

LKS Admin

CONTENTS

5.0 LKS ADMIN	3
5.0.1 LKS Administrator permissions	3
5.0.2 NAMED LKS ADMINISTRATOR	4
WHO IS THE NAMED LKS ADMINISTRATOR?	4
5.1.1 SIMPLE SEARCH	4
5.1.2 ADVANCED SEARCH	
HOW DO WE SEE OUR TOTAL NUMBER OF MEMBERS?	
5.1.2.1 Example Advanced Member Searches	6
5.1.2.1.1 Which Members have logged in?	6
5.1.1.1.2 Which Members don't receive current awareness update emails?	
5.1.1.1.3 Which Member does this email address belong to?	
5.1.1.1.4 How many Members did we add last month? 5.1.2.2 Example Advanced Evidence Searches	
5.1.2.2.1 How many Evidence Searches did we complete last month?	
5.1.2.2.2 Which Evidence Searches are assigned to a staff member?	
5.1.2.2.3 How many Evidence Searches completed last month have the feedback of Not fulfilled?	7
5.1.2.3 Example Advanced Skill Sessions Searches	7
5.1.2.3.1 How many scheduled Skills Sessions did we run last month?	
5.1.3 EXPORT A LIST OF MEMBERS	7
5.2 STAFF RECORDS	8
5.2.1 ADD LKS STAFF	
5.2.1.1 Login Details	
5.2.1.1.1 Manually Adding OpenAthens Username and OpenAthens Persistent User ID	
5.2.1.1.2 Access via the Enable your login to KnowledgeShare to KnowledgeShare email	
5.2.1.2 Organisation	
5.2.1.3 Permission group	
5.2.1.4 Primary location	
A MEMBER OF THE LIBRARY TEAM HAS LEFT. WHY CAN'T I UNASSIGN THEIR RECORD?	13
5.3 MANAGE LKS	
5.3.1 MANAGE LKS PAGE	
5.3.2 ADD TEXT TO LKS PROMOTIONAL PAGE	
5.3.3 ADD A LOGO	
5.3.4 ADD SKILLS SESSIONS TO EVIDENCE UPDATE EMAILS	
5.3.5 ADD NUMBER OF DAYS UNTIL SEARCH FEEDBACK REMINDER	
5.3.6 MANAGE MEMBER SETS	
5.3.6.1 Move Member Sets	
5.3.6.2 'Taken Over From' Member Sets	
5.3.6.3 Reinstate the member set to the 'Taken Over From' Assigned Librarian	
5.3.7 VIEW LKS LEVEL EMAIL TEMPLATES	
5.3.7.1 Add LKS Level email template	
5.3.7.2 Edit a LKS Level email template	
5.3.8 EDIT EVIDENCE SEARCH TEMPLATES	
5.3.8.2 Section E: Disclaimer	
5.4 MANAGE ORGANISATIONS	35
5.4.1 ACCESS ORGANISATION PAGE	
5.4.2 Manage Departments	
5.4.2.1 Edit Departments	
5.4.2.2 Add Departments	
5.4.2.3 Edit Divisions	
my are arrisons included on the organisation page:	

5.4.2.4 Add a Division	40
5.4.2.5 Actions for the department under the 'Unknown' division	41
What is the 'Unknown' division?	41
5.4.2.6 Move departments	44
WHY HAVE I GOT A MESSAGE ABOUT ASSIGNING A MEMBER?	46
5.4.3 MANAGE SITES	46
5.4.3.1 Edit Sites	46
5.4.3.2 Add Sites	
5.4.3.3 Edit Geographic Locations	
Why are geographic locations included on the organisations page?	
5.4.3.4 Add Geographic Locations	
5.4.3.5 Actions for <i>sites</i> under the 'Unknown' geographic location	
What is the 'Unknown' geographic location?	
5.4.3.6 Move Sites	
WHY HAVE I GOT A MESSAGE ABOUT ASSIGNING A MEMBER?	54
5.5 SHARING EVIDENCE SEARCHES WITH ANOTHER LIBRARY SERVICE	55
How are completed shared Evidence Searches recorded on statistics?	55
5.5.1 SELECTING ALL ORGANISATIONS TO SHARE EVIDENCE SEARCHES	55
5.5.2 SELECTING INDIVIDUAL ORGANISATIONS TO SHARE EVIDENCE SEARCHES	56
5.5.3 UNASSIGNED EVIDENCE SEARCHES PAGE WITH REQUESTS FROM A SHARED ORGANISATION	
5.5.3.1 Example Unassigned Evidence Searches pages with requests from a shared	
organisation	57
5.5.4 UNASSIGNED EVIDENCE SEARCHES PAGE WHERE A LIBRARY SERVICE HAS NOT EXPLICITLY SHARED AN	
ORGANISATION THAT HAS BEEN SHARED BY OTHER LIBRARY SERVICES	60
5.5.4.1 Example Unassigned Evidence Searches page where a library service has not expl	
shared an organisation that has been shared by other library services	

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LKS Admin

5.0 LKS ADMIN

5.0.1 LKS Administrator permissions

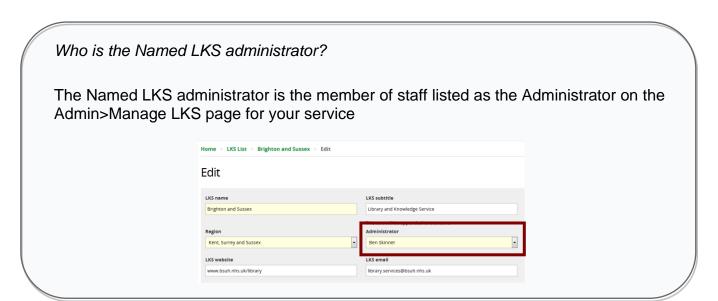
The key permissions which LKS Administrators have that other staff do not are:

- May add staff to their LKS
- May delete staff from their LKS
- May edit staff records from this LKS
- May add/edit own Skills templates
- May delete own LKS Members
- Add and Edit Organisation departments
- Add and Edit Organisation locations
- Move Organisation departments between Divisions
- Move Organisation locations between Geographic Locations
- Create new Skills Session Templates
- Add Skill Sessions to Evidence Update emails
- Add negative time to correct errors on Evidence Search Time Taken
- Export a list of own LKS Members
- Edit a Member's OpenAthens details

LKS Administrators receive the following email notifications:

- Weekly email report of members who have self-registered in the previous week
 - o Email subject: Weekly report of self-registered members on KnowledgeShare
- Weekly email report of members who have been manually or automatically unassigned
 - Email subject: Manually and automatically unassigned members on KnowledgeShare
- Email alert when a member logs in to KnowledgeShare and requests an Evidence Searches
 - Email subject when deadline is greater than 7 days: New KnowledgeShare Evidence Search Request by a Member
 - Email subject when deadline is less than 7 days: New KnowledgeShare Evidence Search Request by a Member: Short Deadline
- Email alert when a member adds information to their Professional Interests page or is transferred from another LKS and does not have an assigned librarian
 - o Email subject: Member is missing an assigned librarian on KnowledgeShare

5.0.2 Named LKS Administrator



The Named LKS Administrator has the same permissions as any staff in the LKS Administrators permission group. They are the default main contact for the LKS and some system emails will appear to be sent by them.

5.1 Searching

5.1.1 Simple Search

The Simple Search box can be used to search for individual Members, Resources and Evidence Searches



The results are displayed in 5 tabs:

- All displaying the most recent 5 results in any area there is a result
- Resources
- Users
- Evidence Searches
- Skills Sessions

Home > Search Results

Search Results



5.1.2 Advanced Search

The advanced search allows you to add additional filters when searching for Members, Resources and Evidence Searches



How do we see our total number of Members?

Click on Advanced search

- Select the User tab
- Member type = Member
- Library and Knowledge Service = Name of your Library Service on KnowledgeShare

Scroll down page and click Search

5.1.2.1 Example Advanced Member Searches

5.1.2.1.1 Which Members have logged in?

Click on Advanced search

- Select the User tab
- Member type = Member
- Library and Knowledge Service = Name of your Library Service on KnowledgeShare
- Has Logged In= Yes

Scroll down page and click Search

5.1.1.1.2 Which Members don't receive current awareness update emails?

Click on Advanced search

- Select the User tab
- Member type = Member
- Library and Knowledge Service = Name of your Library Service on KnowledgeShare
- Receive current awareness = No

Scroll down page and click **Search**

5.1.1.1.3 Which Member does this email address belong to?

Click on Advanced search

- Select the User tab
- Email = email address

Scroll down page and click Search

N.B. Will only search for first email address on a Member record

5.1.1.1.4 How many Members did we add last month?

Click on Advanced search

- Select the User tab
- Member type = Member
- Created between = DD/MM/YYYY DD/MM/YYYY
- Library and Knowledge Service = Name of your Library Service on KnowledgeShare

Scroll down page and click Search

5.1.2.2 Example Advanced Evidence Searches

5.1.2.2.1 How many Evidence Searches did we complete last month?

Click on Advanced search

• Select the Evidence Search tab

- Completion between = *DD/MM/YYYY DD/MM/YYYY*
- Library and Knowledge Service = Name of your Library Service on KnowledgeShare
- Status = Completed

Scroll down page and click Search

5.1.2.2.2 Which Evidence Searches are assigned to a staff member?

Click on Advanced search

- Select the Evidence Search tab
- Library and Knowledge Service = Name of your Library Service on KnowledgeShare
- Status = Assigned
- Carried out by = Name of staff member

Scroll down page and click Search

5.1.2.2.3 How many Evidence Searches completed last month have the feedback of Not fulfilled?

Click on Advanced search

- Select the Evidence Search tab
- Completion between = *DD/MM/YYYY DD/MM/YYYY*
- Feedback = Not fulfilled
- Library and Knowledge Service = Name of your Library Service on KnowledgeShare

Scroll down page and click Search

5.1.2.3 Example Advanced Skill Sessions Searches

5.1.2.3.1 How many scheduled Skills Sessions did we run last month?

Click on Advanced search

- Select the Skills Sessions tab
- Date from = DD/MM/YYYY Date to = DD/MM/YYYY
- Training type = Scheduled
- Library and Knowledge Service = Name of your Library Service on KnowledgeShare

Scroll down page and click Search

5.1.3 Export a list of Members

Under the Members menu click on Export Members.



