

November 2016

Issue 90

The Swimming Pool

**Newsletter for the
SWIMS Network**



The Editorial Team

Katie Barnard

Sam Burgess

Pam Geldenhuys

Lucy Gilham

Helen Licence

Jessica Pawley

Imelda Winn

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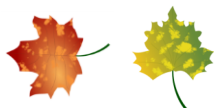
Editorial

There have been some changes in the editorial team of the Swimming Pool recently. We lost one editor who had been bitten by the travelling bug, and another editor has stepped down, so we offer very grateful thanks to Ruth Jenkins and Cathy Marsden for all their support with our Swimming Pool.

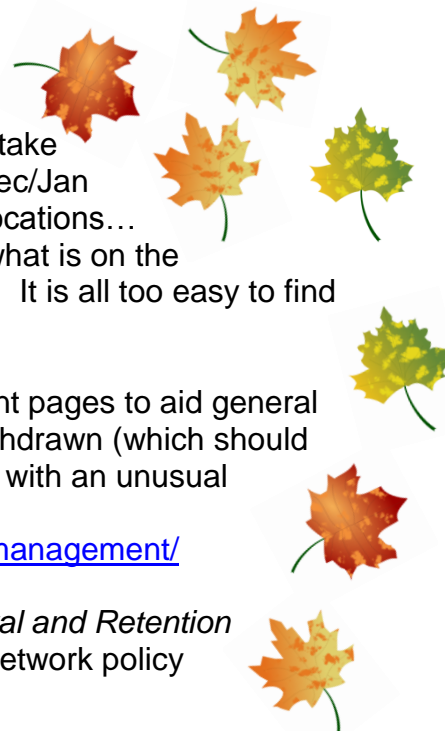
Now, we welcome two new members to the editorial board – Helen Lidence from Milton Keynes University Hospital, and Katie Barnard from Southmead Hospital in Bristol – we hope that they will bring a fresh pair of eyes to the Swimming Pool. If you work in the vicinity of our new editors (or indeed any of our editors!) then do submit your articles to them and send your suggestions for Swimming Pool to them.

As ever, we are very thankful to all those that submit articles to the Swimming Pool (even if we have to turn down the odd article – we KNOW you love Benedict Cumberbatch Jess Pawley!), so please do keep them coming – we like to learn about events attended, new developments or projects in your library, do keep shouting about library achievements and successes – let us see your best practices (or what doesn't work – that's always valuable too.)

Sam Burgess
Editor in Chief
Hampshire Healthcare Library Service (HCLS)



Autumnal leaf sweeping




If you didn't get around to weeding in the summer you may like to take a last chance to clear some dead leaves from your stock before Dec/Jan when Jenny will run the figures for outdated stock at each of our locations... It is important to keep our stock current, and this means not only what is on the shelves, but also being sure that our catalogue entries are correct. It is all too easy to find records left for items discarded some time ago...!


There are also lots of links and hints on the Collection Management pages to aid general housekeeping, such as dealing with items marked Missing or Withdrawn (which should linger no longer than 18 months) or checking items are not hidden with an unusual Copy Status (e.g. Withdrawn for Binding)

<http://www.swimsnetwork.nhs.uk/modules/cataloguing/collection-management/>

I hope you will have seen from my emails that the *Stock Withdrawal and Retention Guidelines* have been updated and are available on the SWIMS Network policy page at <http://www.swimsnetwork.nhs.uk/membership/policies/>


So how can you reduce the number (and percentage) of your stock which is over the 10 year rule? (yes, we understand - and it is in the guidance - that this is not appropriate for some sections)


 **First:** Run a Report for copies published before 2006 and not recently borrowed (see p 9 of the Guidance). If you have already marked some older items you want to keep using the Collection field then can you can exclude these here also.

 **If more time:** Refine a Title search to find items published before 2006 at your location at a certain classmark (see p 8) (NB your copy may be shelved at a different classmark). If you

want to keep them, then add a reason in the Collection field (see p6).

To be really thorough:

 Refine a Title search to find items with either no publication date or n.d. in the Date field - these will probably not have shown up in the lists already produced (see no 11 at <http://www.swimsnetwork.nhs.uk/system-general/reporting-alerting-and-statistics/#collmanreports>)

 Run a copies Report to list all your records marked in the Collection field (choose the relevant ones) and check they are still relevant (see p 6)

Oh, and while you are about this tidying please also check that all your books on dementia are now at WM221-230, and there are none left on the shelf at WT200s.....!

Thank you for keeping the catalogue tidy and up to date!

