

**SHINe Committee Meeting
Wednesday 25 November 2009
9.30am Glasgow Royal Infirmary**

Attendees: Joanna Ptolomey (Chair), Liz Garrity, Douglas Park, Ruth Robinson (Minutes), Margaret Theaker, Sandra Wilson, Suzanne Wilson

1. Apologies

Lisa McLaren, Paul Manson

2. Minutes of Last Meeting

Approved

3. Matters Arising

JP advised that she had enquired about tours of the BBC. They suggested that she reapply after spring as they are currently inundated with requests.

Sandra W advised that attendance at the history of Glasgow hospitals talk was disappointing.

Suzanne W has contacted the three interested volunteers, however one email bounced back, one person did not respond and the third person said that they were too busy at present with work commitments.

LG advised the Michael Wells is happy with NHS Greater Glasgow & Clyde purchasing SHINe numbers centrally.

Action: JP to contact Michael McConnell regarding database ownership.

4. Membership Fees

A review of membership fees and pricing models was discussed. JP advised that there are two aspects to consider:

1. Fees that will encourage new people to join e.g. voluntary sector.
2. Acknowledge existing members who help to keep the ILL system going.

Suggestions included having a multi-site tiered fee, perhaps with a discount for multi-sites e.g.

1 site = £50
2-4 sites = 10% discount
5-8 sites = 15% discount
9-12 sites = 20% discount
More than 12 sites = 25% discount

RR suggested putting actual figures into the above model to see how the figures translate in reality. MT suggested a £60 starting point for single site institutional membership, and LG considered adding the current rate of inflation to existing fees. LG also suggested having an introductory rate. Suzanne W said that this is similar to what we recently offered one library asking to join late in the year.

JP proposed a 3 year plan for fees increase. She advised that this must go before the AGM. JP agreed to draft a paper explaining the proposals. MT is to provide figures to be included in this paper. Suzanne W will provide MT with any relevant information including membership numbers.

Although the focus is presently on changes to institutional membership, there was a mention of individual fees. One suggestion was to raise this from £7.50 to £10.

MT advised that subscriptions are the main source of income. Suzanne W said that we need to consider what people are getting for their money. If it is too big an increase people will start questioning their membership. It was noted that institutional membership permits up to six individuals to be named.

There then followed a discussion about the old SHINE journal and whether or not it was worth resurrecting this or something similar. Suzanne W suggested having a digest of meetings for members available via the website. JP agreed that this was a good idea, and was something RR and JP could do. RR advised that currently the minutes are only accessible to members.

Sandra W stated that the voluntary, public and FE sectors are untapped markets. RR asked if any organisations had recently withdrawn from the scheme. Suzanne W advised the one of the Royal Colleges had. It was also noted that Elmwood College had never joined although they expressed an interest earlier in the year. Sandra W suggested contacting Pamela Tulloch at the Mitchell Library, Glasgow regarding public libraries and any health projects.

Sandra W mentioned 'The Gathering', an annual event organised by the Scottish Council for Voluntary Organisations (SCVO) where the voluntary sector come together. This is scheduled for February 2010 at the Edinburgh International Conference Centre. She wondered if SHINE should have a stand. It was noted that payment is required for this.

Sandra W suggested that promotional bookmarks and a decent table cloth and banner would suffice for this event. LG wondered if TicToc would sponsor a SHINE stand. JP said that she was happy to give her time and advised that the first thing is to look at the initial costs and dates. Sandra W agreed to forward the details to JP.

It was noted that a significant proportion of SHINE income goes towards SLIC membership. SHINE are the only health representatives. It was agreed that the benefits of SLIC membership, for both SHINE and SLIC, should be carefully considered. There followed a discussion around NES and their work regarding national content for journals for 2012.

Action: JP to draft a paper with proposals for membership fees.

Action: Suzanne W to give MT membership figures.

Action: MT to provide figures to JP.

Action: Sandra W to forward details of 'The Gathering' to JP.

5. Internship

Prior to the meeting JP distributed papers on internship that she had written previously. She suggested that internship could provide a way to open up SHINE to others. She advised that the thinking behind this was to showcase SHINE and provide work experience opportunities rather than just volunteer work. Suzanne W suggested that it would be beneficial to get members to buy-in and perhaps write a programme for internship people. JP suggested offering expenses such as travel.

It was noted that SHINE is considering one month internships. It was accepted that those on an internship might leave if they got offered paid employment elsewhere. Sandra W mentioned that if this was successful it might be possible to apply for grant funding to make internships a paid post. JP wondered if it was worth investigating SLIC funding in the future.

Sandra W suggested asking candidates to write a report of their experiences at the end of the internship. RR mentioned that a single internship could provide opportunities for people to experience different sectors e.g. one week in the NHS and one week in HE. It was agreed that offering internships would require a sub-group of SHINe to be created. JP offered to pull together the main points for consideration.

Action: JP will put together a short paper summarising what was said.

6. Website Launch

It was agreed that as time had lapsed there were few benefits in having an official launch party. It was noted that the location of such events was difficult due to the geographic spread of the membership.

It was suggested marking the launch of the new website with a cake at the AGM. Sandra W offered to ask the CPD group to arrange this. JP suggested extending notification of the new website to the wider information community e.g. via Update, Gazette, Information Scotland.

It was noted that website problems should be directed to LMc now as Alison Bogle is no longer the contact.

