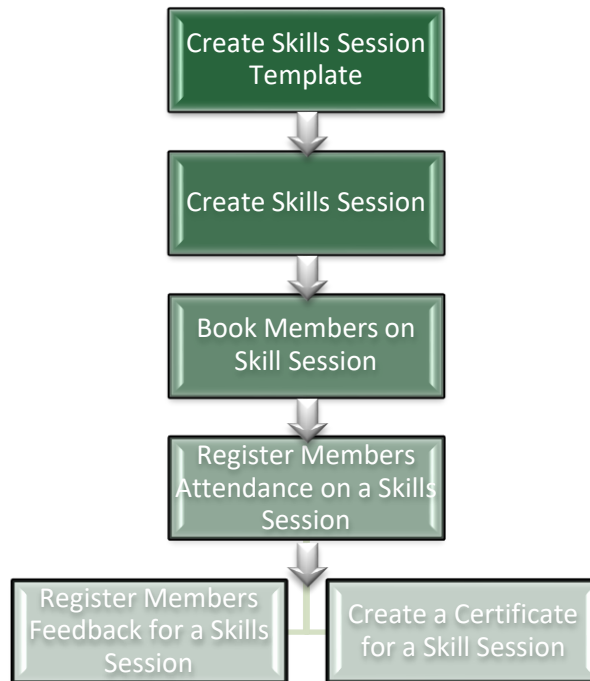




Skills

Staff Skills Workflow



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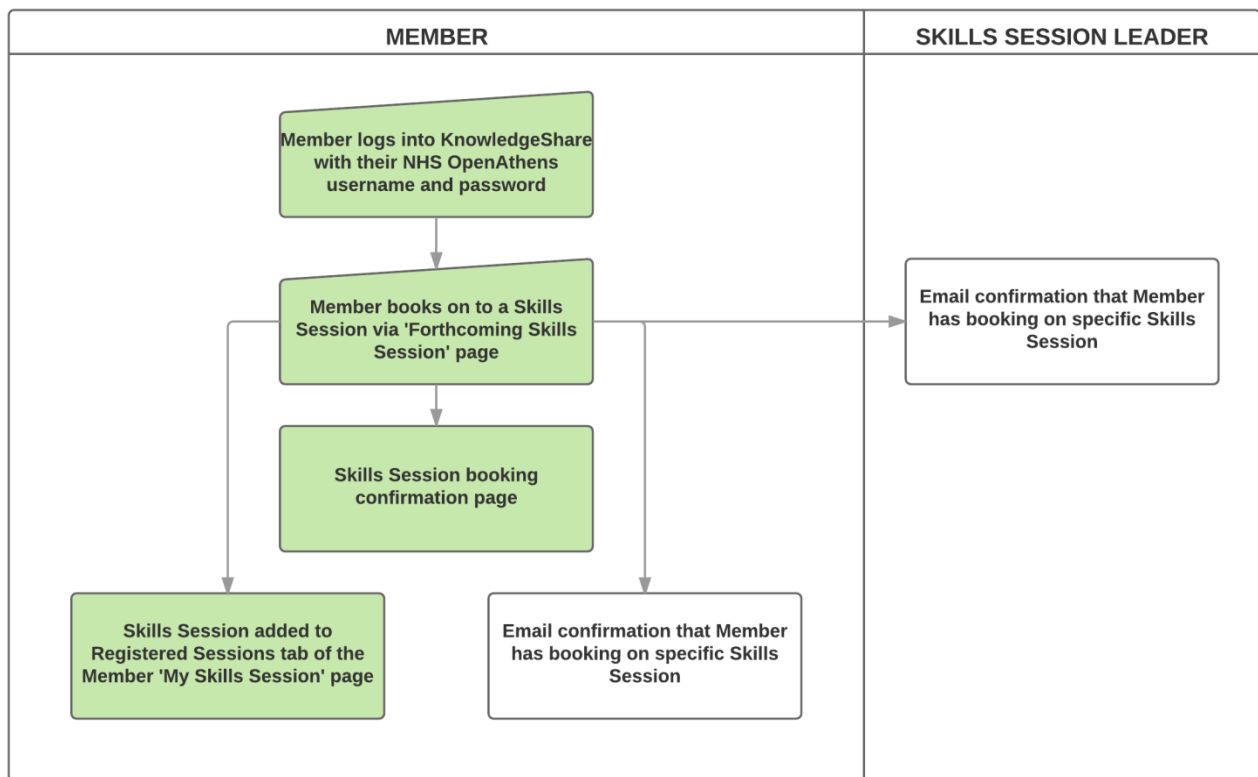
Skills

What is Skills?

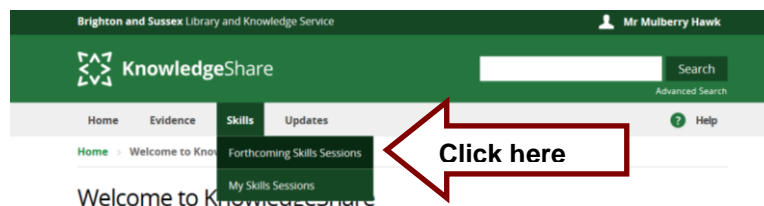
Skills is the KnowledgeShare term for teaching and training sessions delivered by the library service.

5.0 Booking Members onto a Skills session

5.0.1 Self Booking by Members onto a Skills session



- The member needs to log into **KnowledgeShare**
- The member needs to hold the cursor over **Skills** and then click **Forthcoming Skills Sessions**



- The Member selects the session of their choice from the list by clicking on the session name

Forthcoming Skills Sessions

This page shows you forthcoming skills sessions. Click on the session name for more information about the session and to sign up. [Contact us](#) to enquire about information skills sessions.

For sessions that you are already signed up to please see [My Skills Sessions](#)

Date	Session Name	Location
22/02/17	Finding Quality Health Information	Library Training Room
22/02/17	Accessing Journals with OpenAthens	The Library, Audrey Emerton Building
22/02/17	Better Networking with Twitter	The Library, Audrey Emerton Building
23/02/17	Finding Quality Health Information	The Library, Princess Royal Hospital
27/02/17	Finding Quality Health Information	The Library, Princess Royal Hospital
27/02/17	Using Endnote	The Library, Audrey Emerton Building

- The Member can then see the session details and can book by clicking **Book Place**

Skills Session Details

The details for the specified skills session can be found below. If you are eligible for this session you can reserve your place by pressing the 'Book your place' button on the right. If the session is full, you can add your name to the waiting list. You'll be notified when a place becomes available for this session.

Better Networking with Twitter

Date 22/02/17
Location The Library, Audrey Emerton Building
Time 1:00pm - 1:30pm
Leader Tom Roper

How to use Twitter effectively for professional practice

- *Setting up a Twitter account
- *Building your network
- *Guidance on using Twitter professionally
- *Measuring your reach and impact

Application of the knowledge and skills acquired on our courses help staff to meet the following KSF dimensions: HWB1 (levels 1,2,3), HWB4 (levels 2,3,4), HWB5 (levels 2,3,4), HWB7 (levels 2,3,4), HWB8 (level 4), IK2 (levels 2,3,4), IK3 (levels 1,3,4), G2 (levels 1,3,4), Core 1, Core 4 (levels 2,3).

Book Place

There are 6 places remaining, book your place now.

- After clicking **Book Place** the Member then sees a confirmation screen for the session booking

Skills Session Booking Confirmation

✓ Your changes have been saved.

You have successfully booked your place on
Better Networking with Twitter
 22/02/17, 1:00pm - 1:30pm at The Library, Audrey Emerton Building
 You will receive an e-mail confirmation shortly.

[View session details](#) | [View my sessions](#)

- The Member also receives a confirmation email for the session booking

Who do the confirmation emails appear to come from?

The confirmation emails to the Member appear to come from the session leader of the session the Member has booked on. Any replies to confirmation emails will go to the session leader.

LKS Level Email Template Name: TrainingSessionBookedUser
Subject Line: Skills Session Booking Confirmation

Dear Mr Hawk,

You have been booked on the following skills session:

Better Networking with Twitter

How to use Twitter effectively for professional practice
22 February 2019, 1:00pm - 1:30am. Library Training Room

You can see other skills sessions which the library offers and book a place through KnowledgeShare at www.knowledgeshare.nhs.uk using your NHS OpenAthens username and password.

Best regards,

Nicola

Nicola Salliss,
Assistant Librarian
Brighton and Sussex NHS Library and Knowledge Service | <https://www.bsuh.nhs.uk/library/>

----- Sent out by KnowledgeShare-----

- The session is also listed on the Members **My Skills Sessions** page on the **Registered Sessions** tab

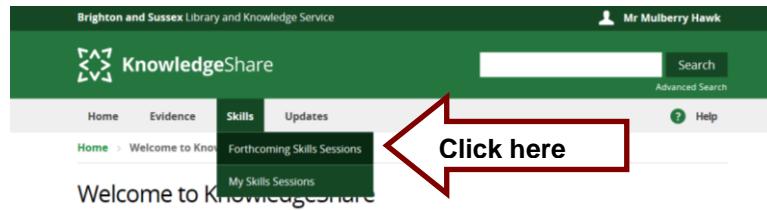
My Skills Sessions

The screenshot shows a user interface for 'My Skills Sessions'. At the top, there are three tabs: 'Registered Sessions' (which is selected), 'Attended Sessions', and 'Missed Sessions'. Below the tabs, a session card is displayed for 'Better Networking with Twitter'. The card includes the date and time '02/03/17, 1:00pm - 1:30pm' and the location 'Library Training Room'. To the right of the session details are three buttons: 'View details >' (green), 'Contact training leader' (green), and 'Cancel Booking' (grey).

5.0.1.1 Skills session waiting list

When a session has reached the set maximum number of attendees, any further Members will be asked if they want to join the waiting list for the session

- The member needs to log into **KnowledgeShare**
- The member needs to hold the cursor over **Skills** and then click **Forthcoming Skills Sessions**



- The Member selects the session of their choice from the list by clicking on the session name

Home > Forthcoming Skills Sessions

Forthcoming Skills Sessions

This page shows you forthcoming skills sessions. Click on the session name for more information about the session and to sign up. [Contact us](#) to enquire about information skills sessions.
For sessions that you are already signed up to please see [My Skills Sessions](#)

Date	Session Name	Location
22/02/17	Finding Quality Health Information	Library Training Room
22/02/17	Accessing journals with OpenAthens	The Library, Audrey Emerton Building
22/02/17	Better Networking with Twitter	The Library, Audrey Emerton Building
23/02/17	Finding Quality Health Information	The Library, Princess Royal Hospital
27/02/17	Finding Quality Health Information	The Library, Princess Royal Hospital
27/02/17	Using Endnote	The Library, Audrey Emerton Building

- The Member can then see the session details and can join the waiting list by clicking **Join Waiting List**

Skills Session Details

The details for the specified skills session can be found below. If you are eligible for this session you can reserve your place by pressing the 'Book your place' button on the right. If the session is full, you can add your name to the waiting list. You'll be notified when a place becomes available for this session.

Accessing journals with OpenAthens		<input type="button" value="Join Waiting List"/> <p>This session is fully booked, join the waiting list to be notified when a place becomes available</p>
Date	01/03/17	
Location	The Library, Audrey Emerton Building	
Time	11:00am - 12:00pm	
Leader	Rachel Playforth	
Access all our online resources through your NHS OpenAthens account.		

- After clicking the button the Member then sees a confirmation screen that they are on the waiting list for the session.

Skills Session Waiting List Confirmation

✓ Your changes have been saved.

You have successfully been added to the waiting list for
Accessing journals with OpenAthens
 01/03/17, 11:00am - 12:00pm at The Library, Audrey Emerton Building

You will receive an e-mail confirmation shortly. When a place becomes available for this session you will be notified.

[View session details](#) | [View my sessions](#)

- The Member also receives a confirmation email that they are on the waiting list for the session

Who do the confirmation emails appear to come from?

The confirmation emails to the Member appear to come from the session leader of the session the Member has booked on. Any replies to confirmation emails will go to the session leader.

LKS Level Email Template Name: TrainingSessionBookedUserWaiting
Subject Line: Booked on skills sessions waiting list

Dear Mr Oak,

Unfortunately the session below is full so you have been added to the waiting list:

Accessing journals with OpenAthens

Access all our online resources through your NHS OpenAthens account.
01 March 2019, 11:00am - 12:00pm. The Library, Audrey Emerton Building

You will be notified if a place becomes available.

If you would like to see other dates available for this skills session and book a place, you can login into KnowledgeShare at www.knowledgeshare.nhs.uk using your NHS OpenAthens username and password

Best regards,
Nicola

Nicola Salliss,
Assistant Librarian
Brighton and Sussex NHS Library and Knowledge Service | <https://www.bsuh.nhs.uk/library/>
----- Sent out by KnowledgeShare-----

- If a Member booked on a session cancels their booking and a place becomes available, Members on the waiting list will be automatically booked on the session.
- Members are moved from the waiting list to being booked on a session in the order they were added to the waiting list. First on the waiting list will be first to be booked.
- The Member receives a confirmation email they have moved from the waiting list to being booked on the session

Who do the confirmation emails appear to come from?

The confirmation emails to the Member appear to come from the session leader of the session the Member has booked on. Any replies to confirmation emails will go to the session leader.

LKS Level Email Template Name: TrainingSessionBookedFromWaitingListUser
Subject Line: Skills Session Booking Confirmation

Dear Mr Oak

You have been moved from the waiting list and booked on the following skills session:

Accessing journals with OpenAthens

Access all our online resources through your NHS OpenAthens account.
01 March 2019, 11:00am - 12:00pm. The Library, Audrey Emerton Building

You can see other skills sessions the library offers and book through KnowledgeShare at www.knowledgeshare.nhs.uk using your NHS OpenAthens username and password.

Best regards,

Nicola

Nicola Salliss,
Assistant Librarian

Brighton and Sussex NHS Library and Knowledge Service | <https://www.bsuh.nhs.uk/library/>

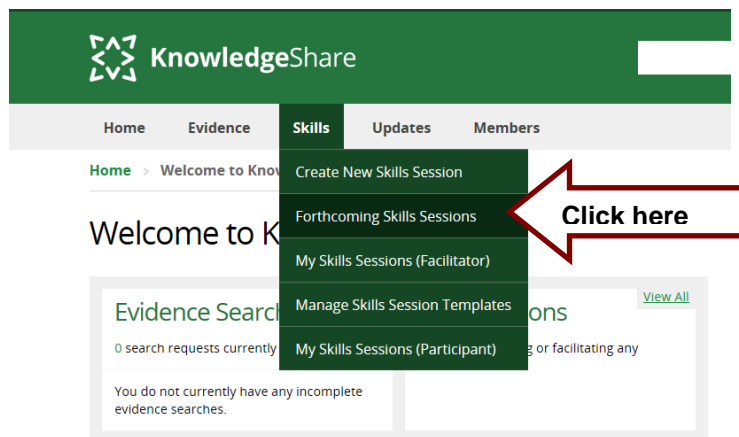
----- Sent out by KnowledgeShare-----

5.0.2 Staff Booking Members onto a Skills session

Staff can book Members onto a session individually. For inductions staff can book a group of staff without creating individual members records on KnowledgeShare. Do not mix individual booking and group booking on one session.

5.0.2.1 Booking individual Members onto a Skills session

- Hold the cursor over **Skills** and then click **Forthcoming Skills Sessions**



- Select requested session from the list by clicking on session name

Forthcoming Skills Sessions

This page shows you forthcoming skills sessions. Click on the session name for more information about the session and to sign up. [Contact us](#) to enquire about information skills sessions.

For sessions that you are already signed up to please see [My Skills Sessions](#)

Date	Session Name	Location
22/02/17	Finding Quality Health Information	Library Training Room
22/02/17	Accessing Journals with OpenAthens	The Library, Audrey Emerton Building
22/02/17	Better Networking with Twitter	The Library, Audrey Emerton Building
23/02/17	Finding Quality Health Information	The Library, Princess Royal Hospital
27/02/17	Finding Quality Health Information	The Library, Princess Royal Hospital
27/02/17	Using Endnote	The Library, Audrey Emerton Building

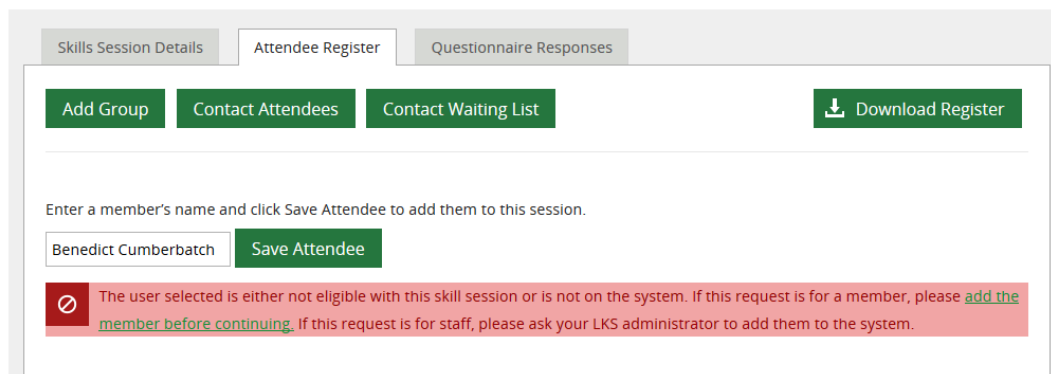
- Select the **Attendee Register** tab

The screenshot shows the 'Attendee Register' tab selected. At the top, there are three tabs: 'Skills Session Details', 'Attendee Register', and 'Questionnaire Responses'. Below the tabs are three buttons: 'Add Group', 'Contact Attendees', and 'Contact Waiting List', along with a 'Download Register' button with a download icon. A text prompt says 'Enter a member's name and click Save Attendee to add them to this session.' Below this is an input field containing 'Mulber' and a 'Save Attendee' button. Underneath, there are three sections: 'Registered Attendees' (with the message 'There are no attendees registered for this session yet'), 'Waiting List' (with the message 'There is no waiting list for this session'), and 'Anonymous Attendees' (with the message 'There are no anonymous attendees registered in this session').

- Enter Member name in the field
 - Select the Member's name from the list in **green** that appears below.

This screenshot is similar to the previous one but with the dropdown menu open. The input field now contains 'Mulber' and the dropdown list shows 'Mr Mulberry Hawk' in green text. A red arrow points from a text box that says 'Click on Member below in green text' to the green text in the dropdown. The 'Save Attendee' button is also visible.

- Click **Save Attendee**
- If the Member is not on KnowledgeShare, you are requested to add them after clicking **Save Attendee**



- When a Member is booked on a session they are listed under the heading **Registered Attendees** at the bottom of the screen

Registered Attendees			
Name	Email	Booking Date	Attended (Y/N)
Mr Mulberry Hawk	mulberry.hawk@bsuh.nhs.uk	2017-04-06	Email Cancel

Waiting List
There is no waiting list for this session

Anonymous Attendees
There are no anonymous attendees registered in this session

- Email confirmations are sent to the Member and to the Session Leader

Who do the confirmation emails appear to come from?

The confirmation emails to the Member appear to come from the session leader of the session the Member has booked on. Any replies to confirmation emails will go to the session leader.

- Booking Confirmation email to the Member:

LKS Level Email Template Name: TrainingSessionBookedUser
Subject Line: Skills Session Booking Confirmation

Dear Mr Hawk,

You have been booked on the following skills session:

Finding Quality Health Information

Find authoritative healthcare research effectively and efficiently to support patient care, service improvement, research, professional development and coursework.