For any further help or advice contact your local Cataloguing Group rep
www.swimsnetwork.nhs.uk/groups/cataloguing-group/



Anne Lancey
SWIMS Cataloguing Group Chair
Isle of Wight NHS Trust (I01)

Knowledge for Healthcare

Want to understand a little more about Knowledge for Healthcare? Have a great example of something that you have done that has made a difference?

The engagement group is looking at how we can communicate some of the successes delivered for KfH across the South.

We are going to have a regular slot in the Swimming Pool where we highlight something quick and practical that is easy to implement and do. This is for **all** LKS staff not just managers or those heavily involved in the task and finish groups.

The first focus will be on IMPACT.

Please send any contributions to Sue Robertson sue.robertson@thamesvalley.hee.nhs.uk by 23rd November 2016.

Sue Robertson
Knowledge Services Development Lead
Health Education England

HLG Conference Report

I am one out of 6 people who received a bursary place from HEE SW in order to attend the HLG Conference in Scarborough 2016. (Editor's note: a slightly late report, so not included in the previous Swimming Pool!)

The main theme of the Conference was around Knowledge for Healthcare and Patient & Public Involvement. The Conference programme was very intense with many interesting presentations.

During the two days, I attended certain presentations and workshops as I found the topics interesting and informative. In particular I attended the following:

- *Literature search methods for an overview of reviews (“umbrella review” or “review of reviews”)* - presented by Judy Wright from the University of Leeds;
- *Supporting the revalidation of nurses and midwives: the response from two NHS Trust library services* - presented by Catherine McLaren and Jane Cooper from George Eliot Hospital NHS Trust and Northamptonshire Healthcare NHS Foundation Trust; and
- *Facilitating research amongst radiographers through information literacy workshops* - presented by Emily Hurt from Lancashire Teaching Hospitals NHS Foundation Trust.
- In the workshop by Steph Gray I learned more about Public Health England;
- *Health information for patients and the public* by Carol-Ann Regan and Sarah Greening from Taunton and Somerset NHS Foundation Trust was very interesting and inspiring.

One particular workshop enthused me greatly; working in document delivery for our readers for 14 years I thought that it was important to attend the “NHS Libraries Got Talent” by Sue Robertson and David Watson. In this workshop, Sue and David talked about the document supply services in NHS Trusts as one of the key areas of Knowledge for Health. They shared the results of the ongoing activity of the working group formed to look how to streamlining processes so the end users will get the best service and the library staff will become more effective and efficient in their document supply services, and, importantly, able to share the best practice across NHS Trust libraries. This working group met face-to-face three times, but the rest of the time they met via WebEx, initially monthly and now bi-monthly, as well as communicating via e-mails and telephone calls. All key documents are stored on a Wiki, and Yammer is used for the ‘working documents’. Initially the group has assessed the document supply only for interlending books, viewed a variety of models of document supply from other countries, and mapped a typical library process. The main purpose of these activities is to gather relevant information in order to assess the best common practice for documents supply services in the NHS trusts in England.

In the workshop we discussed analysis of the statistics returns for 2008/9 – 2013/14 and saw that some regions do not have local collaborative schemes at all, whereas the other regions have very good local collaborative schemes, which are used fully and effectively. I was very pleased to note that our South West region has a very good collaborative scheme and we are using our local resources very well. For example, 61% of our requests are coming from the local network and only 17% and 22% of our requests are from the British Library and other libraries. In contrast, the majority of requests in the East Midland region, which don't have an effective local document delivery network, come from the British Library and only 6% of requests are from the local network. I found such analysis very useful as it offers the opportunities for sharing best practice between different NHS Trusts.

After a year of working on the project the task and finish group established Copyright 1st responders for each region, as well as starting work explore union lists/catalogues, and launching national standards/best practice guidelines.

I am very pleased to see that document delivery service is a very important part of the Library Service and at the same time is a key area of Knowledge for Health and being the part of that service is rewarding experience.

Also I would like to thank the HEE for supporting my HLG Conference Bursary.

Lioudmila Smirnova
Senior Library Assistant
North Bristol NHS Trust (SMD)

Memories of HLG Conference 2016...



HLG 2016 Conference photos are available at: <https://goo.gl/photos/b4PGjWswJK36oZr7>

Here is just a small selection...

