

May 2019  
Issue 117

# The Swimming Pool



**Newsletter for the  
SWIMS Network**

## *The Editorial Team*

*Katie Barnard*

*Sam Burgess*

*Pam Geldenhuys*

*Lucy Gilham*

*Helen Licence*

*Jessica Pawley*

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## #AllOurHealth Social Learning Programme

**Sarah Lewis, Buckinghamshire**

At the beginning of 2019, our Trust signed up to be a trailblazing organisation for the WeLearn / Public Health England #AllOurHealth programme. An education colleague spearheaded the Trust's involvement and we were asked to help promote it. We thought the best way of doing this was to participate ourselves so myself and Nouredine, one of our Clinical Outreach Librarians, signed up. We also used it as an opportunity to offer training for staff who wanted to become more Twitter confident.

### About WeLearn and All Our Health

You may well have heard of WeLearn and WeCommunities as they host regular Tweet chats among health professional groups. All Our Health is a 'framework of evidence to guide healthcare professionals in preventing illness, protecting health and promoting wellbeing' produced by Public Health England <https://www.gov.uk/government/collections/all-our-health-personalised-care-and-population-health> It provides advice, links to resources, and good practice on 26 public health topics such as physical activity, obesity, workplace health, social prescribing, and learning disabilities. The framework is closely connected to Make Every Contact Count (MECC).



### About the #AllOurHealth Programme

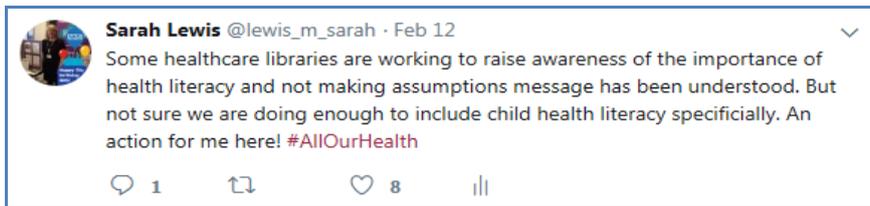
The programme ran from 4 February to 8 March 2019 and was held entirely virtually on the WeCommunities site. The aim was to raise awareness and to familiarise healthcare professionals with All Our Health and discuss how it can be applied in practice as well as building social media skills.

The individual learning elements were broken down into bite sized self-paced learning chunks each focussing on different areas of All Our Health. Content also included hints and tips on using Twitter but were optional for those already confident in this area. Daily content took about 15 minutes to complete and was based around YouTube videos, infographics, blogs etc. Each step of the way, you were encouraged to reflect, comment, and make a note of any actions you wished to take forward.

In addition there were weekly Tweetchats which were opened up to some of the other WeCommunities such as WeNurses. All the learning was underpinned by the hashtag #AllOurHealth

### My learning experience

It was interesting to participate in a programme primarily aimed at healthcare professionals. I did wonder how much would be applicable or whether I would have much to contribute to the Twitter chats. However it turned out to be great opportunity to highlight our signposting and health literacy roles.



In fact, a librarian in the North got in touch to say she had been contacted by a local healthcare professional involved in AllOurHealth who wanted to know more about health libraries as a result of one of my tweets!

The chat on Healthy Beginnings included a question on Health Literacy *'What strategies can we employ to work with children, families and communities to improve health literacy, even if this is not our direct role?'* This prompted comments about avoiding jargon, asking the patient if they understand and how to communicate health messages in a fun way which includes the whole family.

Several times the topic of digital sources of information and technology came up which I used to signpost someone to the NHS App Library. There was also a brief but interesting discussion about preferences for digital vs print sources of health information.

Usually I cannot make the #ukmedlibs so this was my first experience of participating in a Tweet chat. Despite being tempted just to 'lurk' I really enjoyed joining in. As it was so fast moving, I did struggle to follow the chat, compose my own tweets and replies and keep on point with the question being asked. The chats were only 30 minutes long but would have benefitted from being longer.

Overall, it was a worthwhile experience and great to engage in a course not primarily aimed at library staff, use Twitter for learning and raise awareness of our role in a national conversation. Locally, we will continue to offer Twitter training and consider how our service can incorporate some of the All Our Health resources into Health Information Week, Health literacy training, and Libguides sites.

