

May 2016  
Issue 84

# The Swimming Pool



**Newsletter for the  
SWIMS Network**

## *The Editorial Team*

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## Professional Registration for library staff

*Reflect, reflect, reflect* was the order of the day at a recent Professional Registration workshop held at WSM led by Nicola Healey and attended by Lisa Toyne (D01), Roxanne Hart (WSM) and Morag Evans (D08).

Nicola was a great facilitator; she explained the process of CILIP Professional Registration very clearly and demonstrated for us the CILIP VLE which was really useful. One of the highlights was meeting information professionals from other sectors, including public, academic, school and MOD. Another highlight was seeing examples of portfolios.

The benefits of Chartership were explained and discussed within the group which was really useful. It was interesting to see how it is received within the different library sectors with many of the school librarians having to justify why it is important for their career development. Previously the thought of becoming Professionally Registered seemed a bit daunting, however the process appears to be fairly straight forward and is a good way of ensuring that your skills are kept updated.

**Morag Evans**  
Trainee Librarian  
Dorset County Hospital NHS FT (D08)

**Lisa Toyne**  
Assistant Librarian  
Poole Hospital NHS FT (D01)

### ARLG study day

In early April this year, June White and I (Nat Gabe) popped down to Barton Peveril Sixth Form College, Eastleigh, to attend the Academic and Research Libraries Group (ARLG) southern division "Research Skills and Referencing event".

The event was an opportunity for librarians from across the area to come together and share practice and ideas for delivering information literacy sessions, in particular referencing skills.

We were warmly welcomed and offered coffee and cake, sponsored by RefMe, who during the afternoon delivered an interesting presentation on their software. A free version is available at <https://www.refme.com/uk/>. Southampton Solent University are encouraging their students to use an institutional version of RefME which creates references that exactly meet the Solent guidelines.

Presentations by ARLG members and attendees focused on how to deliver literature searching and referencing training many of which were more interactive than the sessions we have run. However most of the attendees were from HE/FE so they don't have to struggle with NHS IT systems allowing more creativity.

It was interesting to see that whether you work in the NHS or in academic circles, we, as staff, feel pressured to deliver focused workshops/presentations in a short timescale, as staff or students have little time to spend on 'study skills'. Another common challenge was lack of interest amongst students, and sometimes teaching staff, on the importance of study skills

We finished with a tour of the Barton Peveril library and a demonstration of their dynamic library website, created using Google Sites.

**Nat Gabe**  
Knowledge Specialist  
Hampshire Healthcare Library Service (H34)

## World Book Night 2016 at RBH Library

Here at the RBH we celebrated World Book Night on the 22nd of April by giving away over 200 books free to those who were not regular readers. We managed to secure copies of Now You See Me, Last Bus to Coffeeville, Perfect Daughter, The Rotters' Club, Whispering Shadows, Reasons to Stay Alive and Too Good to be True. This year we held our giveaway a day early as the library is closed on Saturday.



We gave the books out between the hours of 9.30am and 4.00pm and successfully managed to give away most of the books to some very grateful people, with the remaining few distributed in the following days.

The most popular books were the thriller books and in particular Whispering Shadows by Jan-Phillip Sendker and the most frequently asked question was "It's a hard choice. Can I take more than one?"

Our annual event was very popular with hospital staff. Our first participant was the hospital's CEO, Jean O'Callaghan, who popped in to collect her copy of Whispering Shadows by Jan-Phillip Sendker.

Carole Kinsville chose the Perfect Daughter by Amanda Prowse and Mariama Bundu spent a lot of time deciding which thriller book to take home. Our lovely nurses including Sam Lockyer and Marijka

Polden, had their patients in mind, so they picked up books that would be passed on to the discharge lounge once they'd been read by their recipients.



As a team we look forward to supporting this annual event. It is fun, creates awareness of the library for those who do not generally use us and encourages reading.

We will definitely be applying next year to be WBN givers.

**Marina Sotiriou**  
**Library Assistant**  
**Royal Berkshire NHS Foundation Trust (RBH)**

## An Oasis for reading.....

So here's a question for you all.....what does an oasis, Elizabethan treachery, teenage angst, and a bus have in common with World Book Night 2016?

If I tell you that the hospital restaurant here at the Royal Devon and Exeter is called the Oasis and that is where Library staff recently located themselves there for the great World Book Night giveaway, then the mist might begin to clear!

