

December 2016

Issue 91

The Swimming Pool

Newsletter for the
SWIMS Network



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Fresh Arts at NBT Library

One of the great things about North Bristol Trust is the vibrant arts programme that has been part of the new build and manifests itself in many different ways across the site. There are exhibition spaces with pictures on the walls, some terrific sculptures, and if visiting the Brunel building you may well have pondered telling the time using the kinetic neon clocks suspended from the glass roof. It doesn't stop at the visual arts – we get to enjoy recitals from volunteers playing the grand piano, there was a month-long buskathon in the atrium, and patients on the wards have enjoyed harpists and others performing at their bedside.

Without going into too much detail there are many proven benefits for both patients and staff – shorter hospital stays and better staff retention being just two. The Fresh Arts website has a lot more information: <https://www.nbt.nhs.uk/fresh-arts/about-fresh-arts>.

So, keen to get involved, we decided to relocate a couple of notice boards and now have our own gallery just inside the main body of the library. A large beige/mushroom/taupe wall is now our exhibition space, and has the dual benefit of providing local artists with a showcase while also brightening up the library. Our first artist when we launched in the summer was Gordy Wright (<http://www.gordywright.com/>), an illustrator and printmaker who works here part time in medical records. We aim to change the exhibition three or four times a year, and currently in residence is Lisa Malyon (<http://www.lisamalyondraws.co.uk/>), a specialist in architectural illustration. Lisa also creates some magnificent lamps, one of which currently graces our library reception area and is brightening the darkening days of winter.

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



John Loy @BristleBoy Aug 12
Delighted to welcome the artist @gordywright to open the new gallery in Southmead hospital library @freshartsruth



John Loy @BristleBoy Oct 10
Autumn exhibition now in Southmead hospital's library gallery @freshartsruth @lmalyondraws Many thanks to the artist Lisa Malyon



John Loy @BristleBoy Nov 14
We're used to bright ideas in the library but this from Lisa Malyon our current artist is a little different @freshartsruth @lmalyondraws



Chartership news

After a long slog, various thoughts about career change and nights spent at the laptop questioning my sanity, I have finally passed my Chartership!

Next up I will of course be after the library manager's job... er, I mean, I am looking forward to taking on more professional aspects of the role, namely outreach and assisting with more literature searches.

I have to say thank you to Alison Day in Poole (my mentor) and Nicki Healey in Weston (candidate support officer) for keeping me going, reading and editing and encouraging me to think differently. And of course thank you to Carol-Ann for supporting me through it - I definitely think it was a team effort!!

Jess Pawley
Senior Library Assistant
Taunton and Somerset NHS Foundation Trust (TAU)



We would like to congratulate Angela Drayton at YDH on obtaining her Chartership on the 12th December. Angie has worked really hard for this and it has come as a very well deserved Christmas present.

The Library Team
Yeovil District Hospital NHS Foundation Trust (YDH)

Weston-super-Mare Library Safari

Late in October, I found myself on an adventure to the libraries of Weston-super-Mare. This was an event organised by CILIP South West for those new to the profession. The majority of the group were UWE students, who were a really friendly bunch and provided many insights to their course (useful as I'll be applying for courses next year!)

Excited to start the day, we headed off to our first destination – North Somerset Healthcare Library (WSM). A small and friendly team greeted us, and gave us a short presentation and tour. A few things that I found to be interesting were their use of quizzes at user inductions and also the fact that they see a spike in literature search requests over the Christmas period. They hypothesise that this might be due to the work of clinical staff slowing slightly over this period allowing them time to do other things. This isn't a trend we find in our library so it was interesting to hear from one of our neighbours. Touring their library, it was intriguing to see that they are doing the national 'Reading Passport' initiative, and also their clever use of print journals in the library layout to help stop the travel of sound to the quiet study area at the back!

Next, it was on to Weston College's library, which is a service available across two sites. Both are modern colourful libraries, with many computers available, including Macs used mostly by the arts students. iPads are available to loan, but they explained due to compatibility problems they probably won't continue with Apple tablets long-term. Usefully, they have IT helpdesks within both libraries. The college provides both higher and further education, but gives teaching to both students and staff including digital literacy, study skills



and life skills, and it was good to see they run sessions for students with autistic-spectrum disorders. With only one qualified librarian, most staff have an IT or education background, as they place a high emphasis on experience in these sectors. The most interesting thing about this library was the open-plan layout - with no offices for staff, designed so all staff appear available to approach for help at all times. They explained that behaviour management is routine in their service with a demographic of mostly teenagers, and so this layout improves staff visibility to help with this. They agreed this can be difficult sometimes, but explained they do get rotated so each person can have some time on the quieter corner desks. Other features that I liked in this library included: their whiteboard walls, electronic device charging stations, and the range and displays of arts related magazines. On discussion, it seems in some ways we have opposite user groups – they struggle to get their students to read *actual* books, as they prefer digital resources. However, we find our users often prefer the print books over e-books.

After lunch, we continued to our final destination – Weston’s public library. This was a super busy place – the local hub for all the council services and library in one building. Our guide said this was both the best and worst part of the job – having a great range of enquiries from book loans to housing benefits, but also the unpredictability and the wide knowledge base needed. This was another colourful open plan space – my favourite feature being the huge map of the local area covering the floor! They had a large collection of books including bigger print and talking books, as well as DVDs and CDs. There was an adorable children’s section and they do regular events for the little ones including ‘Rhymetime’ which is a particular highlight for staff if not the children! The children’s area also included a self-issue machine which they have no problem using, as demonstrated by a young girl with excellent timing. Another interesting feature here was the local history room which contains old censuses, photographs, maps and news articles – a must-see for anyone with an interest in local history!