7. AGM

Sandra W advised that the AGM will be held on Thursday 22 April 2010 at the College of Life Sciences & Medicine, University of Aberdeen, Suttie Centre (<http://www.abdn.ac.uk/clsm/matthewhay/>). This free venue has been provisionally booked. Sandra W advised that the booking will be ratified, and details firmed up at next CPD group meeting which is scheduled for 8 December 2009.

The theme will centre on project management, people and stress. Speakers include Jacky Berry (BMA Library) who is not requesting a fee, but it is agreed that SHINe will pay her expenses. Other speakers are yet to be confirmed. Three speakers are required in total. Sandra W suggested inviting someone to talk about Healthy Working Lives, while JP wondered about asking someone from RGU. She will look into potential speakers from the Department of Information Sciences.

JP suggested extending the AGM invitation to the Grampian groups e.g. Grampian Information. Sandra W suggested advertising the AGM in the CILIP Gazette.

Action: JP will investigate potential speakers from RGU.

8. 2009 AGM question and special meeting

It was noted that at the next committee meeting GD's reply to TMcK's question will be minuted in order for the 2009 AGM minutes to be ratified.

Action: RR is to check the minutes of the 2009 AGM.

9. Electronic transfer of article requests from Union List

Anne MacKay (NES) contacted LG to ask about the electronic transfer of e-articles via SHINe. LG advised that she had emailed Jim MacNeilage to clarify. His answer was not straight-forward and would involve NHS staff requests being treated differently to other sectors. She tabled a paper with his response. RR suggested that a very small number of titles would fall into this category as most electronic access is via the eLibrary and all NHS libraries have access to this. Very few organisations have additional e-subscriptions.

JP wondered if this is was something NES were looking into as part of their work in looking at the HE SHEDL model.

10. Short Updates

10.1 Treasurer

MT tabled a statement of income and expenditure from 1 April 2009 – 24 November 2009. It was noted that there was a discrepancy between the bank balance and the balance on the tabled paper i.e. there was approximately £600 more in the bank.

MT advised that the fee for the 2009 AGM had recently been paid. Sandra W advised that committee and sub-group members are entitled to claim travel expenses for the AGM. This includes public transport and car mileage costs.

MT confirmed that she is now in possession of the cheque book and is the authorised signatory.

JP mentioned that the main expense for 2009 was SLIC fees which were over 25% of SHINE's income, and whether or not this was justified. It was noted that this fee includes four days consultancy which has not been used. There followed a discussion on how SHINE should use this and whether or not it should be opened up to the membership for individual organisations to apply. SHINE is the only voluntary organisation that is a member of SLIC.

Action: JP will raise SHINE's financial concerns with Cathy Kearney (SLIC).

10.2 Membership

Suzanne W advised that one organisation wishing to join had requested a reduced fee as it was late on in the year. Suzanne W responded agreeing to the request, but has not heard back. She also advised that some membership fees remain outstanding. These include Astley Ainslie Hospital and another NHS Lothian site and six NHS Greater Glasgow and Clyde libraries including Dalian House. JP agreed to email these libraries.

Suzanne W advised that Cath Ferguson from the Citizens Advice Bureau in Airdrie recently joined as an individual member. She ticked the box volunteering to become involved with SHINE. This raised the question of whether or not CABs are another group worth targeting.

Suzanne W said that she and LG had met with TicToc regarding the outstanding issues with the membership database. It was noted that TicToc have fixed many of these issues, however there are still a few niggles with the way it is. Suzanne W will contact TicToc as she feels they should have been addressed as the main body of work. She advised that it is not a relational database. The legacy database no longer exists. All TicToc invoices have now been paid.

Suzanne W mentioned that SHINE must wait until March to see how the invoicing works. It was noted that we are unable to generate labels as the database currently stands. TicToc have requested an additional £75 per hour for this work. They have quoted 6 hours work for this functionality to be added.

Suzanne W advised that she is now ready to issue passwords to members. Chris Russell from NHS Grampian has offered to help with this. There are 224 members in the new database. This is the number of individual passwords that are required. Suzanne W will ask the eSHINE group to create a guide to address possible questions that might arise.

Action: JP will send a reminder email to the libraries with outstanding fees.

Action: Suzanne W will arrange for passwords to be sent to members.

Action: Suzanne W will ask the eSHINe group to create a guide pre-empting any questions.

10.3 Union List

LG tabled a paper. It was noted that the union list generic email address has been removed from the website. Also, a few people reported having difficulty accessing the union list database. It is thought that in some cases they were trying to log in from the wrong screen and perhaps the link should be more prominent. LG asked where best to put the copyright information. JP suggested adding it under the news section.

Suzanne W has removed the regional information as this was causing confusion. Also, 'join now' has now been taken away, therefore people must be a member of SHINe to gain access. They cannot immediately acquire access by entering their details.

10.4 CPD

Sandra W reported that recent activity had focused on the forthcoming AGM.

Twelve people have booked on the Terry Kendrick event which is scheduled for Wednesday 16 December 2009. There are a few places remaining. Sandra W advised that the facilitator is still to be decided. JP said that she was happy to do this.

Sandra W asked the committee to keep an eye out for interesting speakers when attending courses further afield. It was agreed that the time for a web 2.0 course had been and gone. Sandra W wondered if there were activities taking place within the Edinburgh Libraries & Information Services Agency (ELISA) that SHINe could tap into.

11. AOCB

JP suggested that working group representatives ask another member from their working group to attend committee meetings where they are unable to.

12. Date of Next Meeting

Tuesday 23 February 2010, 9.45am – 1pm, GRI out of hours room.

Thank you to GRI for their hospitality.