

April 2016

Issue 83

# The Swimming Pool

**Newsletter for the  
SWIMS Network**



## *The Editorial Team*

*Sam Burgess*

*Pam Geldenhuys*

*Lucy Gilham*

*Ruth Jenkins*

*Cathy Marsden*

*Jessica Pawley*

*Imelda Winn*

## **Inside this issue**

<b>Thames Valley &amp; Wessex Easter Meeting</b>	<b>2</b>
<b>#UKMedLibs</b>	<b>3</b>
<b>Completing an MSc Econ at Aberystwyth University</b>	<b>4</b>
<b>One year on for the Patient and Public Information Task &amp; Finish Group</b>	<b>5</b>
<b>House of Commons Library Open Day</b>	<b>6</b>
<b>National Libraries Day</b>	<b>7</b>
<b>Spare some change...</b>	<b>7</b>
<b>Refocusing the Oliveira Library</b>	<b>8</b>
<b>Happy Retirement!! – Ginny Newton (EXE)</b>	<b>9</b>
<b>STAR of the month</b>	<b>10</b>
<b>Are you going to Scarborough Fair?</b>	<b>11</b>

## Thames Valley & Wessex Easter Meeting Tuesday 8th March 2016



The theme was bunnies and ducks, the venue was a magnificent Elizabethan mansion in Newbury, and the event was the Thames Valley and Wessex Easter meeting.

As always, the day was a great opportunity to meet up with colleagues from other libraries, share experience, and in some cases (particularly mine, still being relatively new to the world of healthcare libraries) put faces to names that had up till then only featured on ILL request emails.

We had an interesting and varied line up of presentations, starting with *A day in the life* by Helen Winter, Lead Chemotherapy Nurse/ Matron at the Great Western Hospital, Swindon. Helen talked about the many different responsibilities of her job and the considerable mileage she clocks up every day walking the corridors of the Great Western hospital. Helen's message came across loud and clear – the library makes a very important and much valued contribution to her work, for example providing information to support nurse-led clinics and prescribing.

Next up was Louise Goswami talking about *Knowledge for Healthcare: the first twelve months*. As National Programme Manager for Library and Knowledge Services, HEE, Louise's work on K4H has been extremely demanding and what came across most clearly for me in her presentation was the complexity of co-ordinating the different workstreams and the achievements of the four working groups. It was good to hear that there are robust plans in place for consolidating this work through 2016/2017.

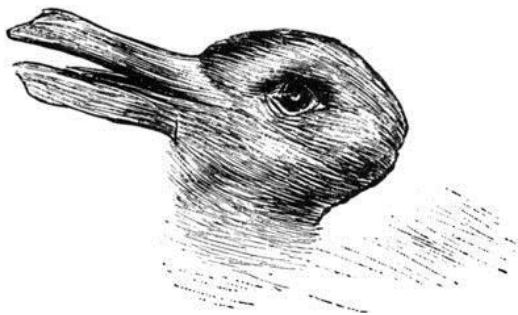
The next presentation was mine, on *Mood-boosting Books 2016: 100% more effective than a cup of tea*. This is an evidence-based statistic from some research commissioned by GALAXY® Chocolate (who has supported the Quick Reads initiative for six years running, in case you're wondering what chocolate has to do with reading). I talked about the selection process for the 2016 Mood-boosting booklist and the ways in which our Trust is making use of the collection we purchased.

There then followed a very good lunch - catering at this venue was of a high standard throughout the day – and an opportunity to mill around, chat (network), and look at what was on sale at the small shop (lovely greetings cards).

Back after lunch, John took us through *#UKMedLibs Twitterchat* and several people were able to contribute their first-hand experience of taking part in chats and attest to their usefulness.

A presentation by Andrew Brown, Library Services Development Lead at the John Jamison Library, Wexham Park Hospital was next. Andrew's presentation was called *Show me the money: return on investment in NHS libraries* and it was a fascinating description of a research project which Andrew designed, implemented and analysed, subjecting the library service to a quantitative evaluation of its effectiveness in terms of providing value for money. The project was a most interesting attempt to do something many of us struggle with: prove the value of our services (we just *know*, but sometimes that's not enough).

