### 1.0 Progress

#### 1.1. Projects/Pathways development

- **Excellence Programme**
  - Mental Health CDG - attended and met staff members and outlined LKS support. Also attended the Mental Health Visioning Event at Rheged.
  - Primary Care Grp - Information consultancy provided for 3 month period, see ‘feedback’ for more details
  - Physical health & community CDG. Attended visioning event and undertook searches re district nursing staff numbers and frail elderly care
  - Children’s Services CDG – attended steering group meeting in November to discuss opportunities for collaboration. Outcomes include a number of detailed literature searches and a promotional item in their newsletter.

- **Learning Leader Programme involvement**
  - Contributed to LL Cohort 2 Study Day presentation & ALS facilitation
  - Attended LL Prog CPD event, presented to by HENW
  - Invited to join OD Steering Group to provide information consultancy
  - Attended Mentoring and Coaching Task Grp as ‘knowledge adviser’

- **Rehabilitation Unit Steering Group**
  - Continue to provide information consultancy as member of SG

#### 1.2 Service development

- Library health and well-being collection located at Voreda & access to this and at other library sites promoted across the Trust, including dedicated webpage [www.library.ncumbria.nhs.uk/information-resources/well-being.aspx](http://www.library.ncumbria.nhs.uk/information-resources/well-being.aspx)

- **Continued planning towards the new Penrith Hospital Learning Space. Two spaces have been identified and both will have a couple of pcs for staff use. One in Tynefield Drive and one in the Beacon Unit.**

- Produced 3rd & 4th issue of Closer to Home Bulletin ([Oct](#) & [Dec](#)) and current awareness on innovations in the workforce ([Oct](#))

- Developed sample “Commissioning Bulletin” on request and awaiting feedback

### 2.0 Service Quality & Management

- Excellent results of annual assessment and evidence for national LQAF Library & Knowledge Services standards with NCUH Service 95% and UHMB 93% compliant.

- Positive report following development visit in October by NW Director of Health Care Libraries: key recommendations to build on and further develop strong links with CPFT and particular interested in CLIC and expectation for this to be “underpinned by excellent LKS’s” and avoid any “unnecessary duplication of effort or reinventing of the wheel.” Also interested in the benefits of the close working with Northumbria

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**LKS**= Library & Knowledge Services  **CIC**= Cumberland Infirmary  **WCH**= West Cumberland Hospital  **CPFT** = Cumbria Partnership NHS Foundation Trust  **KSL** = Knowledge Support Librarians  **UHMFT** = University Hospitals of Morecambe Bay NHS Foundation Trust

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LKS and future plans to redevelop education centre and facilities at WCH. Disappointed no representative from CPFT at the visit. (see attached)

- SLA quarterly report meeting with LNS Manager (Oct)
- Head of LKS attended LNS Steering Group and agreed in future to attend and present quarterly reports
- Library staff development includes:
  - Library Assistant submitting her e-portfolio in December to gain ACLIP library para-professional qualification from CIIP (Charter Institute of Library & Information Professionals)
  - Agreed 3 Library Assistants to commence Library & Information QCF with support of Northumbria LKS as assessors and registered QCF Centre.
  - Library Knowledge Support attending ‘summarising Document course part funded by NW Health Libraries Unit to support Excellence Programme.
  - Staff appraisals commenced; due completion end January 2014 NCUH/March UHMB

3.0 Training, Events & Promotions
- **Promotions**: Features in Staff bulletin about
  - How service can help staff keep up-to-date with Closer to home, innovation in workforce and other NW horizon Scanning Bulletins
  - New Well-being collection and e-information available via Library Well-being web page
  - General promotional items to raise awareness of services
- **Meeting Service users /Depts**:
  - **Training**:
    - Trainee doctors received an Information Skills Workshop and LKS Induction
    - Consulted on setting up new Speech & Lang Therapy Journal Club at CIC
    - Contributed to LL Cohort 2 Study Day presentations & ALS facilitation
  - **Presentations**:
    - Corporate Induction
    - UOC student induction
- **Other events at meetings Service represented**:
  - NW Mental Health Libraries Group
  - Video conferencing facility user sessions
  - Cumbria Learning Disability Nurses Forum and will attend future meetings to provide information consultancy
  - Mentoring Task Grp

4.0 Usage trends
**Athens**: Staff with Athens registration continues to steadily increase 647 in December (cf 620 end of last Q).

**Usage of Athens resource**: Access/use of eResources is slightly down this Q at 782 accesses (cf 821 previous Q and 819 same Q last year).

**Other usage**: Book loans this Q 506 (up cf same Q last year 382; Information searches 33 (up slightly from same Q last year 26); Training sessions this Q 25 (slightly up cf same Q last year 23).
5.0 Key Issues & Risks

- Continue to monitor impact of break-up of health community wide Informatics Service
- Member of Outreach service on sick leave (October) due to continuing health issues after returning in August following a long period of sick leave NCUH.
- Monitor relocation of LKS at UHMB department into Governance and review its impact on service delivery
- Reduced staff due to continued secondment and staff sickness at UHMB

6.0 Customer feedback

- CPFT SurveySummary_run
- EP Primary Care & Excellence Grp:
  - Research support for the CPFT Primary Car
  - Research support for the CPFT Childrens Sr

*See also letters from NW Director of Health Care Libraries Unit ‘Service Quality section above’*

7.0 Priorities

- Input into 2014/5 LeN Plan by agreeing how LKS team can support CPfT priorities, including involvement and support of CLIC.
- Continued support for Excellence Programme, Leadership and LL Programme
- Continue to provide information consultancy to Rehabilitation Unit Steering Group and requested to deliver Information Skills Workshops and LKS Induction as part of new Team Training Programme, Feb 2014
- Production and promotion of February issue of ‘Closer to Home Horizon Scanning Bulletin’ including other monthly Service promotions.
- Circulation of new commissioning bulletin.
- Discuss improvements to furniture and layout of Voreda Learning space
- Core Service provision

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