

**LOTHIAN HEALTH SERVICES ARCHIVE**

**ANNUAL REPORT 2009**

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## **1. Introduction**

This report covers the period 1 January to 31 December 2009. It is based on the revised reporting structure introduced in the July 2007 – December 2008 Annual Report, as approved by the LHSA Advisory Committee on 22 January 2009.

## **2. Executive summary**

LHSA continued to build on the new foundations laid in 2008. MLRP related work is largely complete and members of staff have returned to enhancing core archive and preservation services. The launch of the redeveloped LHSA website is an important milestone. All staff have also become more involved in new and ongoing work, much of it project related. This includes: enhancing the environment of NHSL hospitals through the very successful 'Narratives' installation at the RIE, and other displays; preserving tuberculosis and World War II case notes; teaching, research and professional liaison; and LHSA holdings exhibited in the CRC and EUL.

The budget remains subject to the constraints of a one-year cycle. NHSL funding has increased by less than 3% per annum since 2006 – 07. In 2009 – 10 the increase was 1.2%. Therefore, over the last four years, LHSA has been subject to the kind of economies that many other services are only just beginning to experience. Nevertheless, it has continued to spend within its financial means and to provide increased value over time.

## **3. Structure of report**

Progress with respect to LHSA's main functions (user services, accessions, cataloguing, preservation and conservation, outreach and cultural engagement) is described first, followed by material arranged under a miscellany of headings (web and C&IT, repository management, MLRP, joint working, staffing and funding). Each section consists of factual information about activity, followed by an overview by the Archivist.

## **4. User services**

### **4.1. Enquiries**

The enquiries database was developed during 2009 to add/amend fields to provide more detailed information on the nature of enquiries received and the collections most frequently used to answer them.

Improvements in our recording of enquiries following the introduction of the FOI(S)A in 2002 have ensured that our user statistics are more rigorous. However, the new system records the number of single enquiries rather than the number of contacts with a single enquirer, i.e. it is a measure of different users, not of total user services activity.

LHSA continues to run a very busy enquiries service as the statistics for 2009 show. (For more information and examples of enquiries see Appendix A: LHSA User Statistics 2009.) We

ensure that an initial response is sent out within a week of receipt of an enquiry. All those falling under FOI(S)A are dealt with within the required 20 working days. The nature of enquiries received by LHSA varies enormously, and the time taken to provide a full response can range from five minutes to several hours over a number of days.

LHSA prides itself on delivering a high quality and efficient enquiry service, which is regularly praised by users.

“You have been very helpful to my investigations, which I know you may see as your job but most importantly to me from day one you were very thorough and friendly which has made our contact all the more enjoyable.”

“I visited the Library yesterday and made my way up to the 6th floor, following your instructions to the letter! Everyone was very helpful, and I was pleased to see the documents were laid out for me.”

“Thank you very much for your email and all the information attached which is most interesting. I very much appreciate the trouble that you have gone to on my behalf and for getting the information to me so quickly.”

We log all formal enquiries received from NHSL, the general public, local and family historians, students, academics, media, other archives and libraries, and professional researchers etc. However, on a day-to-day basis, we also deal with numerous queries from colleagues within the CRC and EUL and UE as a whole.

As a direct result of LHSA’s national and international reputation, both in terms of the collections held and the services offered, we are increasingly approached by professionals in the archive/museum/library/academic sphere for expert opinion. Examples of this range from peer reviewing Wellcome Trust project funding applications to providing information on methodologies for digitisation. The Archivist is an internationally acknowledged expert in the history of Edinburgh and Scottish medicine, and has provided research support for a wide range of enquiries and projects for more than 20 years. The current enquiries database still does not record such professional responses adequately and will be amended to do so in 2010.

#### 4.2. Reader supervision

LHSA staff continue to participate in the duty rotas supervising the CRC and LRA reading rooms (2 x 2 hour slots per week at the CRC, and 2 days per month at the LRA). LHSA continues to have a high number of visitors to the reading room to consult records directly (13 users and 99 productions per month on average equating to 155 users with 1185 productions over the 12-month period). For more information see Appendix A: LHSA User Statistics 2009. These figures do not include the large number of items produced for consultation by LHSA staff in their daily work.

#### 4.3. Seminars

LHSA has run/been involved in a number of seminars for students and visitors in 2009:

- In February, LHSA participated in the teaching of the UE MSc Materials Cultures module titled ‘Working with Collections’. This course is run through the CRC and addresses

principles and practice in collecting rare/unique material, and the subsequent display, conservation and development of those collections. LHSA's experiences and several iconic collection items were used to teach a seminar on preservation and conservation. This course will run annually.

- In March, LHSA held a 'Records Workshop' for REH staff involved in preparations for the 2009 – 2013 bicentenary celebrations. A small exhibition was installed, and a tour of the Archive and presentations on the history of the REH and the REH records held by LHSA were provided.
- In October, LHSA repeated 2008's successful seminar series titled 'History in Practice' run in conjunction with Dr Gayle Davis, Wellcome Lecturer in the History of Medicine, School of History, Classics and Archaeology, UE. The two 2-hour seminars for 12 third year undergraduate History students and one PhD student involved displays, lectures and interactive exercises focussing on the use of psychiatry records in historical research.

#### 4.4. Tours

LHSA staff regularly conduct tours for readers, visiting professionals, students, academics and potential depositors. 14 tours were carried out in 2009, including a visit by the EAC in August. This specially-prepared session included presentations by Jeff Haywood (Vice Principal Knowledge Management, Chief Information Officer and Librarian, UE), Gayle Davis (History, UE) and Rosie Baillie (Assistant Archivist, LHSA), followed by a question and answer session, a tour of the conservation studio and store and a viewing of an exhibition of iconic items in the LHSA collections. This event was attended by the Chairman of NHSL Board and the Chairman of the EAC, and the following NHSL Directors: Medicine, Finance, Human Resources and Endowments.

#### 4.5. Overview

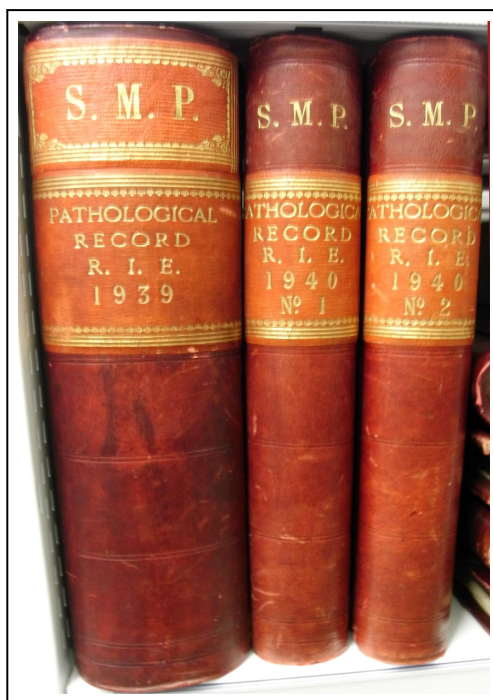
User services continue to take priority over other functions and enquiries from NHSL staff are always fast-tracked. LHSA retains its long-standing reputation for timeous and accurate information provision. It provides an efficient service headed by the Assistant Archivist (06) that draws upon the expertise of other staff as required. However, as noted above, the current means of recording enquiries is unsuitable as the sole measure of user services activity and will be improved in 2010.

### **5. Accessions**

#### 5.1. 2009 activity

LHSA continues to receive new accessions – a total of 30 in 2009, varying in source, content, quantity and condition. Notable accessions in this period include:

- REHSC Pathology Records (c.18 linear metres)
- Rosslynlee Patient Records (c.50 boxes)
- Lothian College of Nursing Papers (14 boxes)
- Lothian Gay and Lesbian Switchboard Papers (6 boxes, 22 files, 16 folders).



Examples of the REHSC Pathology Records accessioned in 2009

Work to secure accessions for 2010 has also been undertaken including:

- Astley Ainslie Hospital Prosthetics Department Papers
- Alzheimer Scotland Papers.

While there have been the same number of accessions in 2009 as the previous year, there has been a marked increase in extent.

LHSA staff work to maintain good links with existing hospitals, and especially hospitals preparing for closure, to ensure the proper transfer of material of historic value.

