KnowledgeShare

News from KnowledgeShare - June 2023

Teams using KnowledgeShare for:

Evidence Updates
116

Evidence Searching
43

Skills Teaching
11

Members receiving updates:
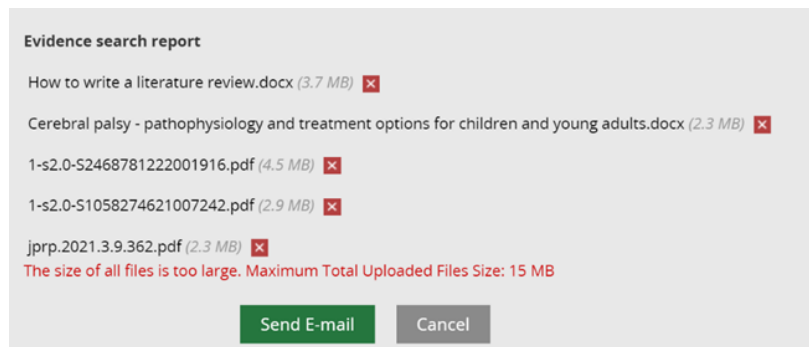56,416

Support requests from LKS teams:
35

Recent developments

The following improvements to the evidence search workflow were implemented last month:

- You can now download an evidence search report even if no results have been added, without the system generating an error message.
- When sending a completed evidence search through the 'Send Completed Report' button, there is now an increased file size limit of 5Mb for each individual file attachment, and 15Mb in total for multiple file attachments. Clear error messages are now provided if these limits are exceeded.

- You do not have to add yourself as an additional recipient to receive a copy of the search report for your records. An email will be sent to the completing librarian automatically.
- Additional recipients added to the request form will automatically be included when sending the search report.
- Additional (copied to) recipients are now shown on the Activity Log when the report is sent.

See the KS Web Handbook – Evidence for full details.

Questions or comments about KnowledgeShare? Email **uhsussex.knowledgeshare@nhs.net**

What happens when a member email address is invalid?

Every month we check our mail server and if any addresses are bouncing back, or are blocked, we will inform your nominated contact person and provide guidance on what action to take depending on the error.

It's very important to update or unassign these members as GDPR says information must only be kept for as long as a service is being provided.
Users who continue to bounce back over a six month period will be automatically unassigned by us if we don't hear from you.

Please be assured that we will only unassign users if we haven't heard from you. If you have updated your records, bounce backs should cease.

See the KnowledgeShare Members Handbook for how to unassign members.

Forthcoming training and events

Evidence Search

This online demonstration will help you manage evidence searching with KnowledgeShare.

Wed 12 July 2023, 10.00am– 12.00pm *(Teams)*

Skills

This online demonstration will help you manage information skills teaching, including either ad hoc teaching or scheduled sessions.

Tue 15 August 2023, 2.00pm– 3.30pm *(Teams)*

Adding local resources

This online demonstration will show you how to add local events, guidelines and books to your Members' updates.

Wed 19 July 2023, 1.00pm—2.30pm *(Teams)*

uhsussex.knowledgeshare@nhs.net to book.

"I'm never too busy for Knowledgeshare! Yes, we'd like to renew please. I consider it mission critical at this point!"

Library Services Manager