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Issue 79

The Swimming Pool

**Newsletter for the
SWIMS Network**



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Belated farewell to Tricia Ellis

I first met Tricia back in 2002 at a SWRLiN meeting shortly after she had started in her new role as Library Administrator at the Royal Cornwall Hospital Library, her first job within the NHS.

Prior to that Tricia had worked for Cornwall Council in the school library service, in public libraries, and as a subject librarian at the University of Plymouth. In the short time she was there she instigated the first comprehensive user survey they had ever done, managed the information skills training programme across the county and, I have heard, was very good at answering tricky enquiries about intellectual property.

She hadn't been at RCH for very long when in April 2003, she left to take up the post of Knowledge and Learning Resources Manager with the Knowledge Resources Development Unit in the Devon and Cornwall Workforce Development Confederation based in Exeter. She lives in Newquay so that was quite a commute every day! Tricia's expertise in developing SLAs proved invaluable and ensured a welcome period of parity, financial stability and joint working across Devon and Cornwall NHS libraries.

In the summer of 2003, Exeter Health Library (having been managed by Exeter University but recently transferred to NHS management) set up a Library Management Advisory Group, chaired by the RD&E's Medical Director and Tricia was invited to become a member. She was also a member of the Library User Group for the Dean Clarke House library, where the WDC was based and which she was keen to develop as a support for the staff of SW Peninsula's Directorate of Workforce and Learning.

In July 2006 three SHAs merged to form a single SHA for the SW – NHS SW. Two Workforce Institutes were formed but there was a significant reduction in staffing numbers and there were only two posts for knowledge and library services in the Workforce Directorate structure. Sally Hernando was appointed Head of Knowledge Management and E-learning and Jenny Toller was Electronic Knowledge Resources Manager.

Tricia took on (part-time) the national lead for accreditation and was an active member of the NHS Library and Knowledge Development Network until 2007 when the NLH Co-ordinating group and the four associated working groups were set up. She also held a part-time post for NHS SW based at Plymouth University for a couple of days a week on a fixed-term contract as e-learning manager, concentrating on rolling out some of the national initiatives, such as the e-portfolio for medical training, across the south west and developing the single service level agreement for NHS SW libraries. In 2008 she was working as project facilitator in a part-time Skills for Health post, hosted by NHS SW and supported by Plymouth University.

Towards the end of 2008 Sally Hernando took early retirement because of ill health and Tricia was asked by NHS SW to step in and provide support for Sally's role by helping with key priorities in knowledge management and e-learning.

Tricia became Head of Knowledge Management and E-learning in 2009 and was working with SW libraries to implement the Hill Report as well as being involved in negotiations for purchasing the Learning4Health VLE and rolling it out. Working with the SHALL Service Development group, Tricia was leading on Quality Assurance with the resultant LQAF being rolled out nationally in 2010; this certainly helped raise the profile of library and knowledge services within their organisations.

In 2013 -2015 Tricia had changed employer yet again to work for Health Education SW (though still based in Taunton and working with the same people) and became involved in organizing dementia training nationally for 100,000 frontline NHS staff as well as being SW library lead. In 2014 she was busy gathering evidence, with other national library leads, for the future of libraries resulting in *Knowledge for Healthcare*, which we will all be working towards for the next five years.

During the last 15 years she must have put hundreds of thousands of miles on the clock travelling all over the South West and the rest of the country , getting up at the crack of dawn in all kinds of weather and getting caught in snow, floods, wind and rain!

She has been a tireless support to library services, always ready to help with advice, solutions and support with any problems we have, always positive, happy, cheerful and enthusiastic.

Tricia will be much missed by all her colleagues and we wish her the best for a long and happy retirement – a well-earned rest from all the travelling and early morning starts and more time to spend with family and friends and pick up again on old hobbies and new interests.

Ginny Newton
Library Manager
Royal Devon and Exeter NHS Foundation Trust (EXE)



News from the SWIMS Network ILDS Group

The SWIMS Network ILDS (Inter-lending and Document Supply) Group have met recently and here are some highlights from our discussions. Minutes are available at <http://www.swimsnetwork.nhs.uk/groups/ilds-group/> where you will also find a list of the group members who are your first point of contact if you have an ILDS related query.