In 2009, LHSA created a database to record electronically the details of all accessions, making this information easily searchable and retrievable. To date the database has been retrospectively populated to include details of accessions going back to 2003, and future work will add the details of all accessions 1981 – 2002.

LHSA continues to re-house new accessions on entry to the Archive in order to facilitate access and ensure long-term preservation.

## 5.2. Overview

NHSL accessions remain serendipitous rather than a routine outcome of the life cycle of all records. This is mainly because the NHSL administrative records management procedures lack an archive appraisal component. LHSA is insufficiently resourced to accession born-digital records. (See 9.2 below.) However, the new accessions database will provide an

accurate measure of paper-based and other non-electronic records accessions since the early 1980s.

## **6. Cataloguing**

### 6.1. 2009 activity

The main focus for cataloguing in 2009 was to complete a survey of all of LHSA's uncatalogued or partially catalogued material. All data collected has been compiled in a spreadsheet, and a priority-led cataloguing plan devised. This work has emphasised the considerable size of LHSA's cataloguing backlog due to the extent of the collections and the previous prioritisation of user and other archive services.

The following collections were catalogued in the reporting period:

- Helen Millar Lowe Papers (GD34)
- Royal Medico-Psychological Association, Scottish Division (GD15)
- West Lothian NHS Trust (LHB51)
- Accession 03/25 (LHB37/2d-2f and 8a)
- Accession 09/99 (GD28) (work ongoing)
- REH accessions (LHB7) (work ongoing)
- Amelia Nyasa Laws Papers (GD18) (work ongoing)
- Haldane Tait Papers (GD39) (work ongoing)
- REH casebook enclosures (LHB7/51) (work ongoing).

Other related work includes:

- Re-organisation of the LHSA General Notes files
- Updates to the FOI database with newly catalogued material
- Revising the paper and electronic catalogues with new additions and sending amended versions to Register House
- Preliminary handlists for new accessions
- An in-depth evaluation of the case note collections carried out in 2009 has revealed more information about this material than has been previously available. A more accurate estimate of the total number of folder-based case notes held by LHSA is now 900,000. Just under 30% of that total has been properly conserved with the assistance of the Wellcome Trust. (See 7.2 below.)
- The re-ordering of the folder-based case note collections affected by the shelving collapse (November 2006) was completed in January 2009. This time-consuming project was completed by the Archive Assistant. As well as the re-ordering of the collections, additional descriptive information has been collated in the process of re-arranging, which will now be consolidated to create better and more accurate catalogue descriptions for all LHSA case note collections. A comprehensive report was produced to record this complex work. The Archive Assistant is now working on Phase 2 of the re-ordering project, checking the order of, and gathering data on, LHSA's remaining case note collections (those that were not involved in the shelving collapse). This will provide LHSA



with fully comprehensive catalogue descriptions for all of its case note collections which have hitherto remained fairly inaccessible.



Rows of shelves in the LRA showing newly reordered case notes

## 6.2. Overview

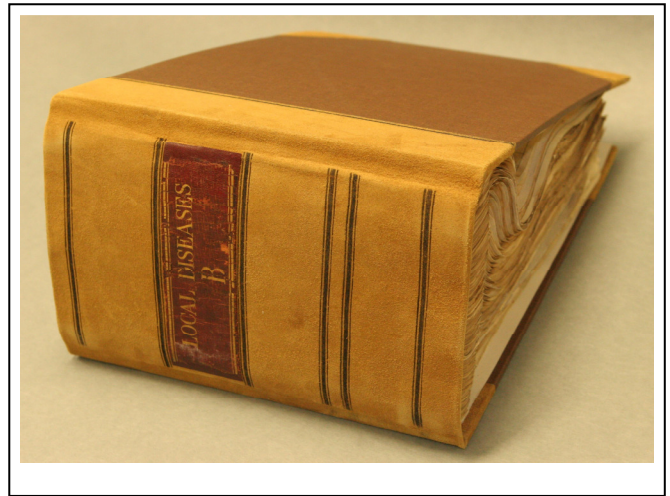
LHSA has not achieved its long-term aim of appointing a much needed cataloguer on a permanent basis. However, non-NHS funding has enabled the appointment of an Assistant Archivist for 12 months to concentrate mainly on cataloguing, the appointment commencing on 1 November 2009. (See 13.2 below.) The post-holder has begun to address the cataloguing backlog and will also develop and formalise LHSA's cataloguing style and procedures. In addition, three volunteers have assisted with cataloguing related tasks. (See 13.5 below.)

## **7. Preservation and conservation**

### 7.1. Core work

Work to re-house collections continued including all new accessions, the RIE Residents photograph collection and newly-catalogued material where necessary. The ongoing work to re-house the glass plate negative collection has meant that c.13,000 of these fragile items are now properly preserved.

The cost-effective and focused programme of conservation treatment of bound volumes continued in 2009. Particular highlights include work to the REH letter books (LHB7/17) and the general case books of the Deaconess Hospital (LHB12/42).



A volume from the LHB12/42 series showing condition before treatment (left) and after treatment (right)

Microfilm surrogates of key items in the collection continue to be a priority in terms of long-term preservation and items from the RIE (LHB1), the REH (LHB7) and the Edinburgh Society for Relief of the Destitute Sick (GD10) have been included in this process.

In-depth bespoke condition surveys of the object collection (of items with high historical value and/or a financial value greater than £100) and the bound volumes comprising the Royal Edinburgh Asylum Physicians Library (GD17) were undertaken, with subsequent targeted conservation treatment of priority items.

Following the 2008 MLRP phase two (recant) population of the CRC conservation studio, subsequent work has focused on improving facilities for more efficient working. Appropriate work benches were sourced and funded by LHSA during 2009.

An analysis of the opportunities for obtaining recognition/accredited status for the object collection was commissioned by the EAC and undertaken by the Paper Conservator.

LHSA continued its organisational membership of the Society of Archivists and the Institute of Conservation, and until May benefited from continued cover provided by the bespoke insurance policy for conservation/restoration put in place for the movement of collections during the MLRP phase two (recant).

The Paper Conservator was made an Accredited Member of the Institute of Conservation in July (an equivalent to chartership), after an extensive assessment process based on work undertaken for LHSA. Accreditation was fully supported by the Archivist as a means of enhancing the profile of LHSA's preservation and conservation work.

## 7.2. Project work

The fourth Wellcome Trust RRMH funded project, *Preserving Edinburgh's twentieth-century reproductive and sexual health case notes* was completed in April on time and on budget. A fifth project, *Preserving Edinburgh's twentieth-century case notes: treating tuberculosis and World War II injuries* began in May, enabling LHSA to retain the Project Conservator and Conservation Assistant from the previous project. This has seen the conservation of patient index cards and bound volumes along with the case notes themselves. (See 14.2 below.) The valuable experience that the two fixed-term members of staff employed for these projects gained enabled them to secure future employment in the conservation sector.

In April, Professor Mark Jackson, Chair to the RRMH Funding Committee and Director of the Centre for Medical History, University of Exeter, said of LHSA's work to preserve its folder-based case note collections:

"...LHSA has become an established leader in developing and implementing approaches to the conservation and preservation of patient case notes in particular. The material is crucial for detailed historical research, and scholars in the field of the history of medicine are indebted to the LHSA for making the records available and ensuring continued access. From the perspective of the Wellcome Trust's Research Resources in Medical History Funding Committee, for which I serve as Chair, the professional approach taken by...the LHSA team (in terms of both funding applications and project delivery) has become the gold standard by which all applications are measured."

LHSA's engagement with the Wellcome Trust on a project basis also included participation in a user questionnaire process and a visit from key members of the RRMH programme staff to discuss future work.

## 7.3. Other

LHSA continues to produce written and photographic documentation. Capabilities in this area have been advanced with additional training. (See 13.4 below.)

Advice and services relating to CRC collections included assistance with conservation aspects of RRMH bids, participation in the creation of a CRC operation manual, advice on handling, conservation treatment and collection management policy etc., basic remedial work including surface cleaning, preparation of items for loan and participation in seminars and exhibitions.

