

# Library wins regional accreditation

**THE TRUST'S** library has won regional accreditation for its services and has had many areas of its facilities graded as excellent.

The library has achieved the accreditation level Stage 2 which means it has all the elements which libraries must have and has between 40-80% of graded criteria marked as excellent.

The Accreditation levels are: –

- Basic: – Where the service has fulfilled the essential criteria “must haves”.
- Stage 1: The service has all “must haves” plus up to 40% of graded criteria marked as excellent.
- Stage 2: What we achieved!
- Stage 3: The service has all “must haves” and above 80% of graded criteria marked as excellent.

The Library was assessed by a four person team including two representatives from the East Midlands Workforce Deanery and two from the South East SHA. The lead Assessor was Richard Marriott, Education Infrastructure Advisor (East Midlands Workforce Deanery).

A formal accreditation process was used to assess the library including a performance management tool which looked at how well services are managed, service quality, strategy and use of funds.

There was also a self-assessment tool to monitor progress and quality.

The outcome of the formal process informs other assessment agencies, e.g. Healthcare Commission, Dept. of Health Major Review, and identifies good practice which can be shared.

It also investigates how well the organisations which receive a library service, are engaged in the management and direction of that service, how well the service communicates with its user community and if the library service is actively managed and developed or just passively “kept going”

The Library Service Team would like to thank all staff for their support during this Accreditation process.

**Heather Buckley** – Acting Knowledge and Library Services Manager



*Julien O'Neill, Andy Steel, lead assessor Richard Marriott, Heather Buckley, Joanne Taylor, Dr Mark Newbold and Trudi Blamires.*

## Conflict Resolution Dates

As this year's courses are becoming full we are pleased to announce that the conflict resolution courses for early 2008 are as follows:

**Jan 3rd – 2008**  
**Feb 1st – 2008**  
**Mar 13th – 2008**

*Times of attendance will be 9.30 a.m. - 4.30 p.m.*

In addition to this the Trust is pleased to announce Conflict Resolution Refresher Training. This should be completed within 3 year's of the full training.

The dates for refresher training are as follows:

**Jan 14th – 2008**  
**Feb 18th – 2008**  
**Mar 26th – 2008**

*As the refresher is a half day course the times of attendance will be 9.00 a.m. - 12.00 p.m.*

**Venue:** Staff Development Department, Centre for Healthcare Education

**To Apply:** Please complete a study leave form and send to the Staff Development. Alternatively, for more information contact Ben Manser (2558), or (2553, 24-hour answerphone).