

## **Developing LInKS The London Library & Information Development Unit**

The London Library & Information Development Unit (LLIDU) is a strategic Unit that supports the healthcare library, information and knowledge services (LInKS) across the National Health Service (NHS) in London.

The mission of the Unit is to support continuing improvement in health and social care through promoting access to the knowledge base and enabling its effective utilisation by all staff and users of National Health Service.

In terms of the government's modernisation agenda, the NHS Plan requires "knowledgeable patients advised by knowledgeable staff supported by relevant, up to date and good quality information easily accessible through information technology, knowledge management and learning programmes". (DEPARTMENT OF HEALTH, 2000e. *The NHS plan: A plan for investment: A plan for reform*. Cm 4818-1. London; Stationery Office. [www.nhs.uk/nationalplan](http://www.nhs.uk/nationalplan))

LLIDU provides the strategic focus for the planning and development of health library, information and knowledge services. It promotes the role the health librarians and information specialists and their services contribute to the agenda surrounding knowledge management in the NHS. Working in the evidence-based environment, patients and users are at the centre of our thinking in the development of our products and services.

The Unit has set five strategic goals a) leadership of LInKS; b) promoting effective partnerships; c) performance management, standards and best value; d) staff development and e) maintaining key service functions

### **Leadership**

- Providing leadership of library, information and knowledge services to promote their effective contribution in improving health and social care
- Providing a strategic overview of LInKS and ensuring their effective contribution within local, London and national frameworks
- Stimulating innovation and development through the implementation of research programmes and projects to test new models of service delivery
- Providing professional leadership for existing and new LInKS staff
- Sustaining dynamic developmental relationship between LLIDU and local services and other agencies
- Contributing to policy development at local, London and national levels.

### **Promoting Effective Partnerships**

- Working in partnership with trusts, health authorities, higher education, workforce development confederations (WDCs), London Deanery, and other health and social care agencies
- Helping to integrate LInKS into the broader frameworks for education and workforce planning

- Promoting effective partnership working to integrate LInKS into the NHS and wider environment and other networks
- Contributing to corporate strategies for knowledge management

### **Performance Management, Standards And Best Value**

- Ensuring the proper and effective use of resources
- Achieving quality LInKS through standard setting, performance management and obtaining best value
- Working in close co-operation with the Workforce Development Confederation Librarians to ensure the delivery of high quality services
- Benchmarking LInKS to secure and sustain best practice
- Overseeing contracts and service level agreements (SLAs) with respective healthcare and information service providers such as higher education

### **Staff Development**

- Organising training and staff development programmes so that the skills of the healthcare library and information professionals are enhanced to meet the challenges of the 21<sup>st</sup> century
- Ensuring the Unit and LInKS staff stay fit for purpose and play an active role in the multi-professional workforce
- Provision of learning opportunities for all LInKS staff across London
- Contributing to academic, professional and vocational programmes

### **Maintaining Key Service Functions**

- Development and maintenance of products and services that facilitate the sharing of resources – this includes the Regional Documents Databases and Union List of Serials (RDD/ ULS); web site – [www.londonlinks.ac.uk](http://www.londonlinks.ac.uk); email discussion lists
- Promotion of electronic access to the knowledge base through innovative projects such as KA24 enabling 24-hour access to health information from any location via the HILO website [www.hilo.nhs.uk](http://www.hilo.nhs.uk)
- Providing support for key LInKS function by maintaining network wide databases, convening working groups to share good practice and advice to individual library services
- Development of publicity and marketing materials for use by the Unit and LInKS staff

LLIDU is committed to working in a rapidly changing environment and across professional and cultural boundaries to ensure that services are developed in a cost effective way through a coherent and robust network that is responsive to the changing requirements of its users. In 2003 the functions of the London Library & Information Development Unit will be devolved to the five Workforce Development Confederations serving London.

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