Finally, Sarah Lewis, Clinical Outreach Librarian, Stoke Mandeville introduced a session called *NHS Libraries Got Talent: assessing the amazing talent of our document delivery systems*. This involved some group work to discuss and decide between two different models of document supply. Our conclusion is that actually there's no right or wrong answer - just like the rabbit/duck image below. Some of us see a duck, some of us see a rabbit – and if we see a duck, after a while we can also see a rabbit!



And on that note – what have rabbits and ducks got to do with it? They featured prominently in the day in chocolate form, as prizes for the quick quiz slots between presentations and most of us went home with several, if we hadn't eaten them already.

Back to our magnificent venue.....Apparently an inscription on the south entrance porch of Shaw House translates as, "*The toothless man envies the teeth of those who eat and the mole despises the eyes of the stag*" – a testament to the awareness of its builder, Thomas Dolman II, of the jealousy his magnificent new house would create at the time. Now, don't you wish you'd been at the conference? Thanks to John for organising such an interesting day.



Photo courtesy of Shaw House

Note on Shaw House: Shaw House is a Grade I listed, Elizabethan manor house, located in the tranquil surroundings on the north edge of Newbury, for more information about how to book meetings or conferences please call 01635 279279, email [shawhouse@westberks.gov.uk](mailto:shawhouse@westberks.gov.uk) or visit [www.westberkshireheritage.org](http://www.westberkshireheritage.org)

**Cathy Marsden**  
**Librarian**  
**Avon and Wiltshire Mental Health**  
**Partnership NHS Trust (W18)**



**#UKMedLibs**

#UKMedLibs – next twitter chat on Tuesday 19<sup>th</sup> April at 8pm.

This time we will be covering current awareness – how we are keeping our users and ourselves up to date with all the new research, news articles, events, guideline changes, etc. Come and discuss whether current awareness is an essential part of our service, and how you put your current awareness updates together, and how long it takes you!

## Five Years Later...

### Completing an MSc Econ at Aberystwyth University

Back in 2010, not long after I'd started working in Wexham Park Hospital library (WXM), I was lucky enough to get some funding from NESC (NHS Education South Central) towards an MSc Econ in Library & Information Studies. I'd already spent some time in public libraries, and I knew I wanted to keep on working in libraries if possible, so I jumped at the chance of doing this course - despite the daunting prospect of spending up to five years of my life on it.

I finally completed the course in September 2015, and got my results in December. In this short piece it will be impossible to give more than just a flavour of the course and some of the highlights for me, but hopefully it might inspire anyone else who is thinking of doing something similar.

The course started off with a week-long study school in Aberystwyth, focusing on the first three core modules. It was also a good introduction to the concept of distance learning itself, and I returned home feeling inspired and ready to get stuck in.

The first module – *Information and Society* – provided a useful contextual starting point and covered the nature of information itself and its role in the digital age. The next module – *Studies in Management* – was a lot more practical and would ultimately be directly applicable to my job later on. In particular, an overview of budgets, financial reports, and costs was indispensable as an introduction to this complex area. Likewise, the third module – *Information Services: Planning for Delivery* – introduced me to skills and techniques that I am still using today, such as developing user needs assessments, strategic planning, and service evaluations.

By the time I was part-way through this third module, a year had somehow gone by. I returned to Aberystwyth for the second study school to prepare for the next batch of modules. These included *Information Organisation and Retrieval*, which gave me the opportunity to look into the fascinating area of medical images and the challenges of developing content-based image retrieval systems, and *Collection Management*, where I focused on eBooks and promotion. Next up, I chose the optional module *Publishing and the Web*, as it tied in with my work on intranet publishing, and gave me the chance to plan and build a library website from scratch. Unfortunately it should be noted that there isn't currently an optional module on health libraries at Aberystwyth, a definite drawback as it means that prospective new members of the profession who might be interested in this sector don't get a chance to find out more.