Colleagues might like to check out the All Our Health modules on eLearning for Healthcare <https://www.e-lfh.org.uk/programmes/all-our-health/> which were launched April 2019.

**Sarah Lewis**  
**Library and Knowledge Services Manager**  
**Buckinghamshire Healthcare NHS Trust (STM)**

## **#Ukmedlibs: Journal Club: Library Closures and Mergers.**

At 8pm on Tuesday 21<sup>st</sup> May the #UKmedlibs team invites you to discuss this article:

Hospital library closures and consolidations: a case series. A. Harrow (...et al)  
J Med Libr Assoc. 2019 Apr;107(2):129-136. [doi: 10.5195/jmla.2019.520](https://doi.org/10.5195/jmla.2019.520). (open access)

Using the paper as a starting point, we'll discuss the prospects, and the strategy and tactics we might employ, to ensure NHS staff, patients and the public, continue to have access to the knowledge base of healthcare. Do come and join us in the conversation – all details and transcripts of our chats can be found on the #UKmedlibs blog – [ukmedlibs.wordpress.com](http://ukmedlibs.wordpress.com)

## Chocolate, Picture Postcards and Polls. Our reflections on a Facilitation Skills Workshop

Various colleagues, Dorset

Librarians, knowledge specialists, and library assistants get involved in facilitating activities everyday but few of us have received any formal training in how to be a good facilitator. Nine of us met together on the 15<sup>th</sup> March to take part in a Facilitation Skills Workshop led by Jo Walley and now we offer our thoughts on the day and the learning gained.

**“...selecting an individual chocolate to represent your library service..” - Su , East Dorset**

Nothing says facilitation like being in a cold, Boy Scouts camp site!

Unfortunately we weren't facilitating how to set up a tent in windy weather but instead, we spent the day learning about how we can facilitate for our library and knowledge services.



Jo used a variety of tools and tricks to engage us (votes are still out on the preferred types of chocolates best loved by librarians), coloured picture postcards, each picking one that represented “facilitation” to us, selecting an individual chocolate to represent your library service, as well as having some time to create a lesson plan for our newly developed skills. I digress (thinking about chocolate), the room was abuzz with how we can use some of these great ideas either in teaching/training, meetings, conversations, and the air certainly felt confident by the end of the afternoon (or could be the smell of chocolate), and I certainly look forward to trying these new techniques in the near future.

(picture: <https://www.flickr.com/photos/nataliejohnson/2122722198/>)

**“got us to think outside of the box” – Lola, East Dorset**

Jo's session was really informative and got all the team involved. The activity that I really enjoyed the most was using chocolate to describe our team, it got us to think outside of the box and find a unique way to describe our service. All of Jo's activities were engaging, fun and definitely could be used in future training.



Morag's facilitator's box

**“...postcard activity ...was a novel and visual way of sharing” - Morag, D08**

Fun, interactive and full of tips and tricks on how to be a better facilitator of workshops and training, Jo Walley's session on Friday 15<sup>th</sup> March was hugely enjoyable and informative. I was glad to be able to attend the workshop as I learnt a great deal about myself and others when it comes to communicating, questioning and enhancing learning. I particularly enjoyed the postcard activity (pick a photo which best reflects your feeling/understanding of a topic/concept) and the magic



**“...if you want to get people to say more things, use assumptive questions; instead of saying *are there any more ideas? Say and what other ideas are there?*” Liz, East Dorset**

On Friday the 15<sup>th</sup> March I, with my colleagues attended a rather cold scout hut for facilitator training, something that I have wanted to do for a while as my role increasingly has me facilitating journal clubs, inductions, and study skill sessions. Jo Walley, who led the session, was very enthusiastic and a great teacher, she kept us all motivated throughout the day, with a lot of activities and games, some of which I may well use in the future – especially the postcards. This is where you put down a varied selection of picture postcards and people have to pick the one that represents the theme of the day/session to them. This can be used as an ice breaker to get everyone talking about why they have picked that picture; it will also give you an idea of what they think the subject is about!

The other big things I will take away from me is getting the participants of your session to make ground rules, this will help modify any behaviour and give you the opportunity to pull people up in a more polite way if they do something not becoming of the group, as you can refer back to them. The other is how you word things, i.e. if you want to get people to say more things, use assumptive questions; instead of saying *are there any more ideas? Say and what other ideas are there?* Giving them the assumption that there are more so they don't just clam up, this can also be used the other way around if you want them to stop talking! This was a really good day/course and I would thoroughly recommend it to anyone who wants to learn new tips and build their confidence in facilitating.