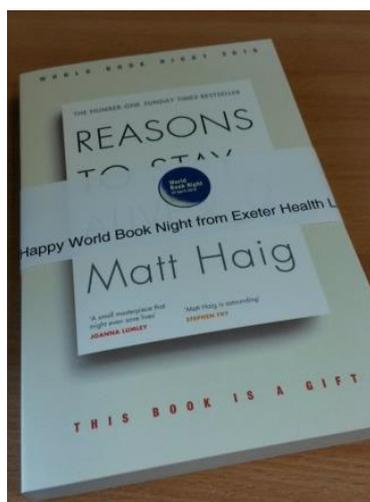
It all started when Kate, (Acting Electronic Resources Librarian) and Pam (Acting Library Manager) both applied to the Reading Agency for free books to give away for this year's World Book Night. They were both lucky enough to be selected and as a result, 10 boxes of lovely books arrived at the library ready for the great event.

We chose the Oasis as our location as the Library itself is not based in the main hospital and we wanted to tout our wares to as many people as possible and not the usual crowd based in our building.

Our first task was to design a way to identify that the book had been 'procured' by the Library and maybe let some people know that, yes the hospital has a Library and yes, it's for everyone. For this purpose, we designed a wrapper to go around each giveaway book as shown below...

As World Book Night itself was on a Saturday, we then needed to decide which weekday we would choose for our book giveaway. We decided on lunchtime on Monday the 25th April, so as to maximise the number of people who would be using Oasis at that time.

Like all good librarians, we went about advertising the event with a poster and announcements on Twitter and hoped that we wouldn't be left with too many books at the end of the day!



As it turned out, we needn't have worried as both hospital staff and visitors began to stop and talk to us before we had even set up our stall and unpacked all the boxes. Many were very impressed that such an event had been organised for them in the hospital. We also took the opportunity to advertise our new 'Health and Wellbeing' section of the Library, which includes books for mood boosting reading (who wouldn't find that reading a Nigel Slater cookery book boosts the mood!) as well as colouring books and other crafts for those stressful moments. Staff were also invited to sign up for a possible Book Club, which many did with enthusiasm – our new task will be working out how to run this for busy hospital staff and what books to read...

All the titles we had proved very popular, with the Elizabethan historical novel, "Treachery" disappearing the most quickly, followed by the quirky US based novel "Last Bus to Coffeerville"

although the two titles telling about mental health experiences, “Reasons to Stay Alive” and “Am I Normal Yet?” also generated a lot of interest, with the Carol Ann Duffy volume of Love Poems satisfying those poetry loving readers looking for something to suit their tastes.

All in all, it was a very successful and positive experience for all, with most of the books given away within the first hour! Hopefully, many of them will be passed around to family, friends and others readers, so that they give as much enjoyment as possible. We are excited to look forward to having the same experience next year, with lots more lovely free books to give away.

Roll on World Book Night 2017.....

### **Carol Giles**

**Acting Reader Services Librarian**

**Royal Devon and Exeter NHS Foundation Trust (EXE)**

## **Lending a hand or an arm?**

Working in a health care library means that you may occasionally be called upon to undertake other duties quite outside the usual demands – such as volunteering to be pretend patients!

At the end of May Sarah and I did our annual stint as ‘patients’ for the practice OSCE’s (Objective Structured Clinical Examination) ahead of the real ones later this summer. Over the past few years, as ‘patients’, we have had various complaints – like AF (Atrial Fibrillation) and diabetes but this time we were ‘Mrs Fretter’ worried about our blood pressure.

The year group was BM4 first years so there were a lot of nervous shaky hands. Who knew library assistants were SO scary? You have to try and hide the smiles when they come in, introduce themselves and shake your hand, then spot the hand gel and furiously clean their hands.

We each did a session of one and a half to two hours during which time a set of 10 students each took our blood pressure manually at least once. Some interesting methods were used – do we have a pulse at all? Cuffs on backwards, on upside down. Over inflated - that leads to the cartoon arm throbbing. Under inflated - no reading at all.

Our arms were poked and prodded in so many places and so many ways from a tickle to hard enough to bruise trying to locate that elusive brachial pulse. One poor student was so far out he must have been hearing his own heart rate as it couldn’t have been my pulse – his blood pressure is fine, if his heart a little fast!



