using the knowledge and skills from her Clinical Librarian role to promote clinical effectiveness and education throughout the Trust.

Linda Ward, Library Services Manager, University Hospitals of Leicester NHS Trust

Linda started her professional librarian career in 1997 as Information Services Librarian at Leicester General Hospital, now part of UHL NHS Trust. With colleagues she piloted and implemented a clinical librarian service, working as a clinical librarian from 2000 to 2005. Linda's current post is Library Services Manager at UHL NHS Trust. Her principle professional interests are Clinical Librarianship, critical appraisal and research methods.

BREAKOUT SESSIONS
Summary of notes from flipcharts



Quality standards and CQAS

How can we assess the competence of clinical question answerers?

Consider:

Background, Education, Training
Demonstration of experience / ongoing self assessment
Personal competencies / qualities
An individual thing – a balance of personal and professional skills
Organisational – equally important to enable the individual to perform
Experience
Assessment – Self & External, including networks

For new staff:

Pre-appointment testing
First few searches tested
Sampling

Formal training & development:

Need for a structured CL training course
Training courses e.g. FOLIAGE online training, training at Birmingham Women's Hospital, Critical appraisal training from CASP, Oxford etc
National accreditation of Clinical Librarians

Informal training and development:

Peer support
Use colleagues
Useful for training – work with others – perhaps a different way of looking at it
Email lists
Support groups
Talk face to face
Getting over fear!
Knowing when to stop
Limiting the time to answer a question

How can we assess the perception of the service by our users?

Transparency

Answers sent to clinician for checking
User aware of limitations – provide a 'disclaimer' outlining the extent of the search
Communicating limitations of service
Protocol
Providing a search strategy, references and sources to clinician

Communication

Anecdotal evidence

Repeat Questions
Recommendations
Usage rates
Feedback survey / questionnaire / email
Communicating with clinicians directly
Feedback – short and simple
Verbal / informal communication
Randomly targeted – ‘did this change your decision?’ or ‘were you able to put the answer into practice?’
quick response
Different perceptions / ways of finding feedback
Immediate or later feedback?
Email DIGG

What standards are really important?

Checking accuracy
Accuracy of answers
Up-to-date
Transparency of search strategy & sent to user
Appropriate timescales and deadlines
Clarify question – may need face to face or telephone communication
Understanding of the question & clinical context
Making sure you have the question clear before you start the search
Commissioning and resources

Specialist Libraries

What issues have arisen for CLs from the Specialist Libraries coming into existence?

Awareness

All aware of SLs
Some use them, some don't
Information presentation and amount of content in SLs variable
Some SLs are very new and developing
Variability on make-up – minimum of one librarian in the project team
Health management good – 2 page guides
National Knowledge updates – PDFs plus blurb
Some people promote in their signature
Can do displays based on NKWs / updates
Can't easily promote them because no screen dumps available
Delay in loading documents

Differences

Not in competition
Complementary role – needs definition
No (awareness of) general statement from NLH saying what SLs will do for you / what they are for

Most CL questions are more detailed than SLs can answer

Not duplicating activity

Issues

Local vs national service

Duplication of effort

Current awareness services

Generic versus specialist

- SLs provide info on broad range of topics within their specialism
- CLs provide more focused updates to meet local interests / needs
- Regional /local versus national CAS

Not packaged in easily digested format

Some don't train end users in SLs

How do SLs get feedback from their users?

What benefits might there be from increased collaboration between CLs and SLs?

Benefits

Professional development

Communication

Promotion – raising awareness (two way)

CAS – two way

Saves time and effort – not duplicating

Networking – building working relationships.

Role for CLs on editorial boards of SLs

Raised profile for CLs

Promotion of SLs locally

SLs have stakeholder groups too

Quality assured info

Feedback on service

Raised profile for CLs attending editorial mtgs

Speedier current awareness

New roles for CLs

Job providers for CLs!

Contact your local CL or library service

What methods could be used to facilitate greater collaboration on both sides?

CLs

CLs encouraged to contact the SLs in their specialist areas

Opportunities for CLs to inform SLs about 'hot topics'

Work on summaries with clinicians for putting into SLs

Do critical appraisals for SLs

SLs

Better promotion by SLs – get KW info on web pages before the week

Children's SL – invitation to librarians to free discussion day

Pre-packaged excellent resources to put into local newsletters / webpages.

.ppt presentation on SLs to use
Feedback from users who receive the bulletin / newsletter / update

Joint

SLs haven't said what they want us to do
Could they open discussion and say what they want
? works both ways
Specialist library days – specific - including clinical and non-clinical topics
Links to local information (regional)
Link with regional Athens accounts e.g. CAS on what's happening in the region
Email lists per specialty
Joint CL / SL discussion lists
Ad hoc contacts

Funding and influencing

Choose the group 'top' Hill review recommendations relevant to CLs. Give reasons and suggest ways that CLs can address them

Library managers must use it as grit for our pearl!

Recommendation 7 - Libraries as core to NHS

Recommendation 14 – Team knowledge Officers

Because we don't want to be bypassed
Clinicians pleased for us to take the role on? Or at least involved in facilitating the appointment of TKOs

Recommendation 17 – Evidence based training

2 questions - best way of teaching or best way of sharing limited resources?
Sharing a model of practice

Recommendation 20 – National Service Framework

CL services accredited & quality assured

Some Hill recommendations embedded in the Learning Development Agreements (LDAs) between SHA and trusts

Who are our champions? People with particular roles / characteristics? How can we make an impact with them?

WHO

Director of clinical audit; dept / committee
Clinical effectiveness / guidelines group / committee
Senior nurses / nurse consultants
Clinical / medical directors
Director of Medical Education
External services e.g. private Hospices
R&D
Localising MOM pathways (early adopters)

18 week wait managers
Journal clubs
Grand rounds
PG tutors
Users
Line managers
Chief nurse
Medical director
Clinical governance
Chief knowledge officer team
Clinical tutors – education
Clinical efficiency – audit, clinical effectiveness
Secretaries & Pas
IM&T – head knowledge manager

HOW

Formal links with TKOs
Take 5 minutes to ask
Survey / audit impact
Key contacts
Comms managers – awareness and promotion

Team Knowledge Officers – How does this role relate to CLs?

How can we make an impact?

TKOs & CLs - Two way exchange
CKO -who should be TKO and what is required?
TKO's to Library User Groups
TKO responsibility
Do TKOs need a set level of knowledge about LIS and offerings
What level should TKOs be – directorate/ clinical team? Offer training to TKO's
Facilitative role
Pre-existing job descriptions e.g. PDN's

LIS need to discuss with trust CKOs the roll-out of TKOs
Make contact with TKO's – persistence / support for the role
Need a job description for the TKO to inform CKO

Response to DH for ratification needed.