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Issue 89

# The Swimming Pool



**Newsletter for the  
SWIMS Network**

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## Bristol Primary Care Library Open Day – Build it and they will come

Working with community organisations requires a degree of flexibility and creative timetabling. This is how we came to the idea of hosting a library open day for staff employed by Bristol Community Health (BCH).

BCH are a not-for-profit social enterprise delivering publicly-funded NHS services, which offer a wide range of services within the Bristol area. We have been working closely with them for a number of years, but due to a number of staff changes in both our organisations we saw an opportunity for a renaissance in our working relations.

Working closely with Saba James, the essential skills facilitator within their learning and development department we have managed to initiate a variety of initiatives which have enhanced the presence of the Library Service and have reaped rewards for our community members. These have included an enhanced presence at corporate inductions, and a very handsome set of web pages and resources which have been enthusiastically marketed through staff bulletins, and most pleasingly by word of mouth. One of the proposed events was to host the 'Learning at Work Week' which was to take place in May this year.



L-R: Lisa James (Community Respiratory Team), Graham Brown and Saba James from BCH Learning and Development

Now, this is where flexibility and creative timetabling raises a cheery head and says 'Hello'. Getting a team at short notice to commit to a week out of the office proved to be too tall an order, so we needed another strategy. Various strategies were chased around the table, and the genius of simplicity won the day.

Making good use of the things that we find – that is the internal communications BCH already had in place, and armed with a laptop, information guides and a box of Belgian biscuits, Saba and I set up camp in South Plaza Primary Care

Library and waited to see how the good folk in the community would respond....

....And the answer was good.

Whilst many would say that an event which attracts less than a dozen people would be short on success, I would have to disagree. Community practitioners had taken time out of work, and in some cases holiday to visit us, and to find out more. It was evident that our visitors were especially enthusiastic to discover that we were not offering a generic service which they had discovered in their past through academia and public services, but that we are able to tailor training needs and resources to suit their individual requirements. A steady stream of visitors graced the library, most staying for well over half an hour to chat and exchange contact details, discuss their work and how we could help. Oh, and enjoy a biscuit and a cuppa too.

The result of all of this? Well, apart from meeting staff in the community and creating contacts in departments across the city there were some great complementary benefits for the Library Service.

New members are always a bonus for us, and we certainly got that, but more important than the actual attendees was the interest it raised in the general community, many of whom couldn't attend in person, but had a colleague do so and spread the word. Additionally the marketing of the event served us well as a profile builder and created much interest in membership and how we could assist with activities such as literature searches, which have seen a dramatic increase as a result.

I think the message is not to be despondent if the footfall doesn't mirror the January sales, we know where we stand, and we know we need to market ourselves as positively as we can. By working together with the organisations we collaborate with and by showing the value of what we do our primary health library services can embed our presence in the community and put us at the front of the queue when people want answers.

**Graham Brown**  
**Primary Care Librarian**  
**North Bristol NHS Trust (KSH)**



## #UKMedLibs

The next #UKmedlibs chat is at the usual time of 8pm on Tuesday 18<sup>th</sup> October and is your opportunity to reflect on the LQAF and help shape our quality assurance processes as all opinions and ideas will be fed back to the LQAF task and finish group with the intention of making our quality processes more robust and outcome driven. Do come along and tell us what doesn't work with the LQAF, what does work, and how you would like to see it improve. As ever – everybody is welcome, your opinions are valued.

## Year in review

I write this on my very last day as a trainee in Torquay. Reflecting on my year here, I cannot believe how quick it's all been and how much I've managed to learn in such a short time.

In my final weeks I've been working on our Summer Entertainment Campaign, where I get to deliver fiction (books or DVDs) directly to our users at work. It's a good excuse to explore the hospital and a fun way to increase membership. As part of this project, I have also created some web pages to promote our health and well-being collection. After graduating with an undergraduate psychology degree and a specialty in fiction/reading, I find myself drawn to working with our non-clinical and mood boosting collections in particular. I also enrolled in a MOOC about literature and mental health earlier this year to better understand the impact of reading on well-being. I really appreciated the support I had from my team to pursue my interests with CPD.