Click Export

Users export	
Export format:	CSV ▼
User type:	Members ▼
Export from LKS:	Sussex Health ▼
Export	

File will download in .csv format and can then be viewed and saved in Excel.

Columns included in the export:

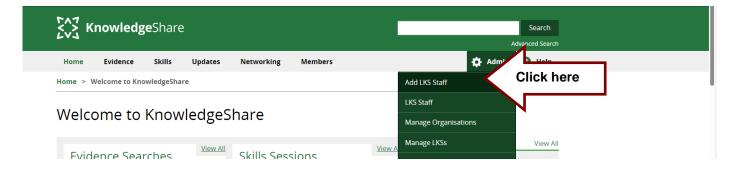
Columns included in the expo
OpenAthens PUID
Username
Title
First Name
Surname
Preferred Name
Phone
Email
Email 2
Job Title
Organisation
Department
Job Group
Job Role
Primary Location
Address Line 1
Address Line 2
LKS Membership Number

5.2 Staff Records

5.2.1 Add LKS Staff

Create a new staff record using the Add LKS Staff page. Ensure all fields are populated for Staff records even if they are not mandatory, indicated by a yellow colour.

• Hold the cursor over Admin and then click on Add LKS Staff



5.2.1.1 Login Details

KnowledgeShare was designed to use the NHS OpenAthens Persistent User ID (PUID) in users record to give members access when they log in with their Username and Password. OpenAthens no longer recommends the use of the OpenAthens Persistent User ID and now encourages the use of the more secure pseudonymous user identifier, the Targeted ID. https://docs.openathens.net/libraries/about-released-attributes

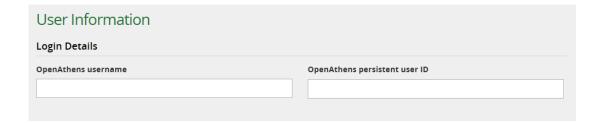
The Targeted ID can only be shared between computer systems and cannot be manually added to a KnowledgeShare member record.

Work is being done to future proof the system so members will be able to access KnowledgeShare when the NHS OpenAthens Persistent User ID (PUID) is no longer available. Newly added members can use the link in the Welcome to KnowledgeShare email to access the system, which captures the Targeted ID as part of the authentication process. Additionally, any member who logged in or self-registered on KnowledgeShare since 30 June 2020 will have had their Targeted ID captured in addition to their PUID.

While NHS OpenAthens continues to provide a PUID for new members, KnowledgeShare will be able to use this ID to provide access.

5.2.1.1.1 Manually Adding OpenAthens Username and OpenAthens Persistent User ID

Access to KnowledgeShare for Library Staff can be provided by adding the OpenAthens Persistent User ID to their record



- OpenAthens Username
 - This field enables you to record the OpenAthens username of the member
- OpenAthens Persistent User ID
 - This field enables you to record the OpenAthens Persistent User ID of the members
 - The OpenAthens Persistent User ID can be found by:

- Login into OpenAthens admin
- Use the advance search function to find the library member
- In the search results screen click **Show/hide columns** icon



- Scroll down the list of column titles and select Persistent user identifier. Click Set Columns
- Copy the Persistent user identifier from the column and paste into the OpenAthens Persistent User ID field of the Members record.



5.2.1.1.2 Access via the Enable your login to KnowledgeShare to KnowledgeShare email

Access to KnowledgeShare for Library Staff can also be provided by sending an email, with the subject heading **Enable your login to KnowledgeShare.**

To send the Enable your login to KnowledgeShare email:

- After filling in all the appropriate details, go to the bottom of the Add Staff page
- Check the box next to the text Allow staff user to receive welcome email



 The email will appear to come from the member of staff who has added the new Staff record to the system

System Level Email Template Name: NewLibrarianInvitation Subject Line: Enable your login to KnowledgeShare

Dear Jackson,

As a librarian at Sussex Health Knowledge and Libraries, your details have been added to KnowledgeShare. You need to enable your account on KnowledgeShare so you will be able to login to the system:

- 1. Click: [enable login]
- 2. Enter the email address this email was sent to
- 3. Log in with your NHS OpenAthens username and password

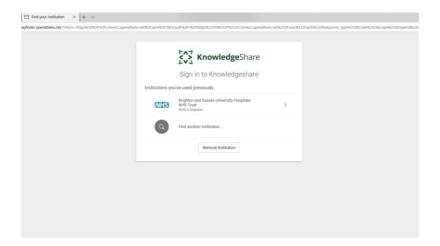
You will then be able directly access KnowledgeShare using your NHS OpenAthens login.

Yours sincerely,
Elaine
Elaine Watson | Knowledge Management Librarian
------ Sent out by KnowledgeShare-----

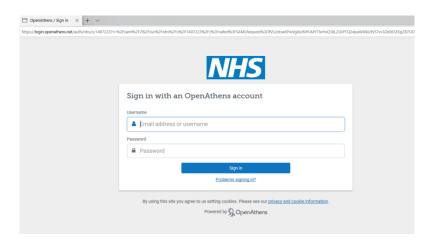
When the staff member clicks on the [enable login] link in the email, they will be asked to
enter their email address. This email must match the email on their KnowledgeShare record
for the registration to be successful



• The Staff member will next be asked to find their institution and then click on it



Followed by



 The Targeted ID and PUID of the Staff member's NHS OpenAthens account will now be associated with the members KnowledgeShare record. They will now be able to log into directly to KnowledgeShare

5.2.1.2 Organisation

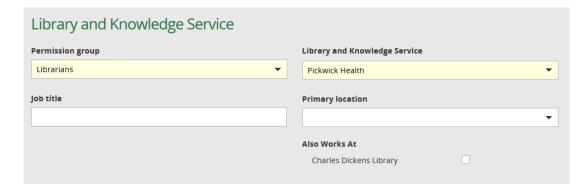
Select the organisation the staff member's OpenAthens account is associated with.
 This field will enable the link resolver from resources added by the PubMed upload to connect with the staff member's OpenAthens account.



5.2.1.3 Permission group

The permission group for library staff decides which aspects of the system they can see.

- Library Assistant Permission group
- Librarians Permission group
- LKS Administrators Permission group



5.2.1.4 Primary location

Members and Library staff have different Primary location lists. The library staff location provides a place to give the addresses of the library sites.

The library staff location is linked to a code, which can be used in email templates.

The other area the library staff location is used is the LKS Promotional Page (see section 5.3.2 Add text to LKS Promotional Page on page 10 in the KS Handbook – LKS Admin https://www.bsuh.nhs.uk/library/knowledgeshare-web/).

5.2.2 Delete Staff

A member of the library team has left. Why can't I unassign their record?

The issue here is the difference between a Library Staff Record and a Member record. A Library Staff Record has been designed to provide services, such as literature searches and training, whereas Member record is designed to receive these services.

As work such as literature searches and training are "attached" to a staff record, we recommend deleting library staff records and starting with a fresh record when they move to a new service. In this way library staff don't take the work they have created to their new service and create errors in the statistical reports.

When a member of staff has left your service, ensure that any assigned members are moved to another librarian. Then delete the staff record:

- Search for the Staff record
- On the Staff profile page click on **Edit** on the personal information section to access edit Staff page
- Scroll to the bottom of the record
- Click Delete

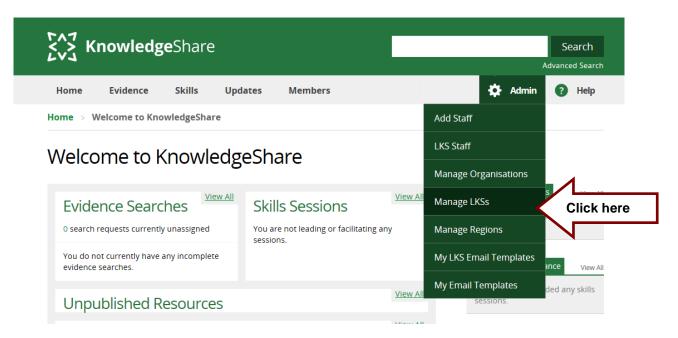


5.3 Manage LKS

5.3.1 Manage LKS Page

The Manage LKS Page saved all the information about your library service which is used in different modules of KnowledgeShare. To access the page:

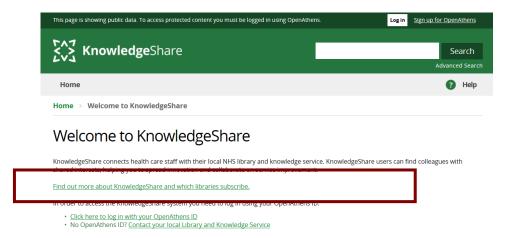
Hold the cursor over Admin and then click on Manage LKSs



Select your Library and Knowledge Service from the list

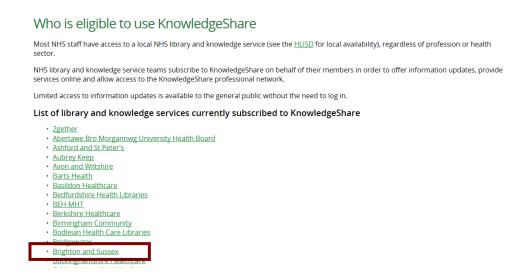
5.3.2 Add text to LKS Promotional Page

Without having to log into KnowledgeShare, potential members can find out about the system by clicking on the link 'Find out more about KnowledgeShare and which libraries subscribe' or 'About' in the footer.

