

Jan/Feb 2019

Issue 114

The Swimming Pool

**Newsletter for the
SWIMS Network**



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Quality improvement the Gloucestershire way

Lisa Riddington, Gloucester

The Gloucestershire Safety and Quality Improvement Academy (GSQIA) provides Quality Improvement (QI) training to all Gloucestershire Hospitals NHS Foundation Trust staff and the aim is to develop a culture of continuous quality improvement.

There are 3 courses

- Bronze – introduction to quality improvement – 4 hour training session providing an overview of the tools and methodologies
- Silver – quality improvement in action – 7 months (1 session per month) to work on an improvement initiative
- Gold – improvement coach – designed to develop a network of staff across our Trust to help embed and support QI activities

The Academy has received recognition from Don Berwick President Emeritus and Senior Fellow at the Institute for Healthcare Improvement, he visited last year and said “I’ve not had an experience on one of these visits as exciting as what is happening in Gloucestershire”.

So what has this got to do with Library & Knowledge Service?

- At the start of every Silver Course we explain how evidence supports and improves QI projects. We introduce our synthesised/summarised literature search service and provide examples of how the evidence we have found has impacted on QI projects.
- In March we are launching an evidence finding training session in the Gold Coach training programme
- Lisa has successfully completed the Silver course and will be starting the Gold Coaching programme in March
- Sandra and Claire have done their bronze training, Camila and Chloe are doing the course later this year
- We have done numerous QI searches for staff. We are developing processes that will ensure quick identification of these searches and have the ability to more easily follow up on impact.
- We ensure that our collaborative relationship is embedded, visible and acknowledged within our Trust including the sharing and use of our logos, attending the Silver Course Graduations, mutual love via Twitter and more than anything our QI colleagues sharing, recommending and supporting what we do
- We have had the opportunity to discuss Knowledge Management and how QI projects should be captured, organised and shared, how Knowledge Assets could be used, the creation of a QI lib guide and how librarians could be part of initiatives around Trust priority setting

It is a real joy to work with our colleagues in GSQIA, we have developed a close working relationship that is providing us with new opportunities and giving us yet more work that is valued by our Trust.

Lisa Riddington

Library & Knowledge Services Manager

Gloucestershire Hospitals NHS Foundation Trust (GRH/CGH)

Facilitators for CPD webinars wanted.

Nat Gabe and Chloe George (Winchester/Cheltenham)

Hello, Chloe George and Nat Gabe are looking to expand the pool of staff able to help host the webinars. This isn't presenting the topics – that is down to the subject experts for the topic that month – but help with hosting the session, getting them up and running smoothly and trouble-shooting any issues on the day. We've found the experience really enjoyable and have increased our skills in the process.

Realistically it will likely be hosting a session every couple of months or thereabouts. The nature of WebEx means that there is no travel required, other than maybe a gathering once a year to meet with colleagues. We hope to induct our newcomers during February. If you would like to join us that would be greatly appreciated, please contact either of us – Natalie.gabe@hhft.nhs.uk or chloe.george@nhs.net for more information.

We can also now reveal the next few sessions will be on the following topics, please do watch out for emails asking for sign ups!

March @ 10.30am 26 th librarians 28 th library assistants	Repositories	Cate Newell
April @ 2.30pm 15 th librarians 16 th library assistants	KM elearning	Alison Day
May @ 11am 14 th library assistants 15 th librarians	Examples of Impact	Lisa Riddington

Nat Gabe
Knowledge Specialist
Hampshire Hospitals NHS FT (H34)

Chloe George
Senior Library Assistant
Gloucestershire Hospitals NHS FT (CGH/GRH)

New manager at EXE

We'd like to welcome our new library manager, Charlotte Greaves. Charlotte will be filling in for Carol Giles while she takes a sabbatical year.

Charlotte has been a valued member of the EXE team for the past few years, as library assistant. Charlotte has a wealth of managerial experience and recently completed the HEE/CILIP Leadership course, and we look forward to working with her in her new capacity.

