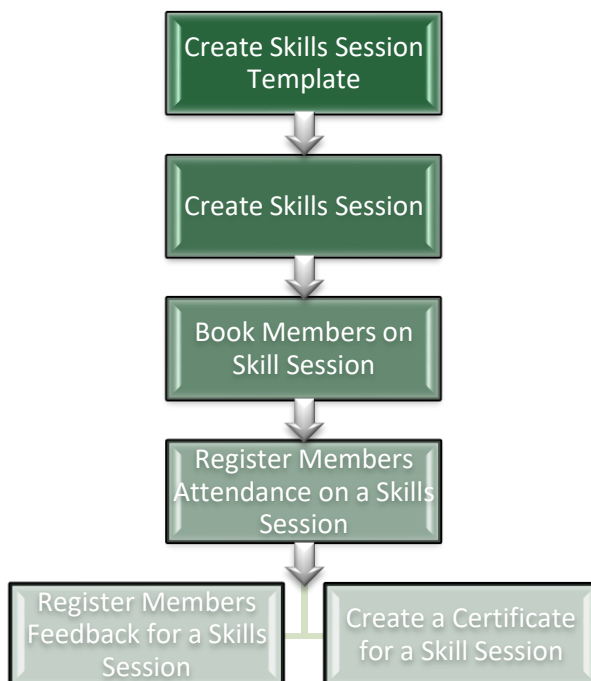




## Skills

### Staff Skills Workflow



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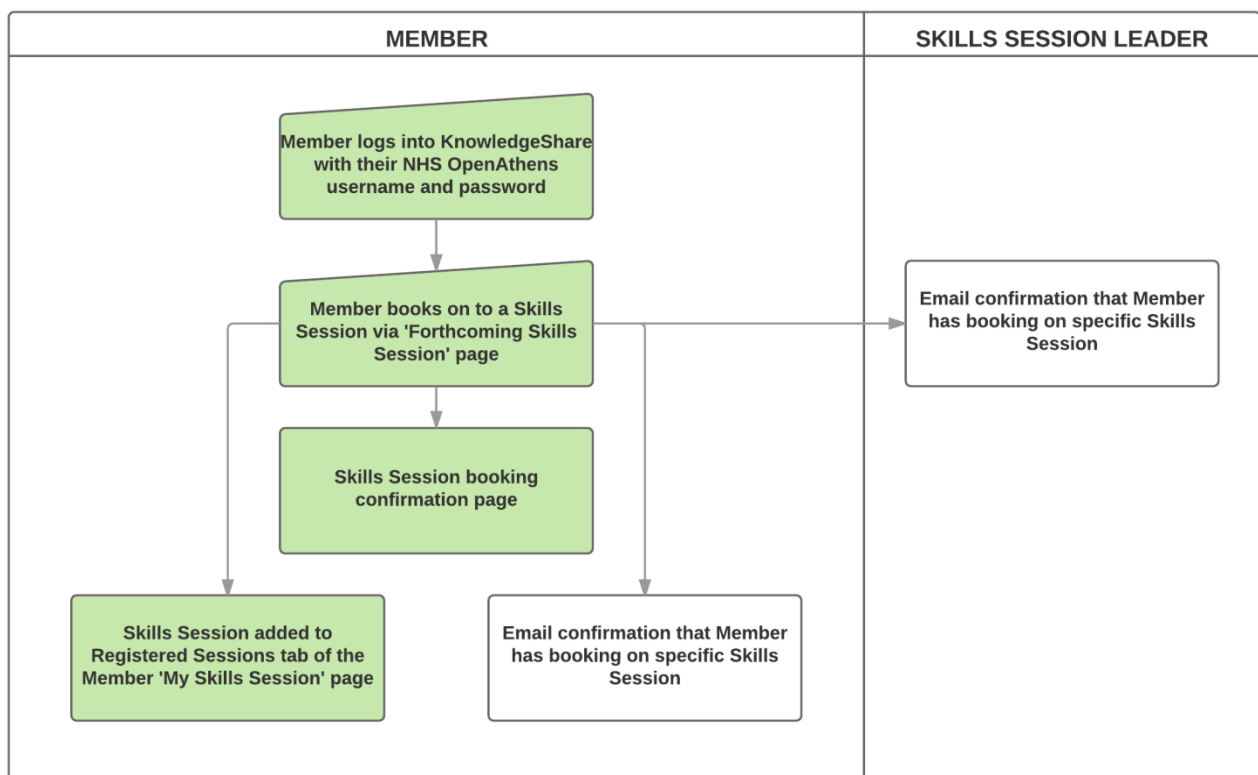
## Skills

### What is Skills?

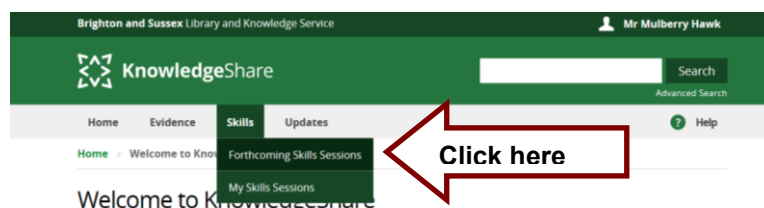
Skills is the KnowledgeShare term for teaching and training sessions delivered by the library service.

## 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	<a href="#">Finding Quality Health Information</a>	Library Training Room
22/02/17	<a href="#">Accessing Journals with OpenAthens</a>	The Library, Audrey Emerton Building
22/02/17	<a href="#">Better Networking with Twitter</a>	The Library, Audrey Emerton Building
23/02/17	<a href="#">Finding Quality Health Information</a>	The Library, Princess Royal Hospital
27/02/17	<a href="#">Finding Quality Health Information</a>	The Library, Princess Royal Hospital
27/02/17	<a href="#">Using Endnote</a>	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

<b>Date</b>	22/02/17
<b>Location</b>	The Library, Audrey Emerton Building
<b>Time</b>	1:00pm - 1:30pm
<b>Leader</b>	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](http://www.knowledgeshare.nhs.uk) using your NHS OpenAthens username and password.

Best regards,

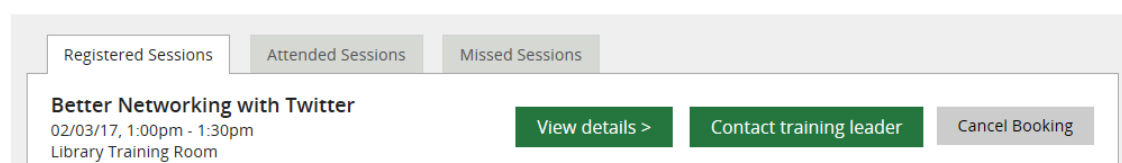
Nicola

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



Registered Sessions   Attended Sessions   Missed Sessions

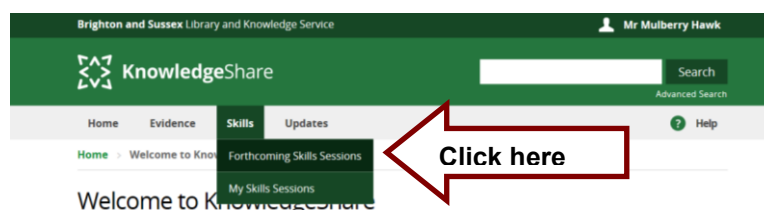
**Better Networking with Twitter**  
02/03/17, 1:00pm - 1:30pm  
Library Training Room

[View details >](#)   [Contact training leader](#)   [Cancel Booking](#)

#### 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	<a href="#">Finding Quality Health Information</a>	Library Training Room
22/02/17	<a href="#">Accessing journals with OpenAthens</a>	The Library, Audrey Emerton Building
22/02/17	<a href="#">Better Networking with Twitter</a>	The Library, Audrey Emerton Building
23/02/17	<a href="#">Finding Quality Health Information</a>	The Library, Princess Royal Hospital
27/02/17	<a href="#">Finding Quality Health Information</a>	The Library, Princess Royal Hospital
27/02/17	<a href="#">Using Endnote</a>	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.

<b>Accessing journals with OpenAthens</b>		<a href="#">Join Waiting List</a> <p>This session is fully booked, join the waiting list to be notified when a place becomes available</p>
<b>Date</b>	01/03/17	
<b>Location</b>	The Library, Audrey Emerton Building	
<b>Time</b>	11:00am - 12:00pm	
<b>Leader</b>	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](http://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](http://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/>

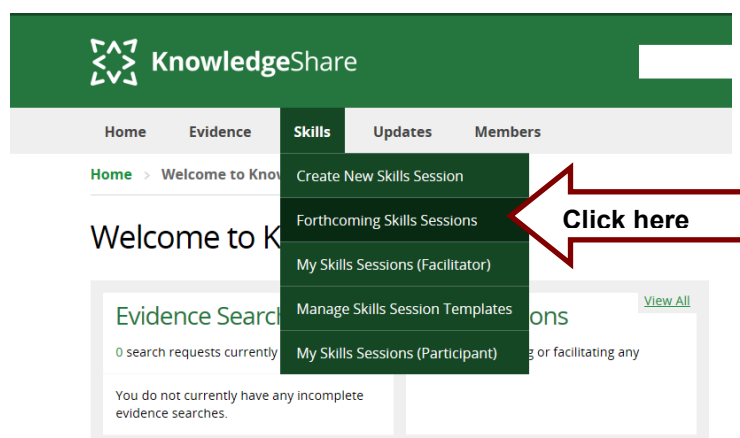
----- Sent out by KnowledgeShare-----

### 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	<a href="#">Finding Quality Health Information</a>	Library Training Room
22/02/17	<a href="#">Accessing Journals with OpenAthens</a>	The Library, Audrey Emerton Building
22/02/17	<a href="#">Better Networking with Twitter</a>	The Library, Audrey Emerton Building
23/02/17	<a href="#">Finding Quality Health Information</a>	The Library, Princess Royal Hospital
27/02/17	<a href="#">Finding Quality Health Information</a>	The Library, Princess Royal Hospital
27/02/17	<a href="#">Using Endnote</a>	The Library, Audrey Emerton Building