22 February 2019, 9:00am - 11:00am. Library Training Room

You can see other skills sessions which the library offers and book a place through KnowledgeShare at www.knowledgeshare.nhs.uk using your NHS OpenAthens username and password.

Best regards,
Nicola

Nicola Salliss,
Assistant Librarian
Brighton and Sussex NHS Library and Knowledge Service | <https://www.bsuh.nhs.uk/library/>

----- Sent out by KnowledgeShare-----

○ User Booked Confirmation email to Session Leader:

System Level Email Template Name: Skills Session Booking Confirmation
Subject Line: User Booked on Skills Session Confirmation

Dear Nicola

KnowledgeShare member Mr Mulberry Hawk has booked on the following skills session:,

Finding Quality Health Information
22 February 2019, 9:00am - 11:00am. Library Training Room

Best regards,
KnowledgeShare Administration
----- Sent out by KnowledgeShare-----

5.0.2.2 Skills session waiting list

When a session has reached the set maximum number of attendees, any further Members will automatically be added to the session Waiting List

- These Members are displayed under the heading **Waiting List** at the bottom of the page

The screenshot shows a web interface with two main sections: 'Registered Attendees' and 'Waiting List'. The 'Registered Attendees' section contains a table with three rows of attendee information. The 'Waiting List' section is highlighted with a red border and contains one row of attendee information. Below the 'Waiting List' is an 'Anonymous Attendees' section stating there are no anonymous attendees.

Registered Attendees			
Name	Email	Booking Date	Attended (Y/N)
Mr Mulberry Hawk	mulberry.hawk@bsuh.nhs.uk	2017-04-06	
Mrs Susan Nunsuch	susan.nunsuch@bsuh.nhs.uk	2017-04-06	
Dr Damon Wildeve	damon.wildeve@bsuh.nhs.uk	2017-04-06	

Waiting List			
Name	Email	Booking Date	Attended (Y/N)
Dr Thomasin Yeobright	thomasin.yeobright@bsuh.nhs.uk	2017-04-06	

Anonymous Attendees
There are no anonymous attendees registered in this session

- Email confirmations are sent to the Member and to the Session Leader

Who do the confirmation emails appear to come from?

The confirmation emails to the Member appear to come from the session leader of the session the Member has booked on. Any replies to confirmation emails will go to the session leader.

- Booked on the waiting list confirmation email to the Member:

LKS Level Email Template Name: TrainingSessionBookedUserWaiting
Subject Line: Booked on skills sessions waiting list

Dear Mr Oak,

Unfortunately the session below is full so you have been added to the waiting list:

Accessing journals with OpenAthens

Access all our online resources through your NHS OpenAthens account.
01 March 2019, 11:00am - 12:00pm. The Library, Audrey Emerton Building

You will be notified if a place becomes available.

If you would like to see other dates available for this skills session and book a place, you can login into KnowledgeShare at www.knowledgeshare.nhs.uk using your NHS OpenAthens username and password

Best regards,
Nicola

Nicola Salliss,
Assistant Librarian
Brighton and Sussex NHS Library and Knowledge Service | <https://www.bsuh.nhs.uk/library/>
----- Sent out by KnowledgeShare-----

- User Booked on the waiting list confirmation email to Session Leader:

System Level Email Template Name: TrainingSessionBookedFromWaitingListLeader
Subject Line: User Booked on skills sessions waiting list

Dear Nicola,

KnowledgeShare member Mr Gabriel Oak has been added to the waiting list for the following skills session:

Accessing journals with OpenAthens
01 March 2019, 11:00am - 12:00pm. The Library, Audrey Emerton Building

Best regards,
KnowledgeShare Administration
----- Sent out by KnowledgeShare-----

- If a Member booked on a session cancels their booking and a place becomes available, Members on the waiting list will be automatically booked on the session.

- Members are moved from the waiting list to being booked on a session in the order they were added to the waiting list. First on the waiting list will be first to be booked.
- Email confirmations are sent to the Member and to the Session Leader
 - Booking Confirmation email to the Member:

LKS Level Email Template Name: TrainingSessionBookedFromWaitingListUser
 Subject Line: Skills Session Booking Confirmation

Dear Mr Oak

You have been moved from the waiting list and booked on the following skills session:

Accessing journals with OpenAthens

Access all our online resources through your NHS OpenAthens account.
 01 March 2019, 11:00am - 12:00pm. The Library, Audrey Emerton Building

You can see other skills sessions the library offers and book through KnowledgeShare at www.knowledgeshare.nhs.uk using your NHS OpenAthens username and password.

Best regards,

Nicola

Nicola Salliss,
 Assistant Librarian

Brighton and Sussex NHS Library and Knowledge Service | <https://www.bsuh.nhs.uk/library/>

----- Sent out by KnowledgeShare-----

- User Booked Confirmation email to Session Leader:

System Level Email Template Name: TrainingSessionBookedFromWaitingListLeader
 Subject Line: Member Moved From Waiting List and Booked on Session

Dear Nicola,

KnowledgeShare member Mr Gabriel Oak has been moved from the waiting list and booked on the following skills session:

Accessing journals with OpenAthens
 01 March 2019, 11:00am - 12:00pm. The Library, Audrey Emerton Building

Best regards,
 KnowledgeShare Administration

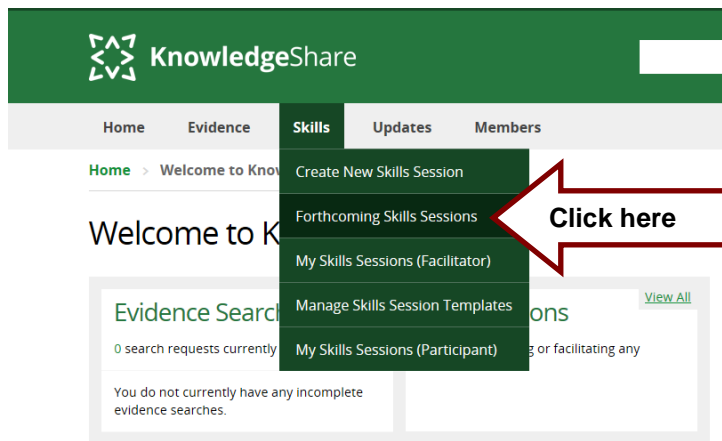
----- Sent out by KnowledgeShare-----

5.0.2.3 Booking a group of Members onto a Skills session

For inductions staff can book a group of members on the session without creating individual member records on KnowledgeShare.

As individual member details are not saved by booking a group, individual feedback is not automatically sent by KnowledgeShare, and individual Attendance Certificates are not created by KnowledgeShare.

- Hold the cursor over **Skills** and then click **Forthcoming Skills Sessions**



- Select the induction or promotional session from the list by clicking on the session name

Forthcoming Skills Sessions

This page shows you forthcoming skills sessions. Click on the session name for more information about the session and to sign up. [Contact us](#) to enquire about information skills sessions. For sessions that you are already signed up to please see [My Skills Sessions](#)

Date	Session Name	Location
27/02/17	Finding Quality Health Information	Library Training Room
01/03/17	Using Endnote	Library Training Room
06/03/17	Introduction to Library Services (Trust Induction)	Aubrey Emerton Building

- Click on **Add Group**

- Enter the details in the group section
 - Number of Attendees
 - Select Organisation
 - Select Department
 - Select Job Roles

Skills Session Details | **Attendee Register** | Questionnaire Responses

[Add Attendees](#)
[Contact Attendees](#)
[Contact Waiting List](#)
[Download Register](#)

Use these fields to add a group of attendees. Individual names will not be added, but the group will count towards the total number of attendees.

Number of attendees

Select organisation

Select department

Select job roles

[Save Group](#)

- Although all fields are mandatory they can be left with default setting of **-Mixed-** if necessary
- Click **Save Group**
- When a group has been booked on a session they will be displayed at the bottom of the screen under the heading **Anonymous Attendees**

Anonymous Attendees

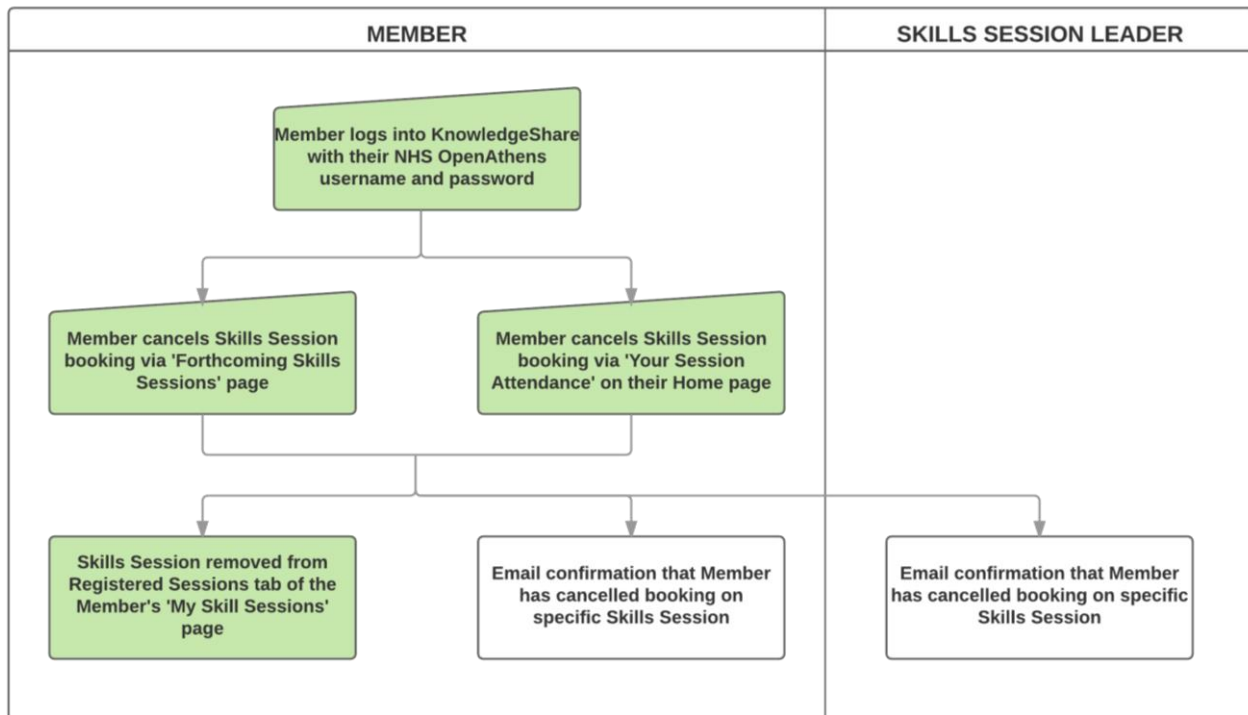
No. of Attendees	Organisation(s)	Department(s)	Job Role(s)	
8	Brighton and Sussex University Hospitals NHS Trust	Physiotherapy	AHP Physiotherapist	Remove

5.1 Cancelling Member booking on a Skills session

5.1.1 Members self-cancelling their booking on a Skills session

There are two ways a member can cancel their own booking on a Skills session

- Via the homepage
- Via the My Skills Sessions page



5.1.1.1 Members cancelling a session booking via their Home page

- The member needs to log into **KnowledgeShare**
- From their home page the member can select the appropriate Skills Session from the Your Session Attendance box on the right of the screen

Home > Welcome to KnowledgeShare

Welcome to KnowledgeShare

Recent Matching Resources View All

- Measuring outcomes and performance in the Hospital**
 The King's Fund; 2018.
Published on 22/2/2018
- Hot Cases in Acute Medicine (Brighton and Sussex University Hospitals)**
 Library/IT Training Room, Audrey Emerton Building
 Date: 26th July, 2018, 1:00pm- 2:00pm
 For more information, please contact ben.skinner@bsuh.nhs.uk.
Published on 5/2/2018
- Pressure points in the NHS (updated 30 January 2018).**
 British Medical Association (BMA); 2018.
Published on 1/2/2018
- Brexit and the impact on patient access to medicines and medical technologies.**
 NHS Confederation; 2018.
Published on 29/1/2018

Your Search Requests View All

- Eating Disorders**
 Completed: 15/05/18

Your Session Attendance View All

- Oct
30

How to Read a Randomised Controlled Trial
Registered
- Jul
19

Accessing journals with OpenAthens
Attended
- May
18

Finding Quality Health Information
Attended

- On Skills Session Details page the member can click **Cancel Booking**

Home > My Skills Sessions > Skills Session Details

Skills Session Details

The details for the specified skills session can be found below. If you are eligible for this session you can reserve your place by pressing the 'Book your place' button on the right. If the session is full, you can add your name to the waiting list. You'll be notified when a place becomes available for this session.

Using Endnote	
Date	01/03/17
Location	Library Training Room
Time	1:00pm - 2:00pm
Leader	Elaine Watson

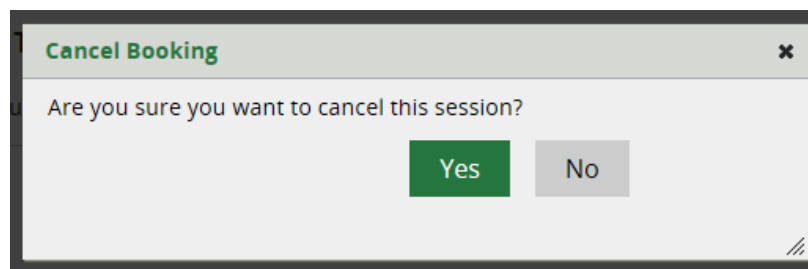
Use Endnote reference software to store and manage your references

- * Learning how to reference
- * Gaining overview of the function of EndNote
- * Inputting and importing references into EndNote
- * Storing and managing your references
- * Including references in your Word document

You have already reserved your place for this session

Cancel Booking

- A pop-up asks the member to confirm they wish to cancel the session



- After confirming the cancellation the member is taken back to the Skills Session Details page

Skills Session Details

The details for the specified skills session can be found below. If you are eligible for this session you can reserve your place by pressing the 'Book your place' button on the right. If the session is full, you can add your name to the waiting list. You'll be notified when a place becomes available for this session.

Using Endnote	
Date	01/03/17
Location	Library Training Room
Time	1:00pm - 2:00pm
Leader	Elaine Watson

Use Endnote reference software to store and manage your references

- * Learning how to reference
- * Gaining overview of the function of EndNote
- * Inputting and importing references into EndNote
- * Storing and managing your references
- * Including references in your Word document

Book Place

There are 10 places remaining, book your place now.

- The member also receives an email confirming they have cancelled their booking on a skills session.

LKS Level Email Template Name: CancelledTrainingSessionBookingUser
Subject line: Cancelled Skills Session Booking

Dear Mr Hawk,
You have cancelled your booking for the following skills session:

Using Endnote

Use Endnote reference software to store and manage your references
01 March 2019, 1:00pm - 2:00pm. Library Training Room

If you would like to see other dates available for this skills session and book a place, you can login into KnowledgeShare at www.knowledgeshare.nhs.uk using your NHS OpenAthens username and password.

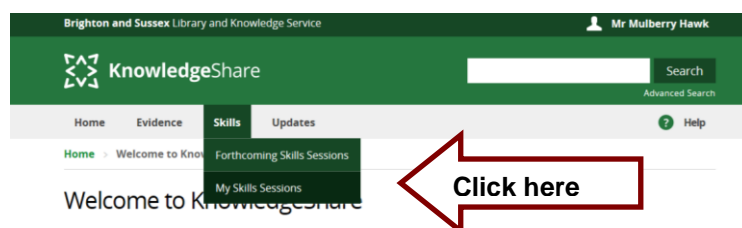
Best regards,
Nicola

Nicola Salliss,
Assistant Librarian
Brighton and Sussex NHS Library and Knowledge Service | <https://www.bsuh.nhs.uk/library/>

----- Sent out by KnowledgeShare-----

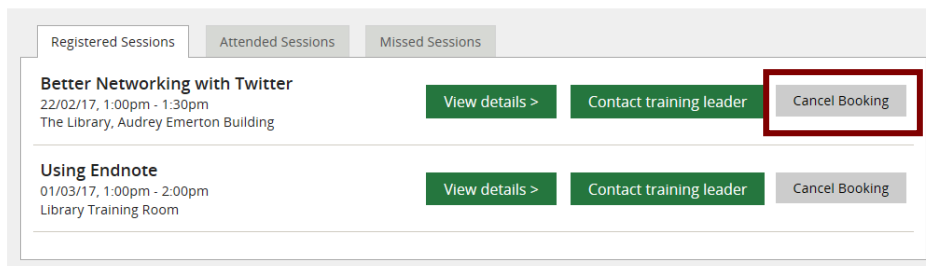
5.1.1.2 Members cancelling a session booking via their My Skills Session page

- The Member needs to log into **KnowledgeShare**
- The Member needs to hold the cursor over **Skills** and then click **My Skills Sessions**

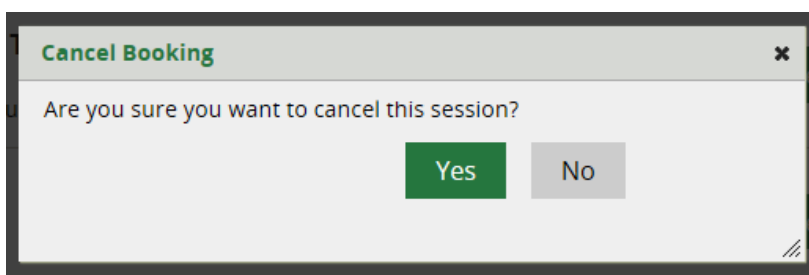


- The Member clicks **Cancel Booking** next to the appropriate Skills Session

My Skills Sessions

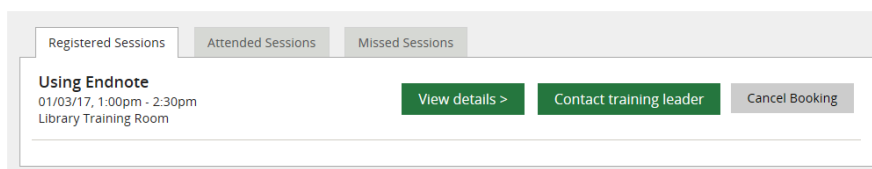


- A pop-up asks the Member to confirm they wish to cancel the session



- The session is removed from the Member's **My Skill Sessions** page on the **Registered Sessions** tab

My Skills Sessions



- The Member also receives an email confirming they have cancelled their booking on the skills session.

LKS Level Email Template Name: CancelledTrainingSessionBookingUser
Subject line: Cancelled Skills Session Booking

Dear Mr Hawk,
You have cancelled your booking for the following skills session:

Using Endnote

Use Endnote reference software to store and manage your references
01 March 2019, 1:00pm - 2:00pm. Library Training Room

If you would like to see other dates available for this skills session and book a place, you can login into KnowledgeShare at www.knowledgeshare.nhs.uk using your NHS OpenAthens username and password.