Cate Newell
Reader Services Librarian
Exeter Health Library (EXE)



EXETER LIBRARY SAFARI

Des Mogg, Cornwall

'It was a dark and stormy night...' (With apologies to Edward Bulwer Lytton, it was definitely dark and stormy the night before the Exeter Library Safari organised by CILIP South West Member Network.) As I was coming from Truro by train, I unfortunately arrived about half an hour late for the first visit to Exeter central library on 28th November. The group was in the FabLab when I arrived, which is an Arts Council and Devon County Council funded makers' laboratory containing a 3D printer, laser cutter, design software and scanners, and something I hadn't seen before, a sewing machine for digital embroidery. The lab can be used by anyone who wishes to create a digital item, and we were shown some of the creations including miniature 3D portraits (very popular with school parties).

We also saw the Business and IP Centre run jointly with the British Library which provides advice on business start-ups and access to COBRA and MINTTEL. They also run workshops and networking events for new business entrepreneurs.

We then went upstairs to see (quietly) the silent reading room of the library. When I asked how hard it was to police I was told that it policed itself! Clearly the library users appreciate a silent zone. The children's and teen areas are downstairs and clearly demarcated from the body of the library without feeling excluded. In general I was very impressed with the new library building (2014) and the facilities on offer, despite not having time to attend the whole tour.



Our next stop was for me the highlight of the day, a visit to the library of Exeter Cathedral. This is a marvellous collection of books and other items ranging in date from the 10th to the 21st century. The oldest item is the Exeter Book, written in old English in about 970. It is a collection of poetry and thus the oldest book of English literature in the world, predating Beowulf. It is the founding volume of the library being donated by Bishop Leofric in 1072.

Sadly we didn't get to see the original as it's on loan to the Anglo-Saxon exhibition at the British Library, but we saw a photographic copy created in the 1930s. There is currently a project to digitize the original by the cathedral in collaboration with Exeter University. We spent the first part of the visit looking at a very informative display about the history of the library and its major benefactors including Leofric and Bishop John Grandison (d 1369), with a talk conducted by librarian Peter Thomas.

We then went on to look at some of the outstanding items from the library; including a fine collection of pre-20th century medical books (the library has a collection of nearly 3000). We

also saw a magnificent copy of the Nuremberg Chronicles, a Shakespeare 2nd folio, and a bible in the Native American language of 17th century Massachusetts, as well as some fascinating medieval volumes.



The final stop of the day was a visit to the Learning Resource Centres (LRC) at Exeter College. These are not traditional libraries (although books are available!) but digital learning hubs designed to support students in their studies through information and digital literacy. We visited two very well used LRCs, both full of students working on PCs. We were impressed with the digital and media equipment that students could borrow for their studies and projects, most of which apparently comes back unscathed!

All in all this was a day that gave a very good idea of the scope of modern libraries, from 10th century poetry to 21st century multimedia. It's perhaps a matter of personal taste which type of library you respond to (in my case the cathedral!), but the day as a whole gave a very good overview of where libraries have come from and where they may be going. Many thanks to CILIP SWMN for organising the day.

Des Mogg
Library Assistant
Royal Cornwall Hospital NHS Trust (RCH)

Virtual journal club

Vasilias Tsiplaki and Jo Fabling, Southampton

The second article for members of the Virtual Journal Club is now up for discussion. We have chosen "Patron driven acquisition at the RCN library" by Rachel Sully in the Spring 2017 edition of the [HLG Nursing Bulletin](#). To get you started in your thinking, we ask three questions – would this model work in our libraries?, would readers be in a position to embrace ebooks?, and how would you decide which titles would be purchased from the initial collection?

Please visit <https://virtuallksjournalclub.wordpress.com/> to find out more, although if you wish to comment you will need an invitation to join as we are keeping it local to the Southern Region for now.

Please contact us if you would like to join in – Vasilias.tsiplaki@southernhealth.nhs.uk

Vasilias Tsiplaki
Library Assistant
Southern Health NHS FT

Jo Fabling
Knowledge Specialist
Southern Health NHS FT

New Feature – The Ideas Pool!

Looking for new book/notice board display ideas in your library? New innovations, new ways of promoting resources to users? No time to check on Twitter or look back through previous editions of the Swimming Pool? Created or made a change that has seen an improvement to your library service?

Then share it or take a dip into, The Ideas Pool!

A new monthly feature running in the Swimming Pool to promote and encourage the sharing and exchange of ideas within Library Services. Simply share your idea with us, no matter how big or small and it may get featured into the Ideas Pool!

To enter supply your name, library, and idea (explained in no more than 100 words – editors discretion) and maximum of two images to the usual editors of Swimming Pool or direct to Sam at sam.burgess@southernhealth.nhs.uk

And the first entry comes from Natalie Parsley as this was her idea in the first place – all credit to Natalie for her suggestion of an ideas pool.