**“Lots of ideas and techniques” - Jackie, East Dorset**

Thoroughly recommend this course for anyone wishing to improve their group facilitating skills. Lots of ideas and techniques provided for us to use in the future and we had some fun at the same time.

**“...by observation I was able to pick-up some great techniques to put into practice “ - Alison, East Dorset**

From a couple of recent sessions I have facilitated I was keen to develop my skills - particularly with creating the right atmosphere for learning, putting people at their ease, encouraging contributions from everyone taking part, making sessions more fun, and recording contributions more accurately.

The workshop led by Jo explored all of these areas and by observation I was able to pick-up some great techniques to put into practice. A lot of good facilitation relies on good listening and questioning skills which explains why librarians are good at this as it is something we all do day to day. Combining these skills with some of the techniques and tools Jo demonstrated will help me to be more confident when facilitating workshops, group training session or helping people to use our services on a one-to-one basis.

**As put together by the attendees of the session.**

**Su Keill**

**Liz Wright**

**Lola Randall**

**Jackie Baines**

**Lisa Stooks**

**Morag Evans**

**Sian Hudson**

**Alison Day**

## Navigating the Deep Web: advanced search strategies

**Camila Garcés-Bovett, Gloucestershire**

Thanks to the HEE South bursary, I attended 'Navigating the Deep Web: advanced search strategies for researchers' on 12 April 2019 at the CILIP HQ in London. The all-day session was organised by [CILIP UKeIG](#) and run by [Karen Blakeman](#), an information consultant and trainer.

The attendees were geographically and professionally diverse, so the training was correspondingly wide-ranging. The following paragraphs are a very condensed version of *some* of what we covered! If you ever have a chance to attend Karen's training, I would heartily recommend it – definitely visit [her website](#) and look at her resources, particularly the [Google search tips](#).

### Deep web vs Dark web

Deep Web training does not involve learning about cryptocurrency, illegal firearms, and obtaining fake passports – that's the Dark Web! Rather, the term 'Deep Web' usually refers to online information which is hard to find because it is:

- Result number 136,754 in a list of 2 million+ hits
- Too difficult to for a search engine to find
- Stuck behind paywalls or a password
- From a different country and the search engine is showing local results
- In a format not indexed by search engines e.g. CSV, JPEG
- Hidden by the right to be forgotten or other laws
- Inconveniently large
- In a different language to the search terms used
- In part of a website that the search engine hasn't indexed
- No longer active or online

### Searchers, beware!

Karen explained how websites' growing bias towards searching on mobile devices negatively affects desktop searching: a decrease in functionality, an increase in consumer-orientated results and/or sponsored links, and a bias to results from your geographical region (obtained via IP addresses). Though it can be difficult, there are ways to circumvent this – see Karen's [Google search tips](#) for more details!

### Alternative search engines

We tried out various Google-alternatives, including [Bing](#) and [DuckDuckGo](#), and the more unconventional [MillionShort](#) and [Carrotsearch](#). The former lets you remove up to 1 million top sites from your search results, to more easily access results which may have been buried. The latter creates visualisations to help you find alternative search terms for a topic.

### The usefulness of social media

Social media can be useful when you need to track down grey literature. Karen particularly recommends using Twitter Lists to find experts and researchers in the field you are looking for. For example, typing "diabetes site:twitter.com/\*lists" into Google should show you Lists that Twitter users have compiled of accounts focusing on that topic (though it can be a bit hit and miss...)

### Tracking down lost information

Have you ever searched for grey literature on Google, found an ideal-looking result, clicked on it and found that it was nothing of the sort? This may have been because Google indexed the webpage some time ago (sometimes several years) but the site has been subsequently updated and the Google version (or “cached” content) has changed.

To see the cached version, click on the small green arrow next to the result link, and then on the box that says ‘Cached’:



This takes you to the cached version of the page.



You can sometimes also use this to access US sites which are blocked to EU users because of GDPR.

There are also online archives dedicated to preserving webpages before they go offline. Two which may prove useful for finding NHS-related data are the [UK Government Web Archive](#) (National Archives) and the [UK Web Archive](#) (British Library).