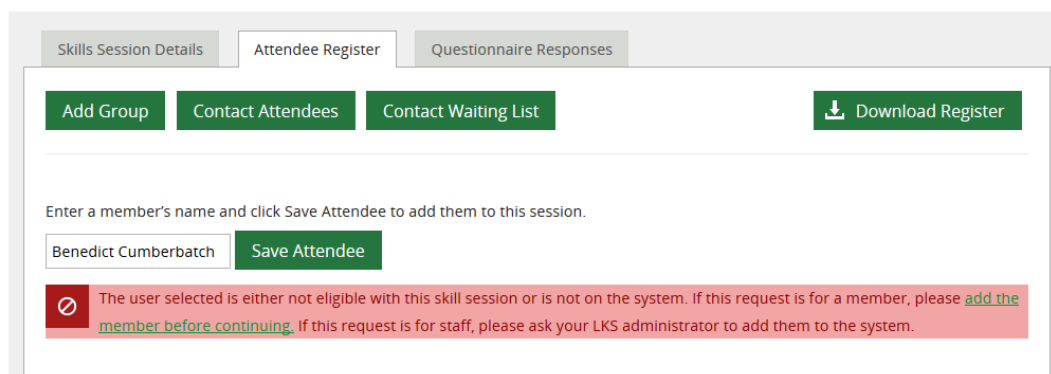
- Select the **Attendee Register** tab

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, there are four buttons: 'Add Group', 'Contact Attendees', 'Contact Waiting List', and 'Download Register'. A text input field is present with the placeholder text 'Enter a member's name and click Save Attendee to add them to this session.' Below the input field is a 'Save Attendee' button. The main content area is divided into three sections: 'Registered Attendees' (with the text 'There are no attendees registered for this session yet'), 'Waiting List' (with the text 'There is no waiting list for this session'), and 'Anonymous Attendees' (with the text '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 shows the 'Attendee Register' tab with a dropdown menu open. The input field contains the text 'Mulber'. The dropdown menu displays a list of members, with 'Mr Mulberry Hawk' highlighted in green text. A red arrow points to the highlighted name with the text 'Click on Member below in green text'. The 'Save Attendee' button is visible next to the input field. The rest of the interface, including the tabs and other buttons, is the same as in the previous screenshot.

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



Skills Session Details | Attendee Register | Questionnaire Responses

Add Group | Contact Attendees | Contact Waiting List | Download Register

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

Benedict Cumberbatch | Save Attendee

**⚠** The user selected is either not eligible with this skill session or is not on the system. If this request is for a member, please [add the member before continuing](#). If this request is for staff, please ask your LKS administrator to add them to the system.

- 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		<a href="#">Email</a> <a href="#">Cancel</a>

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](http://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

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

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

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](http://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](http://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

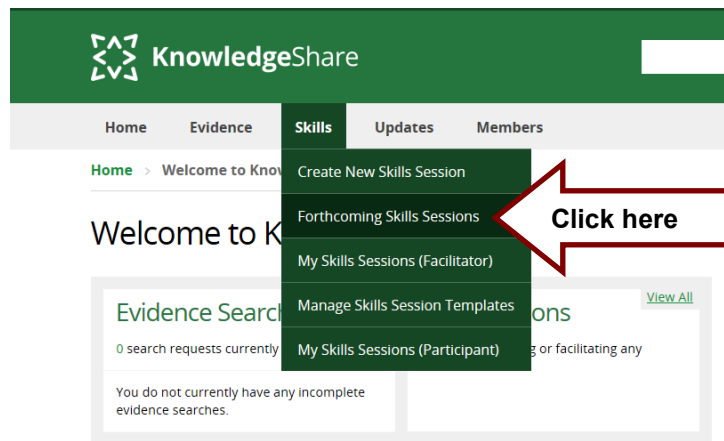
----- Sent out by KnowledgeShare-----

### 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	<a href="#">Finding Quality Health Information</a>	Library Training Room
01/03/17	<a href="#">Using Endnote</a>	Library Training Room
06/03/17	<a href="#">Introduction to Library Services (Trust Induction)</a>	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**

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

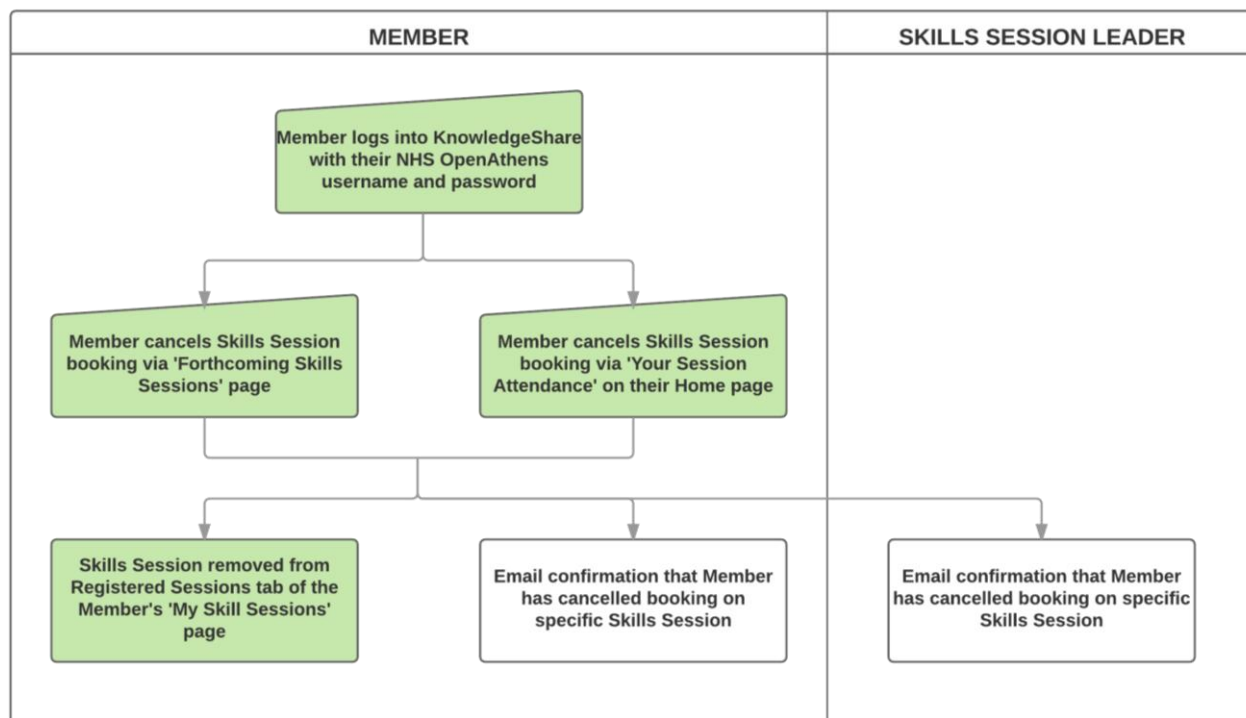


## 5.1 Cancelling Member booking on a Skills session

### 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

Brighton and Sussex Library and Knowledge Service Mr Mulberry Hawk

**KnowledgeShare**   [Advanced Search](#)

[Home](#) [Evidence](#) [Skills](#) [Updates](#) [Networking](#) [Help](#)

[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.

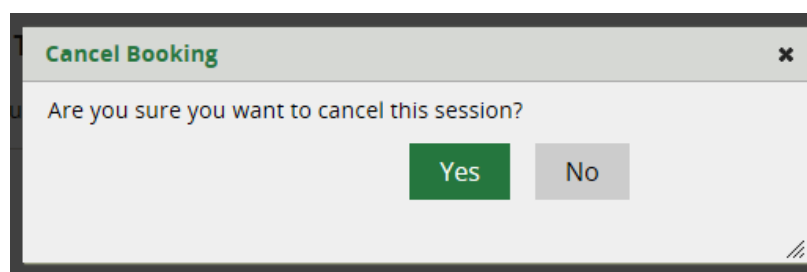
Using Endnote	
<b>Date</b>	01/03/17
<b>Location</b>	Library Training Room
<b>Time</b>	1:00pm - 2:00pm
<b>Leader</b>	Elaine Watson

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

- 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

Book Place

There are 10 places remaining,  
book your place now.

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

- 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](http://www.knowledgeshare.nhs.uk) using your NHS OpenAthens username and password.

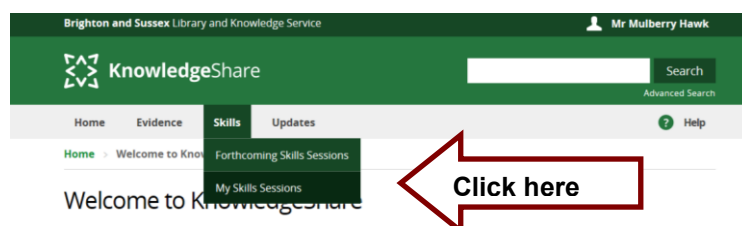
Best regards,  
Nicola

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

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

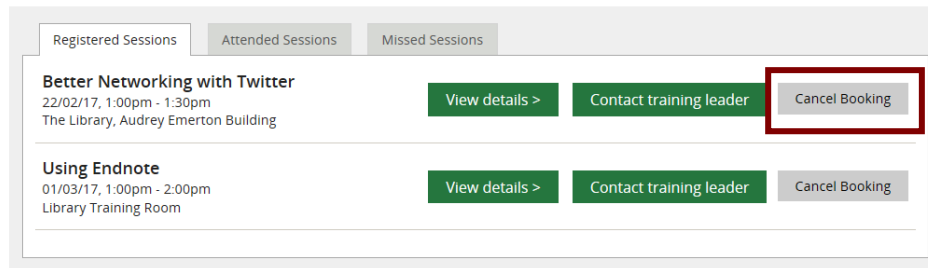
### 5.1.1.2 Members cancelling a session booking via their My Skills Session page

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

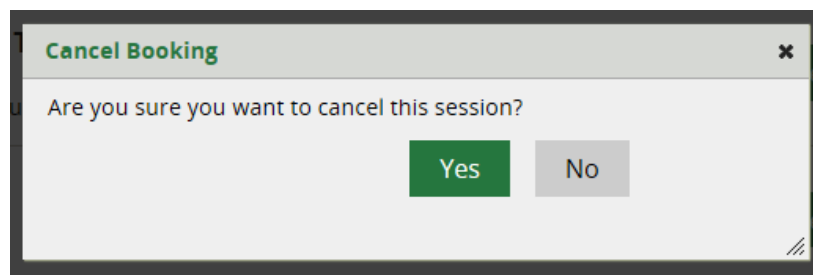


- The Member clicks **Cancel Booking** next to the appropriate Skills Session

## My Skills Sessions

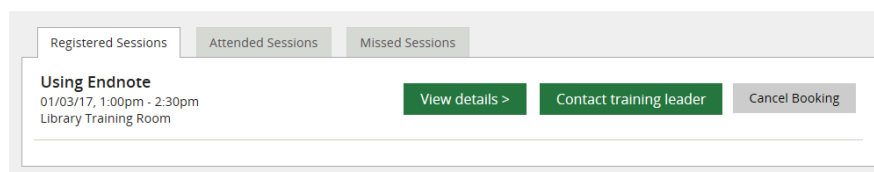


- A pop-up asks the Member to confirm they wish to cancel the session



- 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](http://www.knowledgeshare.nhs.uk) using your NHS OpenAthens username and password.