KnowledgeShare & Current Awareness Promotion

Natalie Parsley, Taunton

We installed 'stick-out' signage on our library bookshelves that highlights the specific Current Awareness Bulletins offered by our library service on one side and KnowledgeShare on the back.



Displayed in an array of colours and within their accompanying relevant sections, the assumption being that if you are researching books on Dementia, that you will see our Current Awareness bulletin advert for Dementia in this section and hopefully ask to sign up or visit the link to our website using the QR code (or additionally, KnowledgeShare). These shelf posters also act as a 'way-finder' to help users locate certain sections.

Natalie Parsley
Library Assistant
Musgrove Park Hospital (TAU)

Green Impact at North Bristol Trust

Katie Barnard, Bristol



Over the past year, the NBT Library and Knowledge Service has been making gradual improvements to how environmentally sustainable our resources, processes and general outlook are. This followed our registration to be a team in our Trust's Green Impact scheme, for which we were awarded a Bronze Award in December!

Green Impact is an NUS-led scheme and runs across a number of universities and other institutions, with the aim of promoting greener behaviours and environments. There are several award levels that you can work towards, each with a different set of objectives covering areas such as travel, recycling, energy, and more. Some objectives require one-off actions, for example we held a Fairtrade/locally sourced bring-and-share lunch in our staff room, while others encourage ongoing change, such as switching to more sustainable forms of transport.

None of it is too time-consuming or taxing, and we managed to achieve all our objectives in about six months just gradually chipping away at them.

As a team, our involvement in Green Impact has made us more aware of sustainability issues. We now have a 'Green' noticeboard (look carefully at our team photo!) and a regular 'Green' agenda item in our team meetings, so it has become part of our 'business as usual'. Having had a bit of time to bask in the glory of our Bronze Award, we are now turning our sights towards Silver...

Katie Barnard
Clinical Librarian
North Bristol NHS Trust (SMD)

SWRLS AGM and inaugural conference – Wednesday 28th November

Morag Evans, Dorset

SWRLS stands for South Western Regional Libraries Service and its mission is to take “a strategic and partnership approach to serving our communities by developing staff, services and resources that are inclusive, sustainable and enhance learning”. It serves the library community by offering networking opportunities, grants, development, interlibrary lending, and strategic partnerships.

“Avoiding the Toaster” (Terry Corby) was about meeting the challenges of ‘disruptive innovations’. It is sobering but exciting to think automation is here, already upon us, and is likely to change the vast majority of occupations, including that of the information professional.

Terry gave us some examples of 'good' innovations, which, although 'disruptive', are having a positive impact on the workplace and customer satisfaction. Augmented Reality in Sainsbury's, for example, is enhancing the shopper's experience and I wondered how this might look in our libraries. It's clearly already happening – perhaps not in health libraries – yet – but Manchester Central Library, for example, has a "magic book" (a physical book augmented by projection) and a film of a talking ghost librarian.

We were also reminded of the businesses/organisations which weren't prepared for disruptive technologies – and those that were – like Kodak. As information professionals, are we looking out for new technologies to embrace and use so that we are staying ahead of the game?

Our very own David Stewart was up next. As President of CILIP, David's session covered information such as; CILIP is leading a coalition of organisations to form a powerful research base. NHS Libraries have been building up case studies which are used to show impact and over the last decade quality standards have transformed the quality of NHS libraries through LQAF (now LQIO). LQIO is intended to use the data, "stories" and feedback which demonstrate how libraries contribute to their organisation's objectives.

The third session, presented by Alison Baud, was on the theme of "what skills and attributes do academic library leaders need to succeed in a period of change and uncertainty?" Alison asked if library leaders aren't sitting at the executive board table how can they achieve impact. She gave us ten tips for being successful leaders including:

- Know the finances.
- Delegate well.
- Shine a light on others' talents
- Put yourself forward
- Have an opinion beyond the library

After lunch Katie Pekacar gave the fourth presentation on the research that the Arts Council England funded Independent Mind to undertake to identify and generate meaningful relationships between Higher Education and public libraries. The findings suggested that there were many partnerships currently and that these were on an ad hoc basis and included: outreach partnerships, public engagement partnerships, information sharing partnerships, sharing expertise and ideas for improvement and strategic partnerships.