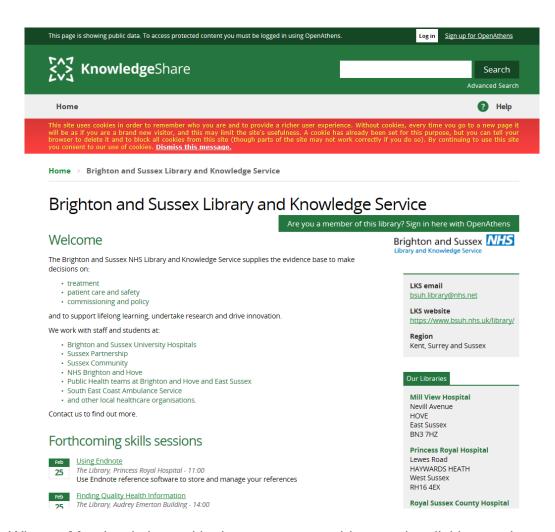




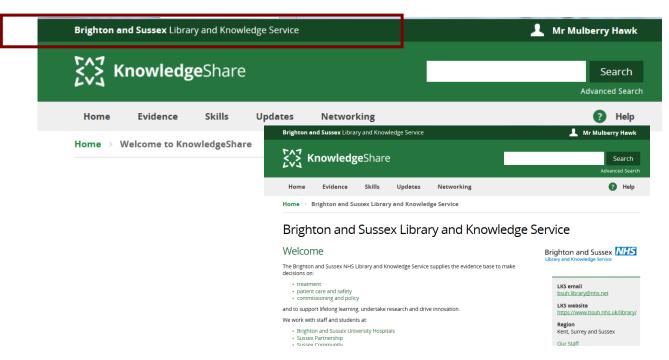
• These links land on a page explain what KnowledgeShare is and who is eligible to use KnowledgeShare, including a list of subscribing library services.



 Clicking on an individual library service, lands on a promotional page for this service. This page includes promotional text on the service as well as listing any forthcoming skills session and published newsletters. A button 'Are you a member of this library? Sign in here with OpenAthens' provides an additional option to selfregistration for members.

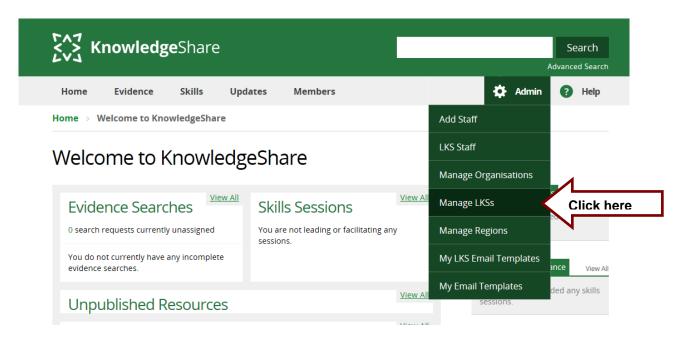


 When a Member is logged in they can access this page by clicking on the name of the library service in the header.

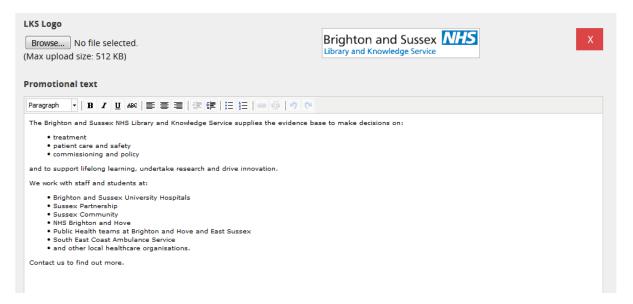


• To add promotional text to this page that will appear under the Welcome header:

Hold the cursor over Admin and then click on Manage LKSs



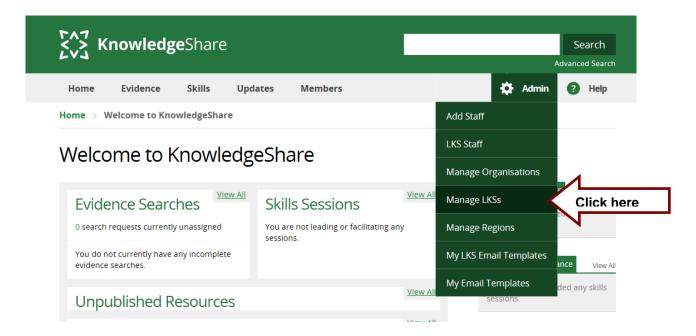
- Select your Library and Knowledge Service from the list
- Scroll down the page to Promotional Text



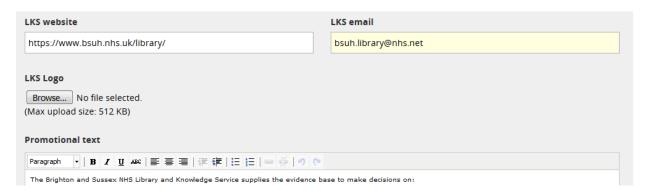
5.3.3 Add a logo

The library service logo added to this page is displayed in the footer for members when they log in. It also appears on the Evidence Search Result report and on the Skills Attendance Certificate. To add a logo

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 LKS Logo



Click on Choose File and select the appropriate logo from your files



Click on Save at the bottom of the page



Library Sites

LKS Links

Return to the Manage LKS page and the logo will be displayed

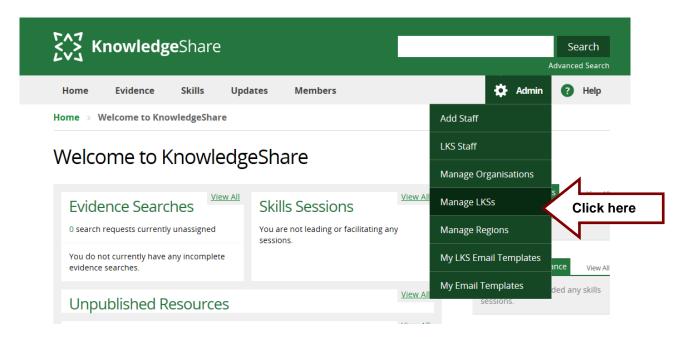


 If you get the error message 'Invalid image width. Max allowed: 500 pixels' the logo will need to be reduced in size. Try using Microsoft Office Picture Manager which is available under Microsoft Office Tools to do this.

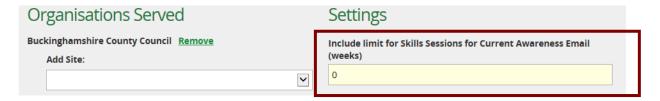
5.3.4 Add Skills Sessions to Evidence Update Emails

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

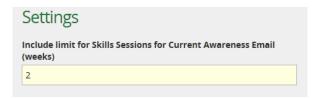


 To manage the number of forthcoming sessions being included in the Evidence Emails the system requires you provide a limit of the number of weeks you wish members to see in their emails.

- 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



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



5.3.5 Add number of days until search feedback reminder

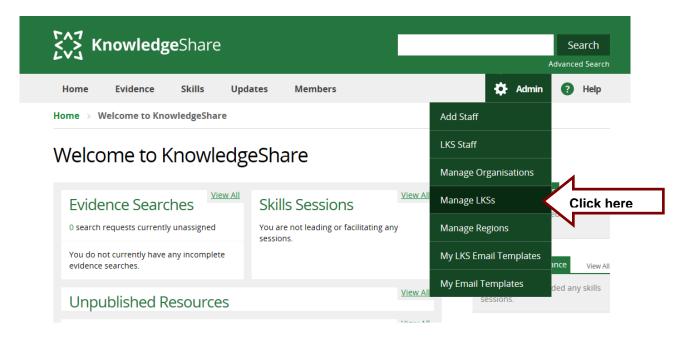
Choose when to send a reminder to Members who have received a search and not yet completed feedback.



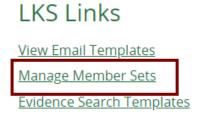
5.3.6 Manage Member Sets

The Manage Member Sets page shows which of your staff are Assigned Librarians and the number of Members they provide evidence updates for.

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 LKS Links

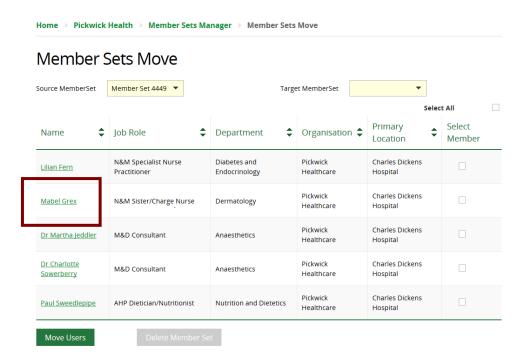


- Click on Manage Member Sets
- This shows which of your staff are Assigned Librarians and the number of members they provide evidence updates for.

Member Sets Manager



To view an individual Member record click on the link in the Name column



- Click on column header to sort
 - E.g. Department = Member department in alphabetical order

A member of staff has left. What do I do about the members they are the assigned librarian for?