Of course, it wouldn't be a library traineeship without reflecting on everyday tasks such as book stamping, form processing and answering those all-important questions on the helpdesk - a.k.a. "where is the café?" and "can I park my car here?" (Why must NHS parking be so challenging??) In all seriousness, because our team is quite small, I started working almost immediately and have been able to dip into loads of projects. I've processed new books and journals, answered and requested interlibrary loans, and helped complete a

journal weed. We've also been developing marketing strategies, and to help sell the library to the rest of the hospital I've been creating presentations and animated videos. I've even been on the wards, getting to meet clinical staff and see the hospital "in-action." No doubt one of the benefits of working in a health library is the variety!

Besides work, I've also really enjoyed exploring Devon. While the rain did take some getting used to, I've managed to spend a lot of time walking on the moor, meeting alpacas and even tortoise racing. Making friends post-university was a challenge, but everyone here has been lovely and joining teams and classes (candle making and netball anyone??) has really helped.

On my first day of work Lucy and Tim got out a tape measure to check if the computer monitor was the appropriate distance from my face. After this and a number of other seemingly random checks, I remember emailing a friend saying "what have I got myself into." Almost a year of NHS health and safety policy later, I feel comfortable and grateful for the opportunities I've been gifted. I've visited libraries all over the country, learned about catheters with nurses, gone to a library Christmas meeting and much, much more. With some sadness, I am ready to close this chapter and leave Devon. Thank you to everyone who has hosted me and helped me over the last year. Good luck and I hope the next Torbay graduate trainee provides you with at least as many snacks as I did!

**Jessica Lorimer**  
**Graduate Trainee**  
**Torbay and South Devon NHS Foundation Trust (TOR)**

## Network news

### Goodbye D02 and hello D01!



In April I began a maternity cover placement as a Library Assistant at D02. I learned a lot here and now have many new skills to work with. As of September 2016, I am now working as an Assistant Librarian with our team at D01.

I am sad to have left behind the wonderful team at D02 (Jo and Sian), but I am enjoying the new challenges of training and literature searches here at D01 with the rest of the team (Alison, Lisa, Barb, Jackie and Jenny).

I hope to meet many of you at meetings and for training over the coming months as I am dealing with the Link Resolver for our sites, as well as keeping an eye on changes in eResources.

I must also give a warm welcome to Joe Taylor who is covering the rest of the maternity placement at D02, bombard him with your journal and book requests (He is supposed to be whizzy with IT, so let's test him out) 😊

Many thanks all.

**Susannah Keill**  
**Assistant Librarian**  
**Poole Hospital NHS Foundation Trust (D01)**

## News from GRH/CGH

Hi, I'm Trish Moore and I'm the new Senior Library Assistant at GRH/CGH libraries, joined in September and loving every minute so far! Working alongside my colleague Chloe George, who has been showing me all the ropes, so far everything is going swimmingly (pardon the pun!) I have previously had a background in public libraries as a library assistant and I am doing the distance learning MA in Information and Library Studies at Aberystwyth University, hopefully one day to become a fully-fledged librarian. Everyone in the team is really lovely to work with and I'm looking forward to getting further stuck in with all the work!

**Trish Moore**  
**Senior Library Assistant**  
**Gloucestershire Hospitals**  
**NHS Foundation Trust (GRH/CGH)**

## News from TOR

Hello everyone! I'm Coral and a few weeks ago I started as the new Graduate Library Trainee at Torbay Hospital Library. I'm sure I've already had contact with some of you whilst trying to figure out ILLs. It's been a busy but fun first two weeks, and I'm super excited for everything I will learn during the rest of my year here. My background is in nursing, so \*hopefully\* that'll come in handy during my time here. If not, I'm a keen baker so perhaps I can contribute some home-baked treats to the team! Thank you to all the team at Torbay for showing me the ropes and helping to settle me in so far.