The students all survived and so did Sarah and I albeit with slightly sore arms and it is reassuring to know, when a blood pressure was actually achieved that our readings are fine.

These flowers are a thank you from the BM4 team to say how much they and the students appreciate ‘real’ people to practice on.

**Chris Hobbs / Sarah Harris**  
**Senior Library Assistant / Library Assistant**  
**Hampshire Healthcare Library Service (H34)**

## Outreach: promoting our library service to Leaders

### New Leaders event

This March our Trust launched a regular Leadership Welcome Day, this is for all new staff who are in a leadership role or staff who are new to this type of role. This event is run by our Leadership and Organisational Development Team.

We have a presence during coffee break at the Education Centre so we take all the publicity materials that we can carry in order to get noticed. This includes our library banner, literature search request forms, KnowledgeShare forms, membership forms, leaflets promoting UpToDate and Clinical Key. We are keen believers in providing a selection of freebies – bags, pens, mints and post-it notes, it's surprising how some high level NHS staff can get excited about being given a little bag in which to stash their goodies. We also include information flyers about our library training, revalidation support and our library guide.

I took the i-pad so that I could demonstrate our website, join people up or get them to register for NHS Open Athens. Also, as it is about leadership, I take some leadership books. The response has been pretty good so far, when I describe KnowledgeShare they are keen to sign up and my spiel on the literature search service usually gets a nod or two, you can see them thinking about how much time we are going to save them!

### New consultants as Leaders

I was also invited to support an initiative for new consultants – they are being given guidance from the Leadership Development Team within their first few weeks in the Trust and the library service had a short slot of “classroom time”. There wasn't a lot of time allocated but as well as the usual demonstration of some key e-resources I was able to describe some case studies where staff have been able to change a service delivery or create a new protocol mainly thanks to the information supplied by our literature search service. While waiting to give my presentation I overheard some discussion about how difficult it can be to know the most useful contacts when you are in a new role, so I quickly added knowledge management to the talk by demonstrating our Corporate Memory pages.

I am waiting to get some feedback on how that went and whether the new consultants sessions will continue.

**Dorothy Curtis**

**Deputy Library Manager**

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

## Reflective reading groups to support nurse revalidation

Starting April 2016, nurses and midwives will have to undertake revalidation to maintain their registration with the Nursing and Midwifery Council (NMC). Among others, one criteria of the Revalidation portfolio is evidence of 35 hours of continuing professional development (CPD), of which 20 hours must be participatory. The Healthcare Library at Berkshire Healthcare Foundation Trust is supporting nurse revalidation in a number of ways, including an exciting initiative; reflective reading groups.

The format is a roughly one hour guided discussion based around a chosen article, using the SRLA Tool in Collins et al (2015). I email the article for discussion in advance along with

some questions adapted from the Reviewing stage of the SRLA tool to prompt reflection. I chose articles that are quite broad to apply to a range of nursing areas; for example, the first article was on telehealth.

We're running sessions with different times to suit varied work patterns. 2pm was suggested by a district nurse who heard about the groups and wanted to attend but couldn't make the initial dates.

Those who already visit the library or read the Learning & Development newsletter (a key promotional tool for the Library) are most likely already carrying out CPD, so we felt it was important to reach those who don't, even though it is more difficult. The Trust is running drop-in presentations on NMC Revalidation, and I gave a short talk at the end of the first one given in this hospital. I produced a flyer for nurses to take away, and library staff can hand these out at any events they attend, such as corporate induction.

On the day, although I send the article in advance to those who had signed up, I prepare for not all attendees having read it or read it in full, so I spend the ten minutes or so running over the article content and key points. This also breaks the ice, as no one has to start contributing immediately. I give each person a sheet with discussion questions from the linking stage of the SRLA tool and we discuss these as a group. My role is a facilitator, so I encourage the discussion to be led by the nurses (but guided by myself with prompt questions or follow-up).

The groups have been a positive experience. I follow up with a feedback form to capture whether the nurses found it useful and see where it could be improved. I highly recommend paper forms in the group itself – my first attempt, with an online survey, received zero responses. It is still early days, so the feedback is vital to shape these discussion groups.

Attendance numbers have been mixed. Some groups have been full, others only one person has turned up. This is fairly standard for training sessions unfortunately, but especially frustrating for the reflective reading groups where so much depends on discussing with other nurses.