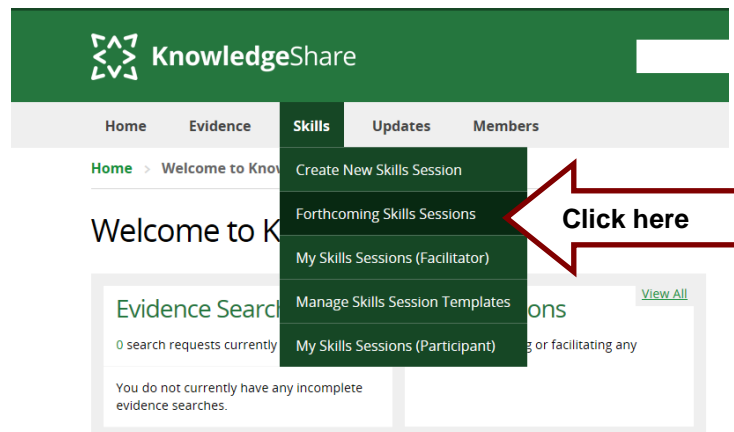
Best regards,
Nicola

----- Sent out by KnowledgeShare-----

5.1.2 Staff cancelling Member booking on a Skills session

5.1.2.1 Staff cancelling an individual Member bookings from a Skills session

- Hold the cursor over **Skills** and then click **Forthcoming Skills Sessions**



- Select the appropriate session from the list by clicking on the session name

[Home](#) > [Forthcoming Skills Sessions](#)

Forthcoming Skills Sessions

This page shows you forthcoming skills sessions. Click on the session name for more information about the session and to sign up.
[Contact us](#) to enquire about information skills sessions.
For sessions that you are already signed up to please see [My Skills Sessions](#)

Date	Session Name	Location
22/02/17	Finding Quality Health Information	Library Training Room
22/02/17	Accessing journals with OpenAthens	The Library, Audrey Emerton Building
22/02/17	Better Networking with Twitter	The Library, Audrey Emerton Building
23/02/17	Finding Quality Health Information	The Library, Princess Royal Hospital
27/02/17	Finding Quality Health Information	The Library, Princess Royal Hospital
27/02/17	Using Endnote	The Library, Audrey Emerton Building

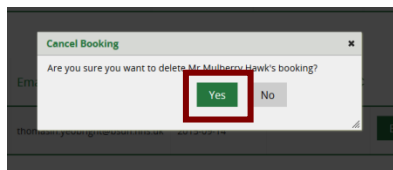
- Click on **Cancel** in the same row as the Member's name

Registered Attendees				
Name	Email	Booking date	Attended (Y/N)	
Mr Mulberry Hawk	mulberry.hawk@bsuh.nhs.uk	2015-09-14		<input type="button" value="Email"/> <input type="button" value="Cancel"/>

Waiting List
There is no waiting list for this session

Anonymous Attendees
There are no anonymous attendees registered in this session

- Click **Yes** on cancel confirmation pop up



- Email confirmations are sent to the Member and to the Session Leader confirming the member has cancelled their booking on the Skills Session.

Who do the confirmation emails appear to come from?

The confirmation emails to the Member appear to come from the session leader of the session the Member has cancelled their booked on. Any replies to confirmation emails will go to the session leader.

- Cancelled Attendance Confirmation email to the Member:

LKS Level Email Template Name: CancelledTrainingSessionBookingUser
Subject line: Cancelled Skills Session Booking

Dear Mr Hawk,
You have cancelled your booking for the following skills session:

Using Endnote

Use Endnote reference software to store and manage your references
01 March 2019, 1:00pm - 2:00pm. Library Training Room

If you would like to see other dates available for this skills session and book a place, you can login into KnowledgeShare at www.knowledgeshare.nhs.uk using your NHS OpenAthens username and password.

Best regards,
Nicola

Nicola Salliss,
Assistant Librarian
Brighton and Sussex NHS Library and Knowledge Service | <https://www.bsuh.nhs.uk/library/>

----- Sent out by KnowledgeShare-----

- User Cancelled Attendance Confirmation email to Session Leader:

System Level Email Template Name: CancelledTrainingSessionBookingLeader
Subject line: Member Cancelled Skills Session Booking

Dear Elaine,

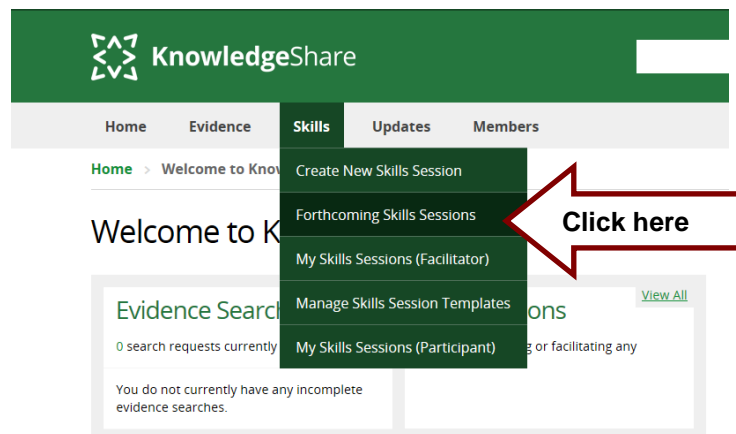
KnowledgeShare member Mr Mulberry Hawk has cancelled their booking for the following skills session:

Using Endnote
01 March 2019, 1:00pm - 2:00pm. Library Training Room

Best regards,
KnowledgeShare Administration
----- Sent out by KnowledgeShare-----

5.1.2.2 Cancelling a group booking of Members on a Skills session

- Hold the cursor over **Skills** and then click **Forthcoming Skills Sessions**



- Select session from the list by clicking on the session name

Home > Forthcoming Skills Sessions

Forthcoming Skills Sessions

This page shows you forthcoming skills sessions. Click on the session name for more information about the session and to sign up. [Contact us](#) to enquire about information skills sessions.
For sessions that you are already signed up to please see [My Skills Sessions](#)

Date	Session Name	Location
22/02/17	Finding Quality Health Information	Library Training Room
22/02/17	Accessing journals with OpenAthens	The Library, Audrey Emerton Building
22/02/17	Better Networking with Twitter	The Library, Audrey Emerton Building
23/02/17	Finding Quality Health Information	The Library, Princess Royal Hospital
27/02/17	Finding Quality Health Information	The Library, Princess Royal Hospital
27/02/17	Using Endnote	The Library, Audrey Emerton Building

- Scroll down to group booking at the bottom of the screen under the heading **Anonymous Attendees**

- Click **Remove** and then click **OK** for the message 'Do you really want to remove this group of attendees?'

Registered Attendees
There are no attendees registered for this session yet

Waiting List
There is no waiting list for this session

Anonymous Attendees

No. of Attendees	Organisation(s)	Department(s)	Job Role(s)	
10	Sussex Community NHS Trust	Physiotherapy	Mixed	Remove

5.1.2.2 When Member with a skill sessions booking is unassigned from a Library Service

When a Member is unassigned from an LKS, and they are booked on a skills session:

- an email confirmation is sent to the Session Leader stating that the member who is booked on their session has been unassigned

System Level Email Template Name: UserUnassignedFromLKSSessionLeader
Subject line: Dr Thomasin Yeobright has been unassigned from your library service and is booked on one of your skills sessions.

Dear Nicola,

Member Dr Thomasin Yeobright has been unassigned from your library service. The Member is booked on the following skills sessions that you lead: Finding Quality Health Information.


Best wishes,

KnowledgeShare Administration

----- Sent out by KnowledgeShare-----

- an icon appears on the session register members page, when the Member leaves. If the cursor is held over the icon a warning message appears. This member is no longer assigned to this LKS.

Registered Attendees

Name	Email	Booking Date	Attended (Y/N)	
Mrs Elizabeth Higden	elizabeth.higden@nhs.net	2021-07-27		Email Cancel
Dr Thomasin Yeobright 	thomasin.yeobright@nhs.net	2021-07-27		Email Cancel

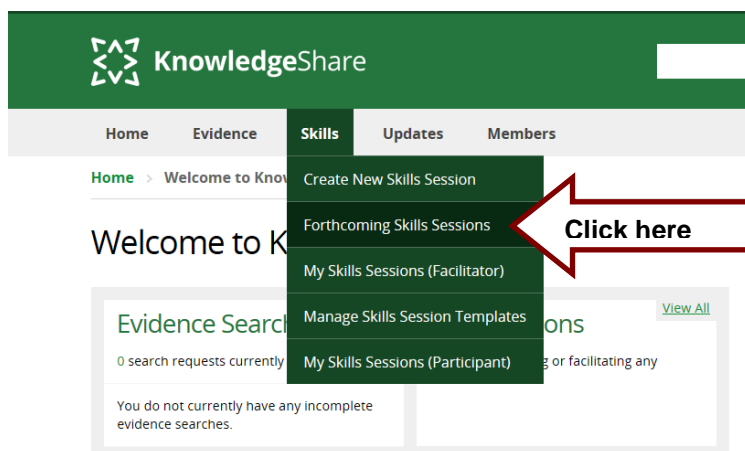
Warning
This member is no longer assigned to this LKS

Waiting List
There is no waiting list for this session

5.2 Pre Skills Session Administration

5.2.1 Add support materials for a Skills session

- Hold the cursor over **Skills** and then click **Forthcoming Skills Sessions**



- Select requested session from the list by clicking on the session name

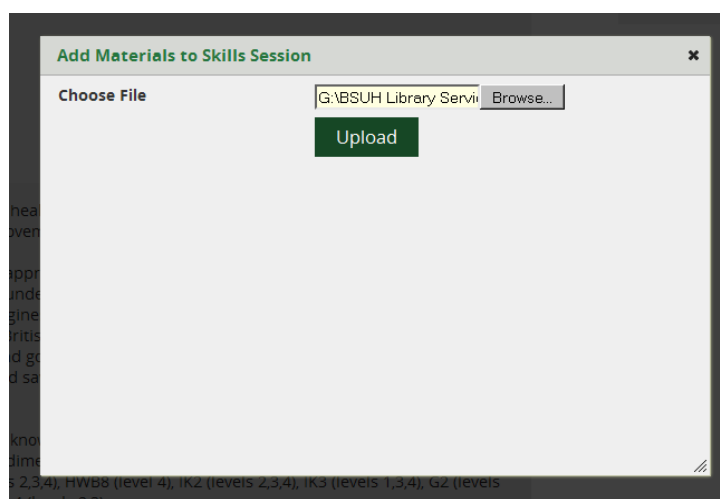
Forthcoming Skills Sessions

This page shows you forthcoming skills sessions. Click on the session name for more information about the session and to sign up. [Contact us](#) to enquire about information skills sessions.

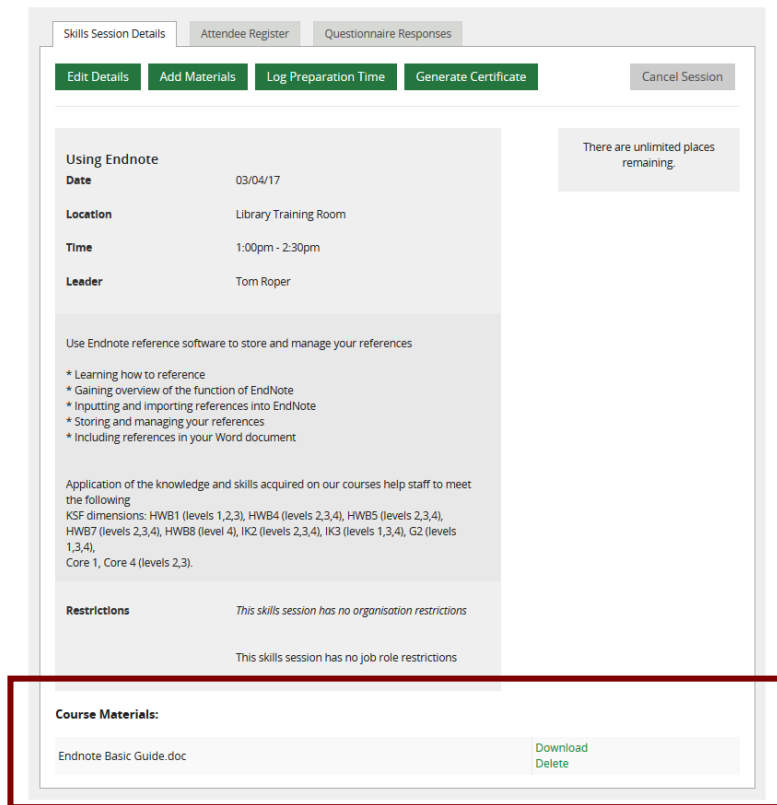
For sessions that you are already signed up to please see [My Skills Sessions](#)

Date	Session Name	Location
27/02/17	Finding Quality Health Information	Library Training Room
01/03/17	Using Endnote	Library Training Room
06/03/17	Introduction to Library Services (Trust Induction)	Aubrey Emerton Building

- Click on Skills Session Details tab and click on **Add Materials**
- Click **Browse** to select the support material and then click **Upload**



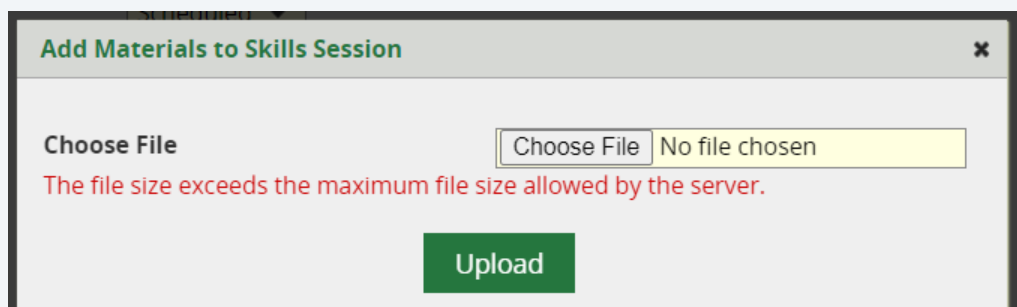
- Repeat this process for each document
- The support material for the session is listed at the bottom of the Skills Session Details page



Is there a limit to the size of documents I can attach?

An individual attachment bigger than 2MB, cannot be uploaded as session material.

If an individual attachment is greater than 2MB there is an error message:
The file size exceeds the maximum file size allowed by the server.

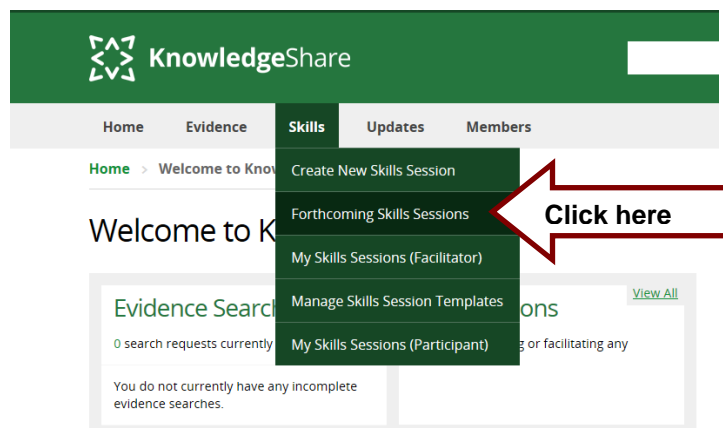


A collection of attachments less than 10MB, can be attached without issue

Converting a Word document to a PDF can reduce the document size. Free PDF compress software can reduce the document size

5.2.2 Download a Skills Session Register

- Hold the cursor over **Skills** and then click **Forthcoming Skills Sessions**



- Select requested session from the list by clicking on the session name

Forthcoming Skills Sessions

This page shows you forthcoming skills sessions. Click on the session name for more information about the session and to sign up. [Contact us](#) to enquire about information skills sessions.
For sessions that you are already signed up to please see [My Skills Sessions](#)

Date	Session Name	Location
27/02/17	Finding Quality Health Information	Library Training Room
01/03/17	Using Endnote	Library Training Room
06/03/17	Introduction to Library Services (Trust Induction)	Aubrey Emerton Building

- Click on the **Attendee Register** tab and click on **Download register**

Skills Session Details Attendee Register Questionnaire Responses

Add Group Contact Attendees Contact Waiting List Download Register

Click here

Enter a member's name and click Save Attendee to add them to this session.

Save Attendee

Registered Attendees

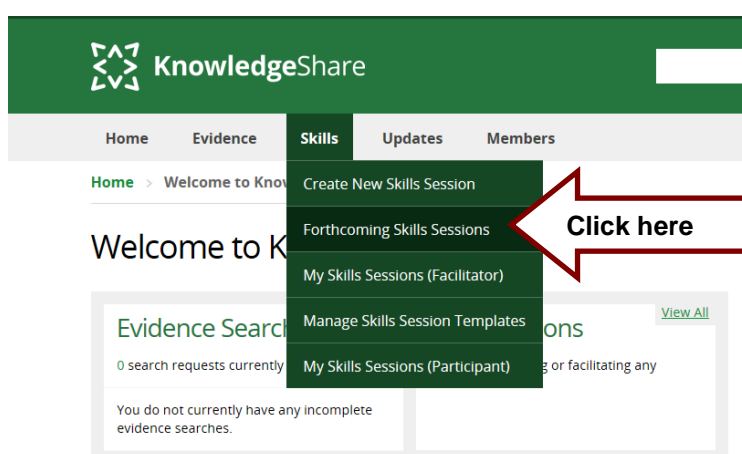
Name	Email	Booking Date	Attended (Y/N)		
Mrs Susan Nunsuch	susan.nunsuch@bsuh.nhs.uk	2017-04-06		Email	Cancel
Dr Damon Wildeve	damon.wildeve@bsuh.nhs.uk	2017-04-06		Email	Cancel
Dr Thomasin Yeobright	thomasin.yeobright@bsuh.nhs.uk	2017-04-06		Email	Cancel

- The register is downloaded as a Word document

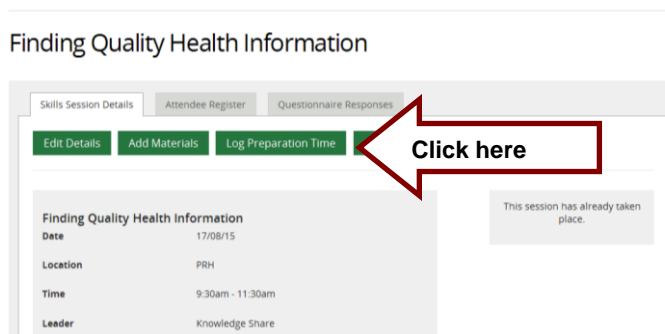
Session: Finding Quality Health Information		
Date: 17/08/15 9:30am		
Duration: 120 minutes		
Location: PRH		
Leader: Elaine Watson		
Organisation	Name	Attended
Ebrighton and Sussex University Hospitals NHS Trust	Mr Mulberry Hawk	
Ebrighton and Sussex University Hospitals NHS Trust	Dr Damon Wildeve	
Ebrighton and Sussex University Hospitals NHS Trust	Mrs Susan Munsuch	

5.2.3 Add preparation time for a Skills session

- Hold the cursor over **Skills** and then click **Forthcoming Skills Sessions**



- Select requested session from the list by clicking on the session name
- Click on Skills Session Details tab and click on **Log Preparation Time**