There are lots of links and FAQs about ILDS at <http://www.swimsnetwork.nhs.uk/ilds/>

- In the Aug issue of the Swimming Pool Helen Bingham reported that the *Standards for interlibrary document supply* had been updated and the new version loaded onto the website. Helen also put together some helpful copyright FAQs, and both the standards document and these FAQs are now available at the link above.
- Helen has also put together a list of 'Collaborative Partners' in respect of the CLA licence, i.e. organisations with which we can exchange copies under the terms of the CLA Licence for the NHS in England. This list is also available at the link above.
- A reminder that the current CLA licence includes an allocation of copyright – fee paid articles. Again more details at the link above.
- Some of you will have received visits by the BL so that they could get an insight into your ILDS workflows; I understand that the BL are proposing to offer a workshop to report back on the data they gathered and will be in touch with those sites in due course.
- There is a pilot of Clio ILDS software at HHLS (Hampshire Healthcare Library service) – more news in due course.
- Following on from the library managers' meeting on 10 Aug, I have started to look into whether it would be possible to streamline the process of making discoverable the journal holdings of our affiliated members. At the moment the holdings are updated manually in SWIMS by Imelda Winn from information painstakingly provided by our affiliated members. A solution will by no means be straightforward but I have started to ponder...

And lastly a couple of reminders for WinCHILL users:

- It's possible to import user records from SWIMS into WinCHILL. For more info, please contact colleagues at RCH.
- There is a WinCHILL mailing list should you wish to share knowledge or raise queries. Linked from the link above.

Jenny Toller

Knowledge Systems Manager

Health Education England (South) – chair of the SWIMS Network ILDS Group

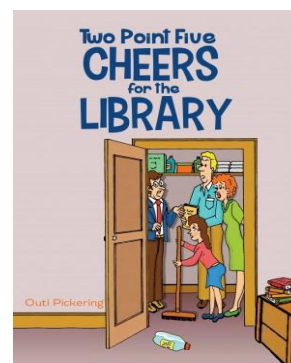
From the swimming pool to the ocean...

Do you remember the 'Healthscare Library' stories in Swimming Pool a few years ago? They're now coming out as a novel – much enlarged and with a unifying theme – at the end of the month, with the title Two point five cheers for the library. Enjoy!

Outi Pickering

Assistant Librarian

Oxford Health NHS Foundation Trust (WARN)



(N)ever considered writing for Swimming pool?

Have you ever thought about writing for Swimming Pool? Or have you *never* considered writing for Swimming Pool? We want you!

It's a great way to share our knowledge and news, and share projects you've been working on and work you are proud of. But we all know starting to write on a blank page can be a bit daunting. So if you don't know where to begin, here are some tips on writing for Swimming Pool.

What would I write about?

Information sharing helps us all improve the way we do things. Have you discovered a new way of doing things, or a useful tool or technology? Share it with your SWIMS colleagues; it might be just the thing they've been looking for.

Some recent article topics have included introducing RFID, congratulatory pieces for staff and libraries who have won awards, and event write-ups on a wide range of conferences, study days and training courses. Of course, you're not limited to these – anything that you think the SWIMS Network should or would be interested to know.

Think about your audience, and think about why you read Swimming Pool; what articles you find most interesting, and emulate that. For example, if you love reading about events people have attended, you could look back through past issues to see why they kept your attention.

Your personal reflections on an event will be more interesting to the reader than a simple account of each session. Perhaps the author shared their own thoughts and reactions on top of description of the talks. Have you been to an event or training recently? What did you learn, and how will you use it? What have you done differently as a result? Using the questions *What?; So What?; Now What?* is a simple, useful way to structure a reflection on a learning activity or event, and it's perfect for writing up about it for Swimming Pool.

1. **What?** A description of the learning event;
2. **So What?** What did you learn, the impact it has had on you and your work;
3. **Now What?** Ways in which it will impact in the future

Some tips for writing your article

Good websites, newspaper articles and blog posts will **start with the main points of the article** first, and then move onto more detail underneath. Try doing the same with your article – you might find you end up writing the first part of your article last.

Want to write something that will grab your reader's attention? **Focus on the benefits to them** so they know straightaway why the article is useful to read. Your article could save others time, or you know a way to solve a common problem – tell them that.

Professional Registration

Are you working on Certification, Chartership or Revalidation? You can use your Swimming Pool articles as evidence in your portfolio.

For example, for Chartership, members need to reflect on:

- Their personal performance – you could write about a training course you attended and how it has improved your skills
- The organisational context – Have you implemented something that has improved your service? An article about this would be excellent evidence of this.
- The wider professional context – Have you been to a conference where you heard about other areas outside health libraries? Evidence that with an article for Swimming Pool.