Conservation/preservation services offered to external agencies have included:

- RCPE: a conservation survey and accompanying report of the archive collections
- Aberdeen Medico-Chirurgical Society archive collection, University of Aberdeen: completion of an in-depth report detailing the findings of a condition survey undertaken in late 2008. Siobhan Convery, University Archivist and Head of Special Libraries and Archives University of Aberdeen, said of this work:

“The report was extremely well structured; the needs and proposals for priority actions were clearly articulated and practically framed to the particular circumstances of the Society. The report has been circulated with the Society and has been warmly endorsed”.

#### 7.4. Overview

Since 1999, part of the LHSA budget has been devoted to the preservation and conservation of LHSA's c.3000 linear metres of records. Ten years later, as the comments of Professor Jackson above show, LHSA is an acknowledged UK centre of expertise in the archival health records area generally, and especially in the preservation of folder-based case notes. The accreditation of the Paper Conservator in 2009 can only enhance that further. However, without stable core NHS funding, LHSA will not be able to attract non-NHS preservation and conservation funding in the future. (See 14.2 below.)

### **8. Outreach and cultural engagement**

LHSA have been extremely active in developing this function in 2009, following the completion of MLRP related work.

#### 8.1. Exhibitions

- ‘Dawn of a New Era’ exhibition, celebrating 60 years of the NHS. This photographic exhibition created in conjunction with Artlink: Hospital Arts first went on display at the WGH Gallery in July 2008. Since then it has toured round St John’s, the RIE and finishing at the REH in June 2009. An online exhibition is also available on the LHSA website
- Completion of the ‘Narratives’ installation working in collaboration with the RIE Arts Committee and Jane McArthur of Ginkgo Projects. This project originated in an idea proposed by the Archivist to the RIE Arts Committee and culminated in a permanent exhibition of plaques at the RIE alongside contemporary bronzework commissioned from contemporary artist Marian Fountain, which opened in February 2009. The original plaques are part of the LHSA object collection and have been placed on long-term loan to the Arts Committee for this installation. This has been a very successful project, improving the patient, staff and visitor experience as shown by the following quotes:

“The narratives project has received widespread praise from visitors, volunteers, patients and staff. Those associated with the old Royal, most notably the RIE Volunteers and the Pelicans have been particularly impressed and feel it goes a long way to bridging the gap between the old much beloved hospital and the new one. This project has helped create a sense of history and belonging at the new site.” (Diane Lockhart, Voluntary Services Manager, NHSL)

“[A] unique way [to show] part of [the] history of the old RIE.” (Anon)

“Beautifully displayed.” (Anon)

“Bring[s] back old memories.” (Anon)

“Have told many friends to visit.” (Anon)

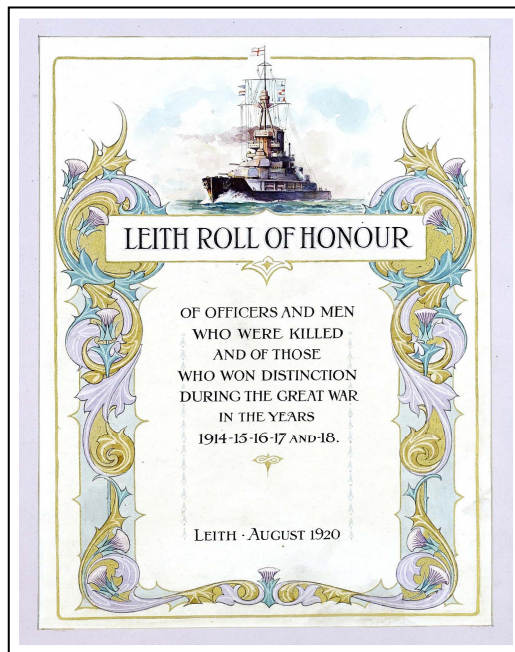
The success of this project will be built on in 2010: work has already begun to create further installations of this kind in the RIE. LHSA’s relationship with Ginkgo Projects will

continue in conjunction with input from Amanda Game, Director of Innovative Craft (an Edinburgh-based organisation dedicated to positioning craft of international quality at the heart of 21<sup>st</sup>-century culture)



The opening of 'Narratives', and a detail of one of the five individual installations comprising 'Narratives'

- Regular exhibition slots in the CRC Reading Room display cabinet: recently conserved silver objects (April) and World War I Military Hospital material (November)
- Loan of the Leith Roll of Honour to the Leith Festival in June. A repeat loan following successful participation in the 2008 Festival



The title page of the Leith Roll of Honour (LHB6/38/1-5)

- 'Masterpieces I' Exhibition (December): the inaugural exhibition for the new display facilities in EUL. Just 16 iconic items from collections under the umbrella of the CRC were selected for display, including LHSA's 1736 Charter for the RIE. The LHSA Paper Conservator was instrumental in the establishment of the new exhibition room, the commission of the bespoke display cases (see 11.1 below), and the organisation of this exhibition
- 'The Edinburgh Lunatic Asylum: Origins, Perceptions, Patients', an exhibition installed to coincide with a Wellcome Trust Regional Forum for the History of Medicine in Scotland on the Royal Edinburgh Hospital and the history of Scottish psychiatry, held at the RCPE in October
- Preparation for submission of a number of rarely seen items to the Talbot Rice Gallery's 'Drawing for Instruction' exhibition opening in January 2010, including Dott clinical drawings, RIE architectural plans and Andrew Kennedy drawings.

## 8.2. Conferences, talks and presentations

- Talk titled *An Introduction to Lothian Health Services Archive and the Leith Roll of Honour* given to the Leith Rotary Club in March by the Assistant Archivist (06)
- The Archivist gave a paper at the Wellcome Trust Regional Forum (see above) titled *David Skae's Lectures on insanity at the Royal Edinburgh Asylum*.

## 8.3. Other

- Involvement in the Bicentenary Sub-Group of the REH Environment and Experience Committee. To date this has included hosting meetings, archival support for related events at the Hospital, a seminar on REH archives held at the CRC, a poster based around the original REH Royal Charter of 1807 and digitising tape recorded oral testimonies about the history of Craig House. The international conference at which the Archivist spoke and exhibited (see 8.1 and 8.2 above) was co-organised and part chaired by him. Over 120 delegates registered. Further commemorative activities with LHSA involvement are planned for 2010 – 2013
- The Archivist published two papers in the internationally respected journal 'Medical History', as follows: *The 1815 Act to Regulate Madhouses in Scotland: a reinterpretation*, 2009, **53**: 57-76 and *David Skae, resident asylum physician; general practitioner of insanity*, 2009, **53**: 469-88
- The Archivist commenced research upon David Skae's *Lectures on insanity* on 1 November. (See 13.3 below.) A publishable edition based on the little known and recently discovered holograph manuscript of the *Lectures* will be produced
- Participation in the WGH NHS 60<sup>th</sup> anniversary activities with a one-day exhibition of material relating to Norman Dott (February)
- Continued involvement in Edinburgh's Hospital Heritage project in conjunction with representatives from RCSE and ECVS. A short documentary film about Elsie Inglis has now been completed, and work continues on other film projects relating to EIMMH, Bruntsfield, Leith and Paderewski Hospitals
- Establishment of professional networks with the West Lothian Council Archives and the West Lothian Family History Society (for a mutually beneficial cataloguing project), and the Scottish Borders Archive (with reciprocal visits).

In addition, LHSA has researched and provided images for the following publications, websites and displays:

- Images relating to food, drink and nutrition for future display at the RIE Café at Little France in conjunction with Consort (March)
- Images relating to tuberculosis in the Archives Hub Collections of the Month (April) (<http://www.archiveshub.ac.uk/tb.shtml>)
- REH Charter in Collections Showcase, UE IS Staff Bulletin (October)
- Images of Southfield Sanatorium for Ellen's Glen House anniversary celebration exhibition (October)
- Clinical drawings used in teaching, in UE Alumni Magazine (December).

Following the successful application of promotional material produced in 2008 (postcards, pencils etc.), LHSA commissioned business cards and the design and production of a LHSA banner for use at future events. The factsheets were also updated.

#### 8.4. Overview

Outreach and cultural engagement require imagination and flair in order to show the continuing relevance of LHSA holdings to the present day. LHSA has a long track record of staging high quality exhibitions based upon its records. It has now expanded into a much wider area of activities, working closely with its partners as well as singly. Such activity displays vitality and also commitment to reach new and wider audiences.