By this point I was putting more of my new skills into practice in work, a good example being project management, which came into play when I re-developed our library space to create a new study centre comprising a meeting room and an IT training room. Perhaps inevitably I was also finding the pace of my progress through the modules slowing somewhat, and it wasn't until the beginning of 2014 that I completed the penultimate module – *Research in the Profession* – and eventually attended the third and final study school in April 2014, which focused solely on the final dissertation module.

Without a doubt, the dissertation was the culmination of the previous three to four years' work, and was the most challenging part of the course for me. I chose Return on Investment as a topic, and hope to write more about my findings for the Swimming Pool at a later date (and have talked about them at the TVW Easter meeting in March). Suffice it to say that the whole dissertation process proved enormously interesting and ultimately satisfying, once the hard work had been done.

So what's next, after the graduation ceremony coming up later this year? I've already started working towards my CILIP Chartership, and I'm hoping to get my dissertation published in some form, if possible. Looking further ahead, I might even think about doing a PhD, since I enjoyed the research side of the dissertation and would like to take it further.

Reflecting back on the whole course, it is definitely one of the most rewarding things I've ever done, and I'm incredibly grateful for the opportunity to do it, and for the support – both financial and professional – from the Thames Valley Library Network and the Trust itself. I would wholeheartedly encourage anyone who is thinking about doing a similar course to go for it. It really is worth all the hard work!

**Andrew Brown**  
**Library Service Development Lead**  
**Frimley Health NHS Foundation Trust (WXM)**

## **One year on for the Patient and Public Information Task & Finish Group** **First edition of Guidance for providing Patient and Public Information issued**

The Patient and Public Information Task and Finish Group have now reached their first year goal. Alongside the Ideas Bank developed at the end of last year we have now produced some guidance to aid NHS library staff who want to become further involved in supplying a service to patients, carers, and the public.

The group have been inspired by the variety of projects already in place to support patient information so it was great to get all the feedback on the initial draft of the guidance. Thank you to all who supplied this. We incorporated lots of your suggestions and we hope that it will give you all further ideas for partnership working and service development. By working collaboratively and using the resources in this guide and existing skills and expertise NHS library staff can contribute to public and patient information. It is a core part of the Knowledge for Healthcare vision, an extension of the work many NHS libraries are already engaged in as part of patient care.

Providing a service to patients and the public is also part of LQAF (Section 5.3I). We hope that this guidance will help you evidence this section or inspire you to develop your services to this group.

The guidance can be accessed via <http://kfh.libraryservices.nhs.uk/patient-and-public-information/>

We have also produced a PDF version: [PDF](#) (published March 2016)

As part of the continuing work of the Task and Finish Group we hope to offer some regional workshops and webex sessions later in the year. Any ideas around the content of these would be very welcome.

**Carol-Ann Regan**  
**Library and Knowledge Services Manager**  
**Taunton and Somerset NHS Foundation Trust (TAU)**

**Have you been up to anything interesting lately?**  
**Remember to write about it in Swimming Pool...**

## House of Commons Library Open Day for Librarians and Information Officers Wednesday 17<sup>th</sup> February 2016

At a quarter past nine I made my way to Portcullis House. After airport-style security checks, I found myself in a packed waiting area, trying hard not to play 'spot the librarian' among the tourists and sundry visitors. It wasn't long before we were led up to the Attlee Suite, our base for an information-packed Open Day. I'd seen this event advertised in November and, having previously been on a virtual tour of the House of Commons Library (available online [here](#)), I thought it would be an interesting and enlightening place to visit. I wasn't to be proved wrong.

After opening remarks from Nick Poole, Chief Executive of CILIP, the first session crammed six talks into 45 minutes, highlighting different departments of the Library service. It's an incredible operation, with over 100 staff, responding to over 30,000 requests for information per year. Dedicated teams of researchers write and publish briefing papers, which are available to MPs and the public alike. There was much talk of the recently published [Exiting the EU: Impact in key UK policy areas](#), a 159-page document that covers everything you could possibly want to know about the upcoming referendum.