If you wish to retain a set of members, while a staff member is on maternity leave or you are waiting for a new member of staff to take on a role associated with a set of members, you can use Taken Over From. The members will be kept as a set.

If you would like to permanently move individual members or groups of members from one Assigned Librarian to another you can use Move Member Sets.

5.3.6.1 Move Member Sets

If you would like to move individual members or groups of members from one Assigned Librarian to another you can use Move Member Sets.

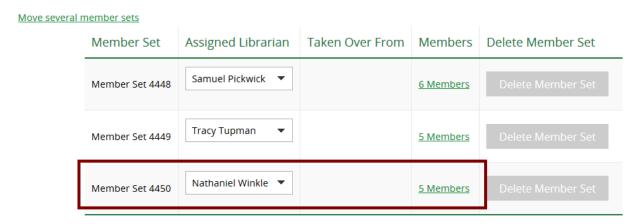
- To move members make a note of the set number of the Assigned Librarian you would like to move the members to
 - o In the screen shot below: Samuel Pickwick = Member Set 4448

Member Sets Manager



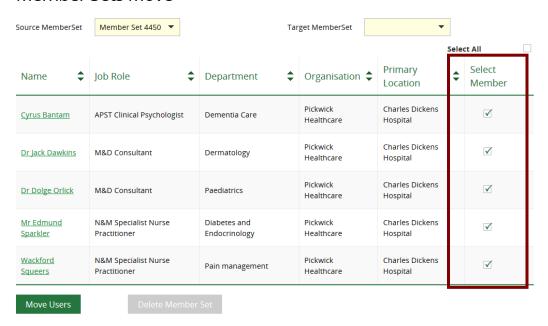
- Click on link in the Members column of the Assigned Librarian you want to move the Member from
 - o In the screen shot below: Nathaniel Winkle

Member Sets Manager

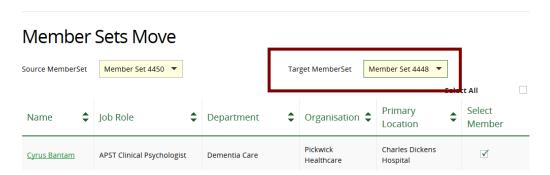


 Use the check box on the Select Member column or the Select all box to select the members you want to move

Member Sets Move

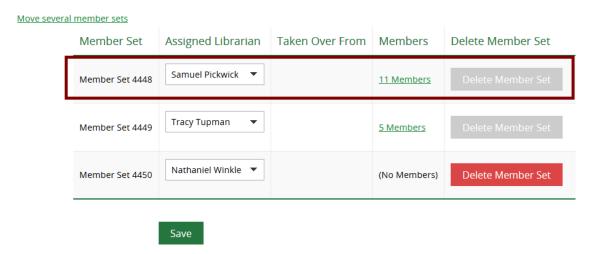


 Select the Member Set of the assigned Librarian you wish to move the members to using the Target Member Set drop down menu



- Click Move Users
- The target Member Set of the assigned Librarian will now contain all the members that were selected to be moved

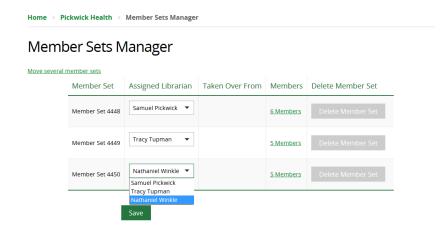
Member Sets Manager



5.3.6.2 'Taken Over From' Member Sets

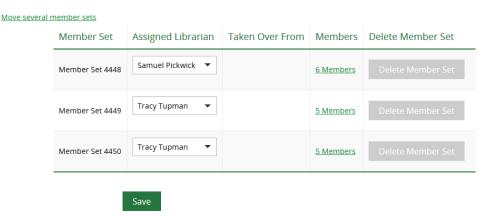
If you wish to retain a set of members, while a staff member is on maternity leave or you are waiting for a new member of staff to take on a role associated with a set of members, you can use **Taken Over From**

- To 'take over' a set of members click on the drop down menu in the Assigned Librarian column of the Librarian whose set of members you wish another team member to take over
 - In the screen shot below: Click on the arrow next to Nathaniel Winkle



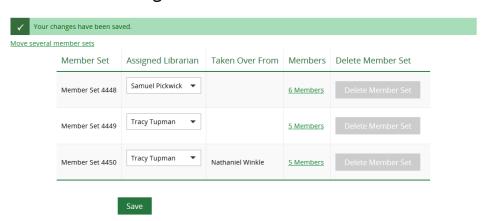
Select the name of the Assigned Librarian to take over the set

Member Sets Manager



- Click Save
- The Member Sets Manager page will show who is the Assigned Librarian for the set of members and who they have Taken Over From

Member Sets Manager



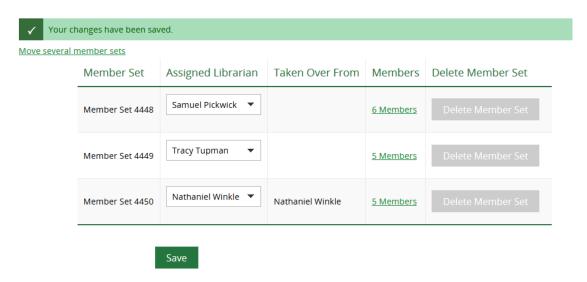
- The Member record will still show the original staff member as the Assigned Librarian
- The footer of Taken Over From member record have the message:
 Please note that I have taken over from your usual contact Nathaniel Winkle.
 Do let me know if I can be of any help.



5.3.6.3 Reinstate the member set to the 'Taken Over From' Assigned Librarian

 The reinstate the Librarian listed in the 'Taken Over From' column select them in the drop down list

Member Sets Manager



Click Save

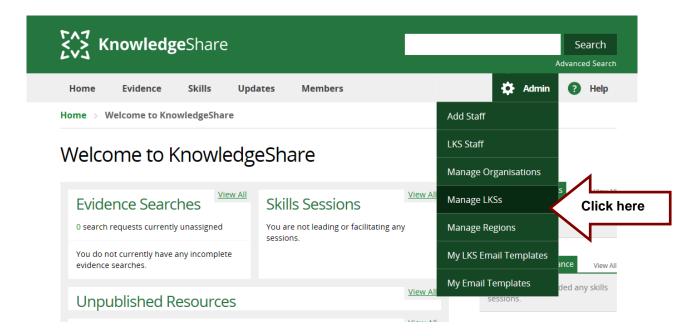
5.3.7 View LKS Level Email Templates

There are three levels of email template

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

The View Email Templates page shows you the LKS Level Templates for your service:

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 LKS Links



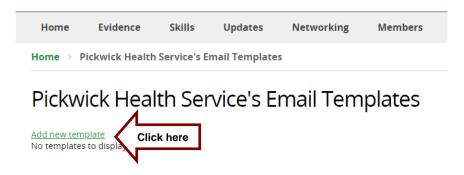
· Click on View Email Templates

5.3.7.1 Add LKS Level email template

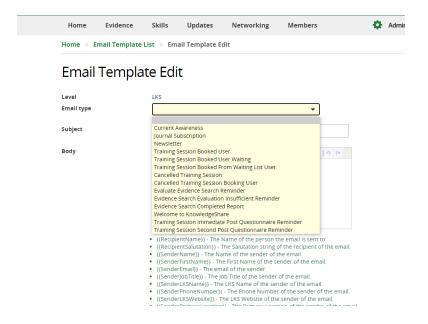
 On the Admin>Manage LKSs> Library and Knowledge Service page, click on View Email Templates



• Click Add new template



- From Email Type drop down list select
 - For Current Awareness: Current Awareness
 - For Table of Contents (TOCs): Journal Subscription
 - For Completed Search Reports: Evidence Search Completed Report



- In the Subject add
 - For Current Awareness: KnowledgeShare Evidence Updates
 - For Table of Contents (TOCs): Table of Contents (TOC) from KnowledgeShare
 - For Completed Search Reports: Evidence search result: {{LSRTitle}}
- Paste in the Body of the email the appropriate text
 - 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}}

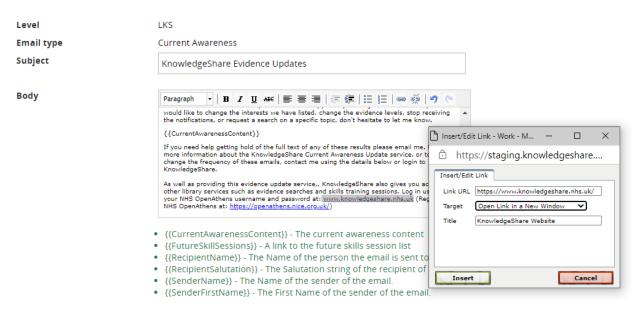
{{SenderName}}

{{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

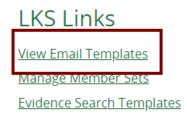
Email Template Edit



As part of GDPR we must now ensure that all members have very easy access to their own data so that they can check what we hold about them and make changes, or request changes be made. Please ensure that your email templates on KnowledgeShare contain a link to log in to KnowledgeShare, and/or the following line below your signature: "Please email me back if you would like to change your communication preferences or stop receiving these emails"

5.3.7.2 Edit a LKS Level email template

 On the Admin>Manage LKSs> Library and Knowledge Service page, click on View Email Templates