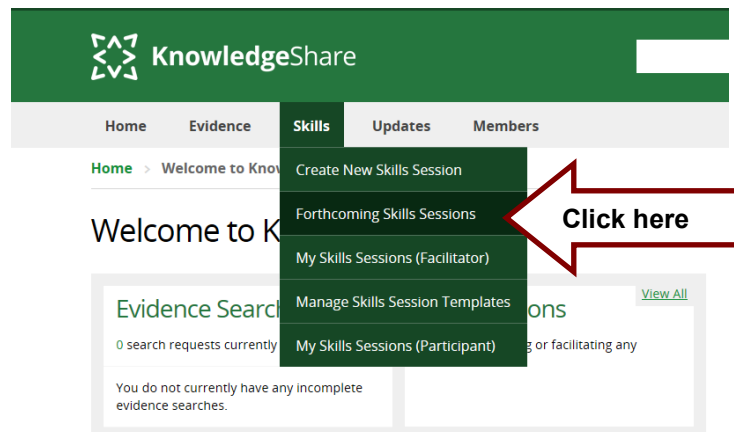
Best regards,  
Nicola

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

## 5.1.2 Staff cancelling Member booking on a Skills session

### 5.1.2.1 Staff cancelling an individual Member booking 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	<a href="#">Finding Quality Health Information</a>	Library Training Room
22/02/17	<a href="#">Accessing journals with OpenAthens</a>	The Library, Audrey Emerton Building
22/02/17	<a href="#">Better Networking with Twitter</a>	The Library, Audrey Emerton Building
23/02/17	<a href="#">Finding Quality Health Information</a>	The Library, Princess Royal Hospital
27/02/17	<a href="#">Finding Quality Health Information</a>	The Library, Princess Royal Hospital
27/02/17	<a href="#">Using Endnote</a>	The Library, Audrey Emerton Building

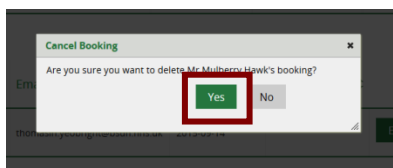
- Click on **Cancel** in the same row as the Member's name

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

**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](http://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:

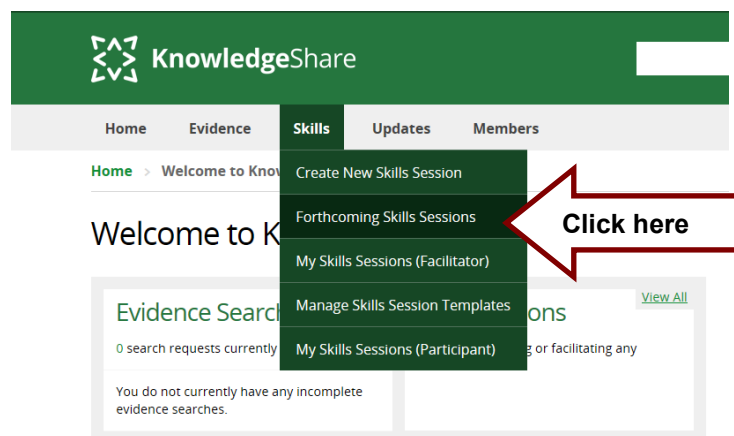
Using Endnote  
01 March 2019, 1:00pm - 2:00pm. Library Training Room

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	<a href="#">Finding Quality Health Information</a>	Library Training Room
22/02/17	<a href="#">Accessing journals with OpenAthens</a>	The Library, Audrey Emerton Building
22/02/17	<a href="#">Better Networking with Twitter</a>	The Library, Audrey Emerton Building
23/02/17	<a href="#">Finding Quality Health Information</a>	The Library, Princess Royal Hospital
27/02/17	<a href="#">Finding Quality Health Information</a>	The Library, Princess Royal Hospital
27/02/17	<a href="#">Using Endnote</a>	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	<b>Remove</b>

#### 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		<b>Email</b> <b>Cancel</b>
Dr Thomasin Yeobright 	thomasin.yeobright@nhs.net	2021-07-27		<b>Email</b> <b>Cancel</b>

### Waiting List

There is no waiting list for this session

**Warning**

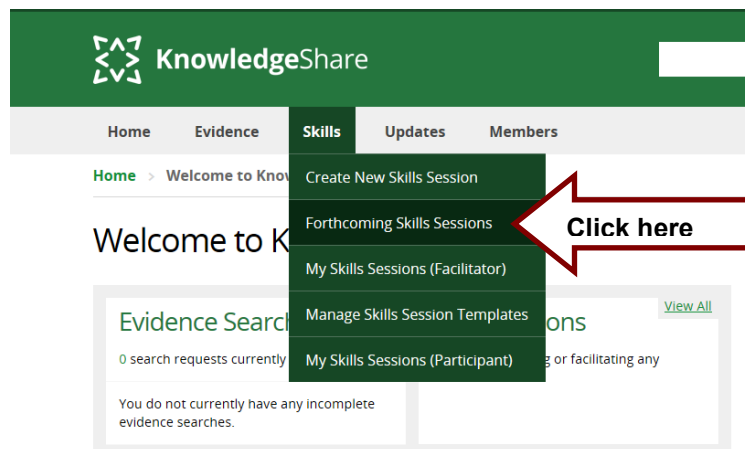
This member is no longer assigned to this LKS



## 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

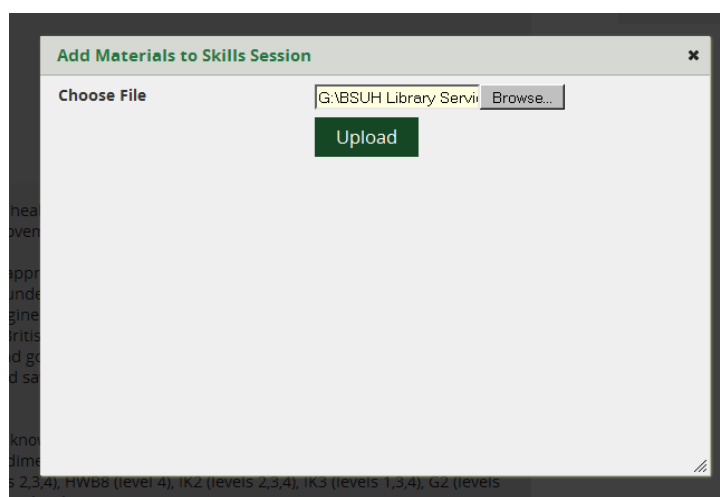
#### Forthcoming Skills Sessions

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	<a href="#">Finding Quality Health Information</a>	Library Training Room
01/03/17	<a href="#">Using Endnote</a>	Library Training Room
06/03/17	<a href="#">Introduction to Library Services (Trust Induction)</a>	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.

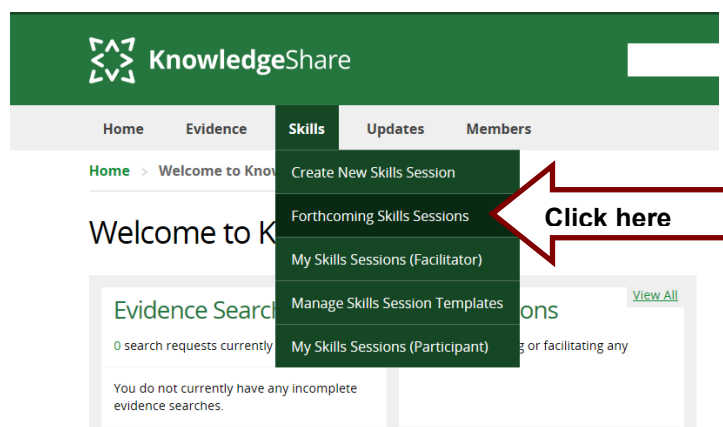
If an individual attachment is greater than 2MB there is an error message:  
The file size exceeds the maximum file size allowed by the server.

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	<a href="#">Finding Quality Health Information</a>	Library Training Room
01/03/17	<a href="#">Using Endnote</a>	Library Training Room
06/03/17	<a href="#">Introduction to Library Services (Trust Induction)</a>	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](#)

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

[Save Attendee](#)

**Registered Attendees**

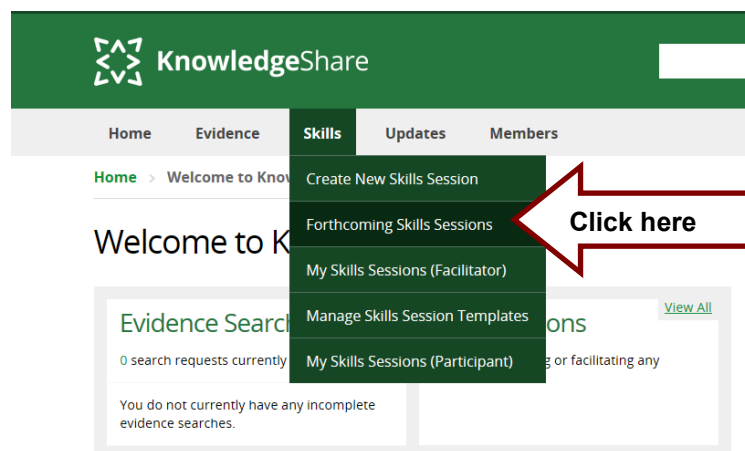
Name	Email	Booking Date	Attended (Y/N)	
Mrs Susan Nunsuch	susan.nunsuch@bsuh.nhs.uk	2017-04-06		<a href="#">Email</a> <a href="#">Cancel</a>
Dr Damon Wildeve	damon.wildeve@bsuh.nhs.uk	2017-04-06		<a href="#">Email</a> <a href="#">Cancel</a>
Dr Thomasin Yeobright	thomasin.yeobright@bsuh.nhs.uk	2017-04-06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