- Enter the appropriate time in minutes and click **Save**

Finding Quality Health Information

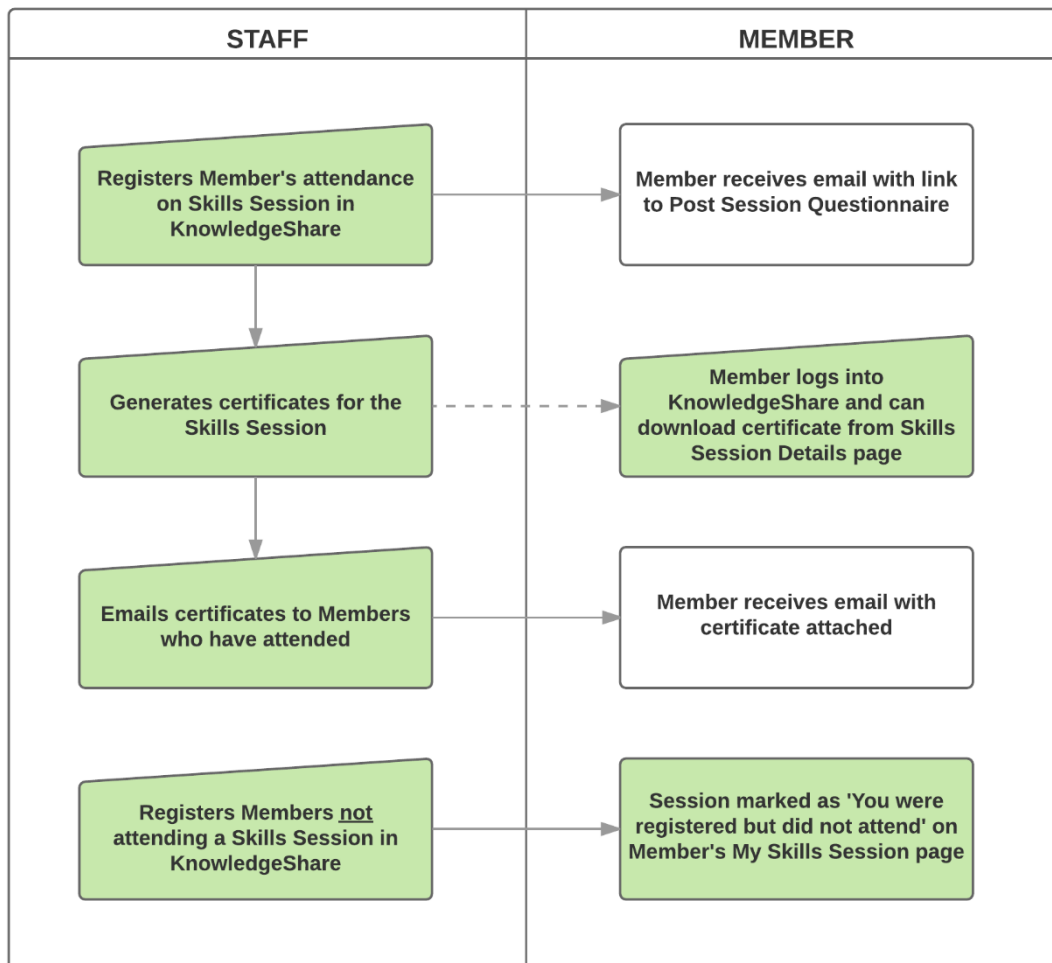
The screenshot shows the 'Attendee Register' interface for the session 'Finding Quality Health Information' on 17/08/15. At the top, there are tabs for 'Skills Session Details' and 'Attendee Register'. Below these are four buttons: 'Edit Details', 'Add Materials', 'Log Preparation Time', and 'Generate Certificate'. The 'Log Preparation Time' button is highlighted with a red box. Below the buttons, there is a text field that says 'Preparation time: 0 minutes. Add:' followed by an input field containing the number '30'. To the right of the input field are 'Save' and 'Cancel' buttons. Below this, there is a section for 'Finding Quality Health Information' with the date '17/08/15'. To the right of this section, there is a message: 'This session has already taken place.'

- Preparation time can be displayed by clicking on **Log Preparation Time** again

Finding Quality Health Information

The screenshot shows the 'Attendee Register' interface for the session 'Finding Quality Health Information' on 17/08/15. At the top, there are tabs for 'Skills Session Details' and 'Attendee Register'. Below these are four buttons: 'Edit Details', 'Add Materials', 'Log Preparation Time', and 'Generate Certificate'. The 'Log Preparation Time' button is highlighted with a red box. Below the buttons, there is a text field that says 'Preparation time: 60 minutes. Add:' followed by an empty input field. To the right of the input field are 'Save' and 'Cancel' buttons. Below this, there is a section for 'Finding Quality Health Information' with the date '17/08/15'. To the right of this section, there is a message: 'This session has already taken place.'

5.3 Post Skills Session Administration



5.3.1 Finding Archived Skills Sessions

What is an Archived Skills Session?

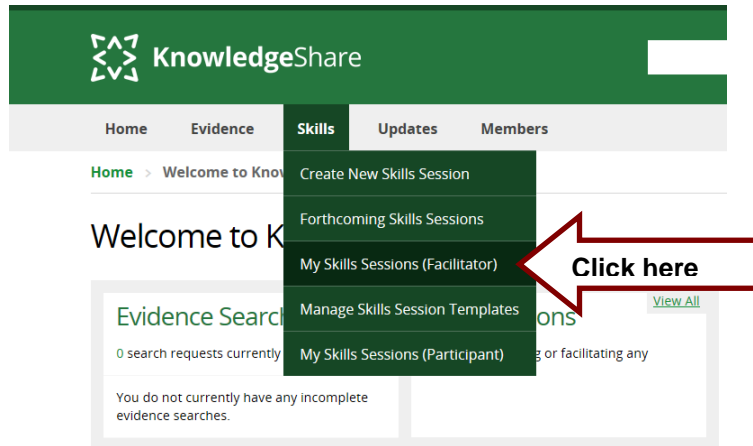
When the day and start time of a Skills Session has passed it becomes archived.

Once the day and start time of a Skills Session has passed it becomes an Archived Session. In order to complete the post Skills Session administration the Archived Session needs to be opened. There are two ways to find archived skills sessions when their day and start time has passed.

- The session leader can find the session via their My Skills Sessions (Facilitator) page
- Other staff in the library service can find Archived Session via the Advanced Search page

5.3.1.1 Finding Archived Skills Session as the session Facilitator

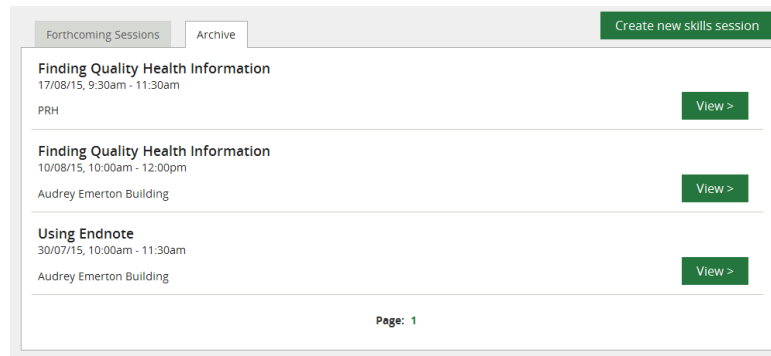
- If you are the Session leader of the Session:
 - Hold the cursor over **Skills** and then click **My Skills Sessions (Facilitator)**



- Click on the Archive tab

My Skills Sessions (Facilitator)

This page shows you Skills Session you are (or have) either leading or facilitating on. Press the View button to see details of a Session.



- Click on View for the appropriate session

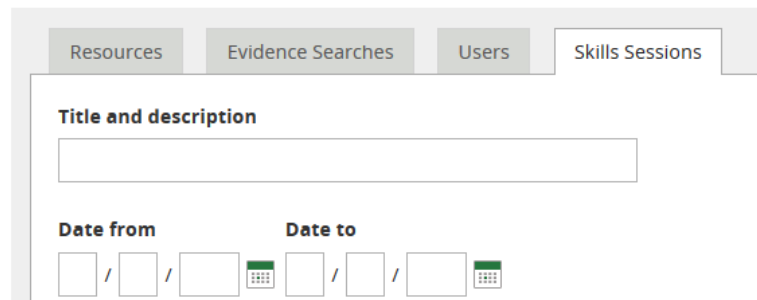
5.3.1.2 Finding Archived Skills Session via the Advanced Search

- Click Advanced Search



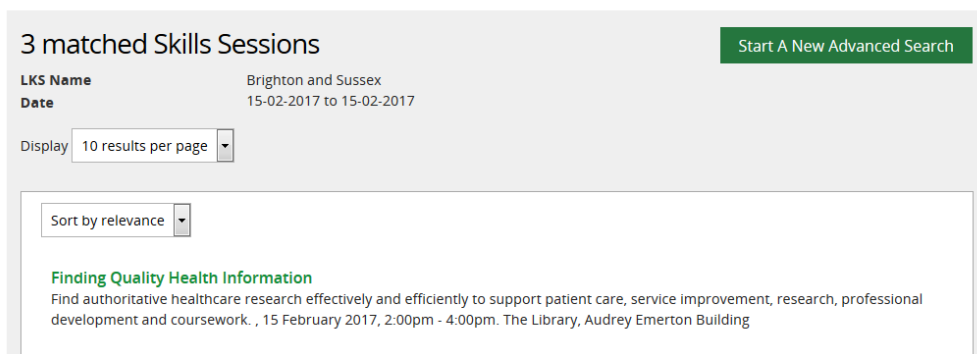
- Select the Skills Sessions tab

Advanced Search Facility



- From the search options select:
Date from Date to = date of archived session
Library and Knowledge Service = *your service*

Search Results

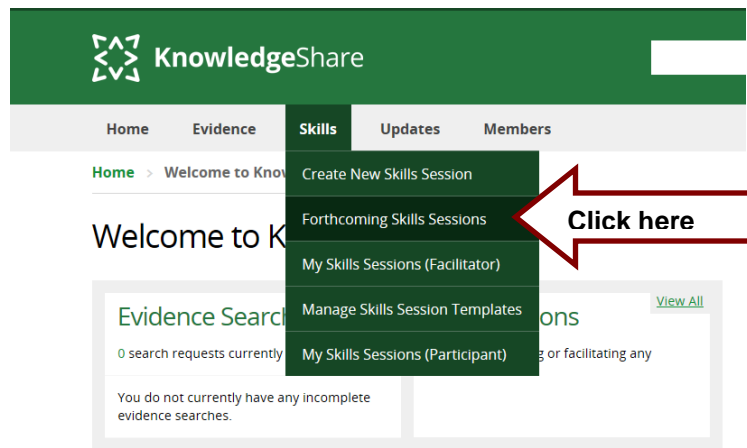


5.3.2 Registering Members' attendance on a Skills session

Confirming attendance on a Skills Session is essential as attendance, not bookings, are counted in statistical reports. It is also important as when a member logs into KnowledgeShare and views their Skills Session the message "Your attendance at this session has not been recorded:" is displayed for sessions if their attendance has not been confirmed.

5.3.2.1 Registering Members' attendance before a Skills session starts

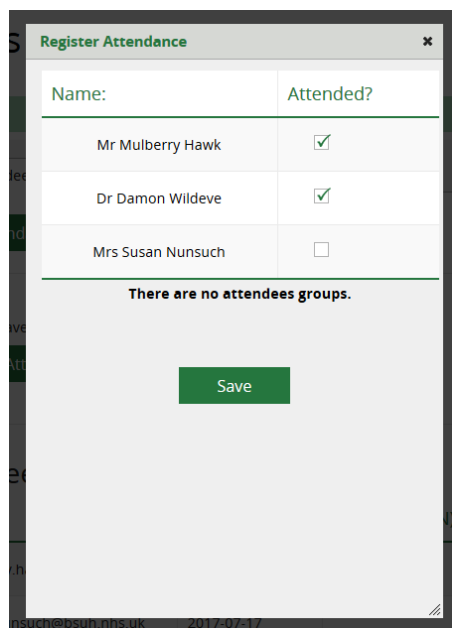
- The option to register Members is available 15 minutes before a session begins
- Hold the cursor over **Skills** and then click **Forthcoming Skills Sessions**



- Select session from the list by clicking on the session name
- Click on the **Attendee Register** tab and click **Register Attendance**



- Check the boxes next to those Members who have attended and then click **Save**



- The Members' attendance will now be displayed in the Registered Attendees table in the Attended Y/N column

Skills Session Details | **Attendee Register** | Questionnaire Responses

Add Attendees | Register Attendance | Contact attendees | Contact waiting list | Download register

Registered Attendees

Name	Email	Booking date	Attended (Y/N)	
Dr Henrietta Petowker	henrietta.petowker@bsuh.nhs.uk	2016-01-13	Yes	Email Cancel
Mr Mulberry Hawk	mulberry.hawk@bsuh.nhs.uk	2016-01-13	Yes	Email Cancel
Mrs Susan Nunsuch	susan.nunsuch@bsuh.nhs.uk	2016-01-13	No	Email Cancel

5.3.2.2 Registering Members' attendance after a Skills session starts

- Find the Archived Skills Sessions
- Click on the **Attendee Register** tab and click **Register Attendance**

Finding Quality Health Information

Skills Session Details | **Attendee Register** | Questionnaire Responses

Add Attendees | Register Attendance | **Click here** | Download register

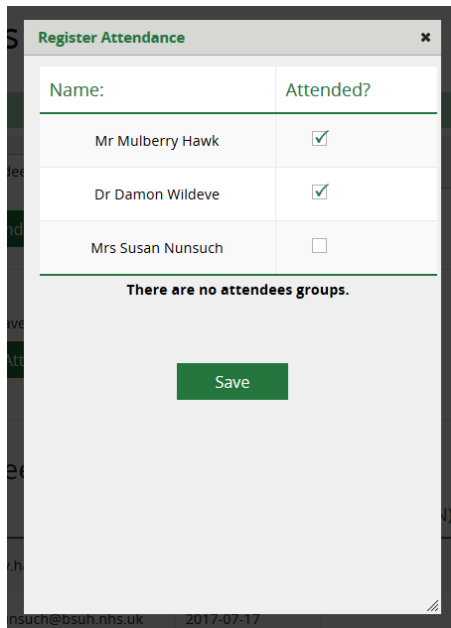
Registered Attendees

Name	Email	Booking date	Attended (Y/N)	
Dr Damon Wildeve	damon.wildeve@bsuh.nhs.uk	2015-08-20		
Mr Mulberry Hawk	mulberry.hawk@bsuh.nhs.uk	2015-08-20		
Mrs Susan Nunsuch	susan.nunsuch@bsuh.nhs.uk	2015-08-20		

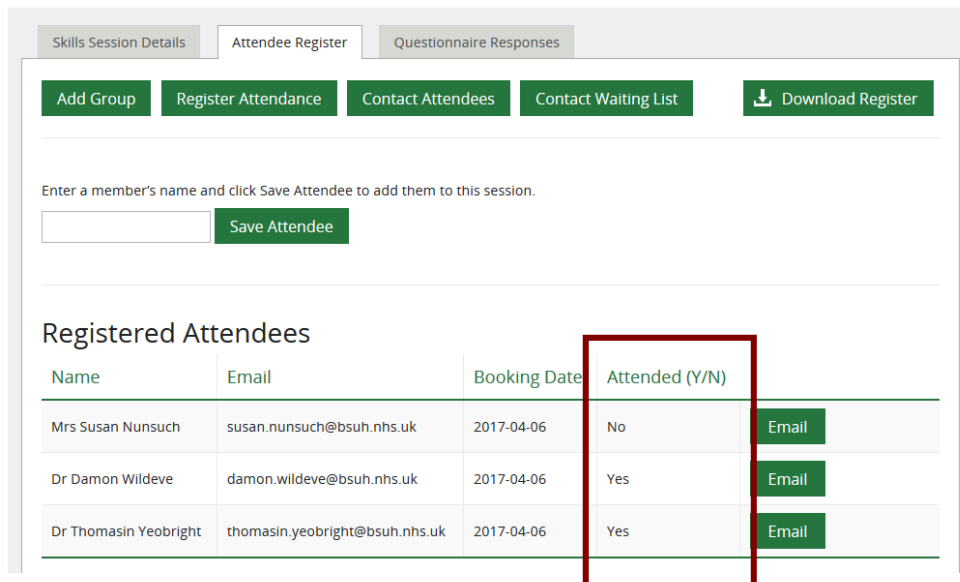
Waiting List
There is no waiting list for this session

Anonymous Attendees
There are no anonymous attendees registered in this session

- Check the boxes next to those Members who have attended and then click **Save**



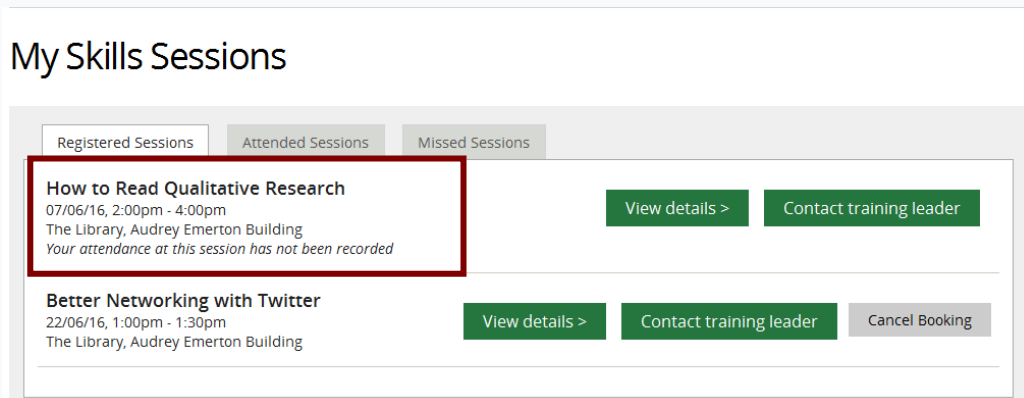
- The Members' attendance will now be displayed in the Registered Attendees table in the Attended Y/N column



5.3.2.3 Registering the non-attendance of a single attendee

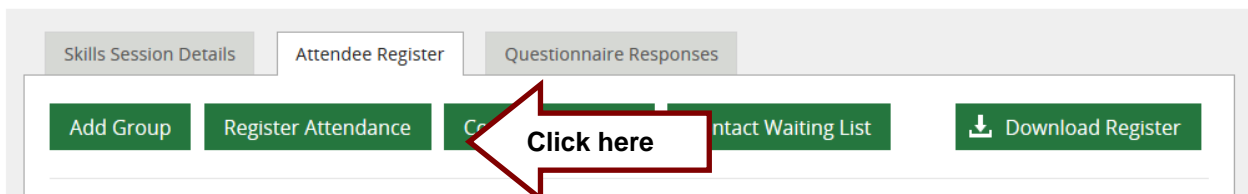
Why do I have to register that the one member booked on the session didn't show up?

Even if only one Member is booked on a session and they don't show up you need to actively record this so it shows on their record that they haven't attended the session. Otherwise the Member sees on their record that "Your attendance at this session has not been recorded":

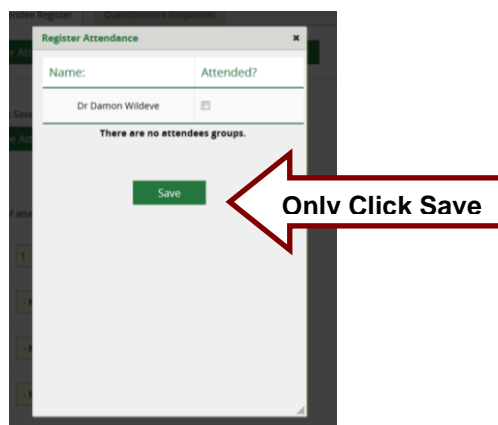


Recording non-attendance is also needed to ensure the Skills session statistics are accurate.

- Find the Archived Skills Session
- Click on the **Attendee Register** tab and click **Register Attendance**



- Leave the Attended? check box blank and click **Save**



- The Member's non-attendance will now be displayed in the Registered Attendees table in the Attended Y/N column

Registered Attendees				
Name	Email	Booking date	Attended (Y/N)	
Dr Damon Wildeve	damon.wildeve@bsuh.nhs.uk	2016-06-08	No	Email

- The session will then not be shown on the Member's home page, but will be listed on their My Skills Sessions page under the Missed Sessions tab when they login

My Skills Sessions

Registered Sessions
Attended Sessions
Missed Sessions

Finding Quality Health Information

05/05/16, 10:00am - 12:00pm

The Library, Princess Royal Hospital

You were registered but did not attend.

