



NHS Libraries in the 21st century: challenges and solutions

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Content layer (NLH)

Application Layer

Network layer



Challenges

- Supporting users whoever and wherever they are
- Spending £50m per annum effectively
- Focus on clinical quality and safety
- Supporting library staff (CPD)
- Complex environment – 500+ libraries, 1000 librarians



National Library for Health

- ‘The network is the library’
 - o Resolve to do some things once, but
 - o Avoid a centralist approach
 - o Users = all staff, students and patients
 - o Specific user offer – National Service Framework
 - o Can be delivered by a range of suppliers



Programme phases

- **Phase 0 (March – October 2004)**
 - Vision, communication, consultation, TFPL
- **Phase 1 (October 2004 – Summer 2005)**
 - New NHS wide services: document delivery; search engine; shared current awareness service
 - Further consultation, baseline financial and user surveys
 - Enhanced CPD
- **Phase 2 (Summer 2005 -)**
 - Implement National Service Framework
 - New services



Issues/opportunities

- Athens/shibboleth/SSO
- Open access
- Need for shared procurement but
- Variation in value of resources