- The register is downloaded as a Word document

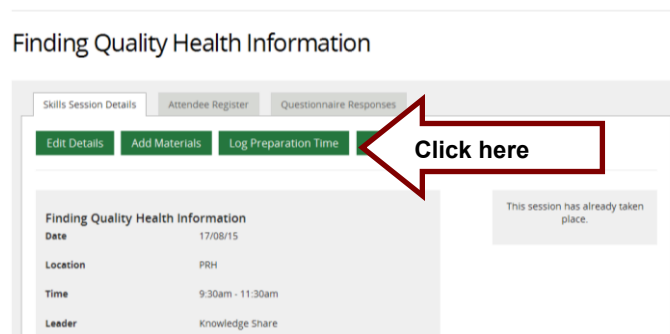
Session: Finding Quality Health Information		
Date: 17/08/15 9:30am		
Duration: 120 minutes		
Location: PRH		
Leader: Elaine Watson		
Organisation	Name	Attended
Brighton and Sussex University Hospitals NHS Trust	Mr Mulberry Hawk	
Brighton and Sussex University Hospitals NHS Trust	Dr Damon Wildeve	
Brighton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

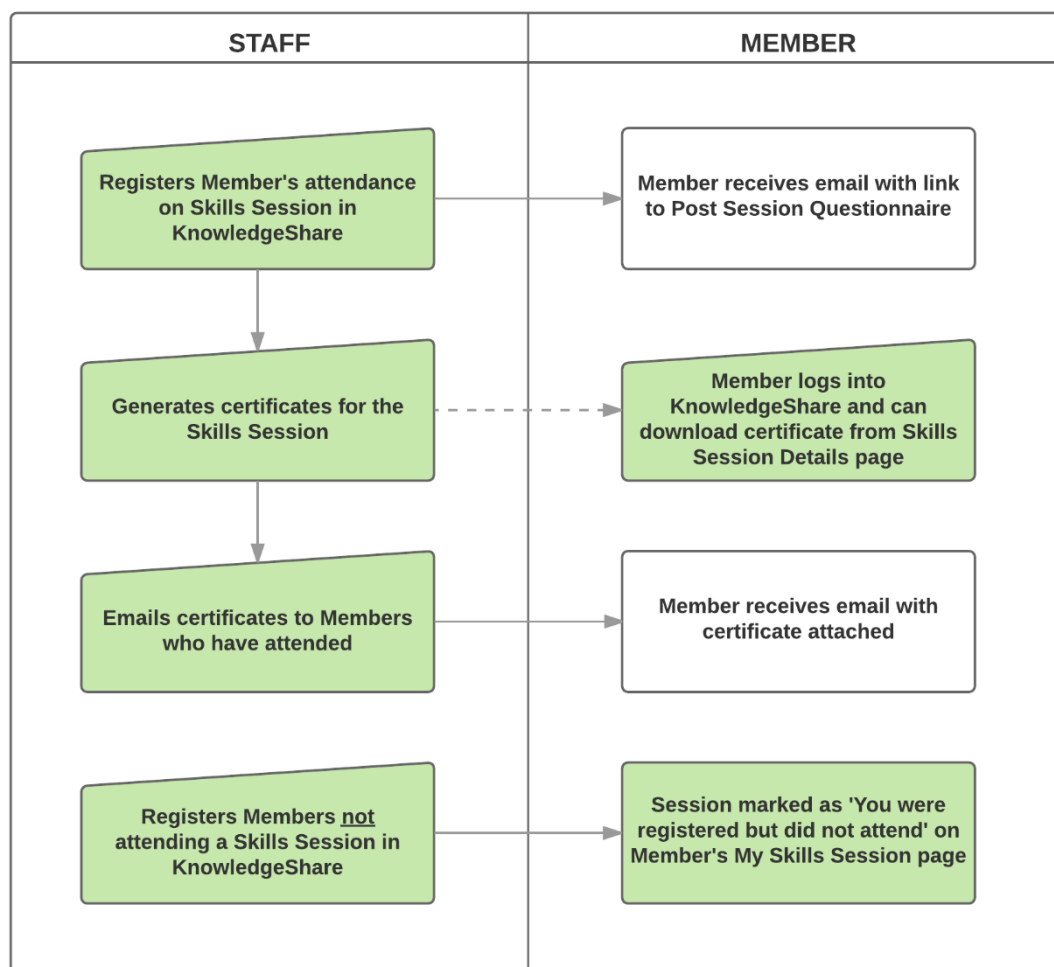
The screenshot shows the 'Skills Session Details' page with the 'Attendee Register' tab selected. A red box highlights the 'Log Preparation Time' button and the form below it. The form displays 'Preparation time: 0 minutes. Add: 30' with a text input field containing '30'. To the right of the input field are 'Save' and 'Cancel' buttons. Below the form, the session title 'Finding Quality Health Information' and date '17/08/15' are visible. A message on the right states '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 'Skills Session Details' page with the 'Attendee Register' tab selected. A red box highlights the 'Log Preparation Time' button and the form below it. The form displays 'Preparation time: 60 minutes. Add: ' with an empty text input field. To the right of the input field are 'Save' and 'Cancel' buttons. Below the form, the session title 'Finding Quality Health Information' and date '17/08/15' are visible. A message on the right states '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?

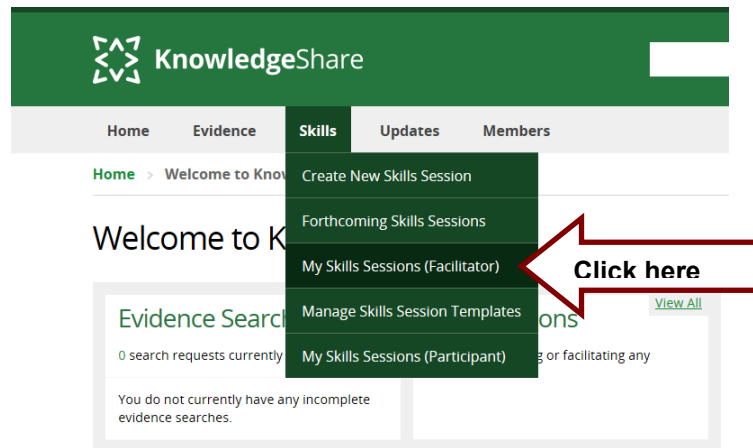
When the day and start time of a Skills Session has passed it becomes archived.

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

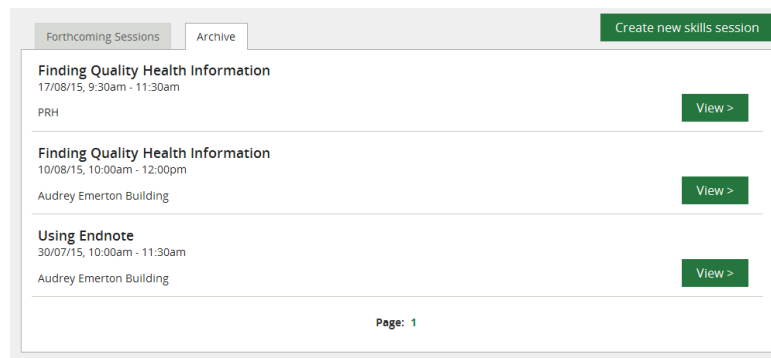
- If you are the Session leader of the Session:
  - Hold the cursor over **Skills** and then click **My Skills Sessions (Facilitator)**



- 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

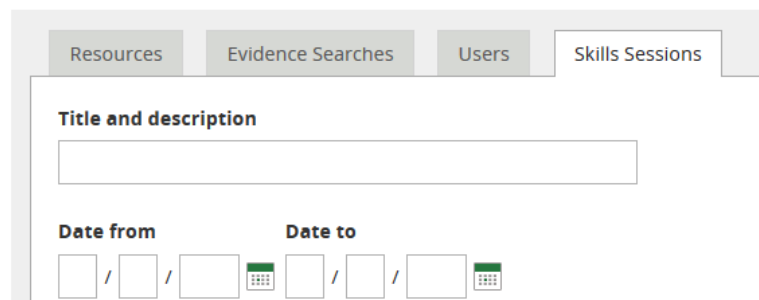
### 5.3.1.2 Finding Archived Skills Session via the Advanced Search

- Click Advanced Search



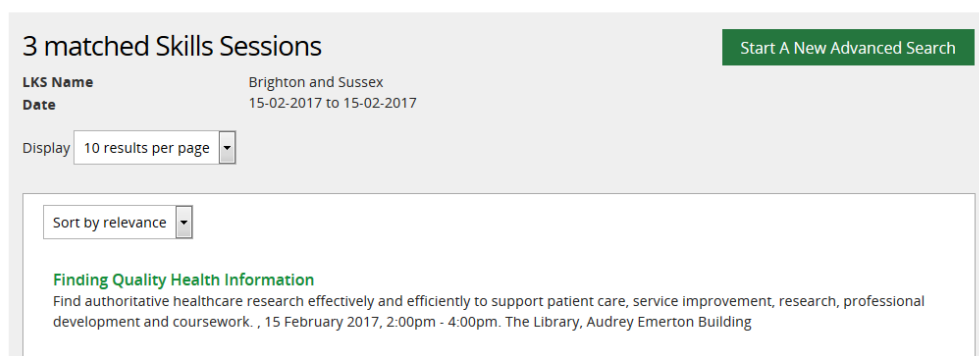
- Select the Skills Sessions tab

# Advanced Search Facility



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

## Search Results



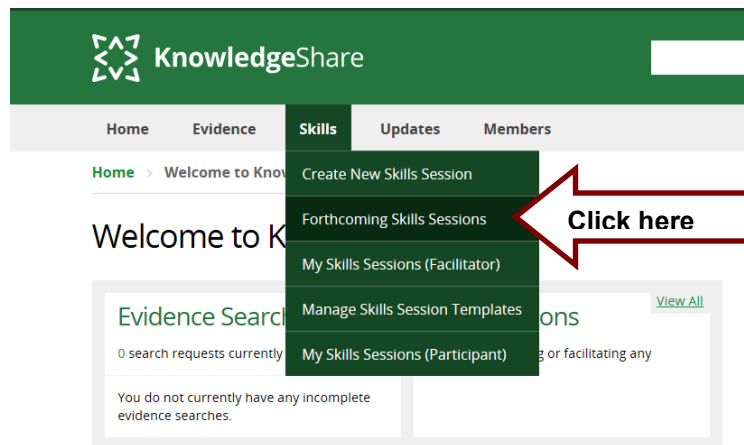
### 5.3.2 Registering Members' attendance on a Skills session

Confirming attendance on a Skills Session is essential as attendances, 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.