[View >](#)

5.3.2.4 Registering a group of Members' attendance on a Skills session

- Find the Archived Skills Session
- Click on the **Attendee Register** tab and click **Register Attendance**

Skills Session Details
Attendee Register
Questionnaire Responses

Add Group
Register Attendance

Click here

Contact Waiting List

[Download Register](#)

- Enter the number of Members who have attended and click **Save**

Register Attendance
✕

There are no individual attendees.

Group Details	Predicted Count	Attended
Organisation: Brighton and Sussex University Hospitals NHS Trust Department: JobRole: N&M Staff Nurse	12	<input style="width: 40px; border: 1px solid #ccc;" type="text" value="0"/>

[Save](#)

Enter number here

- The Members' attendance will now be displayed in the Anonymous Attendees section at the bottom of the page in the Attended column

Anonymous Attendees				
No. of Attendees	Organisation(s)	Department(s)	Job Role(s)	Attended
12	Brighton and Sussex University Hospitals NHS Trust	Mixed	N&M Staff Nurse	9

5.3.2.5 Email alert to confirm Members' attendance on a Skills session

Confirming attendance on a Skills Session is essential as attendance, not bookings, are counted in statistical reports. It is also important as when a member logs into KnowledgeShare and views their Skills Session the message "Your attendance at this session has not been recorded:" is displayed for sessions if their attendance has not been confirmed.

- To ensure attendance on a Skills Session is confirmed an email alert is sent to the session leader one week after the session where attendance is unconfirmed asking them to confirm attendance. The email continues to be sent weekly until attendance is confirmed.

System Level Email Template Name: TrainingSessionUnconfirmedAttendance
Subject line: Please confirm attendance on your KnowledgeShare skills session

Dear Alison,

Your skills session on KnowledgeShare, Finding Quality Health Information, 20/12/2019, 10:00, has unconfirmed attendance(s).

ACTION:

- Please go to [the session](#) in KnowledgeShare,
- Indicate which members attended (or leave check-boxes blank if they didn't attend)
- Click "Save".

Best regards,

KnowledgeShare Administration.

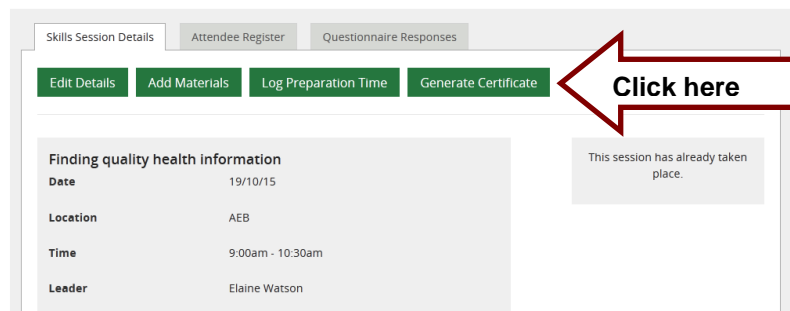
----- Sent out by KnowledgeShare-----

- When a session is created retrospectively but attendance is not confirmed, an email alert is sent the day after the session is created and subsequently weekly.

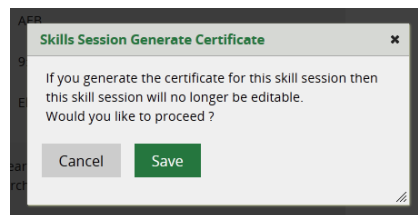
5.3.3 Create an Attendance Certificate for a Skills Session

- Find the Archived Skills Session
- Click on the Skills Session Details tab and click **Generate Certificate**

Finding quality health information

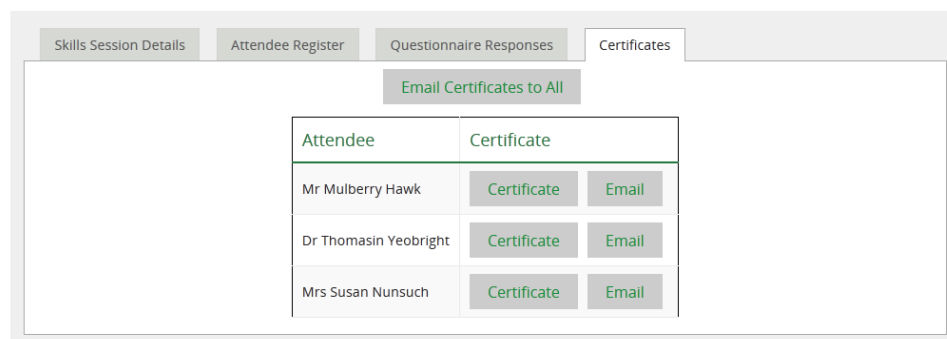


- Click **Save**. This Skills session details will no longer be editable and further Members cannot be booked on the session. Member Feedback can be added to the session.



- Click on the Certificates tab.

Finding quality health information



- This tab provide three ways to create and or send certificates to Members
 - Click **Email Certificate to All** to create an email message
 - Click **Email** to email the certificate to a specific Member
 - Click **Certificate** to download a certificate for a specific Member

Certification that on
19th October, 2015

Mr Mulberry Hawk attended a 1.5 hour session on
Finding quality health information

Topics covered

- * Formulating an appropriate search question
- * Identifying and understanding the different types of evidence
- * Using search engines and evidence tools
- * Downloading and saving references

Elaine Watson

10th November, 2015

Facilitator

Date of Certificate

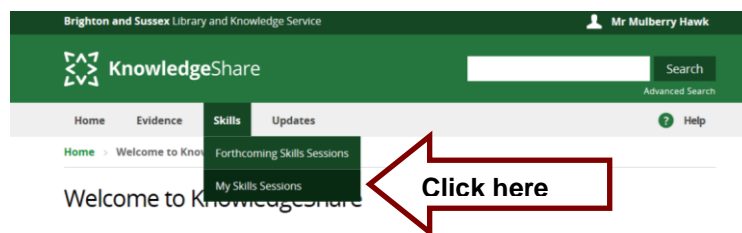
This skills session supports
KSP Dimensions

5.4 Access to Support Materials and Attendance Certificates by Members after a Skills session

If the Member has been marked as attended on a Skills Session, they always have access to any Support Material or Attendance Certificate associated with the session.

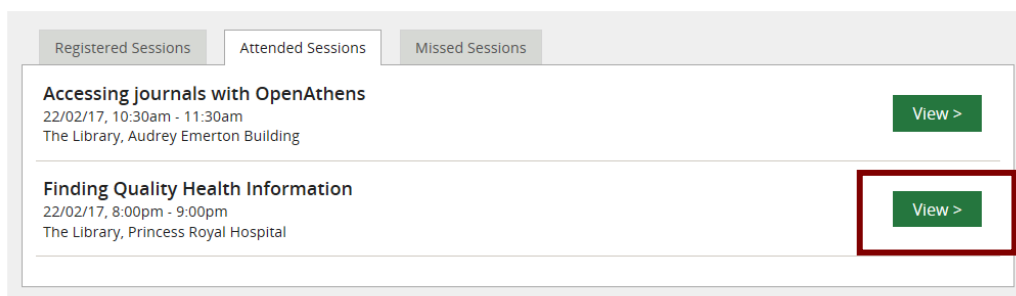
5.4.1 Members access to Support Material for a Skills session they have attended

- The Member needs to log into **KnowledgeShare**
- The Member needs to hold the cursor over **Skills** and then click **My Skills Sessions**



- The Member selects the **Attended Sessions** tab and then clicks **View>** next to the appropriate session

My Skills Sessions



- The support material for the session is listed at the bottom of the Skills Session Details page. The Member clicks on **Download**

Skills Session Details

The details for the specified skills session can be found below. If you are eligible for this session you can reserve your place by pressing the 'Book your place' button on the right. If the session is full, you can add your name to the waiting list. You'll be notified when a place becomes available for this session.

Finding Quality Health Information	
Date	19/04/17
Provided by	Brighton and Sussex
Location	Library Training Room
Time	2:00pm - 3:00pm
Leader	Archana Deshmukh

Find authoritative healthcare research effectively and efficiently to support patient care, service improvement, research, professional development and coursework.

- * Formulating an appropriate search question
- * Identifying and understanding the different types of evidence
- * Using search engines and evidence tools such as NHS Evidence, The Cochrane Library, Medline, British Nursing Index, Health Management Information Consortium and PsycInfo to find good quality health care information
- * Downloading and saving references

Application of the knowledge and skills acquired on our courses help staff to meet the following KSF dimensions: HWB1 (levels 1,2,3), HWB4 (levels 2,3,4), HWB5 (levels 2,3,4), HWB7 (levels 2,3,4), HWBB (level 4), IK2 (levels 2,3,4), IK3 (levels 1,3,4), G2 (levels 1,3,4), Core 1, Core 4 (levels 2,3).

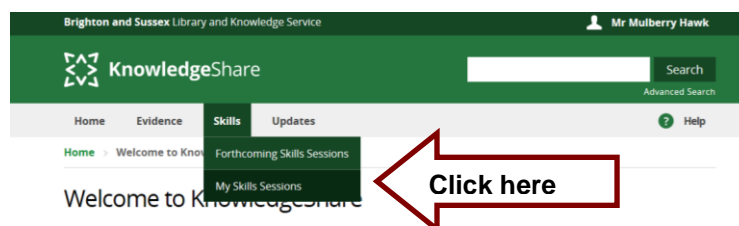
Restrictions	This skills session has no organisation restrictions
	This skills session has no job role restrictions

Course Materials:

Finding Quality Health Information Guide.docx	Download
---	--------------------------

5.4.2 Members' access to Attendance Certificate for a Skills session they have attended

- The Member needs to log into **KnowledgeShare**
- The Member needs to hold the cursor over **Skills** and then click **My Skills Sessions**



- The Member selects the **Attended Sessions** tab and then clicks **View>** next to the appropriate session
- The Member clicks **Download Certificate**

Skills Session Details

The details for the specified skills session can be found below. If you are eligible for this session you can reserve your place by pressing the 'Book your place' button on the right. If the session is full, you can add your name to the waiting list. You'll be notified when a place becomes available for this session.

Finding Quality Health Information

Date	19/04/17
Provided by	Brighton and Sussex
Location	Library Training Room
Time	2:00pm - 3:00pm
Leader	Archana Deshmukh

Find authoritative healthcare research effectively and efficiently to support patient care, service improvement, research, professional development and coursework.

This session has already taken

place

Download Certificate

Evaluate this Session

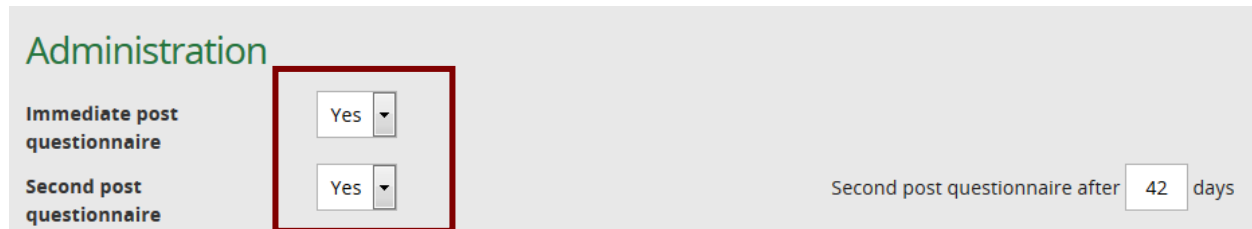
5.5 Registering Members' feedback for a Skills session

The Member Feedback in KnowledgeShare is approved by the Knowledge for Healthcare Impact Task-and-Finish Group

A skills session can have two feedback questionnaires

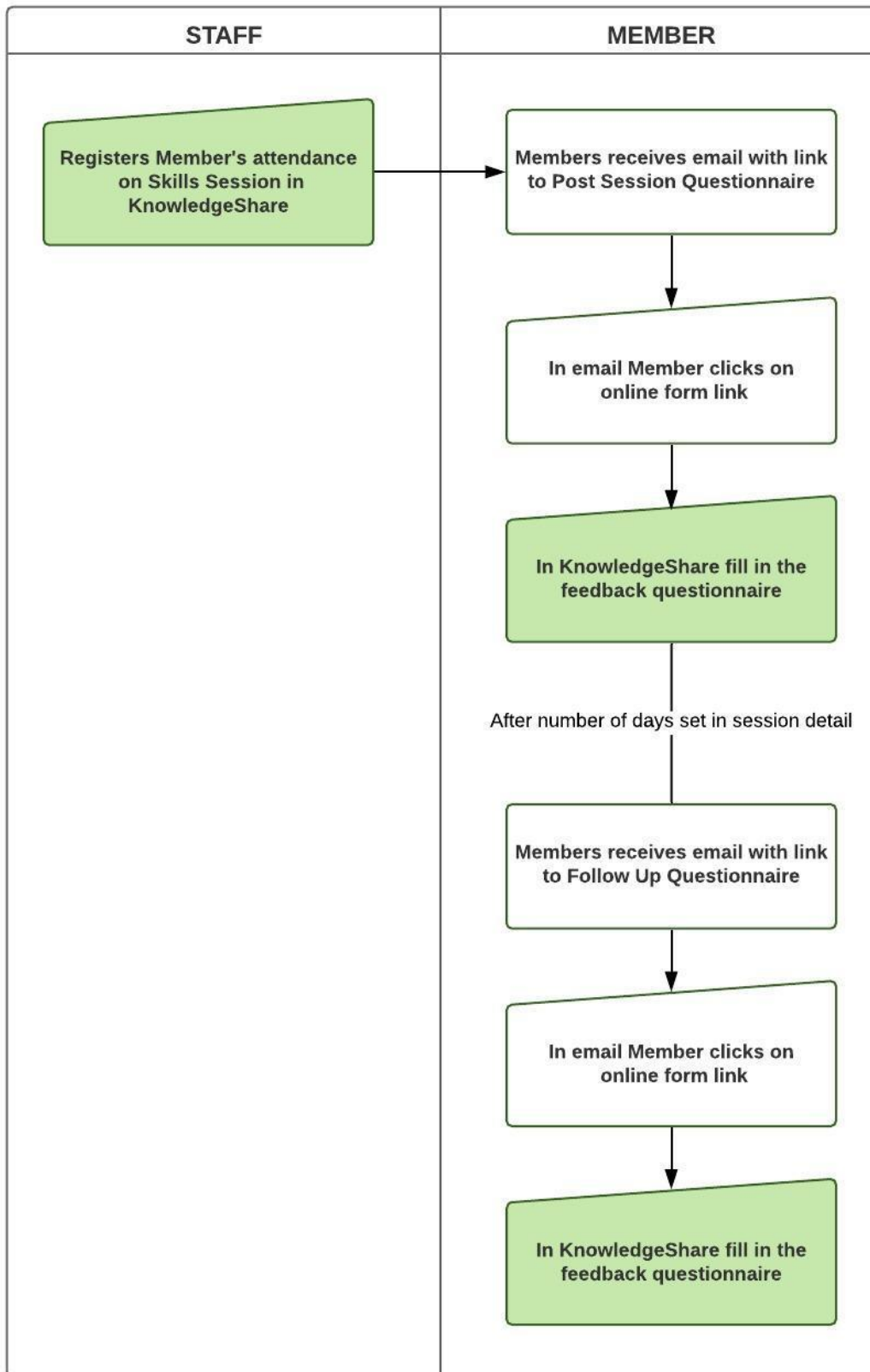
- Immediate post questionnaire
- Second post questionnaire

The option for a skills session to have feedback questionnaires is in the session template and the individual skills session



The screenshot shows the 'Administration' section of the KnowledgeShare interface. It features two dropdown menus for questionnaire options, both set to 'Yes'. The first dropdown is for the 'Immediate post questionnaire' and the second is for the 'Second post questionnaire'. A red box highlights these two dropdown menus. To the right, there is a text field for 'Second post questionnaire after' with the value '42' and the unit 'days'.

To make providing feedback on Skills Sessions as easy as possible for Members, the barrier of having to log in using Athens details has been removed from the link within the feedback email.



- If 'Yes' is selected on the session details for Immediate Post Questionnaire:
 - When attendance is checked for a Member they are emailed with a link to the Immediate Post Questionnaire within KnowledgeShare
 - For the first two weeks after the session has taken place the link to the Immediate Post Questionnaire is active

- If 'Yes' has been selected for both the Immediate Post Questionnaire and Second Post Questionnaire, the link will go to the Second Post Questionnaire



Feedback Questionnaire

i Your feedback has already been submitted.

- If 'No' is selected on the session details for Immediate Post Questionnaire, and 'Yes' selected for the Second Post Questionnaire **Evaluate this Session** will be hidden for two week.
- After two weeks **Evaluate this Session** will link to the Second Post Questionnaire

5.5.1 Members registering their feedback for a Skills session

- If 'Yes' is selected on the Session Details page for Immediate Post Questionnaire, after a Member has been marked as attended, an email is immediately sent to them with a link to the post session questionnaire.
- To make providing feedback on Skills Sessions as easy as possible for Members, the barrier of having to log in using Athens details has been removed from the link to the post session questionnaire.

LKs Level Email Template Name: TrainingSessionImmediatePostQuestionnaireReminder
Subject Line: Follow-up from recent teaching

Dear Mr Gabriel Oak,

I hope you found my session on Finding Quality Health Information on 22 February 2020 useful

We really appreciate feedback on our teaching both as an opportunity to improve and as evidence that we are making a difference.

If you have five minutes, please use our [online form](#) to let us know what you thought (login not required). Please note that anonymous feedback may be used in promotion or reporting.

Thank you for your help,

Nicola

Nicola Salliss Assistant Librarian Princess Royal Hospital Brighton and Sussex Library and Knowledge Service

----- Sent out by KnowledgeShare-----

- The Member clicks on the **online form** link to enter their feedback
- The Member Feedback in KnowledgeShare is approved by the Value and Impact Task and Finish Group, Knowledge for Healthcare Working Group: Quality and Impact Group

This page is showing public data. To access protected content you must be logged in using OpenAthens. [Log In](#) [Sign up for OpenAthens](#)

KnowledgeShare [Search](#)
Advanced Search

[Home](#) [? Help](#)

[Home](#) > [Feedback Questionnaire](#)

Feedback Questionnaire

We would like to use your feedback to show how our service has made a difference.
We may anonymise the data and include it in annual reports, promotional literature and other such documents.
You are filling this feedback out on behalf of **Mr Gabriel Oak**.

Please confirm that you are happy for us to use the information for this purpose:

How would you rate the content of the session? Please score 1-5 (where 5 is high)

Any comments?

How did you find the delivery of the presentation? Please score 1-5 (where 5 is high)

- After saving the questionnaire a screen confirming 'Your feedback has been saved successfully' appears.

This page is showing public data. To access protected content you must be logged in using OpenAthens. [Log In](#) [Sign up for OpenAthens](#)

KnowledgeShare [Search](#)
Advanced Search

[Home](#) [? Help](#)

[Home](#) > [Feedback Questionnaire](#)

Feedback Questionnaire

✓ Your feedback has been saved successfully

- If the option to have feedback questionnaires has been selected for a session, a second post questionnaire will be generated according to the number of days after the session entered for the individual skills session

Administration

Immediate post questionnaire

Second post questionnaire

Second post questionnaire after days

- An email with a link to the second post session questionnaire is sent to the Member according to the number of days after the session entered for the individual skills session

LKS Level Email Template Name: TrainingSessionSecondPostQuestionnaireReminder
 Subject Line: Long term impact of Library and Knowledge Service teaching

Dear Mr Gabriel Oak,

On 22 February 2020 you attended my teaching on Finding Quality Health Information.