Your local editors are available to proof-read and give you help with writing. If you have a potential idea for an article, get in touch with your regional editor to discuss taking it forward.

Ruth Jenkins
Librarian
Berkshire Healthcare NHS Foundation Trust (PPH)

Network news

Staff changes at D08

Our new Library Assistant George Reynolds (pictured right) joined us in September. George has a PhD in Philosophy and was thrilled to discover the Wessex system has a classmark for this subject (B). He was less thrilled to see this section is unpopulated at D08...perhaps not for much longer!

In addition Morag Evans is now our Trainee Librarian.

Jill Buckland
Library Service Manager
Dorset County Hospital NHS Foundation Trust (D08)



Isle of Wight news

Sadly Sue Crome has left us, having been Library Assistant here for 16 years, including a library move and two major reorganisations, with at least four library managers and many changes in the workload. Whilst we recruit we are hoping to be assisted part time by Abbie Wade, Apprentice in the Education, Training & Development department, so we hope the high standard of inter-library loan service Sue set will remain up to scratch!

Anne Lancey
Library & Knowledge Services Manager
Isle of Wight NHS Trust (IO1)

Comings and goings at RBH

Farewell to Rowena Perry



Library and other staff at RBH said goodbye to Rowena (pictured left) in September. Rowena had been our Library Services and Elearning Manager for 6 years. We will miss working with such an inspiring library manager and wish her well on her travels around Australia and New Zealand and in her future adventures.

Lucy Gilham & Beverley Hixon, RBH Librarians

Rowena made an exceptional contribution to NHS collaboration in the Thames Valley and Wessex – via the libraries network, the eLearning Club and the OLM eLearning Special Interest Group. She earned the admiration and respect of many in library and eLearning circles, for her energy, perseverance, professionalism, humour, straight-talking - and sheer ability to get things done! Rowena has left a star-shaped hole, but has a bright future!

Helen Bingham, Head of Knowledge Services & Technology Enhanced Learning, Health Education England (South)

Welcome to Marina Sotiriou

Marina (pictured right) joined us a Library Assistant in late October. She previously worked at Belfast Metropolitan College as a Library Assistant and before that was the Librarian at the 21st Ephorates of Byzantine Antiquities in Corfu – somewhat more exotic than Reading! In her spare time, Marina enjoys Latin dancing.



Goodbye and hellos at D01

We would like to wish Dan Smith well with his new career in the higher education sector at Solent University. Dan joined us a year ago as Assistant Librarian following his time as a graduate trainee at Aberystwyth University. Dan did some great work for us while he was here and enjoyed the varied role of being a librarian in a busy health care library environment.

We are very pleased to welcome two new librarians to the team in East Dorset. Lisa Toyne has joined us following a career in public and MoD libraries. We are hoping that with Lisa's help we can step-up our outreach services to community and mental health staff in the area. Ishbel Leggat has also joined the team following an extended stay in Australia working as college librarian for health and social sciences at Victoria University. Ishbel will be mainly based at Poole Hospital delivering clinical librarian support to teams based around the hospital. I hope you will all have a chance to meet with Lisa and Ishbel over the coming months.

Alison Day
Lead Librarian
East Dorset NHS Library & Knowledge Service (D01/2)

New staff at Torbay and South Devon NHS Foundation Trust library

Two new members of staff joined the team at Torbay and South Devon in mid-October: **Catherine Micklethwaite**, Library & Information Services Manager, and **Jessica Lorimer**, Graduate Library Trainee. A word from each of them:

Catherine

I'm very excited to be joining an NHS library. My background is in the field of international politics, having formerly worked at the International Institute for Strategic Studies for the past 12 years; so this is a complete subject-based departure for me, with a huge amount to be learnt in a very short time period (I hope). Already, though, by the end of my second week in post I'm discovering a lot of cross-over between issues relevant to special libraries and health libraries, as highlighted at the regional library managers' meeting I attended on my fourth day in post. Everyone at the meeting was extremely kind and helpful and I really felt there was a genuine co-operative and supportive network in place. My particular passions centre on e-resources and systems. In my previous post, I implemented a new Discovery system, handled two library management system migrations (don't ask), implemented and managed new intranet systems, co-edited the website, and was the main library management system administrator.