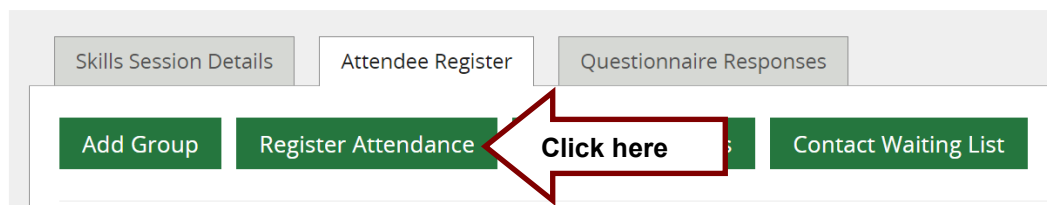
#### 5.3.2.1 Registering Members' attendance before a Skills session starts

- 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**

Name:	Attended?
Mr Mulberry Hawk	<input checked="" type="checkbox"/>
Dr Damon Wildeve	<input checked="" type="checkbox"/>
Mrs Susan Nunsuch	<input type="checkbox"/>

There are no attendees groups.

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	<a href="#">Email</a> <a href="#">Cancel</a>
Mr Mulberry Hawk	mulberry.hawk@bsuh.nhs.uk	2016-01-13	Yes	<a href="#">Email</a> <a href="#">Cancel</a>
Mrs Susan Nunsuch	susan.nunsuch@bsuh.nhs.uk	2016-01-13	No	<a href="#">Email</a> <a href="#">Cancel</a>

### 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**

[Add Attendees](#)
[Register Attendance](#)
[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**

Register Attendance

Name:	Attended?
Mr Mulberry Hawk	<input checked="" type="checkbox"/>
Dr Damon Wildeve	<input checked="" type="checkbox"/>
Mrs Susan Nunsuch	<input type="checkbox"/>

There are no attendees groups.

Save

nsuch@bsuh.nhs.uk

2017-07-17

- 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 Group

Register Attendance

Contact Attendees

Contact Waiting List

Download Register

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	No	<div>Email</div>
Dr Damon Wildeve	damon.wildeve@bsuh.nhs.uk	2017-04-06	Yes	<div>Email</div>
Dr Thomasin Yeobright	thomasin.yeobright@bsuh.nhs.uk	2017-04-06	Yes	<div>Email</div>

### 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":

#### My Skills Sessions

The screenshot shows a table of skills sessions. The first session, 'How to Read Qualitative Research', is highlighted with a red box. It includes the date and time (07/06/16, 2:00pm - 4:00pm), the location (The Library, Audrey Emerton Building), and a note stating 'Your attendance at this session has not been recorded'. The second session, 'Better Networking with Twitter', also shows the date and time (22/06/16, 1:00pm - 1:30pm) and location (The Library, Audrey Emerton Building). Both sessions have buttons for 'View details >' and 'Contact training leader'. The second session also has a 'Cancel Booking' button.

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**

The screenshot shows the 'Attendee Register' tab selected. Below the tabs are several buttons: 'Add Group', 'Register Attendance', 'Contact Waiting List', and 'Download Register'. A red arrow points to the 'Register Attendance' button with the text 'Click here'.

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

The screenshot shows the 'Register Attendance' form. It has a 'Name' field with 'Dr Damon Wildeve' and an 'Attended?' checkbox. Below the form, it says 'There are no attendees groups.' and a 'Save' button. A red arrow points to the 'Save' button with the text 'Only 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	<button>Email</button>

- 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
Contact Waiting List
Download Register

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

How to read quantitative research

Register Attendance

There are no individual attendees.

Group Details	Predicted Count	Attended
<b>Organisation:</b> Brighton and Sussex University Hospitals NHS Trust <b>Department:</b> <b>JobRole:</b> N&M Staff Nurse	12	<input type="text" value="0"/>

Save

- 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 attendances, 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

Skills Session Details   Attendee Register   Questionnaire Responses

**Edit Details**   **Add Materials**   **Log Preparation Time**   **Generate Certificate**

**Click here**

**Finding quality health information**

**Date** 19/10/15

**Location** AEB

**Time** 9:00am - 10:30am

**Leader** Elaine Watson

This session has already taken place.

- Click **Save**. The Skills session details will no longer be editable as the details are confirmed as final by the creation of a certificate. Further Members can still be booked on the session. Member Feedback can be added to the session.

**Skills Session Generate Certificate**

If you generate the certificate for this skill session then this skill session will no longer be editable. Would you like to proceed?

**Cancel**   **Save**

- Click on the Certificates tab.

## Finding quality health information

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

**Email Certificates to All**

Attendee	Certificate
Mr Mulberry Hawk	<b>Certificate</b> <b>Email</b>
Dr Thomasin Yeobright	<b>Certificate</b> <b>Email</b>
Mrs Susan Nunsuch	<b>Certificate</b> <b>Email</b>

- 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

Facilitator

10th November, 2015

Date of Certificate

This skills session supports  
KSF Dimensions

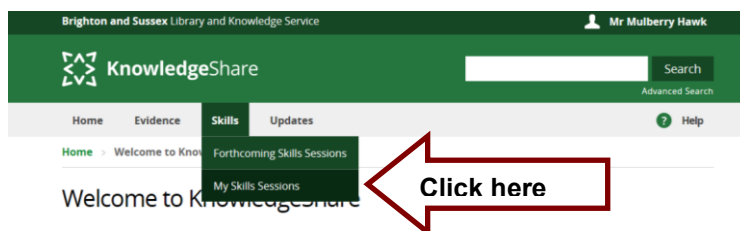


## 5.4 Access to Support Materials and Attendance Certificates by Members after a Skills session

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.

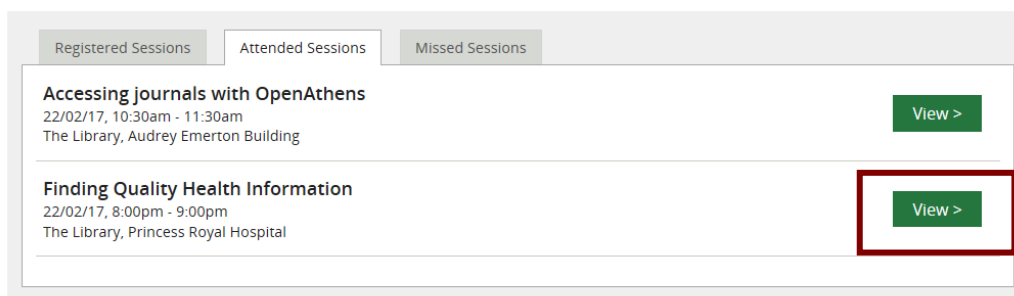
### 5.4.1 Members access to Support Material for a Skills session they have attended

- 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

This session has already taken place.

[Download Certificate](#)

[Evaluate this Session](#)

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 organisation restrictions

This skills session has no job role restrictions

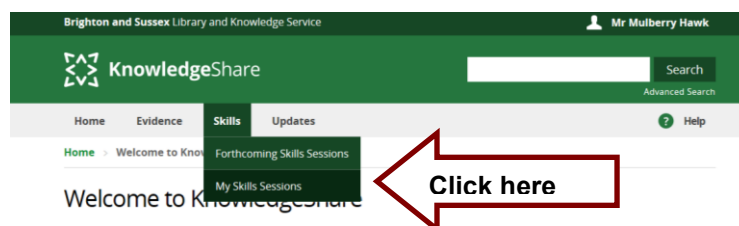
**Course Materials:**

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

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

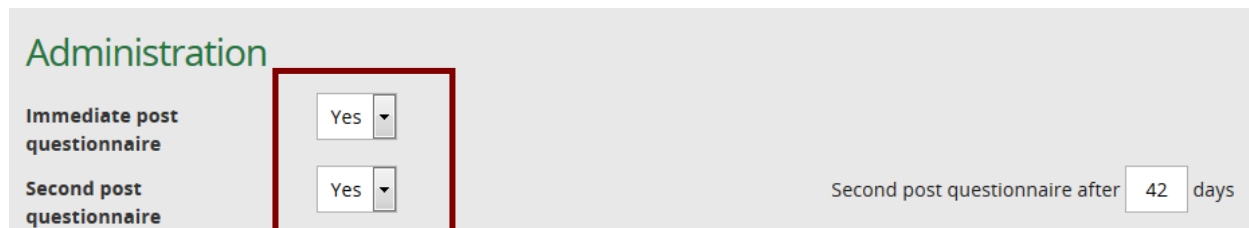
## 5.5 Registering Members' feedback for a Skills session