### **9. Web and C&IT**

#### 9.1. Web

LHSA re-launched its website ([www.lhsa.lib.ed.ac.uk](http://www.lhsa.lib.ed.ac.uk)) in October, the culmination of over two years planning and work. LHSA was assisted in the final phase of this project by an E-Learning Developer from the E-Learning Team, CMVM who was contracted to redesign the site and create page templates for the new site, which will allow LHSA staff to manage and maintain the site in future.

The site is now much easier to navigate with a static menu appearing on every page, the style of the site has been modernised and new content has been added, for example:

- What's New? (announcing news, developments and events on a regular basis)
- Spotlight On... (showcasing items from the LHSA collection, updated on a regular basis)
- Source Lists (guides for users wanting to research particular topics)
- User zones (information for particular user types to help them get the best out of the site, e.g. NHS staff, academic researchers)
- Custom-google-search (improved catalogue search function allowing users to search all collection catalogues in one)
- Online exhibitions (highly visual, interactive displays of LHSA collections).

**LHASA** Lothian Health Services Archive

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**Home**

**Lothian Health Services Archive**

Lothian Health Services Archive holds the historically important local records of NHS hospitals and other health-related material. We collect, preserve and catalogue these records and promote them to increase understanding of the history of health and for the benefit of all.

LHASA is core funded by NHS Lothian and project funded by a variety of institutions, including the Wellcome Trust. LHASA is part of the University of Edinburgh Centre for Research Collections, Main Library, George Square, Edinburgh.

Please use this website as a gateway to our collections, the services we provide and the projects we undertake.

*Health, History, Heritage*

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LHASA website homepage, launched in October 2009

*Google Analytics* (an in-depth statistics collection tool) has also been added to the site which will allow LHASA to find out much more detail on how the site is accessed and used over the coming years, and make improvements accordingly.

LHASA staff will continue to develop the site and update it regularly with new and additional content.

## 9.2. Digital audit report

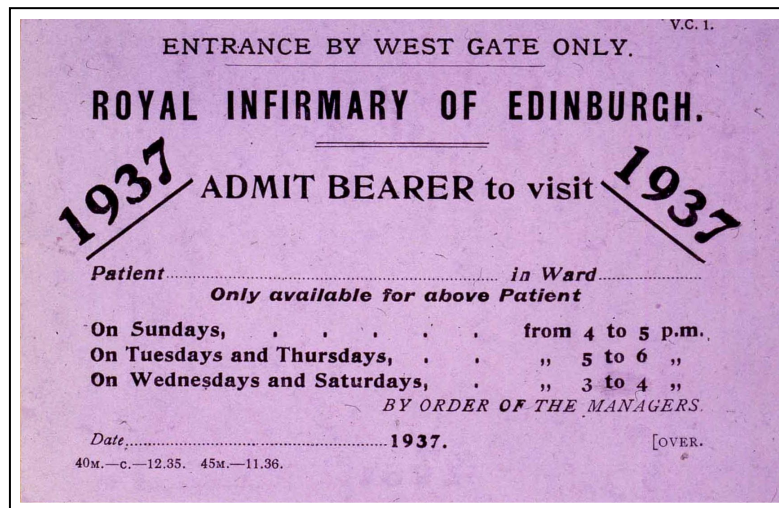
The audit commenced in 2007 and the report was completed in March 2009. It provides recommendations on how to organise LHASA digital assets, how to improve their digital curation and how to prepare for the ingest of born-digital records. With respect to the first two, the report's recommendations have already been acted upon. With respect to the latter, it should be noted that LHASA is not in a position to accession, preserve and curate born-digital records. However, a Digital Preservation Policy has been drafted and preliminary preparation work is underway in the event that additional resource for born-digital archiving and preservation becomes available.



### 9.3. Other C&IT projects

In June 2009, LHSA completed a review of its electronic file storage resulting in the creation of a new file structure enabling more efficient filing and retrieval of working documents.

LHSA's extensive 35mm slide collection continues to be digitised. The slides are scanned, stored and backed up, and details are added to the LHSA slide catalogue, making them a much more accessible resource for LHSA staff. Over 3,000 images have now been digitised.



Example of one the images scanned from 35mm slide: RIE visitor's card, 1937

LHSA has formalised its back-up procedures for all electronic records (outwith the regular backup support provided by UE). In particular, progress has been made with regard to digital images. These are now all stored separately on a networked external hard-drive, with a second external backup, and a third backup in the form of a separate server store managed by the IS Digital Library Service.

LHSA has begun working alongside Special Collections, the University Archives and the Digital Library Service to develop and become part of the UE Archives Hub Spoke. LHSA currently submits collection descriptions to [www.archiveshub.ac.uk](http://www.archiveshub.ac.uk) (an online archive catalogue portal for higher education institutions). The hub 'spoke' will allow LHSA to actively manage their catalogue descriptions in-house rather than feeding into the central hub. This will further improve online accessibility to LHSA collections and catalogues.

A series of cassette tapes in GD1/60 have also been digitised in connection with the REH Bicentenary Sub-Group work. (See 8.3 above.)

### 9.4. Overview

LHSA website enhancement was identified in the previous Annual Report as a key priority for 2009. It stands out not only as the most important web and C&IT development of this year, but also as a significant achievement for the service as a whole. As a vital user and staff

resource, the LHSA website is central to most activity one way or another. The Assistant Archivist (07) ably led the project and also coordinated input from all staff.

## **10. Repository management**

### 10.1. 2009 activity

Following the successful repopulation of the CRC stores in 2008 as part of the MLRP phase two (recant), LHSA has concentrated on maintenance and targeted improvement of our storage facilities in 2009 as follows:

- Participation in the servicing of the LRA mobile shelving system
- Provision of comprehensive shelf numbering systems to aid access
- Re-organising and re-housing the CD-based image collection
- Re-organising and listing the collections housed in plan chests.

Environmental monitoring of all EUL and LRA storage areas, along with housekeeping and a pest management programme, continued. Investigations into improving the environmental monitoring equipment were concluded and a radio frequency-based system was been installed in all CRC stores holding LHSA material. This has significantly improved the accuracy of data compiled and the efficiency of analysis and reporting. LHSA has also provided advice and practical expertise in the extension of this system to all other CRC stores and provides an ongoing basic reporting structure.

LHSA staff continue to have responsibility for reporting and acting on concerns with the environment and building structure of the stores that may impact on the condition of the LHSA collections.

The Paper Conservator continues to develop the IS Disaster Response and Recovery Plan, which includes provision for the LHSA collections. (See 12.4 below.)

### 10.2. Overview

This work is carried out by the Paper Conservator and is a vital dimension of LHSA collections care. It has significant L&C as well as LHSA dimensions per se, especially with respect to the new environmental monitoring procedures now in place.

## **11. MLRP**

### 11.1. 2009 activity

LHSA has continued to participate in the ongoing work of the MLRP, in particular the ground floor Exhibition Room. The Paper Conservator has been heavily involved in the specification of the space and led on the European-wide tender process and installation of bespoke display cases. LHSA will benefit from improved exhibition facilities within EUL and is represented in the inaugural exhibition. (See 8.1 above.)

## 11.2. Overview

The Paper Conservator, who acted as Deputy Project Manager for the duration of the MLRP phase 2 (recant), has continued to play a wider role in relation to the commissioning and environmental monitoring of the new ground floor exhibition facilities.

## **12. Joint working**

### 12.1. NHSL

LHSA staff maintain a high level of knowledge and practical expertise in information and access legislation ensuring that the service is compliant with FOI(S)A and DPA.

As well as the outreach and accessioning activities mentioned above, LHSA staff regularly assist NHSL with enquiries (see Appendix A: LHSA User Statistics 2009 for examples) and also provide advice on records management, in particular the use of the legislation and guidelines mentioned above. LHSA also provides advice on the care of NHS records/objects not in its care. In 2009 LHSA made recommendations for the safe storage and long-term preservation of engraved Residents' tablespots housed at the Lauriston RIE site, the Norman Dott surgical theatres at the WGH and the fine art collection at the REH. LHSA also participated fully in the NHSL Art Audit, providing expertise on the production of a suitable database, input to the subsequent report in relation to collection care and maintenance of the database, and liaison in relation to the REHSC Traquair murals.