Jessica

Hello! I am very pleased to be here. I recently graduated with a BA in Psychology, with a focus in reading and its impact on adolescent social development. At university I worked at our library's centre for digital learning, and so my background is in online resources and peer-advising/training. I am also interested in issues of access and availability. Through this placement I hope to gain a better insight into healthcare librarianship, and prepare for a postgraduate course (although I'm still not sure where I'll end up!).

Thank you for the warm welcome, and I look forward to meeting everyone soon.

Caption competition results



We had a handful of entries for this caption competition, including a highly commended one from Roxanne Hart – “The chocolate library....organised using Chewy Decimal”. However, the winning entry came from Outi Pickering: “I think I'll just go and do some shelf tidying....” and she hits the nail squarely on the head as this is the only library that I'd willingly shelf tidy in! A bar of chocolate will be on its way to you soon!

How to make friends and influence people... Influencing and persuading course – Exeter

We are all 'influenced' on a daily basis – be that knowingly or unknowingly – from advertising (not so subtle!), to the behaviour and attitudes of the people around us. Typically as mild-mannered librarians (she says stereotyping widely), I don't think we're renowned for our powers of persuasion and influencing, but this course highlighted the tools and techniques at our disposal.

Firstly we looked at defining what 'influencing' is – it ISN'T about coercing or forcing people round to our point of view – it is more subtle than that. And we looked at *what* we wanted to influence – **belief** (e.g. 'what can libraries do for me?'), **attitude** (e.g. 'I don't need the library – I have Google!') or **behaviour** (e.g. 'yes, I must put more money in the library's budget to buy that resource to support patient care').

Each person attending the course had a particular 'issue' that they wanted to 'influence' and these were all addressed during the day.

There were 3 main takeaway points for me:

- 1) **WIIFM – What's in it for me?** Fairly obvious, but people are more likely to be persuaded to do something if it benefits them. Think about the person/groups you are trying to persuade and look at it from their point of view – what's in it for them? Once you've identified that, use this to prepare and build an influencing plan around.
- 2) **Fake it till you make it** – a lot of influencing is not around what you say, but how you say it. Non-verbal communication accounts for more than 90% of face-to-face interactions. Much of the afternoon was spent discussing posture, tone of voice etc. It's OK to put an act on (to a certain extent!) after a while, your body actually believes it (scientifically proven!) and you will get more confidence.
- 3) **We have more 'power' than you think** – our knowledge and skills are unique and we should be proud of them and what we do. Have confidence in yourself and what you do – and others will too.

I promptly went home and re-wrote my presentation for some Year 5 medical students about using the library. I couldn't tell you if it worked (they still looked fairly bored if I'm honest), but I certainly felt more confident delivering it! It was a fascinating course and I think we all came back with some practical tools to implement.

Kate Newell
Reader Services Librarian
Royal Devon and Exeter NHS Foundation Trust (EXE)



Editors note: On a related matter – the next #UKMedLibs chat on Tuesday 17th November is a focus group run by Louise Goswami looking at how to identify, influence, and support clinical and executive champions to become effective advocates for LKS – have a look at <http://ukmedlibs.wordpress.com> and join us on Tuesday using the #UKMedLibs hashtag between 8pm and 9pm – it's often thought provoking!

Hampshire Healthcare Library Service launches its first research hubs



Research hub at Winchester Library

The first launch was in the Winchester Library (H34) on September 14th as various staff from Hampshire Hospitals Foundation Trust, Southern Health NHS FT, and the University of Winchester joined together to network, discuss projects and eat lots of cake. Library and research staff welcomed attendees, and Julie Maskery (Director of Transformation & Performance), declared the Hubs 'open'.

The project team came together in October 2014: Sharon Kibble (Workforce Development), Barbara Parry (Research Advisor - HHFT/Collaborative Research Fellow – UoW), Pauline Blagden (Library Service Manager), Nat Gabe (Winchester Library), Paul Bradley & June White (Basingstoke Library), and Christine Poile (Research Manager).

The libraries in Basingstoke (H18) and Winchester have allocated space in their libraries to 'all things research, audit and service improvement', in order to support Hampshire Hospitals Foundation Trust in building a culture that embraces and leads change.

These Hubs will develop into one-stop shops for any staff interested in getting involved in research, audit, and service improvement; including academic research for a qualification. The Libraries plan to facilitate short themed sessions on various related topics and refer staff to appropriate information or colleagues. The monthly lunch time sessions, to be held at H18, H34 and H38 (Andover) and facilitated by library and research staff, will be starting in January 2016.