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

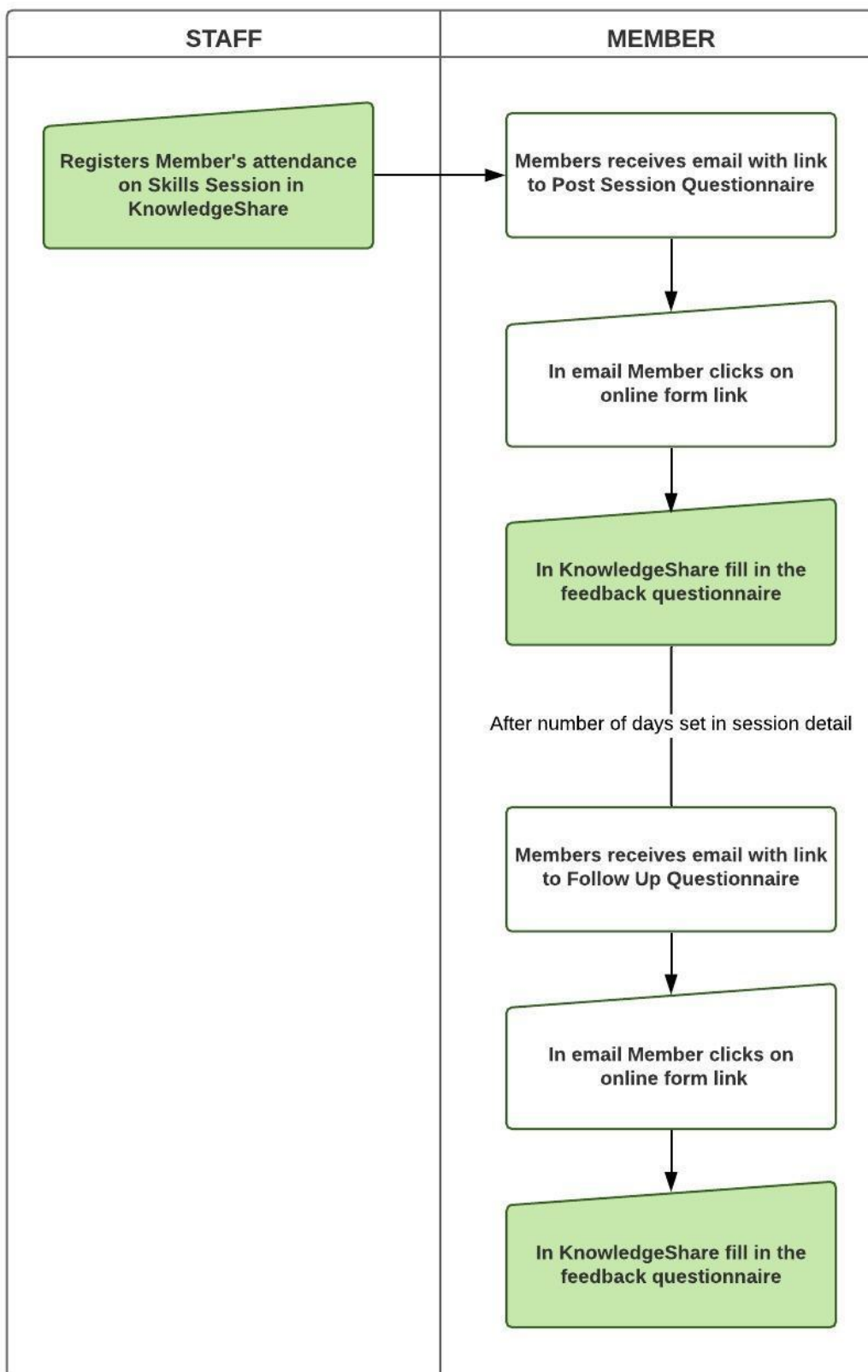
- Immediate post questionnaire
- Second post questionnaire

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



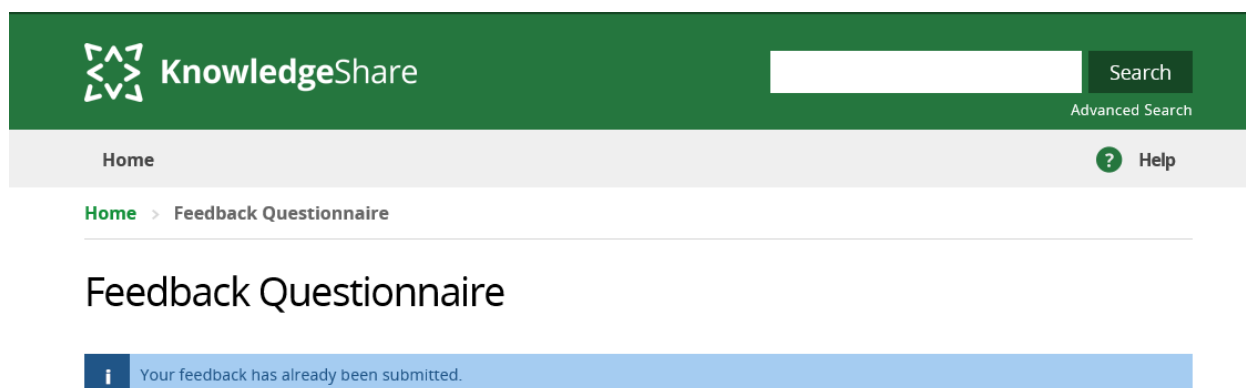
The screenshot shows the 'Administration' section of the KnowledgeShare interface. It features two rows of settings for feedback questionnaires. The first row is labeled 'Immediate post questionnaire' and has a dropdown menu set to 'Yes'. The second row is labeled 'Second post questionnaire' and also has a dropdown menu set to 'Yes'. These two rows are enclosed in a red rectangular box. To the right of these settings, there is a label 'Second post questionnaire after' followed by a text input field containing the number '42' and the word '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



- 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.

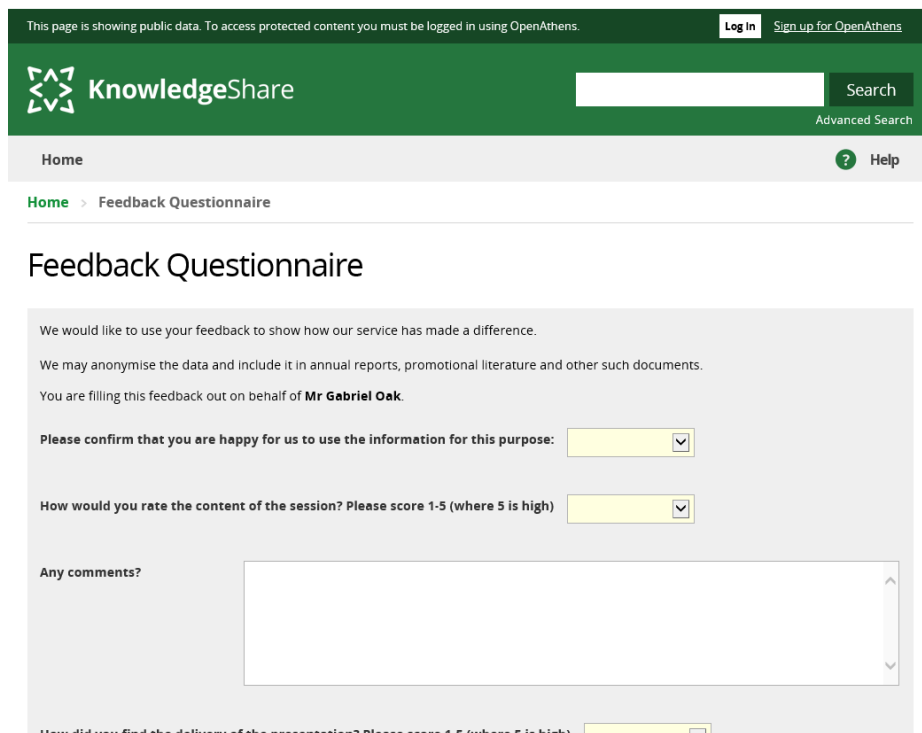
Thank you for your help,

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



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 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**.

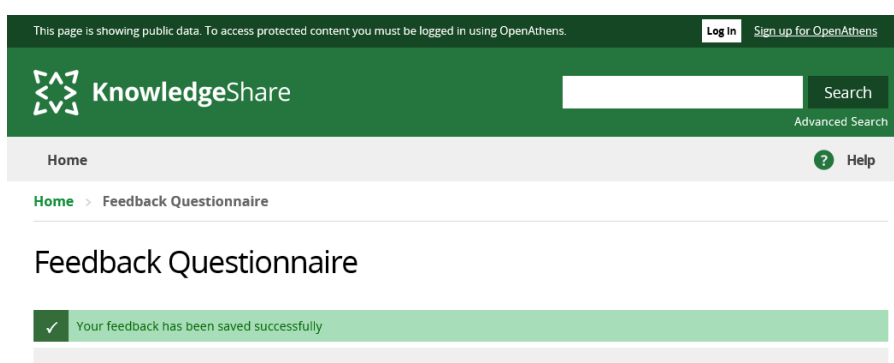
Please confirm that you are happy for us to use the information for this purpose: ☐

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.



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 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

Skills Session Details Attendee Register Questionnaire Responses Certificates

Select Questionnaire:

Post Session Questionnaire

Second follow up Questionnaire

Completion date 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

*None*  
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: [pull-down menu]

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

#### 5.6.1.3 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
- Topics covered
  - *Mandatory Field*
  - Details are added from Template
- This skills session supports
  - *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, divisions within these organisations and what the member’s 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 the division(s) within a specific organisation you wish to restrict booking to, if applicable.
- 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 screenshot shows a form with three fields: 'Job title' with the value 'Pre-registration Pharmacist', 'Job group' with the value 'Additional Clinical Services', and 'Job role' with the value 'ACS Pre-reg Pharmacist'. The 'Job role' field is highlighted with a red rectangular box.

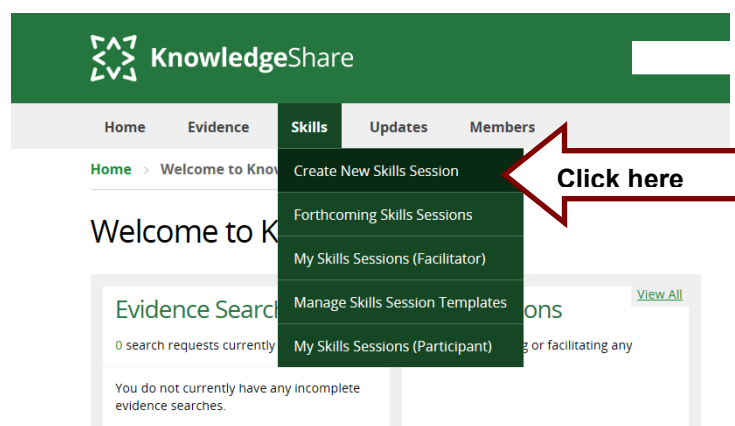
#### 5.6.1.6 Save Session

There are a number of options available when saving a session

- Save – saves and opens the My Skills Sessions page
- Save and Store as Template – use with caution so existing templates with the same name are not overwritten in error
- Save and Add Attendees – saves and opens the session page ready to view the Register Attendance tab

### 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

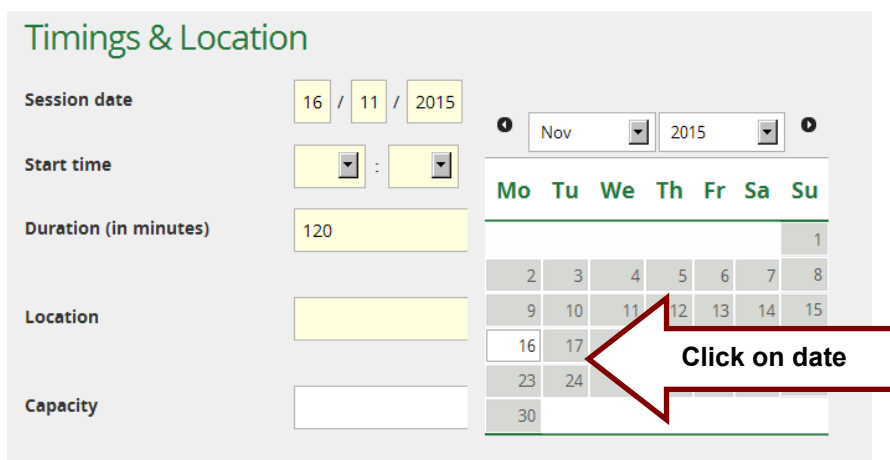
#### 5.6.2.1 Edit the Template fields to match your session