**Coral Andrews**  
**Graduate Library Trainee**  
**Torbay and South Devon**  
**NHS Foundation Trust (TOR)**

## All change at STM!



At the end of September, we said a fond farewell to Sue Robertson, Library Services Manager who has been at Bucks Healthcare NHS Trust for just over three years. The service has gone from strength to strength under Sue's leadership with a refurbished library, significant improvements in LQAF, the development of our clinical outreach librarian service and much more! We will miss Sue's wonderful creativity and her preference for the dot-ocracy method to generate new ideas (if you are unfamiliar with dot-ocracy, it's short for dot democracy and encourages individuals to use sticker dots to vote for ideas / options). Most of all we will miss her warm nature and a seemingly never ending supply of humorous anecdotes! However we are so pleased that we won't be losing her altogether as she embarks on her new regional role.

To say farewell to Sue, we put our putting skills to the test by playing a round of pirate golf. Thankfully we did not have to dress as pirates even though the day before was International Talk Like a Pirate Day! We had lots of laughs especially when trying to haul us all over a small stretch of water using a rope and a draw bridge type contraption. Although none of us are likely to trouble the likes of Justin Rose, we did get several holes in one between us!

Sue started her new job with Health Education England on Monday 3 October. She'll be working in the same team as Helen Bingham and Jenny Toller, in the newly created role of Knowledge Services Development Lead for the South. Although Sue will be based in Oxford, her role spans

the South West, Thames Valley, and Wessex areas, so if you haven't already met her, hopefully you will get a chance to in the coming months!

Meanwhile back at STM, I have been successfully appointed as Library Services Manager and look forward to working with you all in my new capacity.

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



## Lighting the way



Flickering ceiling lights. Dim corners. Blown bulbs. Maintenance men sucking their teeth, shaking their heads and telling us in tombstone tones that 'we can't get those light tubes anymore – they just don't *make* them, you know.'

Our users have had to put up with the lot for some considerable time and have done so with fantastic fortitude. But no more – at least no more in one half of our abode!

On 23<sup>rd</sup> September, after 14 weeks of building works, the builders took down their walls and covers to reveal a white tiled new ceiling with diffusing light panels over public areas and adjustable, motion sensitive directional lighting amongst our shelving and spot-lights over the study areas.

It is now a real joy to walk into a well-lit space and be able to see what you are reading in every corner of (one half of) the library.

A lighting refurbishment project had been on the cards for some time (at least ten years!) and the plan had been for the *entire* library to be re-lit. This was to be dovetailed with an asbestos removal program and the work was due to begin in mid-July. However, on the very eve of the project, plans were in disarray when tests revealed that the asbestos had in places degraded to such a poor state that the removal process was going to be far more complicated than expected and that meant it was also going to take very much longer and, inevitably, cost considerably more. So, with great disappointment, we learned on that Friday that only half of our library was going to be refurbished with the other half being completed next summer.

Nevertheless, as planned, on 18<sup>th</sup> July the work began. We had already moved out of the building zone, catching up our entire loans desk service and three office desks, into a space equivalent to a mid-sized open plan kitchen diner.

The builders' first task was to put up a wall between our and their workspaces. We had expected plywood but got plastic cardboard sheeting held together with tape in a depressing shade of 'very black'. Within 24 hours it became a canvass for some artistic expression and this starry, starry backdrop was created – we were off to Button Moon!



Over 14 weeks we experienced varying amounts of hammering and ‘banging’, which were interspersed with drilling and cutting and all of it was bracketed by the occasional ‘oops’ and ‘what the...’

Our users were utterly fascinated to know what was going on, as were we, and keen to know when they might see the result. As the grand opening drew closer, the questions came thicker and faster ‘Will it be open soon?’, ‘What exactly have they done?’, ‘Will we have all our computers back?’

The grand reveal happened on Friday 23<sup>rd</sup> September in the afternoon when black walls began to be removed. The difference is amazing. We have a hard demarcation line in our ceiling with the ‘Dark Side’ firmly abutted to the light side and we will spend the next year, heeling over to that bright side as users rush for well lit, airy study spaces.



Next year is a date in all of our calendars and the meantime we will enjoy what we have.