LHSA has participated in NHSL Board records management along with NAS. The Assistant Archivist (06) attended a meeting in March prompted by the 2008 publication of the NHS Records Management Code of Practice and the need for a NHSL single records management system. LHSA provided advice on historically important records to be kept for long-term preservation.

LHSA is represented on the RIE Arts Committee, advising on preservation and conservation issues of display and liaising with committee members on projects and exhibitions relating to or using LHSA collections.

### 12.2. NHS Scotland

LHSA provides a range of advice and services outside the NHSL catchment, often through the offices of the NAS. It also supports and advises other repositories that hold archival NHS records, such as Northern Health Services Archive and University of Dundee Archive.

### 12.3. CRC

LHSA staff continue to work closely with their colleagues in the CRC and participate in several groups including:

- CRC Promotion and Marketing Group
- CRC Operational Group

- CRC Exhibition Panel
- CRC Projects Group
- CRC Management Forum
- CRC Web 2.0 Group
- University Collections book project team.

LHSA also provides conservation advice and services relating to non-LHSA collections.

In addition, LHSA participated in the 2009 CRC audit commissioned by UE, and contributed to the UC Annual Report for August 2008 to July 2009.

#### 12.4. L&C

LHSA staff continue to work closely with their colleagues in the wider IS L&C division and participate in several groups including:

- L&C Managers meetings
- UC Managers meetings
- L&C Finance Group
- IS Disaster Planning and Response Group
- DLS/UC Liaison Group
- EUML Building Committee

#### 12.5. UE Colleges

Academic liaison with the CHSS and CMVM with staff and students (undergraduate to PhD level) is ongoing. Particularly strong links have been developed with the Wellcome Trust Award Holder in the History of Medicine. Dr Davis and the Archivist jointly supervise a new self-funded PhD student, who has come from Canada to study aspects of the history of psychiatry with them.

#### 12.6. Overview

LHSA is a cross-sectoral archival entity that strives to balance the needs of NHSL, which funds it, and UE, which hosts it. This is reflected in the variety of engagements described above. At the same time, LHSA has public service dimensions and is fully accessible to a wide range of individuals and other organisations.

### **13. Staffing**

#### 13.1. Current staff on open-ended contracts

Archivist: Dr Mike Barfoot (09) (MB)

Assistant Archivist (07): Rosie Baillie (RB)

Assistant Archivist (06): Laura Brouard (LB)

Archive Assistant (03): Stephen Willis (SW)

Paper Conservator (07): Ruth Honeybone (RH)

### 13.2. Current staff on fixed-term contracts

Assistant Archivist (07): Alison Scott (AS) (1 November 2009 – 31 October 2010)

### 13.3. Staff changes

MB was awarded a prestigious one-year Wellcome Trust Research Leave Fellowship commencing 1 November 2009. The majority of the grant funds the gross salary costs of AS's fixed-term post. During this period, line management responsibility for LHSA will be shared by RH and RB, reporting to MB (weekly) and John Scally, Director of UC (monthly).

RB began maternity leave on 30 November 2009. Her post has not been replaced. Her leave period is estimated at 8 months, with RH assuming all day-to-day line management during the period of her absence.

Katrina Redman (KR) and Simona Cenci (SC), two fixed-term members of staff employed for two RRMH projects undertaken in 2009, came to the end of their contracts in September and October respectively.

### 13.4. Staff development

In 2009, LHSA staff participated in the IS Annual Development Review process and have attended the following conferences and training courses.

Engagement with the archive/library profession and best practice:

- MLitt in Archives and Records Management (SW, ongoing)
- Information Technology Infrastructure Library training, parts 2-3 (RB, March)
- Salvage and disaster recovery of rare/unique material (RH and KR, March)
- Visit to Napier University War Poets collection at Craiglockhart campus (RB and LB, April)
- Digital photography for conservators (RH, SC and KR, April)
- Visit to NAS (RB, SW and LB, June)
- New methods for cleaning surfaces of books and paper (RH, June)
- Society of Archivists annual conference (LB, August – September)
- Accelerating positive change in electronic records management: tackling the process issues together (LB, September)
- Essential copyright for the information professionals: what you need to know – and preparing for change (LB, September)
- Conference on integrated pest management (RH and SC, September).

Web & C&IT training to support core activities and facilitate development of LHSA website:

- Introduction to Access (RH, February)
- Introduction to Excel (RH and LB, February and June respectively)
- Text Encoding Initiative workshop (RB, May)
- Introduction to netiquette (SW, May)
- Writing for the web (RB, June)

- Testing the usability of your website (RB, July)
- Intermediate level Access (LB, July)
- Introduction to Contribute (RH and LB, and AS, October and December respectively).

History of medicine training to support core activities:

- Visit to REH History Day (LB, RB and RH, January)
- Lecture titled *The Royal Victoria Hospital, 1894-1994: a brief history* (LB and RB, April)
- Lecture titled *Nineteenth-century nursing in Edinburgh* (LB and SW, October)
- Wellcome Trust Regional Forum on the History of Psychiatry (RH, LB and SW, October)
- British Records Association annual conference (RH, December).

CRC operations training to support core activities:

- Reading room invigilation training (SW, September)
- Data protection training (SW, October)
- Security training (LB, AS, RH and SW, November)
- Handling rare/unique material training (LB, AS and SW, December).

UE operations training to support core activities:

- Webfirst training (RH, September)
- Introduction to Edinburgh Research Innovation (RB and RH, November).

Individual continued professional development to support core activities:

- IS Managers Development Programme (RB, June)
- Accredited member of the Institute of Conservation (RH, July) (See 7.1 above)
- Introductory diploma in management (RH, October – December).

### 13.5. Developing LHSA's volunteer programme

2009 saw a marked increase in demand for access to LHSA's collections and staff expertise from individuals wishing to gain relevant experience before undertaking professional archive training. This is a real reflection of LHSA's developing reputation. During the period of this report, three volunteers worked under LB's guidance, with a strong focus on cataloguing (see 6.1 above) and with input from AS.

- Cheryl Brown, June – August. Background in archaeology, hoping to undertake MSc Information Management and Preservation at the University of Glasgow starting September 2010.
- Louise Williams, August onwards. Background in history, English literature and Chinese studies, hoping to undertake MSc Information Management and Preservation at the University of Glasgow starting September 2010.
- Rachel Bell, November onwards. Background in history, hoping to undertake MSc Information Management and Preservation at the University of Glasgow starting September 2010.

- Pam Craig, EU Records Management trainee, had introduction to LHSA collections and services, with particular focus on enquiries (October).

### 13.6. Overview

All LHSA post holders have contributed to the activity described in this report in significant ways. Training continues to be given high priority in order to provide staff with the necessary skills to do their jobs. Previously, there have been conservation-related volunteers. This year's spate of volunteers on the archival side is particularly welcome.

## **14. Funding**

### 14.1. NHSL

NHS Lothian Endowments has fully or part-funded archive services for over 40 years, stretching back to the appointment of the first RIE Archivist in 1967. It continued to do so when the service was made area wide in the early 1980s, after which it was moved to EUL, eventually becoming a fully contracted-out service managed by UE.

New funding arrangements commencing in 1999 eventually led to a 3-year budget cycle being established. This came to an end on 31 March 2006. Thereafter, the annual budget has been made up of an Exchequer and a reduced Endowment component. Since 2006 – 07 annual increases have amounted to less than 3%.

In 2009 – 10 the requested 3% increase in the Endowment contribution was not awarded. Instead, funding was pegged at the 2008 – 09 level. Because the 3% Exchequer contribution increases have been subject to a 2% CRES saving since 2006 – 7, the overall increase for 2009 – 10 is 1.2%. Since 2006 – 07 the UE “overhead” has remained unchanged, despite a massive improvement of CRC related facilities from which LHSA also benefits.

LHSA has dealt with the growth in salary costs over the 2006 – 10 period by spending proportionally less each year on its running costs. Conservation spending has borne the brunt of this but, in 2009 – 10, a saving has been made by not renewing the premium of an insurance policy taken out in connection with MLRP related moves.

In 2009 – 10 the percentage breakdown of the different components is estimated at salaries (c.72%); UE overhead (c.17%); LHSA running costs (c.11%).

Uncertainty about the levels of Endowment and Exchequer funding in 2009 – 10 has led to a cautious attitude to 2009 – 10 expenditure from April to December 2009.