Mark Freeman, President of Libraries Connected, presented the fifth and final session of the day, with the theme of "connecting libraries to face the future." Building on the previous achievements of the Society of Chief Librarians, and funded by the Arts Council, LC's role is to represent public libraries. Working with partners, including CILIP and the Reading Agency there are various themes for the future:

- Working towards a blueprint for libraries
- New governance
- Looking at different funding models
- Offering tailored support
- Working sustainably
- Working towards having an accreditation scheme

My reflections on the day were that:

1. It's good to talk – partnerships are obviously an integral part of SWRLS work. The focus on partnerships during the day reminded me of those we develop and maintain

during and around Health Information Week and other national mechanisms which naturally lend themselves to forming partnerships with other sectors and organisations. Some of the tips shared today can be adapted and transferred to health librarianship.

2. We need to meet the needs of our *future* users – the focus of the day was on meeting future challenges and it made me wonder how we can tap in to knowing what's coming next in new innovations and technologies and how we can harness these to develop our services and make our users' experience more in line with other services and organisations they might use.
3. Meeting with library staff from other sectors was really useful and I have been invited to their libraries to see how they operate, I'm really looking forward to seeing them again and learning more about how other libraries function.
4. Something Alison Baud said about resilience really resonated with me: "It's not about how far you fall, it's about how far you can bounce!"

Morag Evans

Librarian

Dorset County Hospital NHS FT (D08)

Close Shave for Hospital's Librarian

Peter Clifford, Barnstaple

(Originally printed elsewhere) Librarian Peter Clifford took on the challenge of having his beloved beard cut shaved off in aid of Over and Above's Cancer and Wellbeing Centre. Fundraising Officer Julie Whitton said "Initially I thought I would cut it but when I saw the look of horror on Peter's face when he saw the shears I thought I'd better get an expert in". Matt Warren of Matty's Barber Shop in Silver Street came to the rescue and saved the day. Peter said "I have always had a beard but never more than about 3 inches long at most! Some time back, my wife Jennifer, cut off her hair which was all the way down to the small of her back and donated the money to the Over and Above charity. I thought that was a very nice thing to do so when I told the Over and Above crew that I would cut my beard off for charity they accepted so quickly they almost pulled my beard off there and then! I do hope that you will donate some money to such a good cause." So far Peter has raised over £200 towards the Cancer and Wellbeing Centre Appeal but there is still time to donate to Peter's Just Giving Page <https://www.justgiving.com/fundraising/Lose-that-beard>



Peter Clifford,

Assistant Librarian, North Devon District Hospital (NDH)

Award winning Gloucestershire Hospitals LKS

Lisa Riddington, Cheltenham

This year the Gloucestershire Hospitals Library & Knowledge Service team were nominated for three staff awards:

- Library & Knowledge Services Team – Learning and Development Award
- Emily Langdale – Apprentice of the Year
- Lisa Riddington – Non-Clinical Leader of the Year

Despite their best attempts the team did not get a hat trick, though they won the coveted Learning and Development Award. Lisa said: “this was the award I wanted us to win because it recognises the achievements of the whole team. We have worked really hard this year and we have made amazing improvements. We are genuinely valued by our Trust and this award recognises this.”

The Trust described the team as “exceptionally proactive as they push out information and knowledge rather than waiting for learners to come to them. The team is also characterised by their innovations such as the establishment of a Patient Information Enquiry service to help patients safely navigate the myriad of online health information.”

A photo of the team receiving our award can be found [here](#). It was a lovely evening full of celebration for all our hard work and the fantastic people we work with in our Trust.

Lisa Riddington

Library & Knowledge Services Manager

Gloucestershire Hospitals NHS Foundation Trust (GRH/CGH)

Library staff on Boot Camp

Elaine Beckett, Bristol

Perform

Despite what I wrote in December 2018 Swimming Pool (about scouts and libraries) this has nothing to do with Bear Grylls... Instead it is a short account of how library staff here at North Bristol NHS Trust have applied techniques learned from our trust’s “Perform” programme. Like other acute trusts North Bristol’s main challenge is the availability of hospital beds.