The experience has involved a lot of mental effort; in the group itself and the preparation of articles and reflection. As a non-expert, reading articles on nursing and thinking of discussion points has been challenging. However, the hope is to introduce staff to the library, who may not have used the service before, by offering this novel initiative.

Key links:

Collins, G et al (2015) Using reflection on reading for revalidation. Nursing Times; 111: 23/24, 14-16 <http://bit.ly/1NMC5y0>

NMC Revalidation webpages <http://www.nmc.org.uk/standards/revalidation/>

**Ruth Jenkins**  
**Librarian**  
**Berkshire Healthcare NHS Foundation Trust (PPH)**

**Have you been up to anything interesting lately?  
Why not write about it for Swimming Pool?**

## Reflective evaluation of the BETTER project at Bournemouth Hospital

The library has finished our active involvement in the BETTER project, after 6 months of evidence based teaching and support, as part of a senior physiotherapists MSc research. A mixed group of AHPs worked on finding the evidence for, and redesigning an area of their acute stroke practice. The post-test questionnaires, interviews and focus groups are not quite complete and will make very interesting reading. In the meantime here a run-down of the project so far.

BETTER stands for Bournemouth: Evidence Training for Therapists for Excellent Rehabilitation. This is a mixed method, feasibility study to appraise the extent a 6-month work based, educational programme improves the ability of Allied Health Professionals, working in the neuro-rehabilitation department, Bournemouth hospital to use the 5 steps of evidence based practice and develop a local care pathway.

I was invited to take part in a physiotherapist's MSc research project in the role of educator/research support. We jointly planned, prepared and delivered 2x4 hour sessions on evidence based medicine including the 5 steps to 2 groups (total of 4 teaching sessions). We were asked to provide library support during the literature searching and critical appraisal stages of the project that was to run for 6 months.

### Strong points of the BETTER project?

- Shared teaching with clinical staff gave me greater insight into the clinicians' needs and gave the teaching greater authority.
- All stroke therapy teams were involved and very committed
- Library contribution was understood and appreciated
- My group teaching skills and session planning improved
- The outcome of education on AHPs confidence in using evidence based health care will be the most important for me (analysis of the final questionnaire for pre and post education scores not yet complete).

### Weak point of the BETTER project

- Lack of time to invest in areas I was not directly involved in
- I felt the writing up of the project needed more support e.g. an additional teaching session after the Critical Appraisal element was completed, to explain recording the evidence in more detail, with worked examples, and more time to explain the activity created to illustrate this.

### Modification/s for future project?

- Reduce the time span for completion of the project. (6 months is too long to commit, as other work priorities change)
- There should be an on-site co-ordinator to oversee meeting interim project targets and, if necessary to assign and oversee responsibilities to ensure these are met.
- Job descriptions for each role so that all participants are clear on what they are signing up to (defined role for librarian input)
- Promote the Embedded librarian concept with an ongoing commitment to support therapy teams.

**Do you think the project was a good use of the library's time?**

- The BETTER project took 50 hours of librarian time including 18.5 hrs project teaching and 6.5 hours of normal training sessions
- This was a valuable learning experience and will benefit teaching going forward e.g. support for clinical teams, CASP sessions, reflective reading sessions
- The involvement with Allied Health has resulted in a word of mouth spread of demand for library services across the AHP groups
- The other related area is the 'Clinical Librarian' role, where experience working with the team for an extended period has provided insight into how clinicians work, the kinds of decisions they make and how they relate to Trust and NHS policy and guidance.

**Key Learning point:**

The clinicians' pyramid of importance goes:

Clinical experience (mine or colleagues),  
Professional training or guidance,  
Local practice,  
National guidance,  
Google

Compare this with the standard pyramid of evidence! This is tongue in cheek but represents a serious issue about the significance of evidence to clinicians compared with a librarian's view of it.

**Jo Laing**

**Librarian**

**Royal Bournemouth and Christchurch Hospitals NHS FT (D02)**

## Network news

### Pauline Blagden retires



Hampshire Healthcare Library Service said goodbye to Pauline Blagden with a buffet and presentation on March 15<sup>th</sup>. Pauline is retiring after a long career both in the NHS and other libraries; staff from HHLS and the wider Southern Health NHS Trust community gathered to wish her all the very best for a happy and relaxing time!