Now that some time has passed, I was wondering whether you have used the skills in your work or study? It is very important for us to be able to provide evidence of the impact of our work.

If you have five minutes, please use our [online form](#) to let us know about whether you have found the teaching useful (login not required).

Please note that anonymous feedback may be used in promotion or reporting.

Thank you for your help,

Nicola

Nicola Salliss Assistant Librarian Princess Royal Hospital, Brighton and Sussex Library and Knowledge Service

5.5.2 Staff registering Members' feedback for a Skills session

- Find the Archived Skills Session
- Click on the **Attendee Register** tab and ensure attendee's attendance has been registered
- Click on the Questionnaire Responses tab and select the appropriate questionnaire

- Click on **Register Feedback** next to the name of the Member who has provided feedback and enter their responses

Finding quality health information

Name	Email	Completion date	Questionnaire
Mr Mulberry Hawk	mulberry.hawk@bsuh.nhs.uk		Register Feedback
Dr Thomasin Yeobright	thomasin.yeobright@bsuh.nhs.uk		Register Feedback
Mrs Susan Nunsuch	susan.nunsuch@bsuh.nhs.uk		Register Feedback

- Repeat for each Member who has returned a response
- Click on **View Response** next to the name of the Member to view their responses

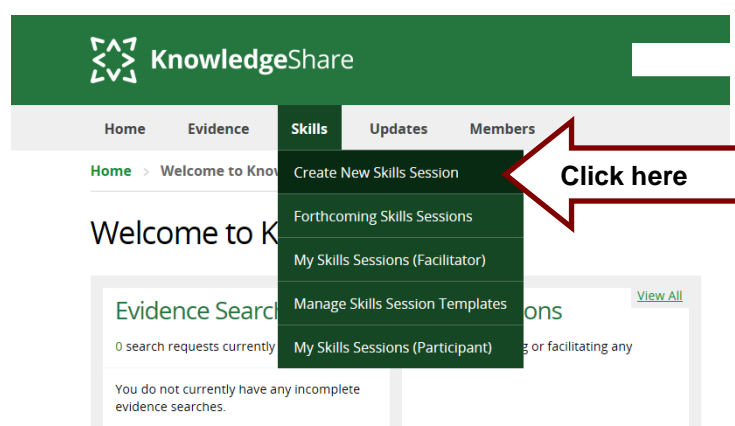
Finding quality health information

Name	Email	Completion date	Questionnaire
Mr Mulberry Hawk	mulberry.hawk@bsuh.nhs.uk	2015-10-22 12:08:17	View Response
Dr Thomasin Yeobright	thomasin.yeobright@bsuh.nhs.uk	2015-10-22 12:10:39	View Response
Mrs Susan Nunsuch	susan.nunsuch@bsuh.nhs.uk		Register Feedback

5.6 Add a Skills Session

5.6.1 Add a Scheduled Skills session

- Hold the cursor over **Skills** and then click **Create New Skills Session**



- From the **Use a Training Template** pull-down list select a Session Template

Create Session

Select a template as the base for your new session, or press Create New Session to start from a blank form.


Use a Training Template or

Finding quality health information
How to read quantitative research
Using Endnote

5.6.1.1 Edit the Template fields to match your session

- Training type
 - *Mandatory Field*
 - Select **Scheduled**
- Induction
 - This will enable inductions to be recorded separately for statistics and reports. *Reports have not been developed yet (August 2018).*
 - Check box when session is provided as an induction.
- Bookable
 - This enables Members to be booked on a session
 - Check box so session can be booked from now or enter number of days before you want Members to be able to be booked in
- Visible
 - This enables the session to be seen on the Forthcoming Skills Sessions list
 - Check box so session can be seen now or enter number of days before you want the session to be visible on the Forthcoming Skills Sessions list
- Generate certificate?
 - *Mandatory Field*
 - *Default setting Yes*
 - No
- Session Name
 - *Mandatory Field*
 - Details are added from Template
- Session Description
 - *Mandatory Field*
 - Details are added from Template

5.6.1.2 Timings & Location

- Session date
 - *Mandatory Field*
 - Enter date directly or click on calendar function icon 

Timings & Location

Session date: 16 / 11 / 2015

Start time: [dropdown] : [dropdown]

Duration (in minutes): 120

Location: [text field]

Capacity: [text field]

Nov 2015

Mo	Tu	We	Th	Fr	Sa	Su
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17					
23	24					
30						

Click on date

- Start Time
 - *Mandatory Field*
 - Select time using the pull-down menu
 - Time convention: use 24-hour clock
- Duration (in minutes)
 - *Mandatory Field*
- Location
 - *Mandatory Field*
 - Free text field to type in physical or 'remote' location of training
- Capacity
 - Number of attendees suitable for the training
 - If the field is left blank the system will assume the capacity is infinite

5.6.1.3 Administration

- Immediate post Questionnaire
 - Details are added from Template
- Second post Questionnaire
 - Details are added from Template
- Second post Questionnaire after x days
 - Details are added from Template
- Learning Outcomes
 - *Mandatory Field*
 - Details are added from Template
- Qualifications Supported
 - *Mandatory Field*
 - Details are added from Template

5.6.1.4 Leaders & Facilitators

- Session Leader
 - Select the member of staff from the list who is leading the session

- Add additional facilitators
 - Select the members of staff from the list who are providing support at the session

5.6.1.5 Restrict Attendees

Where a session has the restrictions ‘This skills session has no organisation restrictions’ and ‘This skills session has no job role restrictions’ can any member on KnowledgeShare book on it?

No, only members from organisations you serve can be booked on your sessions. If you share an organisation with another library service, members from this organisation can book on to sessions from both library services

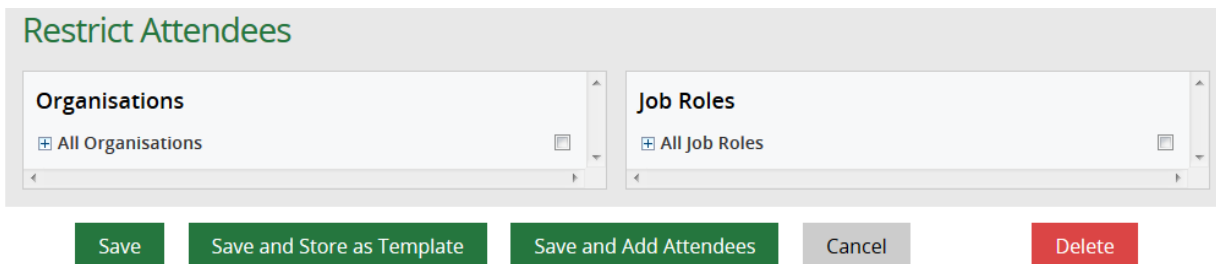
Restrictions can be made to which Members can be booked on a session based on which organisations you serve, departments within these organisation and what the members’ job role is.

- Organisation
 - Select the organisation(s) you wish to restrict bookings to. (Only Members from the selected organisation(s) can be booked on the session.)
 - Select department with in a specific organisation you wish to restrict booking to. (A specific session for the Physiotherapy department could be restricted to the Physiotherapy department)
- Job role
 - Select the job role(s) you wish to restrict bookings to. (Only Members in the selected job role(s) can be booked on the session. A specific session for the Pre-registration Pharmacist could be restricted to the job role ACS Pre-reg Pharmacist)
 - The job restriction uses the Job role on the members form to restrict the session booking

The image shows a screenshot of a web form with three sections: 'Job title', 'Job group', and 'Job role'. Each section has a text input field. The 'Job title' field contains 'Pre-registration Pharmacist'. The 'Job group' field contains 'Additional Clinical Services'. The 'Job role' field contains 'ACS Pre-reg Pharmacist' and has a small downward arrow on the right side, indicating it is a dropdown menu. A red rectangular box highlights the 'Job role' section.

5.6.1.6 Save Session

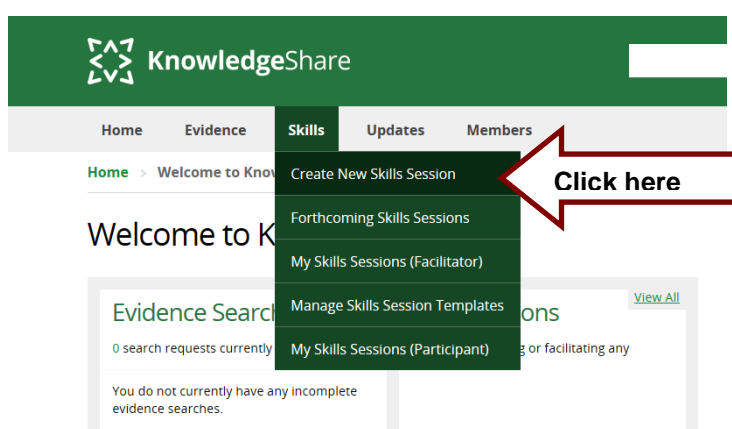
There are a number of options available when saving a session



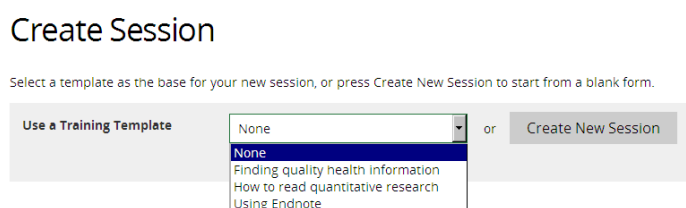
- Save
- Save and Store as Template
- Save and Add Attendees

5.6.2 Add an Ad Hoc Skills session

- Hold the cursor over **Skills** and then click **Create New Skills Session**



- From the **Use a Training Template** pull-down list select a Session Template




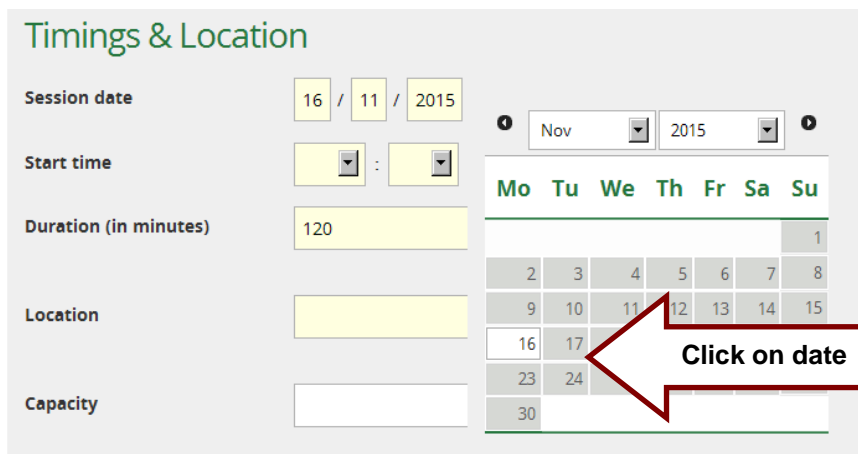
5.6.2.1 Edit the Template fields to match your session

- Training type
 - *Mandatory Field*
 - **Select Ad-hoc**
 - *Ad-hoc will be changed to Ad hoc. This is on the developers list to be fixed*
- Induction
 - This will enable inductions to be recorded separately for statistics and reports. *Reports have not been developed yet (August 2018).*
 - Check box when session is provided as an induction.
- Bookable
 - This enables Members to be booked on a session

- Check box so session can be booked from now
- Visible
 - This enables the session to be seen on the Forthcoming Skills Sessions list
 - Check box so the session can be seen now
- Generate certificate?
 - *Mandatory Field*
 - *Default setting Yes*
 - No
- Session Name
 - *Mandatory Field*
 - Details are added from Template
- Session Description
 - *Mandatory Field*
 - Details are added from Template

5.6.2.2 Timings & Location

- Session date
 - *Mandatory Field*
 - Enter date directly or click on calendar function icon 



Timings & Location

Session date: 16 / 11 / 2015

Start time: [dropdown] : [dropdown]

Duration (in minutes): 120

Location: [text field]

Capacity: [text field]

Calendar: Nov 2015

Mo	Tu	We	Th	Fr	Sa	Su
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17					
23	24					
30						

Click on date

- Start Time
 - *Mandatory Field*
 - Select time using the pull-down menu
 - Time convention: use 24-hour clock
- Duration (in minutes)
 - *Mandatory Field*
- Location
 - *Mandatory Field*
 - Free text field to type in physical or 'remote' location of training
- Capacity
 - Number of attendees suitable for the training
 - If the field is left blank the system will assume the capacity is infinite

5.6.2.3 Administration

- Immediate post Questionnaire
 - Details are added from Template
- Second post Questionnaire
 - Details are added from Template
- Second post Questionnaire after χ days
 - Details are added from Template
- Learning Outcomes
 - *Mandatory Field*
 - Details are added from Template
- Qualifications Supported
 - *Mandatory Field*
 - Details are added from Template

5.6.2.4 Leaders & Facilitators

- Session Leader
 - Select the member of staff from the list who is leading the session
- Add additional facilitators
 - Select the members of staff from the list who are providing support at the session

5.6.2.5 Restrict Attendees

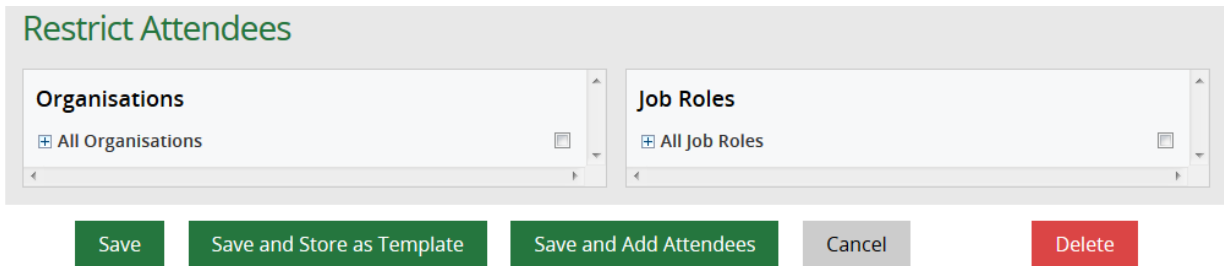
Restrictions can be made to which Members can be booked on a session based on which organisations you serve, departments within these organisation and what the members' job role is.

If an ad hoc session is created after the actual session has taken place, restrictions do not need to be applied as they are part of the booking management functions.

- Organisation
 - Select the organisation(s) you wish to restrict bookings to. (Only Members from the selected organisation(s) can be booked on the session.)
 - Select department with in a specific organisation you wish to restrict booking to.
- Job role
 - Select the job role(s) you wish to restrict bookings to. (Only Members in the selected job role(s) can be booked on the session.)

5.6.2.6 Save Session

There are a number of options available when saving a session

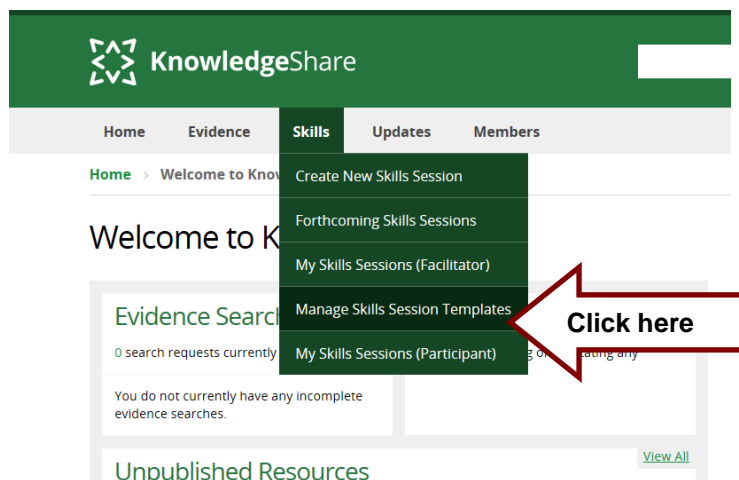


- Save
- Save and Store as Template
- Save and Add Attendees
 - This is the most useful option for ad hoc sessions allowing you to add attendees straight away

5.7 Add a Skills Session Template

5.7.1 Add a Skills Session Template

- Only Library staff with LKS Admin can Add a new Skills Session Template
- Hold the cursor over **Skills** and then click **Manage Skills Session Template**



- Click **Create New Skills Template**

Skills Session Templates

Created	Type	Template Name	Location		
05/06/15	Scheduled	How to Read a Randomised Controlled Trial		Edit	Create Session
05/06/15	Scheduled	Using Endnote		Edit	Create Session
23/06/15	Scheduled	Introduction to Library Services (Induction or promotion)		Edit	Create Session

Create New Skills Template

Click here

Skills Session Templates

Create New Skills Template

There are no skills sessions templates to list.

Why can't I see the Create New Skills Template button?

Only Library Staff with the LKS Administrator permissions set can create new Skills Templates so only they can see this button. If you can't see this button then you don't have the LKS Administrator permissions set

5.7.1.1 Edit the Template fields

- Training type
 - *Mandatory Field*
 - **Scheduled**
 - **Ad-hoc**
- Induction
 - This will enable inductions to be recorded separately for statistics and reports. *Reports have not been developed yet (August 2018).*
 - Check box when session is provided as an induction.
- Bookable
 - This enables Members to be booked on a session
 - Check box so session can be booked from now or enter number of days before you want Members to be able to be booked in
 - For templates this can be left unchecked and the bookableness added to the skills session
- Visible
 - This enables the session to be seen on the Forthcoming Skills Sessions list
 - Check box so session can be seen now or enter number of days before you want the session to be visible on the Forthcoming Skills Sessions list
 - For templates this can be left unchecked and the visibility added to the skills session
- Generate certificate?
 - *Mandatory Field*
 - Yes
 - No
- Session Name
 - *Mandatory Field*
- Session Description
 - The description will appear on the session details tab and can be seen by Members when they login

Skills Session Details

The details for the specified skills session can be found below. If you are eligible for this session you can reserve your place by pressing the 'Book your place' button on the right. If the session is full, you can add your name to the waiting list. You'll be notified when a place becomes available for this session.

Finding quality health information	
Date	09/11/15
Location	PRH
Time	9:30am - 11:00am
Leader	Helen Barrett

Book Place

There are unlimited places remaining, book your place now.

Find authoritative healthcare research effectively and efficiently to support patient care, service improvement, research, professional development and coursework

- * Formulating an appropriate search question
- * Identifying and understanding the different types of evidence
- * Using search engines and evidence tools such as NHS Evidence, The Cochrane Library, Medline, British Nursing Index, Health Management Information Consortium and PsycInfo to find good quality health care information
- * Downloading and saving references

Application of the knowledge and skills acquired on our courses help staff to meet the following KSF dimensions: HWB1 (levels 1,2,3), HWB4 (levels 2,3,4), HWB5 (levels 2,3,4), HWB7 (levels 2,3,4), HWB8 (level 4), IK2 (levels 2,3,4), IK3 (levels 1,3,4), G2 (levels 1,3,4), Core 1, Core 4 (levels 2,3).

