

## CHAIN Workshop 8-9 December 2003

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The chart below was offered as a useful model for agreeing the meaning of potentially confusing language

### Hierarchy

Data	= Raw
Information	= Processed
Knowledge	= Applied
Wisdom	= Experience

### Reasons for attendance

- Helping GPs to learn
- Bid for web-based learning
- How librarians fit with WBL
- Access / outreach librarian
- Integration libraries and KB learning
- Support in practice
- Support Web and work –based learning
- Librarians of importance
- Support for learning – proactivity
- Support for distance learning
- Role of librarians in work
- Promoting use of libraries
- Access to information
- NHSU and librarians

Participants were then asked to consider the Positive and Negative aspects of Library Services and what constituted an ' Intelligent ' Library. Results of the brainstorm on ' post its' are below

### Library services - Negative

- Dust
- Absent texts
- Contains out-of-date, as well as up-to-date information
- Poor location – distance from workplace
- History of fixed geographical location
- Can be hard to physically get to
- History of being intimidating (hushed corridors shhh etc
- Perceive negative attitude from staff lacking confidence
- User friendly? Accessibility
- Complex
- Is it in the right environment to share?
- Unsure where to find things
- Opening hours
- Solitary / isolating
- Can quite often only access print

- Seen as stuffy and old fashioned
- Customers seen as nuisance
- Not helpful
- Borrowing restriction confusing
- Frightening

### **Library -services Positive**

- Theatre gateway to learning with supporting expertise
- Excitement! The unexpected
- Great source of information
- Flexible / accessible inc. affordable
- Accessible
- Source of help
- Access to information
- Librarians helpful
- Accessible
- Real people to help
- Information store of everything you need to know (if you know how to use it)
- Wide ranging content
- Facilitation by librarians to human face
- Guidance cross disciplinary
- Source of information
- Act as centralised, accessible resource

### **Intelligent Library**

- Perhaps not library but resource centre
- Provides multi-professional links
- Evolving but not politicised
- Must have a physical presence for meeting etc include meeting rooms
- All information available to you - Targeted at your discretion
- Integrating librarians into projects
- Simple searchability – ask a stupid question if you want to!
- Responsive
- Humanity
- Organisational e-libraries with local, national and international
- Responsive to funding to provide a creative environment
- Balance between print and e-media
- More chilled out relaxing
- A meeting place to share ideas – facilitation
- Print media making links to e-media (worldwide)
- Needs to be integrated with business plans, appraisal, life long learning
- Enable linkage between and movement from one knowledge areas to another e.g. as for Amazon
- Raise profile of library
- Access to quality –controlled resources e.g. peer-reviewed information
- Good, fun presentation of information and clear instructions
- Comfortable, non-threatening
- Accessible
- Integration of research
- Serious research begins in library with a literature search

- Need for a physical presence
- Local satellite facilities – comfort and access
- Referral system – refer to another more appropriate source e.g. library, public library
- Approachability of librarians to help or guide user
- Print as a hardcopy medium not dead
- Self managing expert patient encourage learning through library

### **Issues raised**

- Browsing – availability virtually
  - Importance of serendipity
- Standards –
  - Accessible
  - Interchangeability
  - HeLICON
  - Barriers
- Need for a national strategy
- Importance of print / hardcopy
- IT literate – assumptions
- Physical presence still needed
- Relevance of libraries
  - Literature searching
  - Clinical governance framework
  - Support / proposals
- Access to library (after re-location)
  - Satellite facilities