- 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: [pull-down menu] : [pull-down menu]

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	18	19	20	21	22
23	24	25	26	27	28	29
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 x days
  - Details are added from Template
- Topics covered
  - *Mandatory Field*
  - Details are added from Template
- This skills session supports
  - *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, divisions within these organisations, and what the member's 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 division(s) within a specific organisation you wish to restrict booking to, if applicable.
- 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

### Restrict Attendees

**Organisations**  
☐ All Organisations

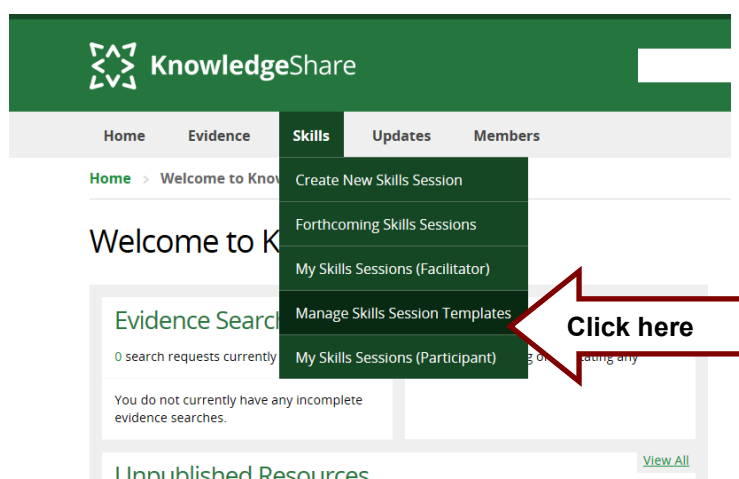
**Job Roles**  
☐ All Job Roles

- 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 permissions 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

Skills Session Templates					Create New Skills Template	
Created	Type	Template Name	Location		Edit	Create Session
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

#### Skills Session Templates

There are no skills sessions templates to list.

Create New Skills Template



### 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.*
  - 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*
  - Maximum characters for session name = 127.
- 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
- Topics covered
  - *Mandatory Field if Generate certificate? is set to Yes*
  - This text will be used in the Certificate of Attendance
  - Maximum characters per line for topics covered is 81 and the maximum lines is 14
  - The topics covered 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.

<b>Finding quality health information</b>		<b>Book Place</b> There are unlimited places remaining, book your place now.
<b>Date</b>	09/11/15	
<b>Location</b>	PRH	
<b>Time</b>	9:30am - 11:00am	
<b>Leader</b>	Helen Barrett	
Find authoritative healthcare research effectively and efficiently to support patient care, service improvement, research, professional development and coursework		
<div><ul style="list-style-type: none"><li>* Formulating an appropriate search question</li><li>* Identifying and understanding the different types of evidence</li><li>* 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</li><li>* Downloading and saving references</li></ul></div>		
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).		
<b>Restrictions</b>	This skills session has no restrictions	

- This skills session supports [used for qualifications or specific competencies]
  - **Mandatory Field if Generate certificate? is set to Yes**
  - This text will be used in the Certificate of Attendance
  - Maximum characters per line for this field is 98 and the maximum lines is 4
  - The 'This skills session supports' text 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.

<b>Finding quality health information</b>		<b>Book Place</b> There are unlimited places remaining, book your place now.
<b>Date</b>	09/11/15	
<b>Location</b>	PRH	
<b>Time</b>	9:30am - 11:00am	
<b>Leader</b>	Helen Barrett	
Find authoritative healthcare research effectively and efficiently to support patient care, service improvement, research, professional development and coursework		
<div><ul style="list-style-type: none"><li>* Formulating an appropriate search question</li><li>* Identifying and understanding the different types of evidence</li><li>* 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</li><li>* Downloading and saving references</li></ul></div>		
<div>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).</div>		
<b>Restrictions</b>	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, divisions within these organisations, and what the member's job role is.

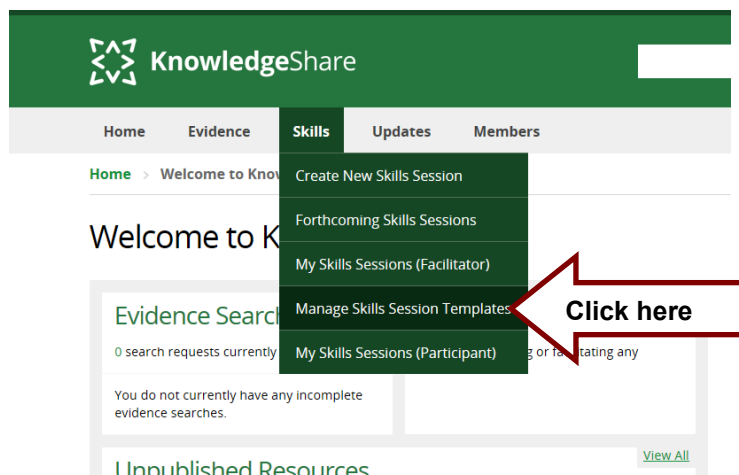
- Organisation
  - Select the organisation(s) you wish to restrict bookings to. (Only Members from the selected organisation(s) can be booked on the session.)
  - Select division within a specific organisation you wish to restrict booking to, if applicable.
- Job role
  - Select the job role(s) you wish 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 staff with LKS Administrator permissions 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

Skills Session Templates					Create New Skills Template
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

- 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.

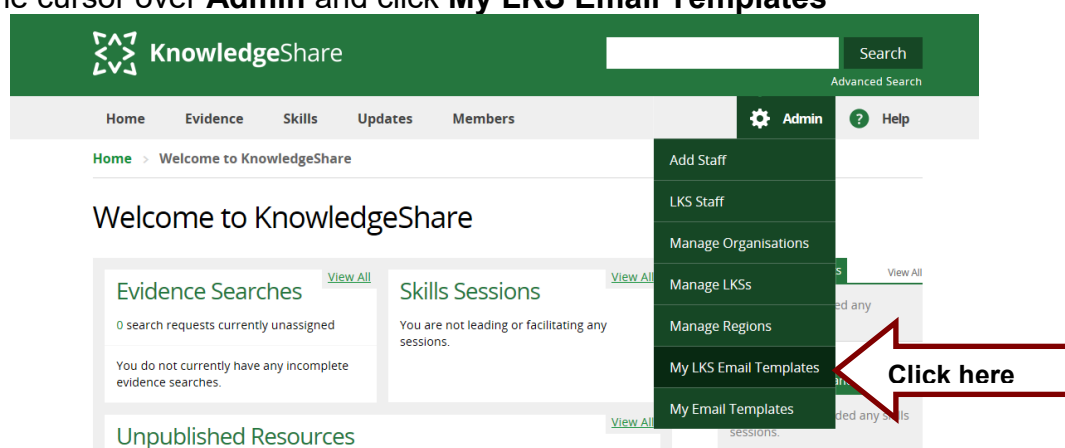
There are three levels of email template

- **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

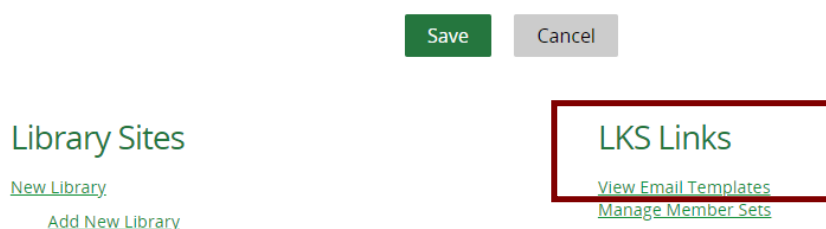
The best level of email template for Skills is the LKS Level. This provides a consistent email for all library staff who facilitate training sessions.

### 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

Home Evidence Skills Updates Members Admin Help

Home > Email template list > Email Template Edit

### Email Template Edit

Level: LKS

Email type: Current Awareness Journal Subscription Newsletter 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 Training Session Second Post Questionnaire Reminder

Subject:

Body:

• {{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.

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

Home > Email template list > Email Template Edit

### Email Template Edit

Level: LKS

Email type: Training Session Booked User

Subject: Skills Session Booking Confirmation

Body:

- 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] | [Video Icon] | [Audio Icon] | [Globe Icon]

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](https://www.knowledgeshare.nhs.uk) (Registration details: <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.