**Karin Jäzosch**  
**Senior Library Assistant**  
**Health Services Library (HSL)**

## A postcard from Scarborough: the HLG Conference 15<sup>th</sup>-16<sup>th</sup> September 2016

Several people were lucky recipients of a regional bursary to attend the HLG conference. However, the bursary came with conditions – one of which was to write a report for Swimming Pool! We now have various reports on their experiences of the conference and I think they show just how exciting the conference was with much to learn and share. If you would like to see the presentations from the conference or read the free virtual issue of Health and Information Libraries Journal that was compiled to support the conference then go to <http://www.cilip.org.uk/health-libraries-group/events-conferences-seminars/hlg-conference-2016>. You can also search for #HLG2016 on twitter and see what people were tweeting about at the time!

**Sam Burgess**  
Editor in Chief  
Hampshire Healthcare Library Service (HMLS)

### **Helen Clemow, Librarian, Salisbury NHS Foundation Trust (W11)**

I am relatively new to health libraries having only spent two and a half years working in one in the 25 years I've been qualified. I only wish I'd discovered them sooner as they really inspire me and I am constantly looking for opportunities to further my knowledge, hence my application for a bursary. I really didn't expect to get one as I thought they only went to "youngsters" but was very pleasantly surprised that this is not the case and would encourage anyone to apply.

I loved every minute of it! Everyone was approachable and friendly and it was crammed with learning opportunities. The only tricky part was deciding which sessions to attend. My highlights were in order of appearance:

#### **Patrick Mitchell, Regional Director, HEE South: Becoming business critical: Knowledge for Healthcare update**

Patrick, backed up by Louise Goswami, updated us on all things K4H. One of his key messages was that we have the skills to help managers identify relevant knowledge for their Sustainability and Transformation Plans (STPs) which are central to NHS regional planning at present. (There is a useful [Kings Fund](#) page on them if you'd like to learn more.) Other recommendations were to look at the K4H Ideas Bank, Learning Zone, and joint HEE/CILIP Professional Knowledge and Skills Base for Health ([PKSBH](#)).

#### **Helen Bingham: An end to duplication in current awareness services?**

Helen reported back on the K4H Task and Finish Group's investigation into bulletin variation, collaboration, and duplication. They have developed a collaboration portal to help avoid unnecessary duplication (there is lots out there) and ensure that any bulletins produced in these cash strapped times reach as wide an audience as possible.

#### **NICE Evidence Search: training the trainers and how to get the most out of the resources to share with your users**

Fran Wilkie and Mike Raynor from NICE gave us a whistlestop tour of NICE Evidence Search which includes over 300,000 resources from over 800 different sources. They then showed us how they train medical students on the system which was interesting to approach it from a different perspective. I hadn't realised what a wide range of sources they cover so will be

including it in my topic searches in future.

### **Nick Poole, CILIP Chief Exec: Championing the role of health professionals in the future of healthcare**

I overheard one fellow attendee say that it felt like Nick had shone a ray of sunshine on health librarians (this might have had something to do with the awful weather we experienced though!) Nevertheless, Nick's talk was very inspirational. By the end of the session I felt like I was fresh out of library school full of passion to shout about how we can help our users. His main message was that people have reached a point where they are overloaded with information and we have the solutions to help them process it. Unfortunately they don't realise this is the case so we need to be proactive and tell them.

### **Lynn Daniel: Self Management Service Co-ordinator, South West Yorkshire NHS Trust**

Lynn very bravely spoke about her experience recovering from breast cancer and how she and a handful of colleagues had started an [Expert Patient Programme](#). The courses they run are so successful that former students come back as volunteers because the course helped them so much. One fascinating fact was that visualisation (one technique they teach among many) during chemotherapy can help patients have less severe side effects by keeping blood sugar and pressure in a better range. Lynn encouraged us all to get in touch with our local self management service to let them know how we can help them.

### **Carol-Ann Regan: Health information for the patients and the public – shining a light on the role of NHS libraries**

Carol-Ann, along with a colleague from HEE, ran through the myriad of ways we can help provide or contribute to patient information. She recommended looking at the Patient Information Forum report "[Making The Case for Information](#)". They concluded by encouraging us to take part in the first national (formerly regional) Health Information Week which will be in July 2017.