Head of Front of House Hannah Russell told us about the delicate customer service skills needed when dealing with MPs. She stressed the importance of understanding users' needs and revealed some fantastic innovations. For example, the Library telephone number is "never the wrong number" – whatever you want, phone the library and they will find the information you need or direct you to someone who can provide it. Also, when a new parliament is elected, the Library offers a 'buddy scheme', where each new MP is allocated a member of staff who is on hand to answer questions and give advice. Hannah also revealed that the library staff had received training in body language and emotion management from an expert at Virgin Atlantic!

Liz Marley of the indexing team enlightened us on some of the subtleties involved in cataloguing and indexing their collection. Members of the Baha'i faith had apparently been offended at being indexed as 'Baha'i sect', while distinctions between Myanmar/Burma and IS/ISIS/ISIL/Daesh were just a couple of the fine lines that they need to tread. Liz even got a laugh when she drily told us that, "*so-called Islamic State* doesn't work as an indexing term."

We heard about the difficulties in moving stock from the complex and ancient storage areas and how the Public Enquiries Team gets information out to the public (there's an annual [Parliament Week](#) in November, which the Library is trying to make the most of). The archives department, whose oldest document is from 1497, told us about being located in a very grand (but entirely unfit-for-purpose) tower. The rest of the morning was taken up with a visit to a fascinating exhibition of library material called 'Aspects of Parliamentary History', then after lunch we were off for an official guided tour of the Palace of Westminster, but the important part came afterwards – a visit to the Library itself!

It's a real old-fashioned 'proper' library, with stacks up to the ornate ceilings, rolling ladders, and comfy chairs that wouldn't look out of place in a gentlemen's club. As you'd expect, there are lots of biographies, memoirs, travel guides and political books, a well-stocked reference room - and hardly any fiction. Interestingly, there weren't many computers available, and they don't have e-books, although much of their non-book content is available electronically. Their most popular book for loan is, perhaps unsurprisingly, [How Parliament Works](#). We were shown shelves upon shelves of Hansard.

It was incredible to think that just down the corridor was the no doubt equally impressive House of Lords library – an entirely separate institution (although they do lend books to each other!) but one which we weren't permitted to visit that day.

We finally made our way back, thoroughly overwhelmed, to hear Nick Poole's closing remarks. I think everyone present agreed that the House of Commons has a unique library service, run by highly competent, professional staff, in one of the most remarkable locations you could imagine. When they advertise the 2017 Open Day, I thoroughly recommend that you do all you can to get yourself a place.

**David Abdy**  
**Senior Library Assistant**  
**St Andrew's Healthcare (SAN)**

## National Libraries Day



To celebrate this year's National Libraries Day on February 4<sup>th</sup> we welcomed people into the library with some tempting cakes and invited them to leave a message about the library on our board. The messages we received were extremely positive and encouraging, including messages like "really lovely atmosphere, great place to get some work done" and "friendly and lovely staff". The cakes also disappeared very quickly! We were very happy to see that our service is appreciated well-used by the staff and look forward to celebrating National Libraries Day again next year.

**Heather McGuigan**  
**Library Assistant**  
**Royal United Hospitals Bath NHS Foundation Trust (W14)**

## Spare some change...

In a moment of New Year madness I suggested to a group of friends that we do a charity walk this year. As we are all mums we have chosen to join the Clarendon Way walk to support Naomi House and Jack's Place Hospices for children and young adults.

We will be walking the 12 miles between Broughton and Salisbury on Sunday 5<sup>th</sup> June. Hopefully I won't be requiring the support of the W11 library's customers when I get to the end!

If you are able to sponsor me that would be amazing:  
<http://tinyurl.com/helenswalk>

Thanks in advance.