Restrictions This skills session has no restrictions

5.7.1.2 Timings & Location

- Duration (in minutes)
 - Free text field, use only numbers
 - Used to calculate the finish time of a session
- Location
 - Free text field to type in physical or 'remote' location of training
- Capacity
 - Number of attendees suitable for the training
 - If the field is left blank the system will assume the capacity is infinite

5.7.1.3 Administration

- The Member Feedback in KnowledgeShare is approved by the Value and Impact Task and Finish Group, Knowledge for Healthcare Working Group: Quality and Impact Group
- A skills session can have two feedback questionnaires
 - Post session questionnaire
 - Follow up session questionnaire
- Immediate post Questionnaire
 - Yes
 - No
- Second post Questionnaire
 - Yes
 - No
- Learning Outcomes
 - *Mandatory Field if Generate certificate? is set to Yes*
 - This text will be used in the Certificate of Attendance
 - Maximum characters per line for learning outcomes is 81 and the maximum lines is 14
 - The learning outcome will appear on the session details tab and can be seen by Members when they login

Skills Session Details

The details for the specified skills session can be found below. If you are eligible for this session you can reserve your place by pressing the 'Book your place' button on the right. If the session is full, you can add your name to the waiting list. You'll be notified when a place becomes available for this session.

Finding quality health information

Date 09/11/15
Location PRH
Time 9:30am - 11:00am
Leader Helen Barrett

Book Place

There are unlimited places remaining, book your place now.

Find authoritative healthcare research effectively and efficiently to support patient care, service improvement, research, professional development and coursework

- * Formulating an appropriate search question
- * Identifying and understanding the different types of evidence
- * Using search engines and evidence tools such as NHS Evidence, The Cochrane Library, Medline, British Nursing Index, Health Management Information Consortium and PsycInfo to find good quality health care information
- * Downloading and saving references

Application of the knowledge and skills acquired on our courses help staff to meet the following KSF dimensions: HWB1 (levels 1,2,3), HWB4 (levels 2,3,4), HWB5 (levels 2,3,4), HWB7 (levels 2,3,4), HWB8 (level 4), IK2 (levels 2,3,4), IK3 (levels 1,3,4), G2 (levels 1,3,4), Core 1, Core 4 (levels 2,3).

Restrictions This skills session has no restrictions

- **Qualifications Supported**

- *Mandatory Field if Generate certificate? is set to Yes*
- This text will be used in the Certificate of Attendance
- Maximum characters per line for qualifications supported is 98 and the maximum lines is 4
- The qualifications supported will appear on the session details tab and can be seen by Members when they login

Skills Session Details

The details for the specified skills session can be found below. If you are eligible for this session you can reserve your place by pressing the 'Book your place' button on the right. If the session is full, you can add your name to the waiting list. You'll be notified when a place becomes available for this session.

Finding quality health information

Date 09/11/15
Location PRH
Time 9:30am - 11:00am
Leader Helen Barrett

Book Place

There are unlimited places remaining, book your place now.

Find authoritative healthcare research effectively and efficiently to support patient care, service improvement, research, professional development and coursework

- * Formulating an appropriate search question
- * Identifying and understanding the different types of evidence
- * Using search engines and evidence tools such as NHS Evidence, The Cochrane Library, Medline, British Nursing Index, Health Management Information Consortium and PsycInfo to find good quality health care information
- * Downloading and saving references

Application of the knowledge and skills acquired on our courses help staff to meet the following KSF dimensions: HWB1 (levels 1,2,3), HWB4 (levels 2,3,4), HWB5 (levels 2,3,4), HWB7 (levels 2,3,4), HWB8 (level 4), IK2 (levels 2,3,4), IK3 (levels 1,3,4), G2 (levels 1,3,4), Core 1, Core 4 (levels 2,3).

Restrictions This skills session has no restrictions

5.7.1.4 Leaders & Facilitators

- **Session Leader**
 - Select the member of staff from the list who is leading the session
 - This can be left blank if different staff lead the same session
- **Add additional facilitators**
 - Select the members of staff from the list who are providing support at the session
 - This can be left blank if different staff provide additional support for the same session

5.7.1.5 Restrict Attendees

Where a session has the restrictions 'This skills session has no organisation restrictions' and 'This skills session has no job role restrictions' can any member on KnowledgeShare book on it?

No, only members from organisations you serve can be booked on your sessions. If you share an organisation with another library service, members from this organisation can book on to sessions from both library services

Restrictions can be made to which Members can be booked on a session generated by a template based on which organisations you serve, departments within these organisation and what the members' job role is.

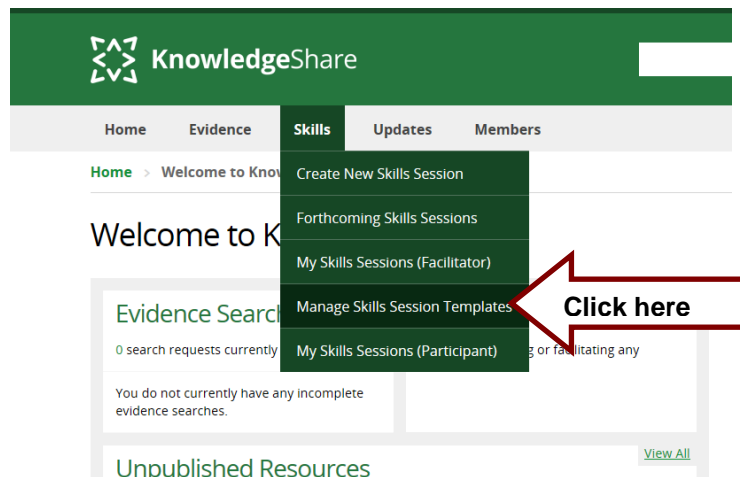
- Organisation
 - Select the organisation(s) you wish to restrict bookings to. (Only Members from the selected organisation(s) can be booked on the session.)
 - Select department with in a specific organisation you wish to restrict booking to. (A specific session for the Physiotherapy department could be restricted to the Physiotherapy department)
- Job role
 - Select the job role(s) you wish to restrict bookings to. (Only Members in the selected job role(s) can be booked on the session. A specific session for the Pre-registration Pharmacist could be restricted to the job role ACS Pre-reg Pharmacist)

5.8 Delete a Skills Session Template

Why can't I see the Delete button?

Only the named administrator on the Manage LKS page can delete a skills template

- Hold the cursor over **Skills** and then click **Manage Skills Session Template**



- Click **Edit** for template that is going to be deleted

Skills Session Templates

Created	Type	Template Name	Location	
05/06/15	Scheduled	How to Read a Randomised Controlled Trial		Edit
05/06/15	Scheduled	Using Endnote		Edit Create Session
23/06/15	Scheduled	Introduction to Library Services (Induction or promotion)		Edit Create Session

[Create New Skills Template](#)

Click here (arrow pointing to the 'Edit' button for the first template)

- Click **Delete** at the bottom of the page

Restrict Attendees

Organisations All Organisations	Job Roles All Job Roles
---	-----------------------------------

[Save](#) [Cancel](#) [Delete](#)

5.9 Manage your Skills Session Email Templates

What is an email template?

When KnowledgeShare system sends out emails to members, the body of the email is based on a template. The different types of email have different templates.

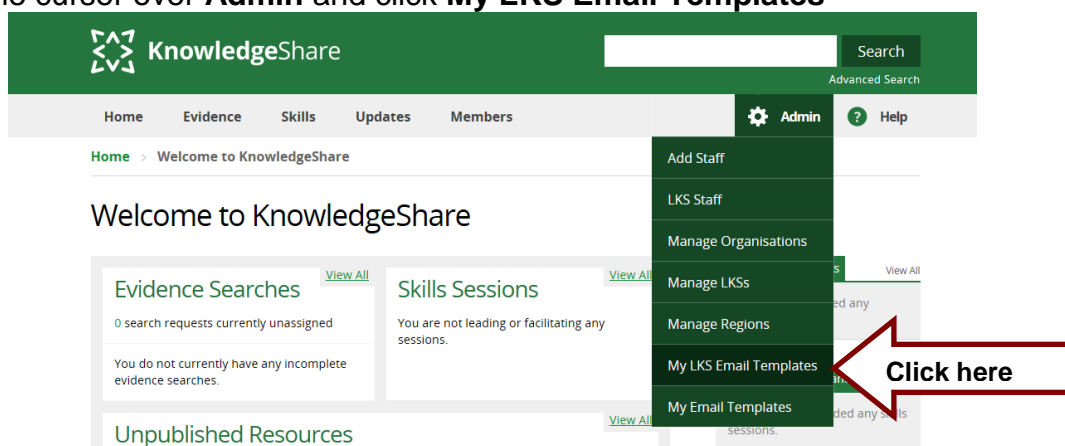
There are three levels of email template

- **System Level Email Template:** This template can only be edited by the System Administrator
- **LKS Level Email Template:** This overrides any System Level version of this template. The template can be added and edited by LKS Administrators in a library service
- **Person Level Template:** This overrides any LKS Level and System Level version of this template. The template can only be edited by the library member of staff

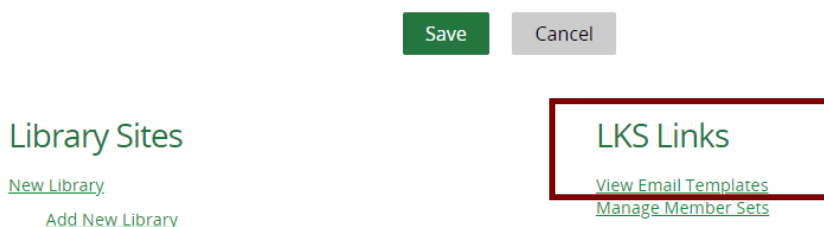
The best level of email template for Skills is the LKs Level. This provides a consistent email for all library staff who facilitate training sessions.

5.9.1 Add a LKS Level Email Template

- Hold the cursor over **Admin** and click **My LKS Email Templates**



- Click on View Email Templates



- Click **Add new template**

Sandwell and West Birmingham Hospitals Library Service's Email Templates

[Add new template](#)
No templates to display

- From Email Type drop down list select one the training session template of our choice

The screenshot shows the 'Email Template Edit' interface. The 'Email type' dropdown menu is open, displaying a list of templates. A red box highlights the following options: Training Session Booked User, Training Session Booked User Waiting, Training Session Booked From Waiting List User, Cancelled Training Session, Cancelled Training Session Booking User, Evaluate Evidence Search Reminder, Evidence Search Evaluation Insufficient Reminder, Welcome to KnowledgeShare, Training Session Immediate Post Questionnaire Reminder, and Training Session Second Post Questionnaire Reminder. Below the dropdown, there are instructions for placeholder codes: {{RecipientName}} - The Name of the person the email is sent to, and {{RecipientSalutation}} - The Salutation string of the recipient of the email.

- In the Subject add the text in the examples below or text of your own

The screenshot shows the 'Email Template Edit' page with the following configuration: Level is set to 'LKS', Email type is 'Training Session Booked User', and Subject is 'Skills Session Booking Confirmation'. The Body field is empty, showing a rich text editor toolbar.

- Paste in the Body of the email the appropriate text from the examples below
 - Use code {{RecipientSalutation}} which addresses the member in their preferred form
 - Use codes to create an email signature for any member of the teams

Best regards,
{{SenderFirstName}}

{{SenderName}}
{{SenderJobTitle}} | [{{SenderEmail}}](#)
{{SenderLKSName}} | [{{SenderLKSWebsite}}](#)

- Use the link icon to embed URLs in text
 - Add the full URL including https:// or http:// to the Link URL field
 - Select Open Link in a New Window for the Target field
 - For ensure accessibility add name for the link in the Title field

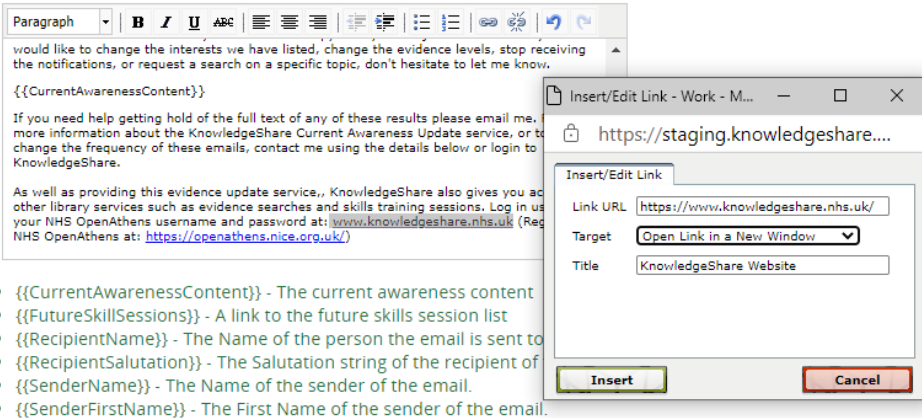
Email Template Edit

Level LKS

Email type Current Awareness

Subject KnowledgeShare Evidence Updates

Body



Paragraph | **B** | **I** | **U** | ABC | [List Icons] | [Link Icon] | [Image Icon] | [Undo] | [Redo]

would like to change the interests we have listed, change the evidence levels, stop receiving the notifications, or request a search on a specific topic, don't hesitate to let me know.

{{CurrentAwarenessContent}}

If you need help getting hold of the full text of any of these results please email me. For more information about the KnowledgeShare Current Awareness Update service, or to change the frequency of these emails, contact me using the details below or login to KnowledgeShare.

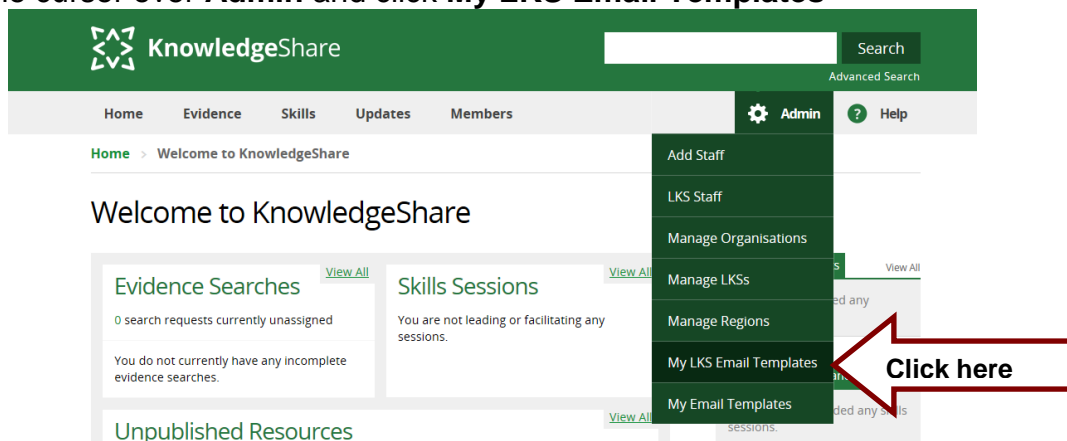
As well as providing this evidence update service, KnowledgeShare also gives you access to other library services such as evidence searches and skills training sessions. Log in using your NHS OpenAthens username and password at: www.knowledgeshare.nhs.uk (Registered NHS OpenAthens at: <https://openathens.nice.org.uk/>)

- {{CurrentAwarenessContent}} - The current awareness content
- {{FutureSkillSessions}} - A link to the future skills session list
- {{RecipientName}} - The Name of the person the email is sent to
- {{RecipientSalutation}} - The Salutation string of the recipient of the email
- {{SenderName}} - The Name of the sender of the email.
- {{SenderFirstName}} - The First Name of the sender of the email.

- Scroll down the page and click **Save**

5.9.2 Edit a LKS Level Email Template

- Hold the cursor over **Admin** and click **My LKS Email Templates**



KnowledgeShare

Home Evidence Skills Updates Members Admin Help

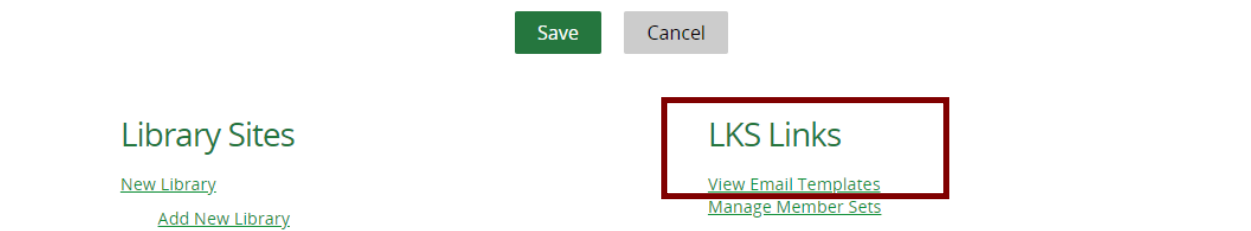
Welcome to KnowledgeShare

Evidence Searches | Skills Sessions | Unpublished Resources

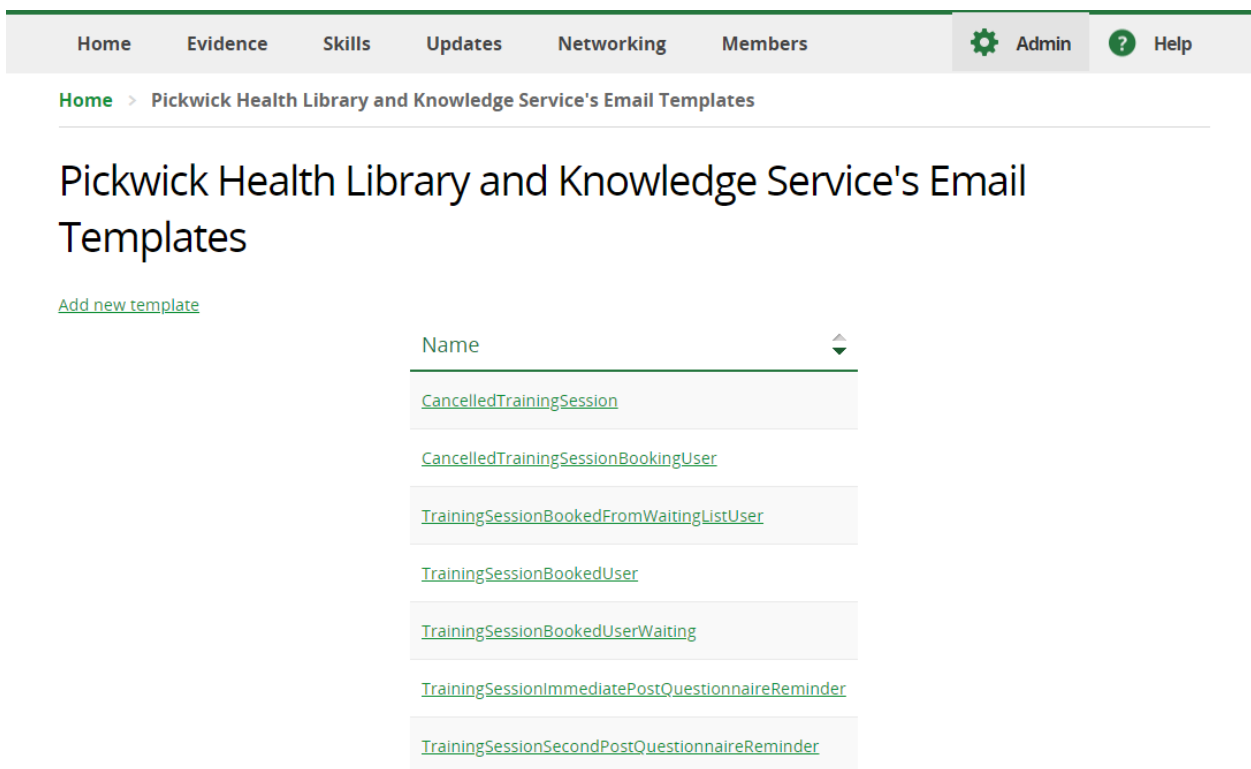
Admin Menu: Add Staff, LKS Staff, Manage Organisations, Manage LKSs, Manage Regions, My LKS Email Templates, My Email Templates

Click here

- Click on View Email Templates



- Click on the name of the template to be edited



- Edit the template
 - Use code `{{RecipientSalutation}}` which addresses the member in their preferred form
 - Use codes to create an email signature for any member of the teams

Best regards,
`{{SenderFirstName}}`

`{{SenderName}}`
`{{SenderJobTitle}}` | [{{SenderEmail}}](#)
`{{SenderLKSName}}` | [{{SenderLKSWebsite}}](#)

- Use the link icon  to embed URLs in text

- Add the full URL including https:// or http:// to the Link URL field
- Select Open Link in a New Window for the Target field
- For ensure accessibility add name for the link in the Title field

Email Template Edit

Level LKS

Email type Current Awareness

Subject KnowledgeShare Evidence Updates

Body

Paragraph | **B** | **I** | **U** | ABC | [List icons] | [Link icon] | [Image icon] | [Undo] | [Redo]

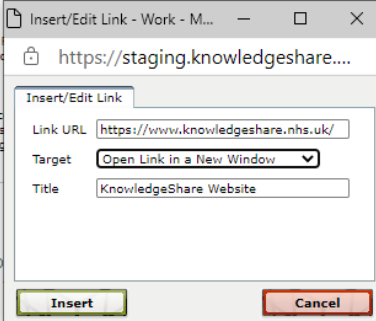
would like to change the interests we have listed, change the evidence levels, stop receiving the notifications, or request a search on a specific topic, don't hesitate to let me know.