Click on the name of the template to be edited

Pickwick Health Service's Email Templates

Add new template



- 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 team

```
Best regards,
{{SenderFirstName}}

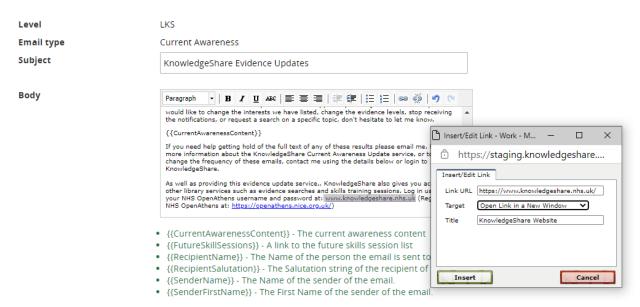
{{SenderName}}

{{SenderJobTitle}} | <u>{{SenderEmail}}</u>

{{SenderLKSName}} | <u>{{SenderLKSWebsite}}</u>
```

- 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
 - To ensure accessibility add name for the link in the Title field

Email Template Edit



5.3.8 Edit Evidence Search Templates

There are two sections of an Evidence Search Report that can be customised to include your own text:

Section B: How to access full text

• Section E: Disclaimer

5.3.8.1 Section B: How to access full text

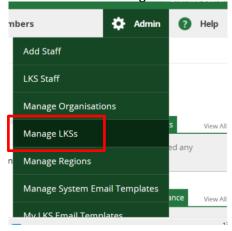
The default system template uses the following wording in this section:

Links are given to full text resources where available. For some of the papers, you will need an **NHS OpenAthens Account**. If you do not have an account you <u>can register</u> online.

You can then access the papers by simply entering your username and password. If you do not have easy access to the internet to gain access, please let us know and we can download the papers for you.

To use different wording for your LKS, LKS Administrators can set a template from the Edit LKS page.

Under the Admin cog click on Manage LKSs



- Click on your LKS in the list
- · Scroll down to LKS Links
- Click on Evidence Search Templates

LKS Links

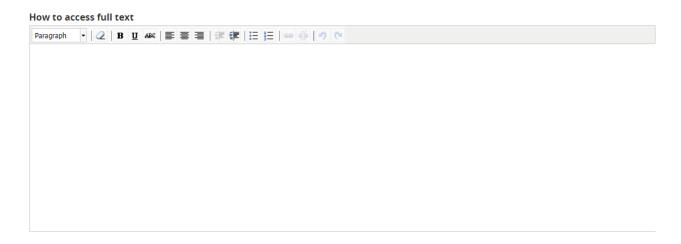
View Email Templates

Manage Member Sets

Evidence Search Templates

• Enter desired text.

Evidence Search Templates - Sussex Health



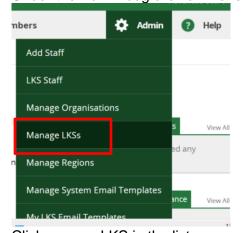
5.3.8.2 Section E: Disclaimer

The default system template uses the following wording in this section:

We hope that you find the evidence search service useful. Whilst care has been taken in the selection of the materials included in this evidence search, the Library and Knowledge Service is not responsible for the content or the accuracy of the enclosed research information. Accordingly, whilst every endeavour has been undertaken to execute a comprehensive search of the literature, the Library and Knowledge Service is not and will not be held responsible or liable for any omissions to pertinent research information not included as part of the results of the enclosed evidence search. Users are welcome to discuss the evidence search findings with the librarian responsible for executing the search. We welcome suggestions on additional search strategies / use of other information resources for further exploration. You must not use the results of this search for commercial purposes. Any usage or reproduction of the search output should acknowledge the Library and Knowledge Service that produced it.

To use different wording for your LKS, LKS Administrators can set a template from the Edit LKS page.

Under the Admin cog click on Manage LKSs



- Click on your LKS in the list
- Scroll down to LKS Links
- Click on Evidence Search Templates

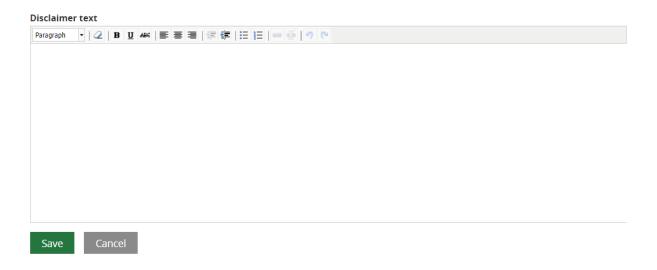
LKS Links

View Email Templates

Manage Member Sets

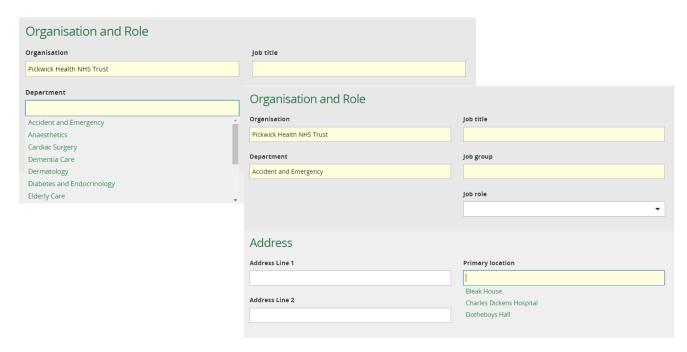
Evidence Search Templates

Enter desired text.



5.4 Manage Organisations

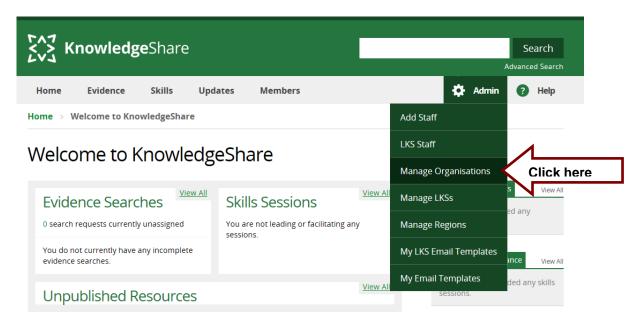
When Adding a Member, when you select an organisation a drop down menu is then available for both the department and location fields



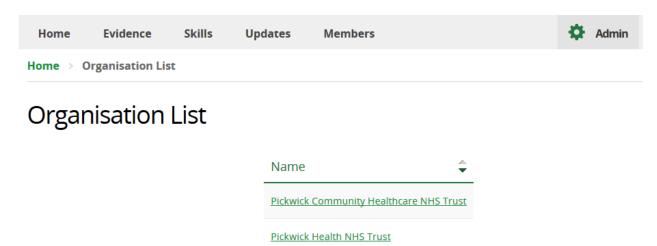
This data is created from the organisation page. Each organisation has a page which can be accessed via Admin

5.4.1 Access Organisation Page

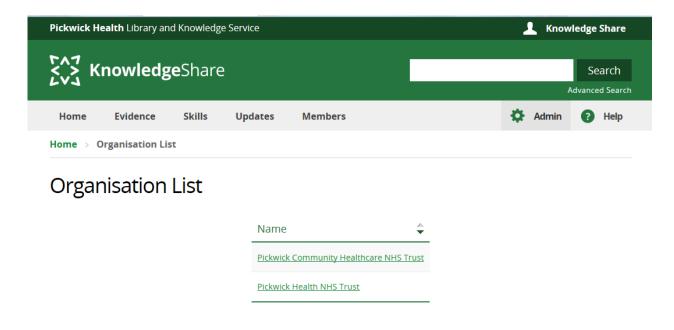
Hold the cursor over Admin and then click on Manage Organisations



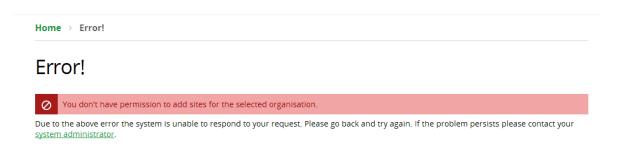
An LKS Admin can see the organisations that their library service serves



• Click on the Organisation to see, edit or add Locations and Departments



 If you do not have permission to add or edit Sites and Departments for an Organisation you will get the following error message



5.4.2 Manage Departments

5.4.2.1 Edit Departments

To edit an existing department of an Organisation:

- Click on required Organisation
- Under Divisions, click on the department that you wish to edit

Divisions

ACUTE MEDICINE

Accident and Emergency
Anaesthetics
Cardiac Surgery
Dementia Care
Dermatology
Diabetes and Endocrinology
Elderly Care
End of Life Care
Nutrition and Dietetics

Edit the Name field



Click Save

Divisions

ACUTE MEDICINE

Anaesthetics
Cardiac Surgery
Dementia Care
Dermatology
Diabetes and Endocrinology
Elderly Care
Emergency Medicine
End of Life Care
Nutrition and Dietetics
Paediatrics

5.4.2.2 Add Departments

To add a new department to the Organisation

- Click on required Organisation
- At the end of the list of departments for the appropriate Division, click on Add New Department

Divisions

ACUTE MEDICINE

Anaesthetics
Cardiac Surgery
Dementia Care
Dermatology
Diabetes and Endocrinology
Elderly Care
Emergency Medicine
End of Life Care
Nutrition and Dietetics
Paediatrics
Pain management
Pharmacy
Rheumatology
Add New Department

Add department name

- Mandatory
- o Start a department with a capital letter i.e. 'Paediatrics' not 'paediatrics'
- o It is not necessary to add the term "Department" to this field
- o Avoid adding Wards, add the medical speciality of the ward instead
- Avoid just acronyms, add the name in full with the acronyms in brackets at the end of name i.e. 'Coronary Care Unit (CCU)' not 'CCU'

Click Save

Add New Department

Name	Mental Health Liaison		
	Save	Cancel	

5.4.2.3 Edit Divisions

Why are divisions included on the organisation page?