### 14.2. Non-NHS

LHSA completed two Wellcome Trust RRMH grants during the period of this report (£121,000 over two years and £45,980 over 6 months). (See 7.2 above.)

Two further applications were made to RRMH as follows:

- Preserving Edinburgh's twentieth-century case notes: cardiology and orthopaedics (£74,408)
- Cataloguing and improving access to LHSA's HIV/AIDS collections (£36,627).

This funding round was the last for the RRMH programme as it currently stands, and interest was extremely high as a result. Although the applications were well received, neither were funded.

LHSA received a total of £342,383 from the RRMH programme during the period 2002 – 2009.

### 14.3. Overview

Over the last four years, LHSA has been subject to the kind of economies that many other services are only just beginning to experience. Nevertheless, it has continued to spend within its financial means and to provide increased value. It should also be borne in mind that, since moving to UE curtilage in 1988, LHSA has incurred no NHS capital expenditure. The total amount of RRMH funding LHSA received up to the end of 2009 is higher than any other UK institution. All funding was awarded on the understanding that the records in question would remain accessible to users in the future.

## **15. Glossary**

C&IT: Communication and Information Technologies

CHSS: College of Humanities and Social Science (UE)

CMVM: College of Medicine and Veterinary Medicine (UE)

CRES: Cash Releasing Efficiency Savings

CRC: Centre for Research Collections (L&C, IS, UE)

DPA: UK Data Protection Act 1998

EAC: Endowments Advisory Committee (NHSL)

ECVS: Edinburgh Cine and Video Society

EIMMH: Elsie Inglis Memorial Maternity Hospital

EUL: Edinburgh University Library (referring specifically to the Main Library building in George Square)

FOI(S)A: Freedom of Information (Scotland) Act 2002



IS: Information Services (UE)

L&C: Library and Collections Division (IS, UE)

LHSA: Lothian Health Services Archive (CRC, L&C, IS, UE)

LRA: Library Research Annexe (off-site store for CRC collections)

MLRP: Main Library Redevelopment Project (EUL)

NAS: National Archives of Scotland

NHS: National Health Service (Scotland)

NHSL: National Health Service Lothian (Lothian Health Board)

RCPE: Royal College of Physicians of Edinburgh

RCSE: Royal College of Surgeons of Edinburgh

REH: Royal Edinburgh Hospital (NHSL)

REHSC: Royal Edinburgh Hospital for Sick Children (NHSL)

RIE: Royal Infirmary of Edinburgh (NHSL)

RRMH: Research Resources in Medical History (Wellcome Trust grant programme)

UC: University Collections (IS, UE)

UE: University of Edinburgh

WGH: Western General Hospital, Edinburgh (NHSL)

## **Appendix A: LHSa User Statistics 2009**

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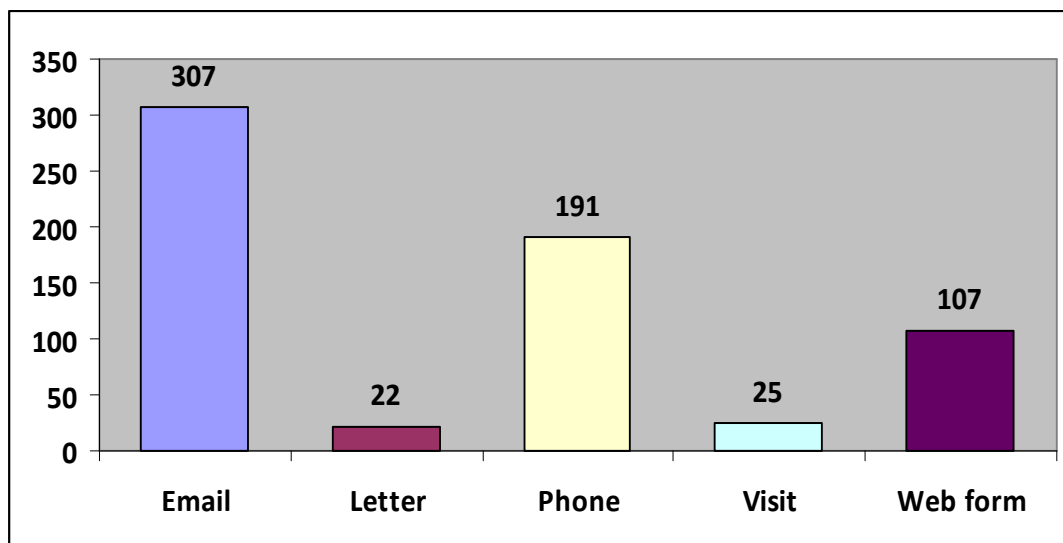
## 1. Enquiries

### 1.1. Total number of enquiries received by LHSA staff

Year	Number
2009	652

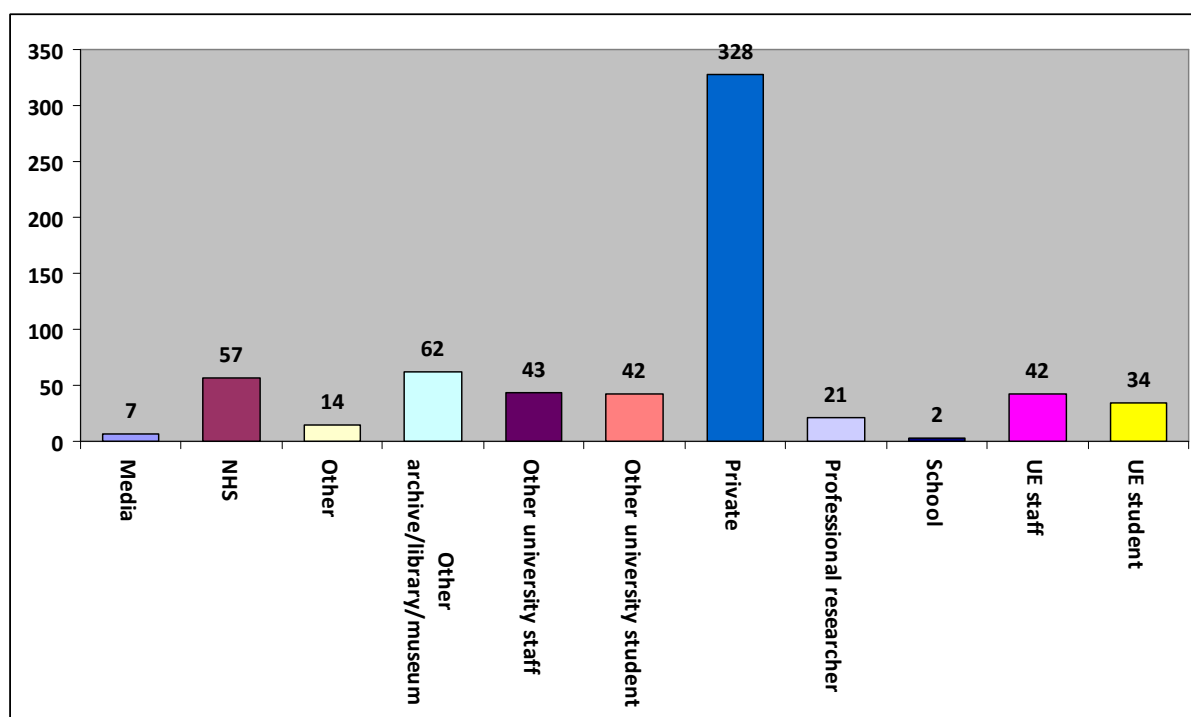
### 1.2. Format of enquiries

Format	
Email	307
Letter	22
Phone	191
Visit (not including reading room visits)	25
Web form	107
<b>Total</b>	<b>652</b>