**Helen Williams,**  
**Knowledge Specialist**  
**Hampshire Hospitals NHS Foundation Trust (H34)**



## Refocusing the Oliveira Library

Light, space, and quiet were the aims, and after a year they are more or less achieved! Thanks to an end-of-year bonus from Helen we were able to get a set of rolling shelving for our books and a new (rather larger than expected) desk in double quick time before the end of March 2015. Clinical Education also kindly provided us with extra laptops for our study tables...and eventually we got the network points and other necessities sorted too.

The rolling shelving has been a great success – only a few occasions where people have to wait, and any such inconvenience definitely outweighed by the extra space available, and the fun of the rolling!



More recently we have also had doors fitted between the two halves of the library, so the computer and study desk area at the back is much quieter, with an atmosphere for silent study – we have never had so many positive comments about any one aspect!



The front desk is now more welcoming, opposite the entrance door (rather than behind it), the OPAC is nearer the books, there is plenty of space around the group study table, the easy chairs and coffee table near the door (useful for those 'waiting' in the Education Centre), and the study area more spacious.

Altogether it feels as though the focus has moved from 'books' to 'service' – the staff are at the centre...the most valuable asset.



**Anne Lancey**  
**Library and Knowledge Services Manager**  
**Isle of Wight NHS Trust (I01)**



## Happy Retirement!! – Ginny Newton (EXE)

Ginny retired at the end of January this year after 37 years as a librarian at Exeter Health Library. She started work in the then Exeter Medical Library as an Assistant Librarian (Medicine) on the University of Exeter(UoE) Library staff, reporting to the University Librarian and responsible to an Honorary Librarian (a consultant at the RD&E), and a Library Committee. Until the summer of 1978 the library had been run by a medical secretary. The funding, however, was not provided by the University - it came from the District Health Authority then and was for doctors' use of the library only - Ginny had a cheque book to pay for the resources purchased for the Library.

There were no inductions for new library staff in 1978 and Ginny arrived in the library three months after the previous incumbent had left. She was shown round the PGMC and then left in the library office to work it out for herself. The books were classified under a system made up by her predecessor, interlibrary loans were all sent off to the British Library on three part forms, and articles and books usually took a couple of weeks to arrive. Literature searches were sent to the British Library MEDLARS service and might take several weeks to come back or, more often, Ginny would do the search by going through Index Medicus and typing out relevant article details for the requester who could then ask her for the full-text of those he/she wanted. Many of the books on the shelves dated from the '50s and '60s. Ginny was slightly intimidated by the consultants and doctors but soon realised they were probably more intimidated by her as they needed help with finding information and didn't want to confess they didn't know how to do it.

Previously Ginny had worked for 11 months, after obtaining her library qualification, as senior library assistant in a University of London science library. Before undertaking the postgraduate diploma in 1977, she had worked at the Royal National Throat Nose and Ear Hospital & Institute of Laryngology for a year after graduating from Newcastle University with a degree in zoology. Here she produced monthly ENT current awareness bulletins for the staff - by indexing the contents of all the specialist journals and retyping the information so that it could go onto a Gestetner (duplicating machine) to produce bulletins for all the staff.

During the early '80s the library at Exeter acquired a part-time library assistant and the SW librarians joined together to form SWEHSLinC (South West Health Service Libraries in Co-operation) - later SWRLin, meeting regularly for mutual support, training, and other cooperative ventures. The Medical Library was the first department in the RD&E to have an email account (albeit via dial-up) in the late '80s and later an internet account. By this time the University's Postgraduate Medical School was offering a Master's degree to healthcare staff so the library now allowed other health professionals into the Library although funding and space was always a problem.

Ginny had been involved in planning several new libraries over the years (all fell through) and it wasn't until 2004 that her dream was achieved with the opening of the new Peninsula Medical School (PMS) building incorporating a light and spacious new Library. In 2003, following the regional review of Library services, staff of the Exeter Medical Library, Devon Partnership Trust Library and East Devon PCT Library came together to be managed by the RD&E NHS Healthcare Trust and Ginny was appointed Library manager with 7 staff. By this time the Library was providing a service to all local NHS staff and staff and students of the PMS. Due to its history, Exeter Health Library is still linked closely with the UoE library and uses the UoE library management system (rather than SWIMS) as it has done since the early '90s, although now the UoE has their own medical collection since the inception of the UoE Medical School (UEMS).