{{CurrentAwarenessContent}}

If you need help getting hold of the full text of any of these results please email me, for more information about the KnowledgeShare Current Awareness Update service, or to change the frequency of these emails, contact me using the details below or login to KnowledgeShare.

As well as providing this evidence update service,, KnowledgeShare also gives you access to other library services such as evidence searches and skills training sessions. Log in using your NHS OpenAthens username and password at: www.knowledgeshare.nhs.uk (Registered NHS OpenAthens at: <https://openathens.nice.org.uk/>)

- {{CurrentAwarenessContent}} - The current awareness content
- {{FutureSkillSessions}} - A link to the future skills session list
- {{RecipientName}} - The Name of the person the email is sent to
- {{RecipientSalutation}} - The Salutation string of the recipient of the email
- {{SenderName}} - The Name of the sender of the email.
- {{SenderFirstName}} - The First Name of the sender of the email.



5.9.3 Confirmation email templates for session booking

Confirmation emails are sent depending on the outcome of a booking. The emails are to:

- Confirmation a member has booked on a session and has a place
- Confirmation a member is on the waiting list as the session is full
- Confirmation a member has moved from to waiting list to being booked on a session
- Confirmation a member has cancelled their booking on a session

Who do the confirmation emails appear to come from?

The confirmation emails to the Member appear to come from the session leader of the session the Member has booked on. Any replies to confirmation emails will go to the session leader.

5.9.3.1 Confirmation template a member has booked on a session and has a place

- Email confirmations are sent to the Member and to the Session Leader.
 - Template text for booking confirmation for the member

LKS Level Email Template Name: TrainingSessionBookedUser
Subject Line: Skills Session Booking Confirmation

Dear {{RecipientSalutation}},

You have been booked on the following skills session:

{{Name}}
{{Description}}
{{DateTimeLocation}}

Best regards,
{{SenderFirstName}}

{{SenderName}}
{{SenderJobTitle}}
{{SenderLKSName}} | [{{SenderLKSWebsite}}](#)

- How text appears in email sent in booking confirmation to the Member:

LKS Level Email Template Name: TrainingSessionBookedUser
Subject Line: Skills Session Booking Confirmation

Dear Mr Hawk,

You have been booked on the following skills session:

Better Networking with Twitter

How to use Twitter effectively for professional practice
22 February 2019, 1:00pm - 1:30am. Library Training Room

Best regards,
Nicola

Nicola Salliss,
Assistant Librarian
Brighton and Sussex NHS Library and Knowledge Service | <https://www.bsuh.nhs.uk/library/>

----- Sent out by KnowledgeShare-----

5.9.3.2 Confirmation template a member has cancelled their booked on a session

- Email confirmations are sent to the Member and to the Session Leader confirming the member has cancelled their booking on the Skills Session.
 - Template text for confirming cancelled booking to the Member:

LKS Level Email Template Name: CancelledTrainingSessionBookingUser
Subject line: Cancelled Skills Session Booking

Dear {{RecipientSalutation}},

You have cancelled your booking for the following skills session:

{{Name}}
{{Description}}
{{DateTimeLocation}}

Best regards,
{{SenderFirstName}}

{{SenderName}}
{{SenderJobTitle}}
{{SenderLKSName}} | [{{SenderLKSWebsite}}](#)

- How text appears in email sent in confirming cancelled booking to the Member:

LKS Level Email Template Name: CancelledTrainingSessionBookingUser
Subject line: Cancelled Skills Session Booking

Dear Mr Hawk,
You have cancelled your booking for the following skills session:

Using Endnote

Use Endnote reference software to store and manage your references
01 March 2019, 1:00pm - 2:00pm. Library Training Room

Best regards,
Nicola

Nicola Salliss,
Assistant Librarian
Brighton and Sussex NHS Library and Knowledge Service | <https://www.bsuh.nhs.uk/library/>

----- Sent out by KnowledgeShare-----

5.9.3.3 Confirmation template a member is on the waiting list for a session

- Email confirmations are sent to the Member and to the Session Leader
 - Template text to confirm member is booking on the session having been on the waiting list.

LKS Level Email Template Name: TrainingSessionBookedUserWaiting
Subject Line: Booked on skills sessions waiting list

Dear {{RecipientSalutation}},

Unfortunately, the session below is full so you have been added to the waiting list:

{{Name}}
{{Description}}
{{DateTimeLocation}}

You will be notified if a place becomes available.

Best regards,
{{SenderFirstName}}

{{SenderName}}
{{SenderJobTitle}}
{{SenderLKSName}} | [{{SenderLKSWebsite}}](https://www.bsuh.nhs.uk/library/)

- How text appears in email sent in to confirm member is booking on the session having been on the waiting list.

LKS Level Email Template Name: TrainingSessionBookedUserWaiting
Subject Line: Booked on skills sessions waiting list

Dear Mr Oak,

Unfortunately the session below is full so you have been added to the waiting list:

Accessing journals with OpenAthens

Access all our online resources through your NHS OpenAthens account.
01 March 2019, 11:00am - 12:00pm. The Library, Audrey Emerton Building

You will be notified if a place becomes available.

Best regards,
Nicola

Nicola Salliss,
Assistant Librarian
Brighton and Sussex NHS Library and Knowledge Service | <https://www.bsuh.nhs.uk/library/>

----- Sent out by KnowledgeShare-----

5.9.3.4 Confirmation template a member has moved from the waiting list and is booked on the session

- If a Member booked on a session cancels their booking and a place becomes available, Members on the waiting list will be automatically booked on the session.
- Members are moved from the waiting list to being booked on a session in the order they were added to the waiting list. First on the waiting list will be first to be booked.
- Email confirmations are sent to the Member and to the Session Leader
 - Template text to confirm member is now on the waiting list for this session.

LKS Level Email Template Name: TrainingSessionBookedFromWaitingListUser
Subject Line: Skills Session Booking Confirmation

Dear {{RecipientSalutation}},

You have been moved from the waiting list and booked on the following skills session:

{{Name}}
{{DateTimeLocation}}

Best regards,
{{SenderFirstName}}

{{SenderName}}
{{SenderJobTitle}}
{{SenderLKSName}} | [{{SenderLKSWebsite}}](https://www.bsuh.nhs.uk/library/)

- How text appears in email sent in email confirming member is now on the waiting list for this session:

LKS Level Email Template Name: TrainingSessionBookedFromWaitingListUser
Subject Line: Skills Session Booking Confirmation

Dear Mr Oak

You have been moved from the waiting list and booked on the following skills session:

Accessing journals with OpenAthens

Access all our online resources through your NHS OpenAthens account.
01 March 2019, 11:00am - 12:00pm. The Library, Audrey Emerton Building

Best regards,
Nicola

Nicola Salliss,

----- Sent out by KnowledgeShare-----

- How text appears in email sent in email confirming member is now on the waiting list for this session:

5.9.3.5 Confirmation template the session has been cancelled

- Email confirmations are sent to the Member and to the Session Leader
 - Template text to tell members booked on a session that it has been cancelled:

LKS Level Email Template Name: CancelledTrainingSession
Subject Line: Skills Session {{Name}} has been cancelled

Dear {{RecipientSalutation}},

The following skills session has been cancelled:

{{Name}}
{{Description}}
{{DateTimeLocation}}

We are sorry for any inconvenience. Please contact the library for more details or to rearrange attendance at a different session.

Best regards,
{{SenderFirstName}}

{{SenderName}}
{{SenderJobTitle}}
{{SenderLKSName}} | [{{SenderLKSWebsite}}](https://www.bsuh.nhs.uk/library/)

- How text appears in email sent in email telling members booked on a session that it has been cancelled:

LKS Level Email Template Name: CancelledTrainingSession
Subject Line: Skills Session Accessing journals with OpenAthens has been cancelled

Dear Mr Oak,

The following skills session has been cancelled:

Accessing journals with OpenAthens

Access all our online resources through your NHS OpenAthens account.
01 March 2019, 11:00am - 12:00pm. The Library, Audrey Emerton Building

We are sorry for any inconvenience. Please contact the library for more details or to rearrange attendance at a different session.

Best regards,
Nicola

Nicola Salliss,
Assistant Librarian
Brighton and Sussex NHS Library and Knowledge Service | <https://www.bsuh.nhs.uk/library/>

----- Sent out by KnowledgeShare-----

5.9.4 Members registering their feedback for a Skills session

Feedback request emails are sent to members depending on selections made on the Session Detail page. These emails have links which do not require the member to log in with their Athens account to the:

- Immediate Post Questionnaire
- second post session questionnaire

5.9.4.1 Immediate Post Questionnaire member feedback template

- If 'Yes' is selected on the Session Details page for Immediate Post Questionnaire, after a Member has been marked as attended, an email is immediately sent to them with a link to the post session questionnaire.

- Template text with link to members Skills Session Details page and the Evaluate this Session button:

LKS Level Email Template Name: TrainingSessionImmediatePostQuestionnaireReminder
Subject Line: Follow-up from recent teaching

Dear {{RecipientSalutation}},

I hope you found my session on {{Name}} on {{Date}} useful.

We really appreciate feedback on our teaching both as an opportunity to improve and as evidence that we are making a difference.

If you have five minutes, please use our {{URL}} to let us know what you thought (login not required). Please note that anonymous feedback may be used in promotion or reporting.

Thank you for your help,
{{SessionLeaderFirstName}}

{{SessionLeaderFullName}}
{{SessionLeaderJobTitle}}
{{SessionLeaderLKSName}} | [{{SenderLKSWebsite}}](#)

- How text appears in email with link to members Skills Session Details page and the Evaluate this Session button:

LKS Level Email Template Name: TrainingSessionImmediatePostQuestionnaireReminder
Subject Line: Follow-up from recent teaching

Dear Mr Oak,

I hope you found my session on Accessing journals with OpenAthens on 19 July 2020 useful.

We really appreciate feedback on our teaching both as an opportunity to improve and as evidence that we are making a difference.

If you have five minutes, please use our [online form](#), to let us know what you thought (no login required). Please note that anonymous feedback may be used in promotion or reporting.

Thank you for your help,

Nicola

Nicola Salliss,
Assistant Librarian

Brighton and Sussex NHS Library and Knowledge Service | <https://www.bsuh.nhs.uk/library/>

----- Sent out by KnowledgeShare-----

5.9.4.2 Second Post Questionnaire member feedback template

- An email with a link to the second post session questionnaire is sent to the Member according to the number of days after the session entered for the individual skills session
 - Template text with link to members Skills Session Details page and the Evaluate this Session button:

LKS Level Email Template Name: TrainingSessionSecondPostQuestionnaireReminder
Subject Line: Long term impact of Library and Knowledge Service teaching

Dear {{RecipientSalutation}},

On {{Date}} you attended my teaching on {{Name}}.

Now that some times has passed I was wondering whether you have used the skills in your work or study? It is very important for us to be able to provide evidence of the impact of our work.

If you have five minutes, please use our {{URL}}, to let us know about whether you have found the teaching useful (log in not required).

Please note that anonymous feedback may be used in promotion or reporting.

Thank you for your help,
{{SessionLeaderFirstName}}

{{SessionLeaderFullName}}
{{SessionLeaderJobTitle}}
{{SessionLeaderLKSName}} | [{{SenderLKSWebsite}}](https://www.bsuh.nhs.uk/library/)

- How text appears in email with link to members Skills Session Details page and the Evaluate this Session button:

LKS Level Email Template Name: TrainingSessionSecondPostQuestionnaireReminder
Subject Line: Long term impact of Library and Knowledge Service teaching

Dear Mr Oak,

On 19 July 2020 you attended my teaching on Accessing journals with OpenAthens.

Now that some time has passed, I was wondering whether you have used the skills in your work or study? It is very important for us to be able to provide evidence of the impact of our work.

If you have five minutes, please use our [online form](#) to let us know about whether you have found the teaching useful (no login required).

Please note that anonymous feedback may be used in promotion or reporting.

Thank you for your help,

Nicola

Nicola Salliss,
Assistant Librarian

Brighton and Sussex NHS Library and Knowledge Service | <https://www.bsuh.nhs.uk/library/>

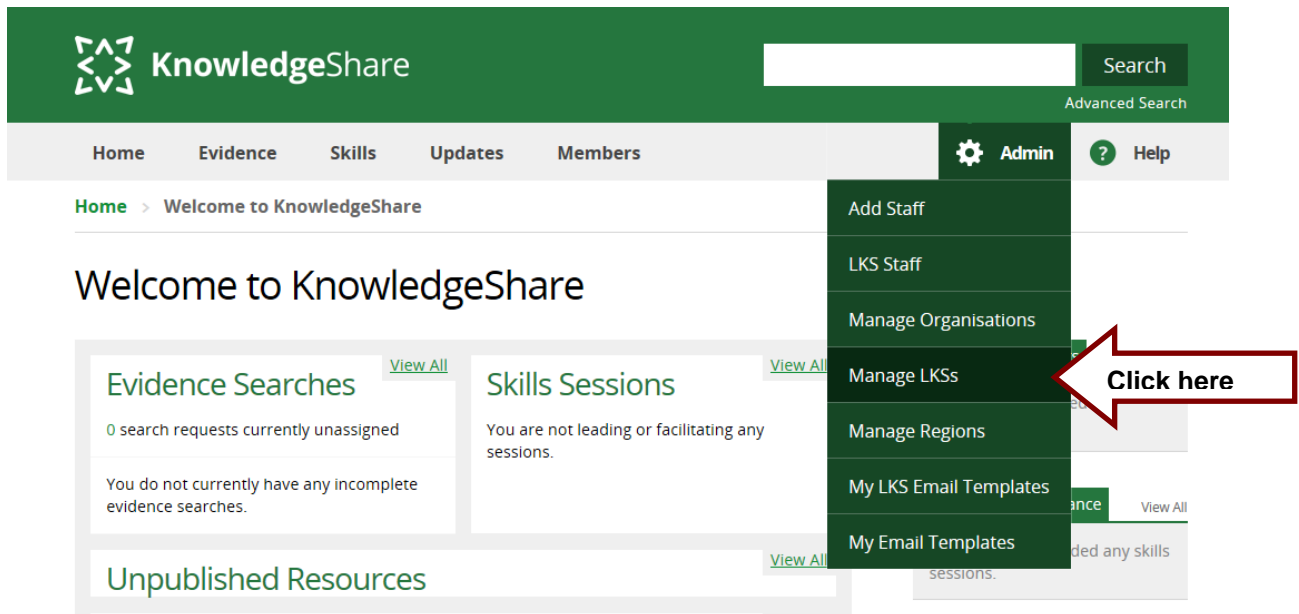
----- Sent out by KnowledgeShare-----

5.10 Managing Skills Session in Evidence Updates Emails

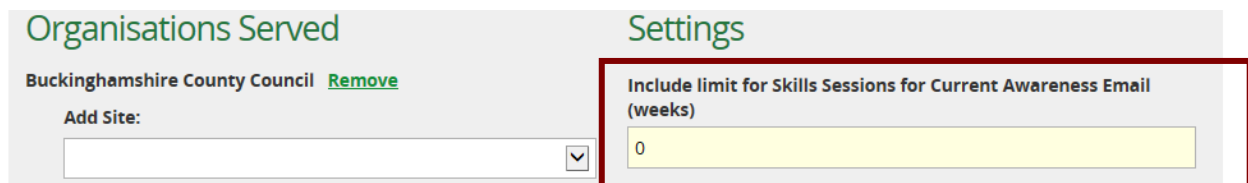
5.10.1 Adding Skills Sessions to Evidence Update Emails

You can enable forthcoming Skills Sessions to be included in your services Evidence Update Emails. The Skills Sessions will only be sent to those members eligible to attend the session.

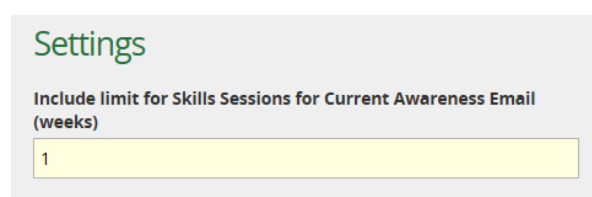
- Hold the cursor over Admin and then click on Manage LKSs



- Select your Library and Knowledge Service from the list
- Scroll down the page to Settings



- To manage the number of forthcoming sessions being included in the Evidence Emails the system requires you provide a limit of the number of weeks you wish members to see in their emails.
- Enter the number of weeks' of Forthcoming Skills Sessions you wish to include in the Evidence Update emails in the field 'Include limit for Skills Sessions for Current Awareness Emails (weeks)'
 - To add sessions that take place in the following week after the member receives their Evidence Update email enter: 1



- To add sessions that take place in the fortnight after the member receives their Evidence Update email enter: 2

The screenshot shows a 'Settings' box with a title 'Settings' in green. Below the title is the text 'Include limit for Skills Sessions for Current Awareness Email (weeks)'. A yellow input field contains the number '2'.

- To add sessions that take place in the month after the member receives their Evidence Update email enter: 4

The screenshot shows a 'Settings' box with a title 'Settings' in green. Below the title is the text 'Include limit for Skills Sessions for Current Awareness Email (weeks)'. A yellow input field contains the number '4'.

- month after the member receives their Evidence Update email enter 4

5.10.2 Skills Sessions in Evidence Update Emails

Skill Sessions are display in the Evidence Update emails under the heading Skills Session:

Dear Dr Boldwood

Welcome to your Evidence Update email from KnowledgeShare. The resources listed below have been chosen based on the interests you have provided. Please do let me know if you feel the resources aren't matching your professional interests.

Reports

The following report(s) may be of interest:

[Health Education England mandate: 2018 to 2019](#)
 Health Education England (HEE); 2019.
<https://www.gov.uk/government/publications/health-education-england-mandate-2018-to-2019>
 [The HEE mandate for 2018 to 2019 covers strategic objectives around: workforce planning; health education; training and development. The mandate looks at how to develop the healthcare workforce to improve care for patients through education and training.]
Freely available online

Skills Session

The following skills session(s) may be of interest:

[Using Endnote](#)
 06 March 2019, 10:00am - 11:00am. The Library, Princess Royal Hospital
 Use Endnote reference software to store and manage your references

[Accessing journals with OpenAthens](#)
 07 March 2019, 3:00pm - 4:00pm. The Library, Audrey Emerton Building
 Access all our online resources through your NHS OpenAthens account.