The divisions can only be seen on the organisation page. The divisions are included in statistics.

Departments are listed under a division. Terms such as DEPARTMENTS or SERVICES can be used for a single division to list all departments under. Multiple divisions can be created to match the structure of your organisations. These divisions are included in statistics.

Geographic Locations

SUSSEX

16 Bloomsbury Street

Beaconsfield Medical Practice

Bexhill Hospital

Bloomsbury Road

Brighton General Hospital

Hove Polyclinic

Lawson Unit

Linwood Community Mental Health Centre

Macmillan Horizon Centre

Martlets Hospice

Mill View Hospital

Newhaven Community Ward

Park Centre

Princess Royal Hospital

Regent House Nursing Home

Royal Alexandra Children's Hospital

Royal Sussex County Hospital

Southpoint

St Mary's Hall

Sussex Cancer Centre

Sussex Eye Hospital

Sussex House

Sussex Orthopaedic Treatment Centre (SOTC)

Worthing Hospital

Add New Site

Unknown

East Surrey Hospital

Add New Site

Divisions

ABDOMINAL SURGERY AND MEDICINE

Bowel Screening

Digestive Diseases

Endoscopy

Gastroenterology

General Surgery

Hepatology

Stoma Care

<u>Urology</u>

Add New Department

ACUTE FLOOR

Accident & Emergency

Acute Assessment Unit

Acute Medical Unit

Acute Medicine

Critical Care

Emergency Care

Emergency Medicine

General Medicine

Intensive Care Unit (ICU)

<u>Medicine</u>

Surgical Assessment Unit (SAU)

Add New Department

CANCER

Breast Care

Cancer Services

<u>Haematology</u>

Medical Physics

Oncology

Palliative Care

Radiotherapy

Add New Department

To edit an existing divisions of an Organisation

- Click on the required division
 - Write the division in capital letters
- Edit as appropriate
- Click Save

5.4.2.4 Add a Division

To add a new division to the Organisation

• Scroll down to the end of the list of departments, click on Add New Division

WOMEN'S SERVICES [Move]

Gynaecology Oncology [Move]

Maternity [Move]

Obstetrics and Gynaecology [Move]

Women and Children [Move]

Add New Department

Add New Division

Click Save

Add New Division

Name

CENTRAL CLINICAL SERVI

Save

Cancel

5.4.2.5 Actions for the department under the 'Unknown' division

What is the 'Unknown' division?

On the Add member page the list of departments can be added to by typing in a department name not on the list. These departments are added to the organisation under the 'Unknown' division. These can then be checked and moved to the appropriate division.

<u>Unknown</u>

Out Patients

<u>Paediatric</u>

Palliative Care CNS

Abinger Ward

Acute Emergency

acute med

Acute Medicine

Admin

Admissions & Pre assessment

Check for and correct:

- Formatting standards
 - Start a department with a capital letter i.e. 'Paediatrics' not 'paediatrics'
 - o It is not necessary to add the term "Department" to this field

- Typos and spelling mistakes
 - Edit and correct any typos or spelling mistakes
- Duplicates
 - Remove duplicate department names by moving all the members to one of the departments

```
Care of the Elderly
Care of the Elderly
cellular Pathology -Histology
```

 Edit the name of the department you intend to delete and add a number to make it distinctive

```
Capel Ward [Move]
care of the Elderly1 [Move]
Care of the Elderly [Move]
cellular Pathology -Histology [Move]
```

 Click on each of the members under the department you intend to delete, and change their department to the correct one



 When there are no members under the duplicate department name it can be deleted

Edit Department

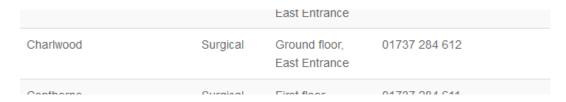
Name	care of the Elderly1		
	Save	Cancel	Delete
	Save	Carreer	Delete

Members in this department

- Lone acronyms
 - Avoid just acronyms, add the name in full with the acronym in brackets at the end of name i.e. 'Coronary Care Unit (CCU)' not 'CCU'
- Wards
 - Avoid adding Wards, add the medical speciality of the ward instead

cellular Pathology -Histology chaldon Ward Chaldon Ward Charlwood Ward

Find the medical speciality of the ward



 Click on each of the members under the ward and change their department to the speciality



The ward can be added to Address Line 1



 When there are no members under the ward department name it can be deleted



Members in this department

Once departments in the 'Unknown' division have been checked and any corrections made they can then be moved to the appropriate division.

5.4.2.6 Move departments

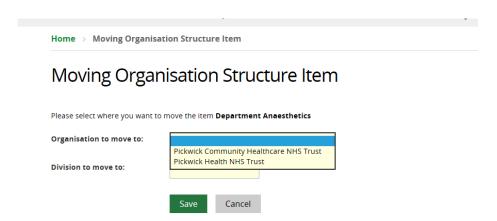
LKS Administrators can move departments to a different division.

To move a department to a different division within an Organisation

• Click on [Move] next to the department you want to move



 From the 'Organisation to move to:' drop down list select the organisation of the department



 Select the division to move the department to from the 'Division to move to:' drop down list

Moving Organisation Structure Item

Please select where you want to move the item Department Anaesthetics

Organisation to move to:

Division to move to:

ABDOMINAL SURGERY AND MEDICINE
ACUTE MEDICINE
CHILDREN'S SERVICES
CORPORATE SERVICES
Save
Cancel

Click Save

Home > Moving Organisation Structure Item

Moving Organisation Structure Item

Please select where you want to move the item Department Anaesthetics

Organisation to move to:

Pickwick Health NHS Trust

URGERY AND MEDICINE

There are 2 members assigned to the item you want to move but Organisation is not changed so the change won't affect them.



The department will now be under the selected division

Divisions

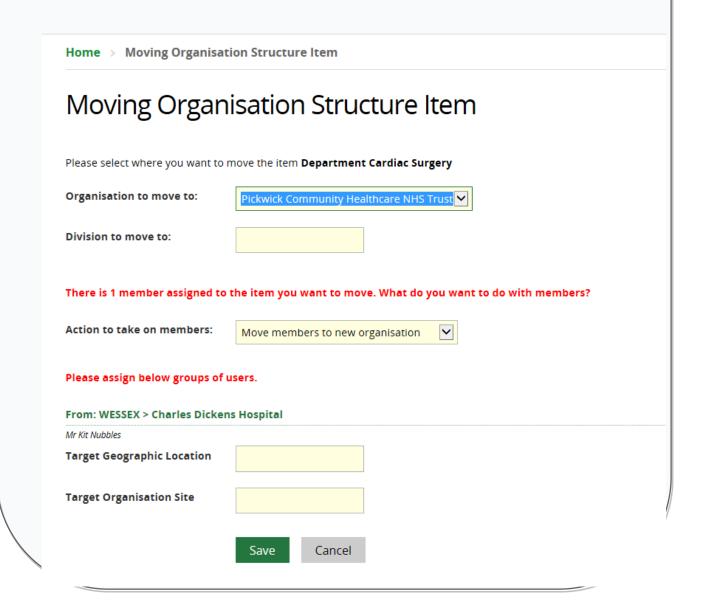
ABDOMINAL SURGERY AND MEDICINE [Move]

Anaesthetics [Move]

Add New Department

Why have I got a message about assigning a member?

If you select a different organisation to the one the department was originally listed under and there are members with this department, KnowledgeShare will check you want to move them. If the organisation has been selected in error click 'Cancel'



5.4.3 Manage Sites

5.4.3.1 Edit Sites

To edit an existing site of an Organisation:

- Click on required Organisation
- Under Geographic Locations, click on the site that you wish to edit

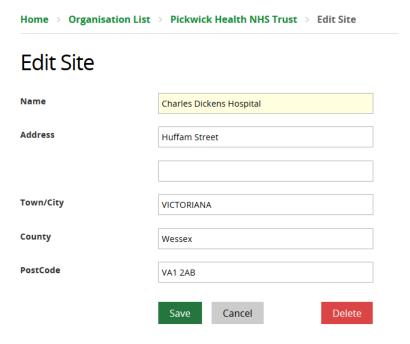
Geographic Locations

WESSEX

Bleak House Charles Dickens Hospital Dotheboys Hall

Add New Site

Edit appropriate field



Click Save

5.4.3.2 Add Sites

To add a new site to the Organisation

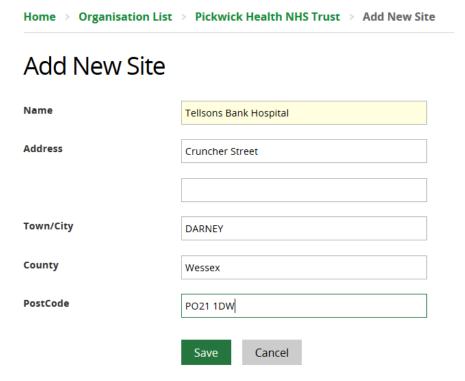
- Click on required Organisation
- At the end of the list of locations for the appropriate Geographic Locations, click on Add New Site

Geographic Locations

Bleak House Charles Dickens Hospital Dotheboys Hall Add New Site

- Add Address details:
 - Name Mandatory
 - o Address

- o Town/City
- County
- PostCode
- Click Save



The postal details appear on the profile page of the members at this location

Home > Jarvis Lorry





5.4.3.3 Edit Geographic Locations

Why are geographic locations included on the organisations page?

The geographic locations can only be seen on the organisation page. The geographic locations are included in statistics.