**Insert/Edit Link - Work - M...**

Link URL <https://staging.knowledgeshare...>

Link URL

Target **Open Link in a New Window**

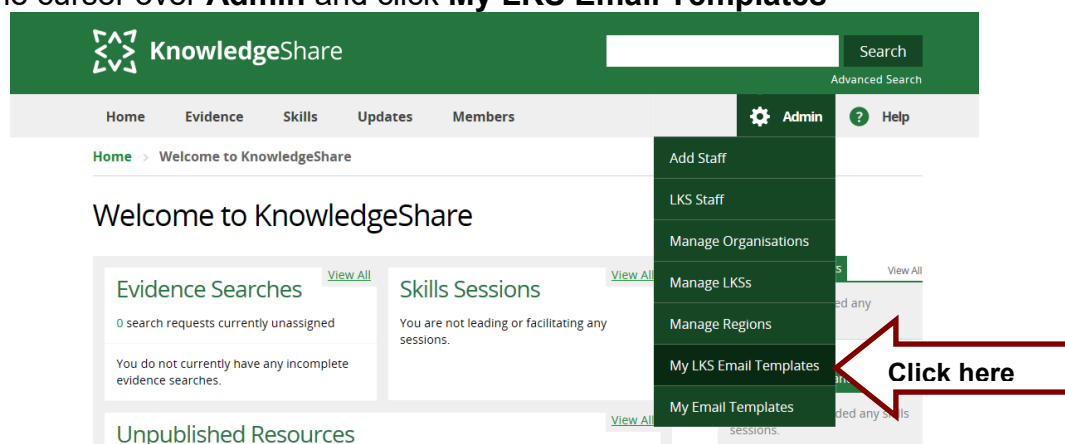
Title

**Insert** **Cancel**

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

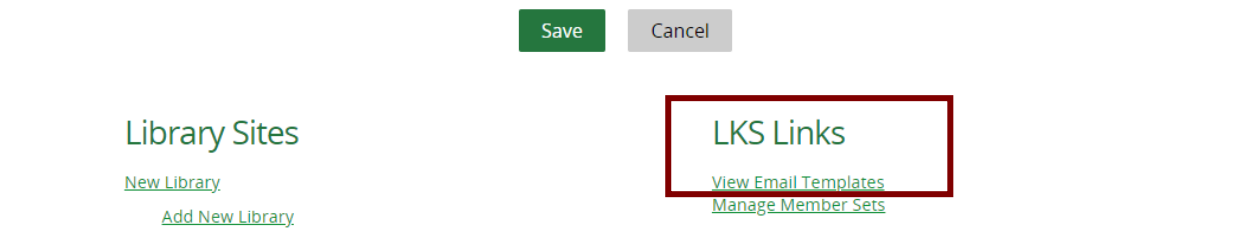
### 5.9.2 Edit a LKS Level Email Template

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

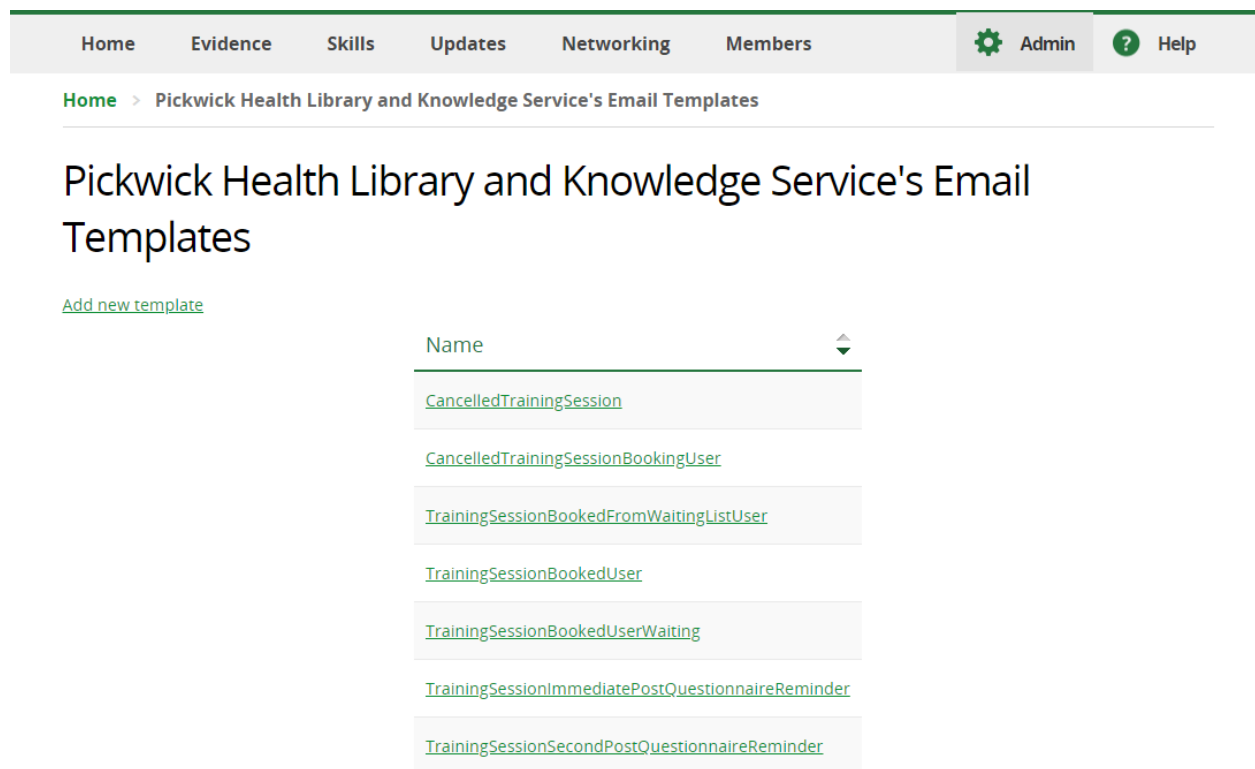




- Click on View Email Templates



- 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

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](https://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.

Insert/Edit Link - Work - M...

https://staging.knowledgeshare....

Insert/Edit Link

Link URL <https://www.knowledgeshare.nhs.uk/>

Target Open Link in a New Window

Title KnowledgeShare Website

Insert Cancel

### 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}}>

- 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/>

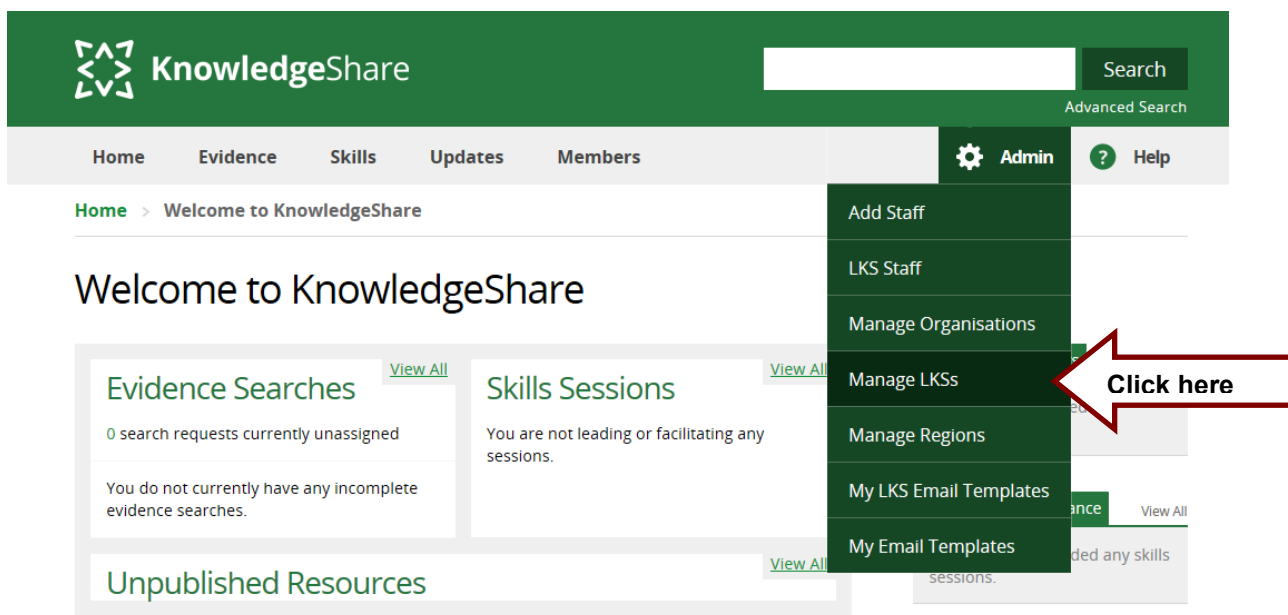
----- Sent out by KnowledgeShare-----

## 5.10 Managing Skills Session in Evidence Update Emails

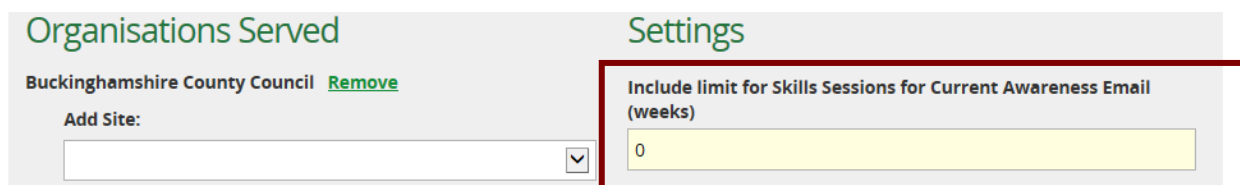
### 5.10.1 Adding Skills Sessions to Evidence Update Emails

You can enable forthcoming Skills Sessions to be included in your service's Evidence Update Emails. The Skills Sessions will only be sent to those members eligible to attend the session. Only sessions set to Visible will be included.

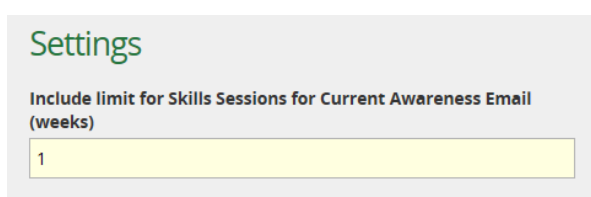
- Hold the cursor over Admin and then click on Manage LKSs



- 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

Settings

Include limit for Skills Sessions for Current Awareness Email (weeks)

2

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

Settings

Include limit for Skills Sessions for Current Awareness Email (weeks)

4

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

### 5.10.2 Skills Sessions in Evidence Update Emails

Skill Sessions are displayed at the bottom of the Evidence Update emails under the heading Skills Session:

#### Skills Session

*The following skills session(s) may be of interest. If you would like to come along, click the title to go to our KnowledgeShare system, then click 'Book Place' and log in (an NHS OpenAthens password is needed). Or just email me back with a request.*

#### [Finding Quality Health Information](#)

21 July 2025, 10:00am - 12:00pm. Online

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

#### [Using Endnote](#)

22 July 2025, 11:00am - 12:00pm. Online

Use Endnote reference software to store and manage your references

## 5.11 Downloading a list of forthcoming sessions

Staff can download a list of forthcoming sessions in .csv format to view as a spreadsheet.

Click on Forthcoming Skills Sessions and scroll to the bottom of the list.

<a href="#">29/08/25 2:00pm - 4:00pm</a>	<a href="#">Finding Quality Health Information</a>	Sussex Health Knowledge and Libraries	<a href="#">Online</a>
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Download CSV file

Below link will export all the forthcoming skills sessions within your LKS in CSV format.

[Click here to download CSV file](#)

Sessions scheduled from the current day onwards are included. Nb the download does not take account of start *time*. If you download a file at 3pm on 19<sup>th</sup> July, sessions starting at 11am on 19<sup>th</sup> July will still be included.