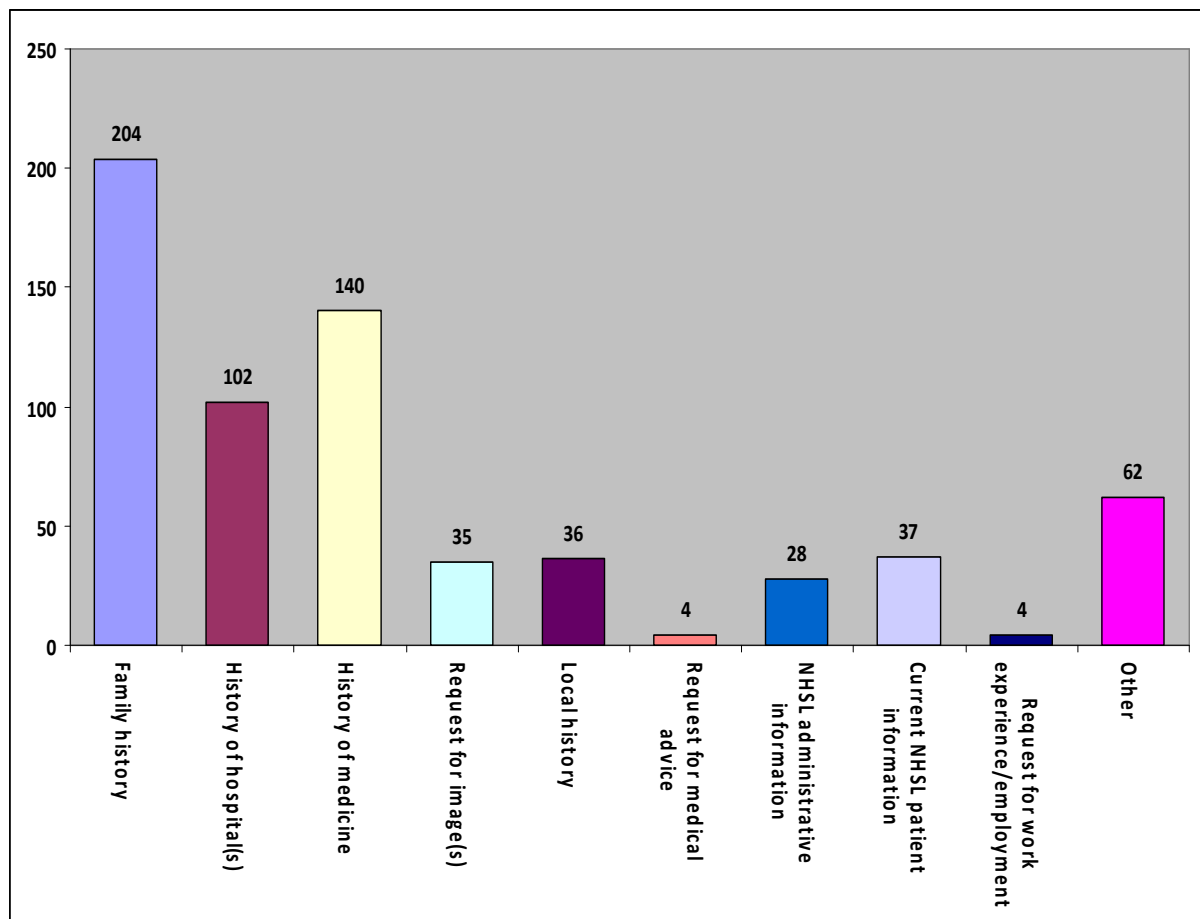
### 1.3. Origin of enquiries

<b>Origin</b>	
Media	7
NHS	57
Other	14
Other archive/library/museum	62
Other university staff	43
Other university student	42
Private	328
Professional researcher	21
School	2
UE staff	42
UE student	34
<b>Total</b>	<b>652</b>



#### 1.4. Type of enquiries

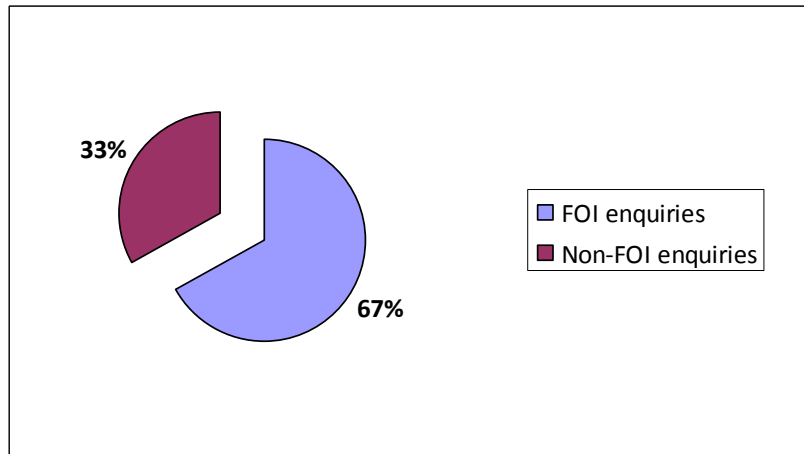
Type	
Family history	204
History of hospital(s)	102
History of medicine	140
Request for image(s)	35
Local history	36
Request for medical advice	4
NHSL administrative information	28
Current NHSL patient information	37
Request for work experience/employment	4
Other	62
<b>Total</b>	<b>652</b>



## 1.5. Freedom of Information (Scotland) Act 2002

### *1.5.1. Percentage of enquiries falling within the remit of the Act*

An FOI enquiry is one which is received in a permanently recordable format, i.e. emails, web forms and letters. Enquiries made in person or by phone are not recordable and therefore are not considered FOI enquiries.

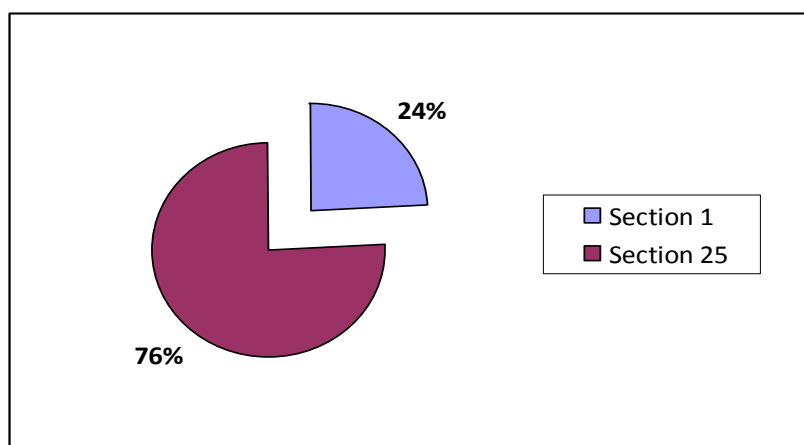


### *1.5.2. Percentage of FOI enquiries dealt with under Section 1 or Section 25 of the Act*

Section 1 enquiry: a formal FOI enquiry subject to the full terms of the Act, i.e. 20 working-day deadline, right to appeal etc.

Section 25 enquiry: an FOI enquiry falling under the exemption noted in Section 25, that information requested is otherwise accessible and therefore not subject to the full terms of the Act.

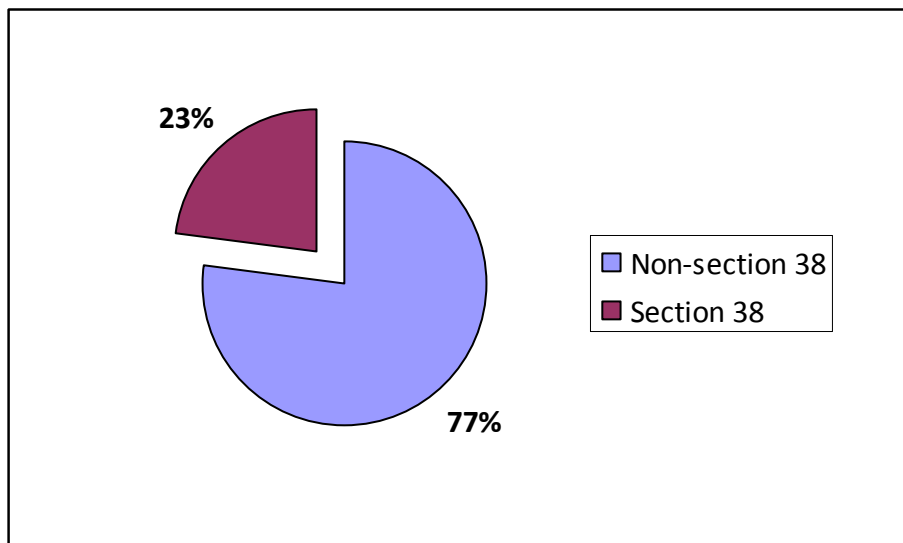
For LHSA purposes, a Section 1 enquiry requests information/material held by LHSA, but which is not catalogued and readily accessible; or information/material held elsewhere. A Section 25 enquiry requests information/material which is held by LHSA and is catalogued and readily accessible.