### What next?

I have already started to approach searching differently, spending more time experimenting with functions such as [Google's Verbatim tool](#), for example, to help find more relevant results. I am looking forward to applying what I've learned regarding social media, and to further exploring Karen's list of websites and repositories. Learning about search engines and the impact that increasing mobile usage has had on our search experience was also very valuable, and I will be sharing all I've learned with my colleagues in due course. The tips and techniques I learned from the session will help me search more comprehensively for literature and improve the service I provide to users.

**Camila Garces-Bovett**  
**Librarian**

**Gloucestershire Hospitals NHS Foundation Trust (CGH/GRH)**

### The Ideas Pool

The pool is looking rather shallow at the moment, so if you have an entry for 'The Ideas Pool' please send it to Sam via email: [sam.burgess@southernhealth.nhs.uk](mailto:sam.burgess@southernhealth.nhs.uk) Share your ways and means of promoting library resources and services and perhaps you'll be able to steal some ideas in return!

In the meantime, here's what's being shared on twitter:

**Barts Health Knowledge and Library Services @bartsNHSlibrary** · May 13  
It's #learningatworkweek! Stay tuned all week as we highlight some of our great resources to help you learn at work, including board games, point-of-care tools, eBooks and much more.



Learning at Work Week  
13th to 19th May 2019

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**Southend NHS Library @SMC\_Library** · 23h  
Did you ever wonder about traditions in #palliativecare? #AreWeReady to discuss @DyingMatters. Come to @SMC\_Library and ask how we can help you with your information needs. @SouthendNHS #DyingMattersWeek

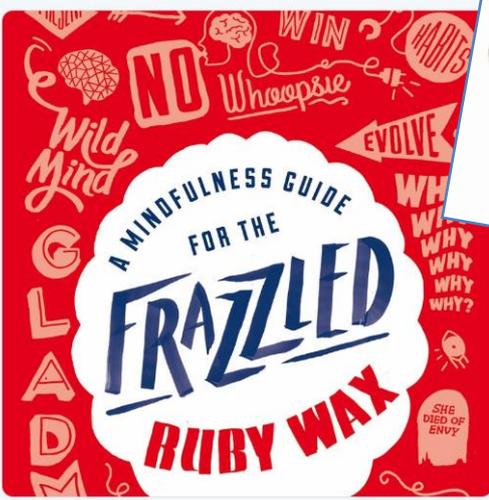


One of the main functions of Dia de Muertos (Day of the Dead) is the cleaning of the graves. This is done both as part of the ritual to prepare for the very important visitors that will be coming (i.e. the spirits of the dead)

Ancient Mesoamericans believed that death was part of the journey of life. Rather than death ending life, they believed that new life came from death. This cycle is often associated with the cyclical nature of agriculture, whereby crops grow from the ground where the last crop lies buried.

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**BHT Library @bucksnhslibrary** · 5h  
Feeling stressed? Your library offers a quiet oasis away from the busy day. And we also have an excellent collection of health & wellbeing books! #BHTLibrary #MentalHealthAwarenessWeek



A MINDFULNESS GUIDE FOR THE FRAZZLED  
RUBY WAX

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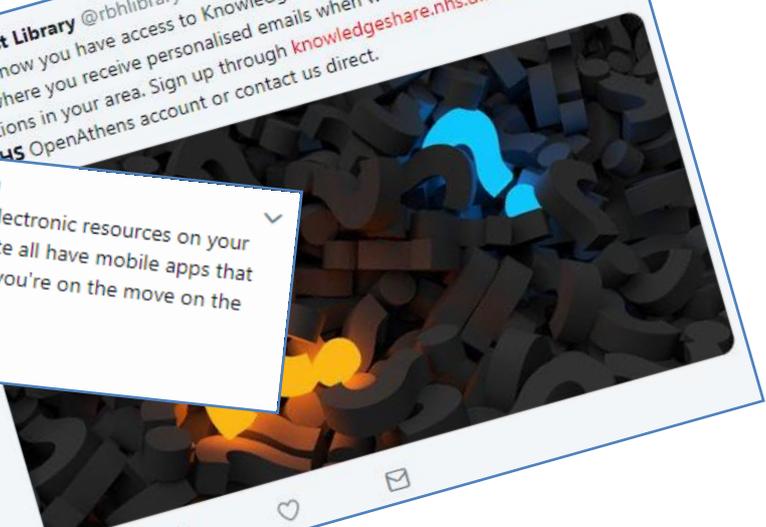
**Library BHFT @LibraryBHFT** · Apr 11  
Do you want to know about articles that your colleagues have published? Do you have articles that your colleagues are available on Teamnet at Clinical\Effectiveness\Sharing success\ Published but not on the list? Contact the library @BHFT @LibraryBHFT