Locations are listed under a geographical location. Locations can be listed under a single geographical location. Multiple geographical locations can be created to match the structure of your organisations. These divisions are included in statistics.

Geographic Locations

BRIGHTON & HOVE

12 Hanover Crescent

Aldrington Centre

Aldrington House

Bartholomew House

Brighton and Hove Wellbeing Service

Brighton General Hospital

East Brighton Community Mental Health Centre

Hove Polyclinic

Hove Recovery Centre

Lighthouse

Lindridge

Mill View Hospital

Montague House

Moulsecoomb Children's Centre

Phoenix House

Royal Alexandra Children's Hospital

Royal Sussex County Hospital

Rutland Gardens Community Wards

Sussex Education Centre

The Old Market

University of Sussex

Add New Site

EAST SUSSEX

Amberstone Hospital

Avenida Lodge

Battle Health Centre Bellbrook Centre

Bexhill Health Centre

Braybrooke House

Cavendish House

Conquest Hospital

Crowborough Hospital

Eastbourne District General Hospital

Eastbourne Police Station

Hellingly Centre

Highmore

HMP Lewes

Horder Healthcare Seaford

i-Rock House

<u>Leaf Hospital</u> <u>Lift House</u>

Mayfield Court

Millwood Unit

Newhaven Rehabilitation Centre

Orchard House, Victoria Hospital Site

Peacehaven Health Centre Southview Low Secure Unit

St Anne's Centre

St Anne's Centre St Mary's House

The Firs

Divisions

ACUTE SERVICES

Acute Home Treatment

Acute Services

Adult Acute Services

Crisis Resolution and Home Treatment

Early Intervention Services
Inpatient Mental Health Services

Mental Health Liaison

Psychiatric Intensive Care Unit

Urgent Help Service

Add New Department

ADULTS

Adult Community Mental Health Services

Adult Mental Health Services

Adult Psychiatry

Psychiatry

Working Age Mental Health Services

Add New Department

CHILDREN & YOUNG PEOPLE

Assessment and Treatment Service

Child Protection

Children and Young People's Service

Children In Care Team

Community teams - Brighton & Hove

Community teams - East Sussex Community teams - Hampshire

Community teams - West Sussex

Community teams - West Susse Family Eating Disorder Service

Family Latencius Support Service

Family Intensive Support Service

Looked After and Adopted Children's Mental Health Service Paediatric Mental Health Liaison Team

Designated Service

Perinatal Service

Add New Department

CORPORATE SERVICES

Corporate

Library and Knowledge Service

Add New Department

DEPARTMENTS

Access Services

Assertive Outreach Team

Assessment and Treatment Services

Brighton and Hove Assertive Outreach Team

Clinical Audit Team

Clinical Psychology

Community Mental Health Services

East Brighton Community Mental Health

5.4.3.4 Add Geographic Locations

To add a new geographic location to the Organisation

 Scroll down to the end of the list of departments, click on Add New Geographic Location Sussex House [Move]
Sussex Orthopaedic Treatment Centre (SOTC) [Move]
Worthing Hospital [Move]

Add New Site

Unknown [Move]

Add New Site

Add New Geographic Location

Click Save

Add New Geographic Location

Name	WESSEX		
	Save	Cancel	

5.4.3.5 Actions for sites under the 'Unknown' geographic location

What is the 'Unknown' geographic location?

On the Add member page the list of sites can be added to by typing in a location name not on the list. These locations are added under the 'Unknown' geographic location. These can then be checked and moved to the appropriate geographic location.

Caterham Dene Hospital [Move] East Surrey [Move] East Surrey college [Move] East Surrey Hospital [Move]

Check for and correct:

- Formatting standards
 - Start a location with a capital letter i.e. 'Royal Sussex Hospital' not 'royal sussex hospital'
- Typos and spelling mistakes
 - Edit and correct any typos or spelling mistakes
- Duplicates
 - Remove duplicate locations names by moving all the members to one of the locations

Smallfields Surgery [Move]
St Catherine's Hospice [Move]
St Catherine's Hospice [Move]

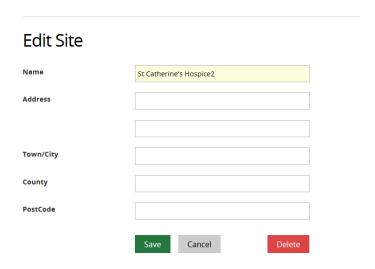
 Edit the name of the location you intend to delete and add a number to make it distinctive

Smallfields Surgery [Move]
St Catherine's Hospice [Move]
St Catherine's Hospice2 [Move]

 Click on each of the members under the department you intend to delete, and change their department to the correct one



 When there are no members under the duplicate department name it can be deleted



Members in this site

Once departments in the 'Unknown' location have been checked and any corrections made they can then be moved to the appropriate geographic locations.

5.4.3.6 Move Sites

LKS Administrators can move sites to a different location.

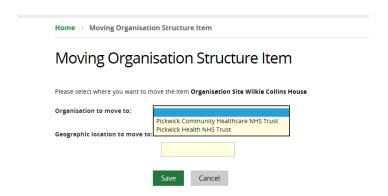
To move a site to a different Geographic Location within an Organisation

Click on [Move] next to the site you want to move

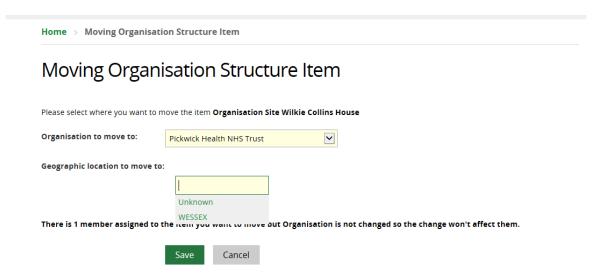
Unknown [Move]

Caterham Dene Hospital [Move]
East Surrey college [Move]
East Surrey Hospital [Move]
Farmfield Hospital [Move]
Forum House [Move]
Ifield Medical Practice [Move]
New Park House [Move]
Oxted therapies unit [Move]
Princess Royal Hospital [Move]
Royal Surrey Hospital [Move]
Smallfields Surgery [Move]

 Select the organisation of the site from the 'Organisation to move to:' drop down list



 Select the geographic location to move the Site to from the 'Geographic location to move to:' drop down list



Click Save

Moving Organisation Structure Item

Please select where you want to move the item Organisation Site Wilkie Collins House

Organisation to move to:

Pickwick Health NHS Trust

Geographic location to move to:

WESSEX

There is 1 member assigned to the item you want to move but Organisation is not changed so the change won't affect them.

Save Cancel

• The Site will now be under the selected geographic location

Geographic Locations

Unknown [Move]

Add New Site

WESSEX [Move]

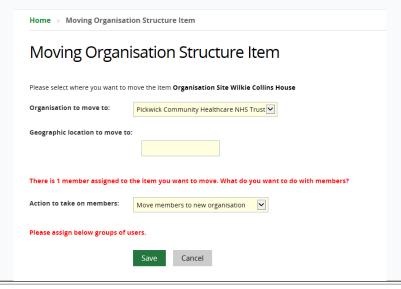
Bleak House [Move]
Charles Dickens Hospital [Move]
Dotheboys Hall [Move]
Tellsons Bank Hospital [Move]
Wilkie Collins House [Move]

Add New Site

Add New Geographic Location

Why have I got a message about assigning a member?

If you select a different organisation to the one the location was originally listed under and there are members with this location, KnowledgeShare will check you want to move them. If the organisation has been selected in error click 'Cancel'



5.5 Sharing Evidence Searches with another library service

To support collaboration between library teams, evidence search requests from a selected organisation, or organisations, can be shared between library services.

Library services will need to explicitly agree to share the evidence searches from members of a selected organisation or organisations. This explicit agreement is signalled by selecting "Share Evidence searches" on the Edit LKS page.

How are completed shared Evidence Searches recorded on statistics?

For reporting purposes a completed search is counted as a search for the LKS of the library staff who has completed it, even if the member is assigned to a different LKS.

5.5.1 Selecting all organisations to share evidence searches

On the "Edit LKS" page, at the top of the Organisations Served section is a link 'Share Evidence Searches for all organisations below'.

Organisations Served

Share Evidence Searches for all organisations below

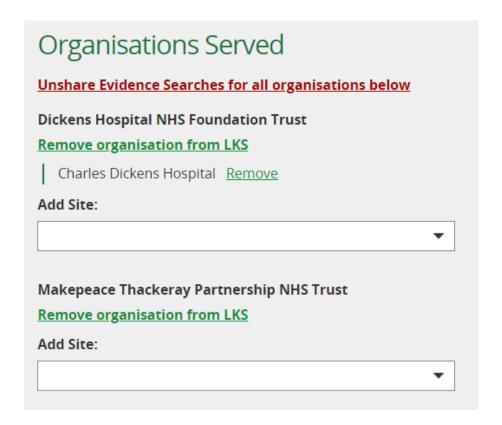
Dickens Hospital NHS Foundation Trust

Share Evidence Searches

Remove organisation from LKS

Dickens Hospital Remove

Clicking 'Share Evidence Searches for all organisations below' shows explicit agreement to share all evidence searches from all these organisations with other library services who have also clicked on 'Share Evidence Searches for all organisations below', or have clicked on 'Share Evidence searches', for any of these individual organisations.

