KnowledgeShare

News from KnowledgeShare - January 2026

Teams using KnowledgeShare for:

Evidence Updates
134

Evidence Searching
54

Skills Teaching
10

Members receiving updates:
69,059

Support requests from LKS teams:
42

Did you know?

Managing your library training sessions via KnowledgeShare lets you promote upcoming sessions in all your regular evidence update emails.

If your LKS has forthcoming sessions on the system, simply update the limit on the number of weeks on your Manage LKS page (Administrators only). A limit of 1 week means that all sessions taking place up to a week after the Member receives their update will be included. (If left as 0, sessions are not shared in emails.)

Settings

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

1

Your forthcoming sessions are also displayed on your public-facing LKS page (no login required, so the link can be shared with anyone).

Forthcoming skills sessions

Jan 13 — Introduction to Systematic Reviews
Online - 14:00
Understand what makes a systematic review.

Jan 14 — Finding Quality Health Information
Online - 11:30
Find authoritative healthcare research effectively and efficiently to support patient care, service improvement, research, professional development and coursework.

Jan 15 — How to Read Qualitative Research
Online - 14:00
Critically read research papers in order to evaluate and understand the qualitative evidence

If you would like to learn more about managing Skills sessions via KnowledgeShare, please book onto one of our training demos via the support portal: https://knowledgeshare.freshdesk.com/support/home

Questions or comments about KnowledgeShare? **https://knowledgeshare.freshdesk.com/support/home**

KnowledgeShare

Support portal update

Many thanks to all our users for joining us in migrating to the FreshDesk Portal as a one-stop shop for all KnowledgeShare queries. Since introducing the Portal in September 2025, we have been able to resolve a total of 135 tickets as of 20th January 2026, with an average turnaround time of fewer than four hours.

We are continuing to add to the help content, with 63 articles published so far in the How To, FAQs, and Troubleshooting sections. We are currently working on updating and bringing across the Handbook content onto the portal, so you will be able to find answers to your questions more easily than ever before.

NEW!!

You can now let us know your thoughts on KnowledgeShare training via an anonymous evaluation form. We will send you a link to this form after you have attended training with us – please do fill it in to show evidence of impact and help us improve. (It's very short!)

Thank you for all your kind feedback so far.

What do you think?

Forthcoming training and events

Sessions are run via MS Teams.
Log in at https://knowledgeshare.freshdesk.com/support/home to book a place

Skills

To help manage information skills teaching, including *ad hoc* or scheduled sessions.

Wednesday 11 Feb 2026 2.00pm–3.30pm

Adding local resources

This session will help you add local events, guidelines and books to your Members' updates.

Thursday 5 Mar 2026, 10am–11.30pm

Evidence Search

This session will help you manage evidence searching with KnowledgeShare.

Thursday 26 Feb 2026, 2.00pm–4.00pm

Friday 20 Mar 2026, 1.00pm–3.00pm

Member Categorising

This session is a repeat of the initial implementation updates training, for new staff or as a refresher.

Tuesday 10 Mar 2026, 11.00am–1.00pm

"These updates informed my ability to do process mapping and to speak to clinical colleagues about specialist subjects."

Manager, UHSussex