### **Doug Knock (Kings College Hospital NHS FT) and Susan Smith (Mid Cheshire Hospitals NHS FT)**

Doug and Susan helped us explore the newly developed Impact Toolkit which has been standardised so that HEE can get an accurate national picture. Any library service which makes a difference or change to an individual or group is eligible for an impact assessment. Each tool can be added to should we need to "dig down" for more in depth analysis. This was the final session of the conference and left me feeling most inspired to go back to Salisbury and develop some services which make an impact and fit in with all the themes the conference had covered.

I thoroughly enjoyed my first HLG conference and can't wait to attend another one – hopefully down South next time so the journey isn't quite as long.

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### **Des Mogg, Library Assistant, Royal Cornwall Hospitals NHS Trust (RCH)**

My main reason for applying for the HLG Bursary was to find out more about Knowledge for Healthcare. As a library assistant it has been easy to feel rather distant from all the debates and Task and Finish groups, and to become somewhat apprehensive as to what it will all mean 'on the ground'. As other participants will probably write about the keynote speeches and main K4H presentations, I want to focus on the aspects most relevant to my own practice, in particular Document Delivery.

I have to say that the conference as a whole was very rewarding, and there wasn't a single presentation that I chose to go to that I didn't get anything out of. Probably two of the most immediately relevant were Catherine McLaren and Jane Cooper on Nurse Revalidation and how their respective trusts have provided support for their staff, and Philip Barlow from Imperial College on making a library promotional video (an exercise that we're currently engaged in at RCH!). However, I am going to be self indulgent and concentrate on two presentations I attended on literature searching and citation matching, and also on the presentation on document delivery.

Judy Wright from the University of Leeds gave a presentation on 'Literature Search methods for an overview of reviews'. This was a very useful practical session on how to 'dig down' into systematic reviews in order to create an 'umbrella review' or 'review of reviews'. This is a very useful tool to create for clinicians as it avoids duplication of work, creates a more statistically significant answer to a clinical question, can answer broader clinical questions, and can reveal any gaps in the evidence.

There were three steps to a review of reviews: Search – Select – Synthesize. The first step is to search databases for systematic reviews of the subject. Judy is from the university sector so her resources and methods were slightly different from those we would usually use. It was interesting that she said that she would use PubMed as a first line search rather than Medline on HDAS as the systematic review filters were better.

Step two was to select relevant reviews and then critically appraise them. This was very illuminating for the problems it revealed. Many systematic reviews were revealed on appraisal to be unsatisfactory for some reason – either they are not rigorous enough in their methods or else they used out of date references, for example. Many were found to be at high risk of bias and were often poorly referenced, it being hard to identify the original studies used. It may then be necessary to back-track a search through the original studies to identify the references. Judy used Scopus and Web of Science to check the original studies, and found that the references listed for one particular paper were listed differently on each database. It was found when checking the paper copy that Web of Science was correct. Well worth considering when checking references online!

This was all food for thought as systematic reviews are generally considered the 'gold standard' of evidence. It certainly emphasised the need for critical appraisal of review articles when preparing a review of this kind. Only when all the references have been checked for accuracy and the reviews critically appraised can step three be embarked upon, and the 'review of reviews' be created. As Judy stressed, this can be a very time consuming procedure, possibly taking up to ten months of staff time.

An interesting complementary session was given by Morwenna Rogers of PenCLAHRC. She compared forward citation searching in Scopus, Web of Science and Google Scholar.

As in Judy Wright's session it was found that results differed dramatically depending on which resource was used. Scopus and Web of Science, although they both had good citation coverage, produced different results from the same paper, and their links to the citing papers were poor.

Google Scholar has no human input, with its citations found using a web crawler, which makes the results rather random. However, it is good for grey literature and results otherwise not found on the other databases. The conclusion reached, perhaps annoyingly for time-poor searchers, is that all resources need to be checked to find a comprehensive and complete citation list.

As I said at the beginning of this piece one of my major reasons for attending the conference was concern about what K4H could mean for our day to day practice as a library. In particular I was concerned about document delivery as this forms a large part of my job and I am proud of the service we provide.