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**RBFT Trust Library @rbhtlibrary** · May 12  
Did you know you have access to KnowledgeShare a targeted current awareness system where you receive personalised emails when we find high-impact publications in your area. Sign up through [knowledgeshare.nhs.uk](http://knowledgeshare.nhs.uk) and login with your NHS OpenAthens account or contact us direct.

**ESussexNHSLibraries @ESussex\_NHSLibs** · May 10  
PCs being slow? Why not use our evidence-based electronic resources on your mobile? BMJ Best Practice, Clinical Key and UpToDate all have mobile apps that ESHT staff can access free of charge - browse when you're on the move on the ward! Ask library staff for details

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## Specialist Librarians Study Day

**Roxanne Hart and Jess Pawley, Taunton**

An early start saw us on the train at the unmentionable hour of 7am on Tuesday 12<sup>th</sup> March. After a steep climb up the 175-step spiral staircase at Russell Square tube station (we earned our afternoon cream tea!), we arrived at Montague Gardens Hotel just as June White from Hampshire was getting into her session on Schwartz Rounds.

For those who are unaware, these are informal, confidential forums where anyone can come along to discuss the human side of clinical work, to listen and support but importantly not offer solutions to problems. You can find out more information here:

[www.theschwartzcenter.org/about-us/story-mission/](http://www.theschwartzcenter.org/about-us/story-mission/) (Editor's note: or read the JEAHIL article by June White and colleagues: [ojs.eahil.eu/ojs/index.php/JEAHIL/article/view/237/231](http://ojs.eahil.eu/ojs/index.php/JEAHIL/article/view/237/231))

Themes can range from being emotionally heavy to perhaps a little bit more antagonistic - I recently attended one on departmental relationships with the finance department! There are many ways clinical (and other!) librarians can get involved in Schwartz Rounds. As ever, different audiences require different input. I have found that producing a reading list to support the discussion topic can prompt clinicians to contact me afterwards if there is anything they would like to follow up.

An idea was put forward to have Schwartz Rounds for clinical librarians, as a safe forum to air how working in the clinical environment can often have an emotional impact and to help find ways to manage this.

Then Pip Divall from Leicester talked about the importance of prioritising your workload, and learning when to say "no". I think we can agree that we as library staff find it difficult to say no to requests. We and our clinical colleagues often have different interpretations of "urgent" and it can be difficult to stand your ground when you have got other demands on your time. We then had a panel of four specialist librarians, working in primary care, mental health, public health and improvement teams with their Trusts. It was interesting to have a wide range of experiences, and to see the challenges encountered and similarities between roles.

One key message I took away was that there will always be someone within clinical teams who doesn't understand why you are present at their meeting/ward round etc. This is fine; aim your pitch at those who do get it. Promote the library by telling people what you can do for them - people are more interested in this if they know they are going to get something out of it, and therefore it is a key selling opportunity.

In the afternoon we had a session on personal resilience techniques led by Amanda Stern. Some of the techniques which resonated with me were 'timeline and active hope' and 'flexible thinking.' Flexible thinking has its basis in CBT and both techniques rely on the key element of actually putting thoughts to paper. We learned that in the case of negative self-talk, having these irrational thoughts written down takes away a lot of their power.

Conversely, thinking through and putting to paper positive goals, strategies, and hopes can also impact the outcome. A few others are the non-coincidentally named SSRIs - strategies, strengths, resources, and insights. This allows you to think back to a difficult situation which you handled well and take away the learning from it; the actions and choices we make can have an antidepressant effect. Finally 'emotional first aid' has a basis in mindfulness and encourages you to bring yourself back into the present moment and then do a "checking in"

where you focus on your sensations. Attendees came away with a workbook to guide you through when trying the techniques later.