Pauline has lots of plans for indulging in her hobbies of travel and archaeology and will be moving from Portsmouth to the peace and tranquillity of the West Country as soon as possible!

**June White & Jo Fabling**  
**Acting Library Service Managers**  
**Hampshire Healthcare Library Service**

## New Library and Information Manager at NDH

Hello, my name is Alison and I started work as Library and Information Manager at North Devon District Hospital at the beginning of April (replacing another Alison!). Thank you for your welcome via various emails and meeting some of you at a meeting in Swindon. I hope to take up the invitations to visit various libraries and am planning to organise some dates soon.

My previous post was as Assistant Librarian Marketing and Outreach at Southend Hospital NHS University Trust. Before that I worked in public libraries in a variety of Librarian and senior library management roles. I am really enjoying working for the NHS.

I moved to Barnstaple just before Easter and am getting to know what is a completely new area for me. My first time in Devon was for the interview. It is a beautiful area and I am happy to be living here. My black and white kitten Nadenka moved with me. She was not very happy about the visits from estate agents, removal men, the train journey etc but has settled well. She dashes around madly playing with her various toys. It took me a few days to find one of her favourites, a shoelace, but she is playing with it most days. People have been friendly and I am settled in a church, Barnstaple Lions Club, a community service club and have joined a choir.



The photograph shows me with Alan promoting the fact that Peter is creating a display for Dementia Awareness Week.

**Alison Cairns**  
**Library and Information Manager**  
**Northern Devon Healthcare NHS Trust (NDH)**

## News from Bournemouth D02

After saying goodbye to Pat who left us to spend more time with the grandchildren and Liz who is on maternity leave, we said Hello to Susannah who will cover Liz's absence. Susannah will be the key person on the front desk, so you may be hearing from her soon.

We have just heard the news that Liz has a beautiful baby boy: Zachary Ivan Michael Samuel finally arrived at 3.02 on 27<sup>th</sup> April.

**Jo Laing**  
**Librarian**  
**Royal Bournemouth and Christchurch Hospitals NHS FT (D02)**

## More news from Bournemouth D02



Hi my name is Susannah Keill and I am a recent graduate of RGU's MSc Information and Library Studies programme. I am pleased to have joined the team at Royal Bournemouth Hospital and Poole Hospital library in the role of Library Assistant to cover the maternity leave of Liz Wright (congratulations on your beautiful baby boy, and everyone misses you deeply).

I knew for a long time my heart belonged in the library world (I was a Primary School librarian aged 10, carefully ensuring that letters N – T were always in order).

It is clear that the LKS teams are important cogs in the medical machine, and no matter

the amount of education you gain in a university setting, every day is different and provides a new challenge.

I really love my role and the multi-tasking it involves and I am sure there will be many adventures over the coming months.

In the future I hope to stay within medical libraries as I feel quite at home and I am starting to become familiar with some of the medical terminology. I aim to work towards my chartership as I feel that is my next logical step.

So for now, thanks for reading, thank you to the teams here at Bournemouth and Poole in making me feel so welcome, and to those of you who I have spoken to on the phone/by e-mail. I will be looking forward to receiving your ILL requests!

**Susannah Keill**  
**Library Assistant**  
**Royal Bournemouth and Christchurch Hospitals NHS FT (D02)**

## Circulations Group update

It's the bit of Swimming Pool you've all been waiting for – the update from the Circulations Group! (Apologies if we sound too 'ruley'!)

### **Duplicate user records (again!)**

Running the risk of sounding like a scratched record there are still reported instances of duplicate user records being created on SWIMS. To prevent this (particularly if a user has more than one first or last name or is hyphenated) try various permutations of names or try the wildcard search eg. %sanchez. It's also worth checking the email address or mobile phone number if there are two people with a similar name to establish identities (think of yourself as Sherlock Holmes / Nancy Drew) as these are pieces of information that do not tend to change often.

**If you do find a user has more than one record please do the following:**

“the record which has been used most recently should be kept. Any unwanted duplicated user record which hasn't been used for circulation transactions can be deleted immediately. Any unwanted duplicated user record which has been used for circulation transactions should be expired and a trap added to the effect of “Do not use – duplicate record. Please use UXXXXXX instead.” The reason to expire rather than delete is so that the circulation transactions get included in statistics.”