The session demonstrated that there is wide variation in DD practice across the various regions so it is hard to benchmark good practice. Statistics presented by Sue and David clearly illustrated this. One area (the East Midlands) had no local collaboration scheme and sourced most of their articles from other schemes and the BL. In contrast the south west sourced 61% of our articles from the SWIMS network, 22% from other schemes and only 17% from the BL. This seemed to me an excellent argument for increased collaboration and the widening of DD networks, especially at a time of decreasing financial resources for individual libraries. This was again illustrated by the experience of the new Northern Union List, formed from two previously existing northern schemes. The combined list has greatly increased the number of articles supplied locally and reduced the use of the British Library. As I said this was a very reassuring session – the T & F group seems to be moving towards a collaborative model which to my mind can only be positive.

In this light I found the session ‘NHS libraries got talent: how do you assess document supply services across NHS England?’ by Sue Robertson and David Watson (both from the DD Task and Finish Group) very useful and also reassuring. I was particularly pleased to see that David is a library assistant, as many of us are involved in DD as a major part of our jobs. Clearly the T & F group has been listening to the importance placed on local service and knowledge of our users’ needs.

Generally I came away from the conference with a much clearer idea of what K4H was about. I now have a stronger picture of the large changes involved and how it links with the overall changes in the NHS and beyond. No doubt there will still be debate and controversy to come, but the conference did provide a picture of what it is trying to achieve. There was still little said about the role of library assistants (or para-professionals), but it does seem as though our input into such areas as document delivery has been recognised. It would be good to see these areas developed and considered further as the process progresses, and as part of the Workforce Planning & Development initiative.

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## **Laura Hamilton, Library Assistant & Jess Pawley, Senior Library Assistant, Taunton and Somerset NHS Foundation Trust (TAU)**

### **Day 1**

Having never been to a conference (or Scarborough) before I was not exactly sure what to expect. Long train journeys, sea fog, and ‘interesting’ food choices aside I can certainly say that I enjoyed myself and came away feeling like I had learnt a lot; most importantly that the job we perform as health librarians is an important one.

With such a varied programme on offer it was a difficult to decide which sessions to attend. Thursday morning I went to an interesting presentation about the [ebook matrix](#). This tool can be used to compare different ebook platforms in order to make a more informed decision when choosing a provider. This was followed by a presentation on a repository developed by The Christie NHS Foundation Trust. Tweeting about papers which have been published by staff from your own Trust is a simple and potentially effective way of promoting both the library service and the article.

After lunch I attended a presentation by Public Health England. The speakers explained what PHE is and does, the campaigns they are involved in, their growing Knowledge and Library Service and the benefits of collaborative working. Next came a presentation by The Reading Agency and The Society of Chief Librarians. This informative talk was about the use and effectiveness of The Reading Agency's resources. It highlighted the importance of public libraries in pointing patients in the direction of collections such as the 'Reading Well Books on Prescription'. It discussed the success of the 'Mood Boosting' books, which have proved a hit at our own library, along with future developments.

The final two sessions of the day were ones which had really stood out for me in the programme. The first was delivered by the World Health Organization about Hinari. This programme was established to help LEDCs (Less Economically Developed Countries) better access health resources and journals and to provide training in those countries. The second focused on Knowledge Management in Africa.

The day was finished off with a drinks reception in the Sun Court (unfortunately there was no sun to be seen that day) followed by a dinner and dance.

## Day 2

Today's plenary was Lynn Daniel, from the Expert Patient Programme. It was a very engaging talk, and as she related her own personal health problems and experiences it felt more immediate and relatable; she is a service user who has benefitted directly from information provided by librarians. The end result is not something we always get to see and it is humbling to know the effect we can have, however indirect our involvement.

Then it was the turn of our very own Carol-Ann Regan to take to the stage and update us all on the patient and public information aspect of Knowledge for Healthcare. Despite technical hiccups in the previous session, we had no problems hearing Carol-Ann across the room, and it was a very informative, interesting talk. There is a lot we can do to help support these users, and actively gear our services towards them.

The afternoon talk from Gareth Allen, an independent triathlon coach, was another eye-opening session, as he talked frankly about his mental health struggles and the benefits he gained from regular exercise. He showed that there is more than one way of tackling mental health struggles and the importance of accessing the right information at the right time.