So far the topics are:

- What is research?
- Clinical delivery of research versus academic research
- Systematic review or literature search?
- Hints & tips on literature searching
- Patient & public involvement in research.

It is proving to be an exciting time, creating good links between the library and the Trust research team, to the benefit of all our staff and we hope to involve staff from the University of Winchester later in the year.

Natalie Gabe
Librarian
Hampshire Healthcare Library Service (H34)

Dilke Memorial Hospital Library closing

We are closing the library at the Dilke Hospital in the Forest of Dean (DIL) at the end of December as the room is needed for other things. The book stock has been distributed between Edward Jenner Court (EJC), Stroud (STR) and Wotton Lawn (WOT). We also gave any unwanted books to Better World Books so we will get a percentage from any items they sell, and some money will also be given to charity. We have emphasised to staff that they can still use all the library services and we are investing more in electronic resources.

Christine Bibby
Librarian
2gether NHS Foundation Trust (EJC/STR/WOT)

Library Showcase Week

October 5-9 2015 was Southmead Library Showcase Week, an opportunity to promote our Library & Information services and for users to have some fun too in the form of a Caption Competition. This year we aimed to raise awareness of our services to students at both University of the West of England and University of Bristol, as well as to the rest of the work force in the Trust.

There was a presentation of the on-line package Clinical Key with drop-in sessions in the new Brunel building at Southmead Hospital and in Learning & Research, and a group presentation was given to junior doctors in Plastic Surgery at the request of their Consultant. This package contains e-books and e-journals, videos and monographs and is accessible by OpenAthens login.

During the week there was a footfall of 702 people. Visitors were given a guided tour and could find out about Athens registration, literature searching and Clinical Key amongst other things, take part in our competition and collect some freebies generously provided by our suppliers.

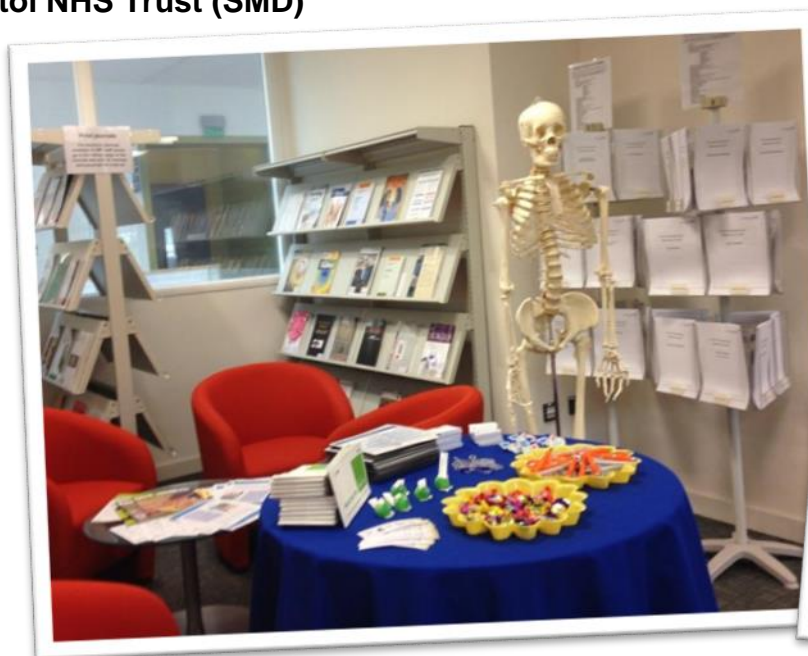
The Caption Competition picture is below. The first prize of a £50 Amazon voucher was won by a Healthcare Assistant with the caption 'Got sorted by the Library!!!' Other winning captions were 'Congratulations Madam, you've given birth to a bouncing baby library book', 'John was successfully storing the stolen library books in his scrubs', 'I like big books and I cannot lie', 'Fly fishing by JR Hartley – Score!', 'Library! Real books! Hey cheers, this will keep me warm this winter', 'Happiness is working in the NHS and finding the library staff so friendly and helpful in obtaining expertise in sourcing that library book I've been looking for'.



Got sorted by the Library!!!

Library Showcase Week is definitely a worthwhile exercise, as the message was often spread by word of mouth, lots of new registrations were made and questions asked about our services. It will be repeated in the future.

Jane Sweetland
Specialist Librarian - Neurosciences
North Bristol NHS Trust (SMD)



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