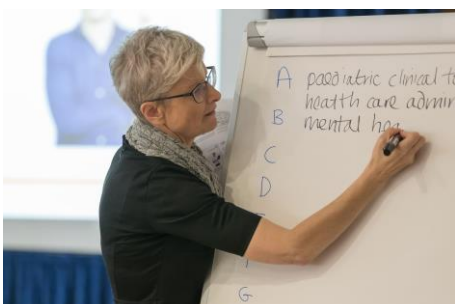
Top left: Carol-Ann Regan and Sue Robertson

Top right: Katie Barnard, John Loy and Roxanne Hart

Middle: Roxanne Hart, Cate Newell, John Loy, Pam Geldenhuis and Alison Day

Bottom left: Helen Bingham

Bottom right: Carol-Ann Regan



All photos reproduced with permission of HLG2016.

CLIO Interlibrary Loan System - Final Review

For the past year Hampshire Healthcare Library Service (HHLS aka H04, H05, H18, H34, etc) has been trialling the use of CLIO – a web-based system for managing interlibrary loans as we believed that it would be easy and quick to use and would enable requests to be processed by any and all library staff no matter their location. The intention was that this would improve customer service and relieve pressure on short-staffed libraries.

After on-site training delivered by Soutron on 24 September 2015, Paul Bradley managed the roll-out of CLIO across HHLS. Paul initially implemented CLIO in Basingstoke over the fortnight beginning 7th December 2015, and he then rolled out to other sites in early 2017. There were problems getting support from Soutron in the early stages which accounts for the gap between the on-site training and the beginning of the roll-out.

Members of the library team commented that they found CLIO quick and easy to use, that they system is user friendly and the interface streamlined. Comments on the advantages included:

- Better [than WinCHILL]– especially for being web based – easier to trace requests as well
- The link to BL is especially useful

Staff did identify some disadvantages but most of the issues arose because of differences from the previous WinCHILL system and we were able to suggest different ways of working.

Libraries in the Southampton area had already streamlined their ILL processes and just use one account to manage all requests. This means that requests are processed rapidly wherever available staff are located. CLIO offers the facility to pick up another library's requests and this has now been used to support a HHLS library in Oxford since a library assistant left and this has worked well with the requests for the Dermot Rowe library now being picked up by Basingstoke library.

One feature of CLIO that we have not used fully is the facility for patrons to complete their own request forms. Library staff originally expressed some concerns about how this would work and it was felt that it would entail significant changes both for customers and library staff. Since our interim report in March we have sampled the use of the patron interface during a two week period with a few library users, although it was admittedly quite difficult to seek out those people willing to test the patron side of CLIO without the usual tried and tested method of offering tea and cake!

We sampled CLIO with less than 20 library users, with the majority of them completing the forms correctly and also stating that they would use CLIO in future to obtain requests. Interestingly some comments received during the sample showed that there is still a slight preference to deal directly with library staff:

- Would prefer to do via librarian but useful if doing from home or when librarian is unavailable.
- I am more likely to request a book/article from our librarian. Much nicer to deal with a person.

The patron interface of CLIO is now available on our website as an additional method of requesting journal papers and books. A procedure for dealing with patron submitted requests has also been written and circulated amongst the HHLS team. It is broadly expected that

while the patron interface will be used now that it is available on our website, it is unlikely to generate large numbers of requests as the majority of requests still come via other means such as email, in person, or telephone.

The decision has been made to continue using CLIO as:

- It is fit for purpose.
- Library staff find it easy to use.
- Library users find it relatively simple to use.
- It is web-based enabling work-sharing across sites.

We are unable to directly compare benefits/speed of use of CLIO versus WinCHILL and this may have been a missed opportunity, but it is assumed that the turn-around rate in using CLIO is no faster than using WinCHILL except the flexibility of CLIO offers greater use.

We might wish to carry out more detailed evaluation in future, including work on cost effectiveness, but given the initial success of the CLIO pilot, the lack of competing systems, and concerns about the limitations and sustainability of WinCHILL the benefits of such work are unclear.

CLIO is now fully embedded into library processes and offers increased flexibility and complete cross-site support and is particularly useful for ordering from the British Library. Should other NHS library services consider using CLIO, HHLS has developed expertise and experience which it can share. Thanks are due to all HHLS staff for their hard work in implementing CLIO and continuing to make it work!

Paul Bradley/Sam Burgess
Knowledge Support Librarian/Library Service Manager
Hampshire Healthcare Library Service (HHLS)

Network news

Extra hands at PPH



The team at Berkshire Healthcare has been strengthened with two new additions to the team, to prevent Janine and Barbara rattling round on their own in the PPH library. Jade Jamieson is taking the leap from temping with us currently, to become a permanent Library Assistant in the new year. Ian Macey is our new librarian, bringing experience of libraries in engineering and policing, so we reckon he has a few stories to tell to amuse us, if we can wheedle them out of him.