**Occupations field**

The Occupations field is an optional field on Olib user records (NB it can only be seen if the SCNHS Users layout is selected). If anyone uses this field for statistical purposes and would like any occupations added or the list of occupations to be amended please contact your Systems Administrator or a member of Circulations Group.

**Expired users**

There are still too many users on Olib who expired more than 2 years ago. This contravenes data protection rules so I will be contacting libraries with large numbers of expirees shortly... Please ensure you have a housekeeping policy in place to keep on top of your expired users. For help on this see link on user record housekeeping <http://www.swimsnetwork.nhs.uk/modules/circulation/>

**Fines collection**

In response to feedback we've decided to increase the recommended amount that a library can collect in fines on behalf of another library from £2 to £5. This is entirely at your library's discretion particularly as some libraries do not charge fines or have money handling facilities. The policy now states:

*If the user has outstanding fines the library can act at their discretion. A suggestion is that if the amount is below £5, the new library may collect or waive the fines; if over £5 the library may insist that the user settles up with the library in question before new borrowing rights are established. If money is collected or waived, the original library service should be informed of the decision.*

**Very long overdue items**

There are a lot of 'Long Overdue' books currently on the system. These are not helpful for users to see on the catalogue and affects things like the System Calendar so please check your 'Long Overdue' copies and if possible do something with them!

If you've read all that (and understood it) many thanks and Happy Circulating!

**Claire O'Connor**  
**Circulations Group Chair**  
**Gloucestershire Hospitals NHS Foundation Trust (CGH/GRH)**



**#UKMedLibs**

#UKMedLibs – the next twitter chat is on Tuesday 17<sup>th</sup> May at the usual time of 8pm. This time we are looking to carry out a focus group exercise to evaluate what we have done so far and to steer the future direction of #UKMedLibs. Whether you've used it before or not, all are welcome to join in and chat with fellow library workers from far and wide.

## The Librarian of Unseen University

One of the delights of working in libraries is the way in which things sometimes join up in a manner you would be likely to have never anticipated. The TV&W Easter Meeting in Newbury included a quiz threaded throughout the day, asking delegates to spot the famous librarian or library. One of the slides was a picture of The Librarian of Unseen University, a character from Terry Pratchett’s Discworld novels.

For the uninitiated, the Discworld librarian is an orangutan, and this prompted Jo Fabling to tell us a rather wonderful anecdote.....

I was The Librarian of Unseen University for one night. And it led to my being able to make a very singular claim.

Anyone who worked at an event organised by the children’s and schools section of Hampshire County Library service will have been ‘persuaded’ into a costume at some point. So being told that I would spend the evening dressed as an orangutan to help celebrate the launch of Terry Pratchett’s book ‘Johnny and the Bomb’ in 1996 was no surprise.

I don’t know where that costume came from, but it had obviously been made for someone much taller. It billowed out around the middle, sagged on the legs and arms and the breast plate was down on my stomach. Moving around was difficult and I couldn’t see much, but I spent about an hour being guided around the Great Hall, shaking hands and trying my best to make orangutan-type movements.



After Terry’s very entertaining talk, we were asked to pose for photos. Terry started talking to me, but things were becoming a bit of a blur due to the effects of the extreme heat inside the costume. As a fan, I’d like to be able to say that I had a deep and meaningful conversation with Terry; sadly, I was on the verge of passing out, and our interaction consisted solely of him saying “Hello! Are you alright in there? Hello???” The last thing I have a clear memory of was one of my colleagues saying “Oh, that’s Jo; she’s used to it. She’s very short you know, but she isn’t really that fat”. Not the most flattering of ways to be introduced to a famous author.



After that, I wasn’t aware of what was happening. I had seen a photo in the Hampshire Chronicle, but a couple of weeks later Anne Marley, chief organiser of the event, gave me some photos she had taken. In the group shot I’m at the back, next to Terry – with something on my head. And there it is; my claim to fame. There may be many people who have met Terry Pratchett whilst dressed as an orang-utan, but I am the only person I know of who can claim, backed up by photographic evidence, that I HAVE WORN TERRY’S FAMOUS FEDORA!!!!

**Jo Fabling**  
Acting Library Service Manager  
Hampshire Healthcare Library Service

**John Loy – Introduction**  
Library & Knowledge Services Manager  
North Bristol NHS Trust (SMD)

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