A year ago there was serious overcrowding, especially in the emergency department (CQC report 2018). A programme called “Perform” (defined as “a set of 10 tools and techniques that allow teams to work together to achieve a common goal”) has resulted in huge efforts to improve patient flow by improving staffing levels, reconfiguring wards etc. The result was that at Christmas 2018 there were about 120 empty beds available for the expected New Year rush and a remarkably calm atmosphere in ED.

Why Boot Camp?

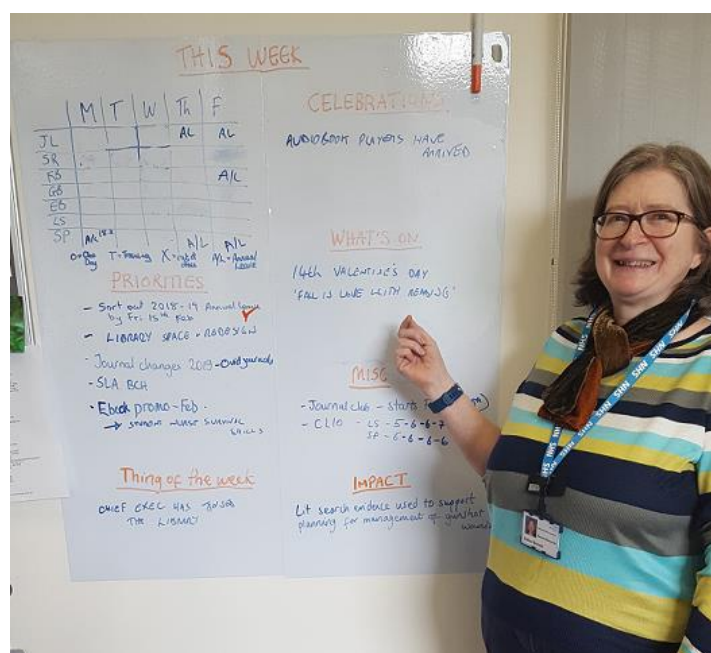
All trust staff were encouraged to attend a Perform “Boot Camp” at the local football ground, some of us library staff wondering how we could apply techniques used in patient discharge in our own work. In teams with a complete cross section of other trust staff we had to role play an imaginary call centre where we each performed one step in a clerical process for a 1

minute “day”, counting our output after 5 “days”. We could then rearrange the process by merging several steps into one, retraining each other etc. After each “week” we could bring in more radical changes, and we updated a “huddle board” with each week’s output, and any problems and training needs.

It was all very quick and rather confusing with bells ringing every minute for the next changeover. Clinical colleagues were obviously used to this sort of pressure and familiar with the “huddle board” format from their patient discharge meetings. I felt out of my comfort zone and expected dire results from such a pace of change, but was surprised to see that initial chaos did result in a smoother and more productive process.

So how to apply it to the library?

We now have a “huddle board” in the library office which we update once or twice a week (things don’t change quite so often). It gives us a visual representation of ourselves as a team (shared concerns, successes etc) even when we are working on separate tasks.



We look differently at all our processes. For example in our book acquisition workflows we were duplicating some effort (putting invoice details onto SWIMS and also onto a local spreadsheet) so decided that we would move off SWIMS and just use Excel. Rearranging post-it notes for each step in the process made it easier to visualise, and with Boot Camp still in mind we could see it as a positive opportunity. As we are also changing our interlibrary loans system and starting to think about the future beyond SWIMS then it seems very timely to try and embrace change rather than fearing it.

Elaine Beckett
Librarian
North Bristol NHS Trust (SMD)

CPD Para-Professional Representative

Sam Penny, Bristol

Hello, my name is Sam Penny and I am a library assistant at Southmead Hospital. I have been chosen to be your para-professional representative on the National CPD Group. From April for a period of 12 months I will be attending meetings where I can put forward suggestions for workshops, training and qualifications we would like to be able to access. I am hoping para-professional library staff will have some suggestions they would like me to raise at these meetings. I would be grateful if you could email them to me at Samantha.penny@nbt.nhs.uk. I look forward to hearing from you.



Sam Penny
Library Assistant
North Bristol NHS Trust (SMD)

#UKMEDLIBS

Join us for our regular chat on Tuesday 19th February at the usual time of 8pm. This time the chat will focus on the future of the expert searcher. Some may claim that the need for mediated expert searching is dead, and yet it appears that the market for the expert searcher remains strong (not to mention very much appreciated!).

Find out more at our blog – ukmedlibs.wordpress.com and join us for the conversation.

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