Barbara Moye
Library Manager
Berkshire Healthcare NHS Foundation
Trust (PPH)

New staff at BRI

Hello, my name is Clare Thornalley and I joined Bristol Royal Infirmary's team as a Graduate Trainee Librarian in October. I have a background in acute mental health nursing and therefore come as a tenderfooted fledgling to library and information services - please bear with me!

I was fortunate enough to be able to take a break and return to education to pursue a lifelong interest, and graduated from Keele University in 2014 with a BA (Hons) in English and American Literature. I am an enthusiastic writer of (so far) bad fiction, but while my literary dreams might never materialise, university did underscore how much I love researching and evaluating information. In my capacity as a nurse, some of my favourite parts of my work were my link nurse and mentorship roles which tie in with information and research, so this appears to be something like destiny for me! Next year I will commence a Masters in Library and Information Studies with Robert Gordon University, via distance learning so this is a big but exciting transition for me.

I hope that our paths cross over the next three years and that I will get to know some of you out there (on the best possible terms of course, and not because I have duplicated an interlibrary loan request, or something similarly daft).

Clare Thornalley
Graduate Trainee Librarian
University Hospitals Bristol NHS Foundation Trust (BRI)

News from EXE

Hello, I'm Charlotte Greaves and I have recently joined the team at Exeter Health Library as a library assistant. I am an experienced librarian, having worked in government libraries, public libraries, and education libraries but this is the first time I have dipped my toe into the NHS pool!

I have been out of the library world for the past ten years, keeping myself busy with my young family and working as a teaching assistant, so I am very excited to be getting back into the swing of things.

Big thanks to all at Exeter Health library for your support and patience as I get up to speed!

Charlotte Greaves
Library Assistant (Mon-Tues)
Royal Devon and Exeter NHS Foundation Trust (EXE)



#UKMedLibs

Join us on Tuesday 15th November for our next #ukmedlibs chat covering summarising and synthesising evidence.

Alison McLaren from Surrey and Sussex Healthcare NHS Trust joins us to share her experience of providing complex reviews for the Kent, Surrey and Sussex Academic Health Science Network.

Are you or your service regularly providing summarised evidence reviews for your users? Are you considering adding them to your service offer for certain user groups? Come and join us. Details of the chat are on our blog at <https://ukmedlibs.wordpress.com/>

NBT Hero Award



L-R: Lioudmila and Ruth

Superstar Library Assistant Lioudmila Smirnova (SMD) recently won an NBT Hero Award for outstanding contribution to the Trust. She was nominated by Ruth Halliday, a Research Physiotherapist in the Trauma & Orthopaedic Department, for being “one of the friendliest, most approachable members of staff I have met in my 10 years at NBT.”

Ruth went on to say that “without the assistance from Lioudmila and the library team I would not have been able to complete my Masters, and our growing portfolio of research grants and studies would not have been possible.”

Lioudmila was presented with her certificate and learned who had nominated her at an informal afternoon tea event with the Trust’s Chief Executive.

Katie Barnard
Clinical Librarian
North Bristol NHS Trust (SMD)

Fundraising in Plymouth



On Sunday 25th September Tom Arnold, myself and another friend took part in an abseil down the Holiday Inn in Plymouth to raise money for the Plymouth Hospitals Gold Dust Appeal - <https://www.plymouthhospitals.nhs.uk/gold-dust-superheroes-abseil>. I had already very generously volunteered Tom for the event but in a moment of emotionally charged madness I agreed to do it myself. My 9 year old son Ben broke his arm for a third time in August and we had to once again make use of the incredible staff and facilities for the children in Derriford Hospital. To quote the website, the Gold Dust Appeal state “Our goal is to be able to care for children by providing a calm, reassuring environment; to engage them with colourful, themed areas that distract them from clinical procedures and to provide greater comfort and privacy for children and their families. With your help we aim to raise £100,000 to achieve this.” Between us we managed to raise over £100 so were very pleased with our achievement, although for some of us it isn’t an experience we are likely to voluntarily repeat anytime soon!

On Sunday 9th October Tom also took part in his first Plymouth 10k to raise awareness and funds for The Marfan Trust. Despite a knee injury he was determined to race and managed an impressive time of 53 minutes! He raised £170 for vital research. Please take the time to look at the website if Marfan Syndrome is something new to you - <http://www.marfantrust.org/about-us/our-mission> - as it is a subject close to our hearts in The Discovery Library.

Abbie Evans
Librarian
Plymouth Hospitals NHS Trust (PLY)



Editorial Team

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

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

Pam Geldenhuys – Editor: Electronic Resources Co-ordinator, Exeter Health Library (EXE): p.r.geldenhuys@exeter.ac.uk

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

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

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

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