The day finished with an elevator pitch session by Jo Walley. The idea of delivering an elevator pitch was made much less daunting by first thinking through a series of prompting questions on strengths, drivers and achievements. I found these questions particularly helpful in giving the pitch some direction and ideally some impact. After this we used our key points from these along with some of Jo's guiding principles for delivering an elevator pitch. Jo's principles emphasised structure, voice, and body language along with some elements you can use to enhance the pitch, memorable using the SHARP acronym (stories, humour, analogies, references, pictures).

After this we were given some time to prepare a pitch and then deliver it in pairs! Jo encouraged us to help each other improve by saying what we liked about the pitch and suggest one thing our partner could do to make it even better. I'm confident that Jo's session will have prepared a lot of us to feel better about those typically unexpected situations where we need to deliver an elevator pitch.

Overall the day was a wonderful mixture of new techniques, discussions, and hearing about colleagues' experiences.

**Roxanne Hart**  
Librarian/Improvement Information Specialist  
Musgrove Park Hospital (TAU)

**Jess Pawley**  
Librarian  
Musgrove Park Hospital (TAU)

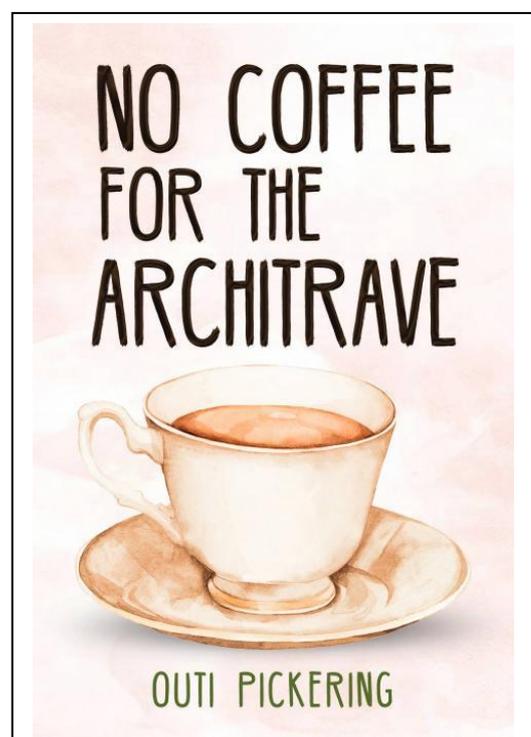
## No Coffee for the Architrave

Do you remember the Healthscare Library books by Outi Pickering? (Outi used to work at in the libraries at Oxford Health NHS Foundation Trust.)

The third, and final, volume in the series has now come out under the title *No coffee for the architrave* (ISBN 978-1-78830-314-9).

If you've ever had your library relocated to a completely new building, you'll sympathise with the valiant Healthscare Library team...

The book is available in paperback and as an ebook, as are the previous volumes, *Two point five cheers for the library* and *The library always wins*.



## Editorial Team

**Katie Barnard – Editor:** Clinical Librarian, Learning & Research, Southmead Hospital (SMD): [katie.barnard@nbt.nhs.uk](mailto:katie.barnard@nbt.nhs.uk)

**Sam Burgess – Editor in Chief:** Library Service Manager, Hampshire Healthcare Library Service (H05): [sam.burgess@southernhealth.nhs.uk](mailto:sam.burgess@southernhealth.nhs.uk)

**Pam Geldenhuys – Editor:** E-Resources Librarian, Exeter Health Library (EXE): [p.r.geldenhuys@exeter.ac.uk](mailto:p.r.geldenhuys@exeter.ac.uk)

**Lucy Gilham – Editor:** Librarian, Trust Library, Royal Berkshire Hospital (RBH): [lucy.gilham@royalberkshire.nhs.uk](mailto:lucy.gilham@royalberkshire.nhs.uk)

**Helen Licence – Editor:** Clinical Support Librarian, Milton Keynes University Hospital Library and e-Learning Services (MKH): [helen.licence@mkuh.nhs.uk](mailto:helen.licence@mkuh.nhs.uk)

**Jessica Pawley – Editor:** Librarian, Library, Musgrove Park Hospital (TAU): [jessica.pawley@tst.nhs.uk](mailto:jessica.pawley@tst.nhs.uk)