### 1.5.3 Percentage of FOI enquiries dealt with under Section 38 of the Act

An FOI enquiry received by LHSA is treated either as a Section 1 or Section 25 request. Either type of request can then fall under the exemption detailed in Section 38 of the Act.

A Section 38 enquiry requests personal information of a living individual or a deceased person's health record (within the last 100 years), and therefore is exempt from the full terms of the Act. If Section 38 applies, the request will then be dealt with according to the UK Data Protection Act 1998 (personal information of a living individual) or the NHS Records Management Code of Practice 2008 (a deceased person's health record).



### 1.6. Examples of enquiries received by LHSA in 2009

#### **1. NHS Enquiry 1: medical**

*"Dr X one of our Paediatric Pathologists requires copies of some old post mortem reports. They are:*

*RHSC 90/162 X  
RHSC 91/749 X  
RHSC 91/350 X  
RHSC 93/206 X*

*Thank you for you help."*

#### LHSA Response/Assistance

We were able to provide the pathologist with copies of these reports from the Royal Edinburgh Hospital for Sick Children to assist with a post mortem review.

## **2. NHS Enquiry 2: administrative**

*LHSA was approached, via NHSL, by VAT Liaison, a company investigating NHSL's financial affairs with regard to claiming back overpayments of Value Added Tax stretching back to the 1970s.*

### LHSA Response/Assistance

We were able to make available Annual Financial Reviews, Annual Accounts, Capital Expenditure records and Endowment Fund accounts from the 1970s to the 1990s which proved invaluable to the VAT Liaison Report. The following comment was received from them:

*"I have a meeting with the Head of Finance at the Board this afternoon and will let them know how useful the archive has been".*

## **3. Enquiry regarding an application to the Director of Public Health**

*"I am planning to visit Edinburgh in mid December and would very much like to visit your archives. My Gt. Grandfather, X was tragically killed when a car hit him in Oct 1938 (34yrs old) and was taken to the Royal Edinburgh Infirmary where he died several days later. I would like to look if there are any hospital patient records for him. I know the odds are long, but sometimes you strike lucky and it's all part of the fun of researching.*

*Thank you once again for your help, and maybe we will see you in December (I will phone to make a booking nearer the time).*

*Best wishes, X"*

### LHSA Response/Assistance

We were able to locate the relevant records in the Royal Infirmary of Edinburgh Register of Deaths and in the Register of Patients. These records are considered closed under the NHS Records Management Code of Practice (2008) for 75 years from the date of last entry, i.e. 1938. An application was made to the Director of Public Health for access on family history grounds given the likelihood that the release of the brief information was unlikely to be problematic. The application was approved.



#### **4. Media enquiry**

*"Further to our telephone conversation, I am looking to possibly licence some 3<sup>rd</sup> party material which is owned by you. This footage is within an article owned by the Scottish Screen Archive; I have pasted a link to the footage below.*

*If you could please advise what your terms and costs would be for licensing this material on a Public Service Rights basis for a period of 5 years in the UK & Eire. Many thanks and looking to hearing from you."*

#### LHSA Response/Assistance

This request came in via NHSL Communications from the Production Co-ordinator for the 'Scots Who Made the Modern World' television series. LHSA administers the copyright on 'The Ever Open Door', a silent film made in 1938 to showcase various departments within the Royal Infirmary of Edinburgh. Permission was granted for the media company on a multiple country rights basis for five years and a fee was charged for this.

#### **5. History of Medicine enquiry by a professional researcher**

*"I'm a retired GP, working on a voluntary basis at the Royal College of Physicians and Surgeons of Glasgow, in the description and cataloguing of its collection of surgical instruments. I'm also interested in the history of the production and use of early instruments, and recently came across previously unpublished documents which probably deserve wider exposure. These consist of three inventories of surgical instruments owned by the Glasgow Royal Infirmary in 1815, 1817 and 1825. They are very precise and comprehensive, each being compiled by a junior doctor working in the surgical wards at the time. One of the inventories is in the possession of the RCPSG, and the other two are in the GRI archive ----part of the NHS Greater Glasgow and Clyde Archive at the Mitchell Library in Glasgow. We intend to publish these lists in facsimile, together with transcriptions, associated GRI surgical lists, etc, on the RCPSG website as a resource for those interested in this area of medical history.*

*What I don't know, of course, is whether you hold similar lists in your archives, and whether they might be able to be viewed before we go ahead with this exercise. A look at a similar list from another contemporary hospital in Scotland would be very interesting and helpful.*

*Carol Parry, the RCPSG Archivist has suggested I email you, on the off-chance you might have something similar to the above, and although I don't want to add to your workload, I'd be grateful to hear from you!"*

#### LHSA Response/Assistance

LHSA does hold an inventory of surgical instruments, from the Royal Infirmary of Edinburgh, covering the period 1797-1822. The enquirer was invited to the reading room to view it as part of his research.

## 6. History of medicine enquiry by an academic researcher

*"I am applying to study at PhD level next year, and my chosen topic is the diagnosis of dementia praecox in the decade proceeding [sic] the First World War. I have already identified a number of dementia praecox patients within the Gartnavel Asylum records held within the Mitchell library, and I wish to make a comparative study of these case notes with Edinburgh and Aberdeen asylum records.*

*I specifically wish to research the asylum case notes as my area of interest is in the language used by both patients and practitioners to define the condition of dementia praecox. Having carried out this project within my masters dissertation upon Gartnavel records, I have already prepared the grounds for an in depth study of this subject across a wider sample of case notes."*

### LHSA Response/Assistance

LHSA regularly makes patient records available to researchers. In this case, the researcher wanted to view case notes from the Royal Edinburgh Hospital. Although patients treated during the period 1918 – 22 are likely to be deceased, in the event that any are living, the records are closed for 100 years under the Data Protection Act. An application was made to the Director of Public Health to approve researcher access on the basis that a 'Data Protection Researcher Undertaking' form be signed to ensure published works do not identify individual patients. The finished work must also be viewed by LHSA staff prior to publication.

## 2. Reading Room

### 2.1 Number of reader visits and number of items produced for consultation

	Reader visits	Productions
January	10	67
February	9	63
March	23	136
April	11	63
May	4	48
June	6	9
July	8	22
August	13	50
September	7	36
October	44	477
November	12	177
December	8	37
<b>Total</b>	<b>155</b>	<b>1185</b>

### 3. Top 5 LHSA collections used in remote enquiries and by readers

Ranking	Collection Reference	Collection Name
1	LHB7	Royal Edinburgh Hospital
2	LHB1	Royal Infirmary of Edinburgh
3	LHB3	Edinburgh Royal Maternity Hospital and Simpson Memorial Maternity Pavilion
4	LHB44	Bangour Village Hospital
5	GD30	Dingleton Hospital

### 4. Website

2009 has been a 'transitional year' for the LHSA website, with the upgrade and redesign of the site and also a change in the way usage statistics are collected.

Until March 2009, LHSA received a monthly figure (total number of 'hits' to the site) recorded centrally by UE IS Applications Division. The average number of hits between January and March 2009 was 4864, a slight increase in comparison to the average for 2008, which was 4660.

From April 2009, this method of gathering statistics was no longer available to LHSA. It was recommended that LHSA begin to use the *Google Analytics* application which has the ability to collect highly detailed usage statistics. *Google Analytics* has been used in conjunction with the redesigned LHSA website since its launch in October 2009. Unfortunately, due to time constraints and staff changes, it has not been possible to present a comprehensive report on usage of the new site using the *Google Analytics* programme for the October to December 2009 period.

Initial analysis of the data gathered by *Google Analytics* indicates that the website continues to be well visited, with a wide spread of users from across the globe including El Salvador, Iran and China. Approximately 50% of the users come to the LHSA website as a direct hit, with c.30% through search engines and c.20% via referrals from other sites.

One of the principal goals of the LHSA webmaster in 2010 will be to learn how to extract the relevant statistical information from *Google Analytics* and present a more detailed report on website usage at the end of 2010.

**Report completed December 2009; revised January 2010**