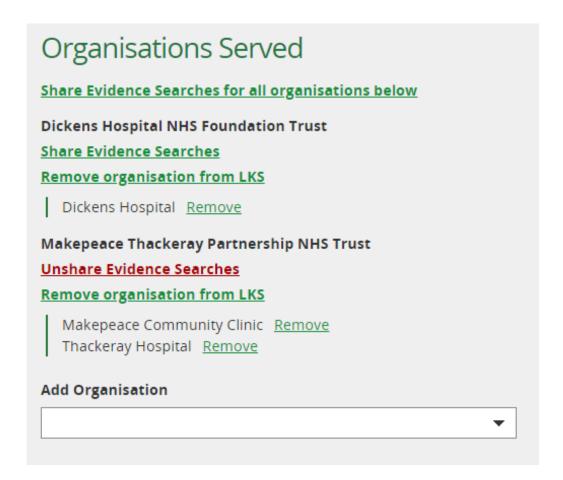


5.5.2 Selecting individual organisations to share evidence searches

On the "Edit LKS" page, each organisation that the LKS serves is listed. A link next to each organisation says "Share Evidence searches".



Clicking "Share Evidence Searches" shows explicit agreement to share evidence searches from this organisation with other library services who have also clicked on "Share Evidence Searches" for this organisation.



5.5.3 Unassigned Evidence Searches page with requests from a shared organisation

Where LKS A and LKS B both serve Organisation X and *both* have selected "Share searches" for Organisation X then:

- The unassigned search list for LKS A will include any search requests from Organisation X, even if they have been requested by members of LKS B. (And vice versa).
- An alert symbol shows those search requests by members of LKS B who are from shared Organisation X
- Librarians from both organisations have full permissions to view, edit and assign search requests from Organisation X, whether requested by a member from LKS A or LKS B.
- For reporting purposes a completed search is counted as a search for the LKS
 of the library staff who has completed it, even if the member is assigned to a
 different LKS.

5.5.3.1 Example Unassigned Evidence Searches pages with requests from a shared organisation

Scenario:

LKS A (Dickens Library Service)

and

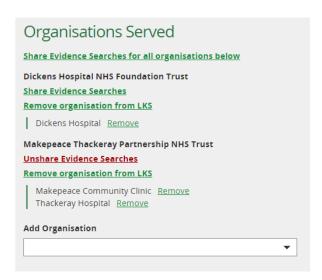
LKS B (Wilkie Library Service)

both serve

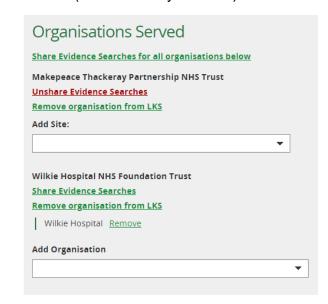
Organisation X (Makepeace Thackeray Partnership NHS Trust)

LKS A (Dickens Library Service) and LKS B (Wilkie Library Service) have *both* selected "Share searches" for Organisation X (Makepeace Thackeray Partnership NHS Trust)

LKS A (Dickens Library Service)

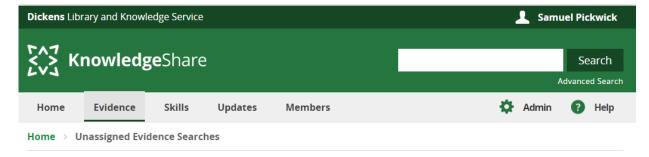


LKS B (Wilkie Library Service)

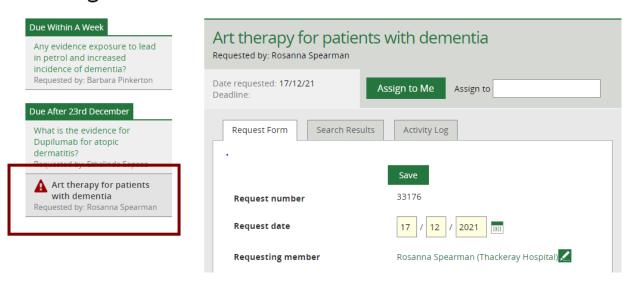


Unassigned Search page for LKS A (Dickens Library Service)

- The unassigned search list for LKS A (Dickens Library Service) includes a search request from Organisation X (Makepeace Thackeray Partnership NHS Trust), where the requester is a library member at LKS B (Wilkie Library Service)
- An alert symbol shows the search request where the requester is from
 Organisation X (Makepeace Thackeray Partnership NHS Trust and is a library
 member at LKS B (Wilkie Library Service)

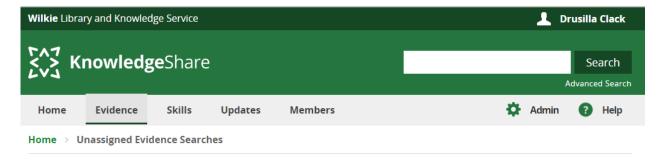


Unassigned Evidence Searches



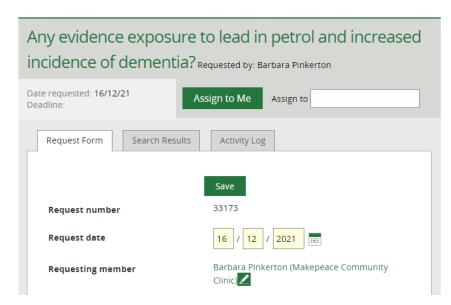
Unassigned Search page for LKS B (Wilkie Library Service)

- The unassigned search list for LKS B (Wilkie Library Service) includes a search request from Organisation X (Makepeace Thackeray Partnership NHS Trust), where the requester is a library member at LKS A (Dickens Library Service)
- An alert symbol A shows the search request where the requester is from Organisation X (Makepeace Thackeray Partnership NHS Trust and is a library member at LKS A (Dickens Library Service)



Unassigned Evidence Searches





5.5.4 Unassigned Evidence Searches page where a library service has not explicitly shared an organisation that has been shared by other library services

Where LKS A and LKS C both serve Organisation X and LKS A has selected "Share searches" Organisation X but LKS C has not then:

- The unassigned search list for LKS A will not include search requests from members of Organisation X who are library members at LKS C (and vice versa)
- The evidence search request list for LKS A will not include search requests from members of Organisation X who are library members at LKS C (and vice versa)
- Librarians from these LKS teams will not have permission to to view, edit and assign search requests by each other's members

5.5.4.1 Example Unassigned Evidence Searches page where a library service has not explicitly shared an organisation that has been shared by other library services

Scenario:

LKS A (Dickens Library Service)

and

LKS C (Gaskell LKS)

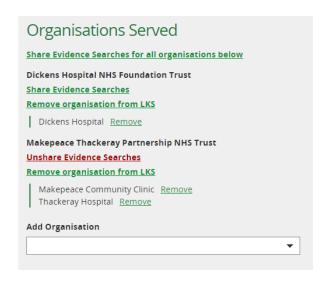
both serve

Organisation X (Makepeace Thackeray Partnership NHS Trust)

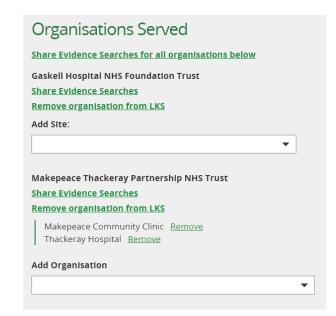
LKS A (Dickens Library Service) has selected "Share searches" for Organisation X (Makepeace Thackeray Partnership NHS Trust)

LKS C (Gaskell LKS) has not shared searches for Organisation X (Makepeace Thackeray Partnership NHS Trust)

LKS A (Dickens LKS)

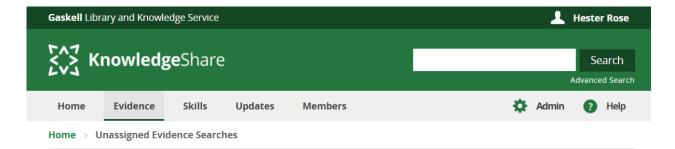


LKS C (Gaskell LKS)



Unassigned Search page for LKS C (Gaskell Library Service)

- The unassigned search list for LKS C (Gaskell Library Service) will only include search requests from members of Organisation X (Makepeace Thackeray Partnership NHS Trust), who are library members at LKS C (Gaskell Library Service)
- The unassigned search list for LKS C (Gaskell Library Service) will not include search requests from members of Organisation X (Makepeace Thackeray Partnership NHS Trust), who are library members at LKS A (Dickens LKS)
- Only Librarians from LKS C (Gaskell Library Service) will have permission to to view, edit and assign search requests of their library members from Organisation X (Makepeace Thackeray Partnership NHS Trust)



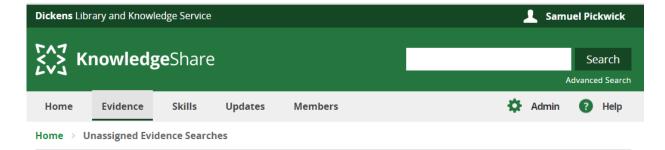
Unassigned Evidence Searches





Unassigned Search page for LKS A (Dickens LKS)

- The unassigned search list for LKS A (Dickens LKS) will include search requests from members of Organisation X (Makepeace Thackeray Partnership NHS Trust), who are library members at LKS A (Dickens LKS)
- The unassigned search list for LKS A (Dickens LKS) will include search requests from members of Organisation X (Makepeace Thackeray Partnership NHS Trust), who are library members at LKS B (Wilkie Library Service) who have explicitly shared Organisation X (Makepeace Thackeray Partnership NHS Trust)
- The unassigned search list for LKS A (Dickens LKS) will not include search requests from members of Organisation X (Makepeace Thackeray Partnership NHS Trust), who are library members at LKS C (Gaskell Library Service)



Unassigned Evidence Searches