## Goodbye and thank you

*I just wanted to say a big thank you for all the cards, flowers, messages and lovely presents I received to mark my retirement. Pam organised a lovely lunch at the end of January and again in March an evening meal to mark my retirement. I am sorry I wasn't able to say farewell in person to everyone but hope to keep in touch with many of you.*

*I loved my job in the Exeter Health Library but am now looking forward to being a lady of leisure. There have been many changes, challenges and problems to solve over the years and I've always valued the friendship, help*

*and support of library colleagues around the region.*

*I've got lots of plans for retirement but to start with I will just enjoy being able to spend more time at home, sorting out the house and garden out, relaxing and catching up with old friends around the country.*

*Best wishes  
Ginny Newton*

### Footnote:

All the staff at EXE are still missing her!

A new library manager has been appointed and it is hoped she will start around July. In the meantime Pam Geldenhuys is acting up.

**Pam Geldenhuys**  
**Acting Library Manager**  
**Royal Devon and Exeter NHS Foundation Trust (EXE)**



## STAR of the month

Sam was taken by surprise (ambushed as she says!) when she was called out to an impromptu staff gathering and awarded STAR of the month by Oonagh Fitzgerald, Director of Human Resources at the Great Western Hospital. The STAR awards reflect the Trust's values of Service, Teamwork, Ambition, and Respect. Sam was quite moved to be nominated by a colleague who said "Sam is my STAR and I have no doubt she is as helpful and resourceful to everyone she has contact with".

We are also pleased to reveal that Sam is not only STAR of the month, but she has also been chosen as a finalist for one of the Trust's annual awards – 'Making a difference behind the scenes'. Winners will be chosen at the annual awards evening at the MECA in Swindon on Friday 10<sup>th</sup> June. (Sam wants to point out that it is always a team effort to provide library services and not a solo one, so many thanks go to the library team too!)

**The Library Team**  
**Great Western Hospitals NHS Foundation Trust (W01)**

## Are you going to Scarborough Fair?

HEE South's CPD Programme is sponsoring five places at the Health Libraries Group Conference taking place in Scarborough on 15<sup>th</sup> and 16<sup>th</sup> September.

<http://www.cilip.org.uk/health-libraries-group/events-conferences-seminars/conferences/hlg-conference-2016>

- Two of these places will be ring-fenced for first-time attendees.
- Accommodation and travel costs are not included, so lift-sharing and creative travel solutions are actively encouraged.

The application form is fairly self-explanatory, and it includes a few additional terms and conditions to be aware of when applying. You'll find the form on the HEE website at <http://tinyurl.com/j2ptq35>.

Please return the completed form to Imelda Winn [imelda.winn@gwh.nhs.uk](mailto:imelda.winn@gwh.nhs.uk) in Swindon.

Closing date is Friday 29<sup>th</sup> April, and the five successful applicants will be notified by Friday 20<sup>th</sup> May.

### Editorial Team

**Sam Burgess – Editor in Chief:** Head Librarian, Swindon Academy Library & Information Service (W01): [sam.burgess@gwh.nhs.uk](mailto:sam.burgess@gwh.nhs.uk)

**Pam Geldenhuys – Editor:** Electronic Resources Co-ordinator, 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)

**Ruth Jenkins – Editor:** Librarian, Healthcare Library, Prospect Park Hospital (PPH): [ruth.jenkins@berkshire.nhs.uk](mailto:ruth.jenkins@berkshire.nhs.uk)

**Cathy Marsden – Editor:** Librarian, Staff Library, Green Lane Hospital, Devizes (W18): [cathymarsden1@nhs.net](mailto:cathymarsden1@nhs.net)

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

**Imelda Winn – Administrator:** Senior Library Assistant, Swindon Academy Library & Information Service (W01): [imelda.winn@gwh.nhs.uk](mailto:imelda.winn@gwh.nhs.uk)