Jo Milton from the University of Cambridge gave a session on how to engage service users, which included free food and free reign to write on the walls (by way of noticeboards, of course.) Budgets aside, there were some useful tips I felt we could apply to our service in the near future. She used a programme called UX, more information on which can be found [here](#).

Unfortunately due to the train, we were not able to stay for the final session, but we did however enjoy a short walk up a steep hill back to the train station, so we weren't entirely slacking off.

Finally, just to say thank you to HEE for sponsoring both of our places at the conference.



## Kate Newell, Reader Services Librarian & RD&E Research Repository Administrator, Royal Devon and Exeter NHS Foundation Trust (EXE)

This was my first time attending the holy grail of health library conferences – the HLG conference and I was really lucky to receive a bursary place from HEE SW. It was also my first time presenting a workshop at a national conference (on the development on our research repository) so I was a little nervous to say the least!

However, I have to say, I had no reason to be! The conference was fantastic, and everyone I spoke to was warm, welcoming, and keen to share experiences. There was a strong theme around Knowledge for Healthcare and Patient & Public Involvement over the 2 days. It was a jam-packed few days and as well as attending the keynote and plenary sessions I attended lots of presentations and workshops on a variety of topics such as: Public Health England, eBook Matrix, chasing citations, developing Apps, document delivery services, writing for publication and KfH resource discovery...luckily I attended the conference with a colleague, so we were able to attend different sessions to cover all the topics we were interested in. I have plenty of action points to follow up on.

But, to keep it brief, I'm just going to list the highlights of my HLG experience:

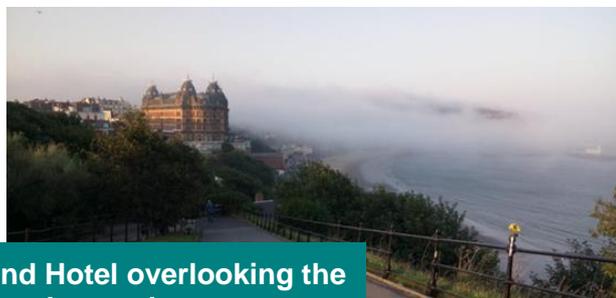
**Networking** – meeting colleagues from all over the UK, including catching up with colleagues from the South West was fantastic. It was great to be able to put some names to faces read on e-mails and blog sites!

**“Librarians don’t just change lives, they SAVE them”** – Nick Poole, CILIP Chief Executive gave a motivational keynote address on the role of information professionals in the future of healthcare. With all the current uncertainty around STPs (Sustainability and Transformation Plans) Nick said that we as information professionals have a key role to play in supporting healthcare managers through this transition and providing information from ‘bedside to boardroom’. CILIP are working closely with HEE and will be launching a promotional campaign soon around health information professionals and what we do – which will be one to watch. ‘Health librarians are awesome’ is pretty much the message I took home from this!

**Health and wellbeing** – for me, one of the best presentations was from Gareth Allen, a British Triathlon coach who works with a mental health trust in Wakefield. He was talking about the benefit of exercise on mental health. He was very honest about his personal experience with depression and it certainly motivated me to dust off my trainers! We’re interested in developing our health and wellbeing services at the library, and this session gave me plenty of food for thought.

**Presenting a workshop** – my colleague Pam and I ran a workshop about our research repository. Despite being a bit nervous, the session went really well, it was well attended, people were engaged and happy to share experiences and ask questions – and afterwards we got lots of positive feedback from people about the topic and our presenting style. If you’re going to bite the bullet and do a presentation or workshop, then HLG is a great place to do it – everyone was so supportive.

It was a fantastic couple of days in Scarborough, I learnt a lot, and can’t wait to see where HLG will take place in 2018! Who knows, I may even submit another presentation/workshop ☺



The Grand Hotel overlooking the bay at Scarborough

## And finally...

Congratulations to our Rio competition winners. John Trevor-Allen (WARN) and Angie Drayton (YDH) were brave enough to send in a photo of themselves with their prizes.



## Editorial Team

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