All in all it was a great day out and very informative as someone just starting out in the profession. Thank you to the organisers and participating libraries for a wonderful day!

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

HEE South CPD Bursary – still time to apply

Since April the bursary scheme has made six awards to assist staff with their CPD activities, alongside sponsoring places for six first-time attendees to attend the HLG conference in Scarborough – you’ll have read about their impressions of Scarborough recently.

If you have an idea in mind for personal development, but can’t quite afford all the costs - maybe something as simple as help with travel and accommodation - the bursary scheme will be happy to consider applications for financial support either from an individual or a team.

Full details and an application form are available on the CPD pages: <https://hee.nhs.uk/hee-your-area/wessex/our-work/research-innovation/library-knowledge-services/library-staff/continuing-professional-development-nhs-library-staff>

John Loy
Health Education England South CPD Lead



"Shhh... in other languages": My experience of working in libraries across different countries

I was recently invited to share my experiences of working in different libraries across different countries at the CILIP Thames Valley monthly event held at the Royal Berkshire Hospital. Having worked in different libraries over the years, both in Greece and the UK, I presented some of the key differences and similarities four types of libraries have in both countries.

Public Libraries

I started off by looking at public libraries in both countries. I primarily focused on how budget cuts have affected both countries but illustrated how Greek public libraries have been totally abandoned by the government. What makes a difference in the UK is that public libraries are considered a big part of the community. As shown by a report published by the Department of Culture, Media and Sport, in England over a third of the population visits their local library and in the poorest areas that figure rises to nearly a half. Also, a survey on reading behaviour conducted by the National Book Centre of Greece shows that only 34% of the population over 15 in Greece identified themselves as “book readers” compared to 76% in the United Kingdom, showing a poor reading culture in Greece. Currently public libraries in the UK are experiencing challenging times as figures released by the Chartered Institute of Public Finance and Accountancy show. Budgets were cut by another £50m over the last year. According to Public Libraries News 25 libraries confirmed as closing from 1st April 2015 to end March 2016 - 9 of them in England.

School Libraries

Sadly, school libraries in Greece do not have an official status in schools. They have no dedicated space in the school building, trained personnel or allocated funds. An informal search undertaken by the members of the School Library Section of the Greek Library Association indicates that most of the schools that claim to have a school library have, in reality, a small collection of books in a small area. The majority of school libraries in the UK, on the other hand, are run by professionally-qualified librarians and have dedicated space. As shown on the table below, out of 1542 school libraries across the UK that took part in a survey conducted on behalf of CILIP, 905 school libraries had at least one professionally-qualified librarian.

Person responsible for management and running of the school library	No.	%
Professionally-qualified school librarian	905	58.7
Other designated school librarian	536	34.8
School Administrator	8	0.5
Nobody/volunteer staff/other	48	3.1
Not specified	45	2.9
TOTAL	1,542	100

Although these figures show that school libraries in the UK are very important in education, according to another CILIP report one in five school library services could be facing closure.

Academic Libraries

Even though the Greek government understands their importance, there is a significant lack of a national plan for library development which has left staff battling with budget cuts, staff shortages, and poor and out-dated collections. But in the UK, academic libraries play a central role in the delivery of higher education and the creation of literature environment.



Health Libraries

In both countries health libraries face administrative issues. Most health libraries in Greece are part of the general administration service without individual budgets and management which has led to many of them being closed down and librarians moved to administrative roles. They are also considered a luxury in a hospital where there are not enough clinical staff to cover shifts or insufficient stock in medicines and supplies. These might sound familiar to anyone working in health libraries, but health libraries in the UK receive great support through Knowledge for Healthcare and HEE ensuring all health libraries offer a consistent, equitable and core funded service.

But through my travels I haven't only learnt about the differences and similarities libraries have in both countries. I have also learnt about the importance of developing cultural sensitivity, because working somewhere new requires time and interaction, allowing you to discover the idiosyncrasies of another culture, to value diversity and to recognise the importance of one's own culture. And although when you travel the only constant is change, since you're forced to change living spaces and friendship groups, as well as from the clothes you wear to the language you speak, that is what makes travel most exciting. Because change generates new ideas, inspirations, and ways of doing things.

Marina Sotiriou

Library Assistant

Royal Berkshire NHS Foundation Trust (RBH)

TAU & SPT Integration

Further to the regional email sent around in early November, the library services at TAU and SPT have now fully integrated and the service as a whole is based at Musgrove Park Hospital in Taunton (TAU). We are offering an enhanced and enlarged service to the two trusts and TAU will be the library code for both.

SPT is no longer an individual regional location. Please note that Cheddon Lodge library (SPT) will be staffed once a week so if you are applying to us for an interlibrary loan and you need something urgently, it is worth bearing this in mind as you may have to wait a week for us to visit the site.

SPT books and journals will remain on the catalogue and may still be requested; however requests will need to be made to TAU and books returned to TAU.

Phone lists, email contacts and address labels will also need updating to reflect this change to a single service.

For a short period the SPT library email will be diverted to TAU. The email account will close in a few months.

In the coming weeks we will be migrating SPT registered library users to TAU. The TAU library team will be able to answer any outstanding SPT issues such as overdue book loans, user queries etc., It will take time for us to complete all changes, directory updates etc., so please bear with us while we work towards achieving this.

Thank you.

Library Service

Taunton and Somerset NHS Foundation Trust (TAU)



National Stress Awareness Day 2016

The 2nd of November was National Stress Awareness Day, so the staff here at Exeter Health Library decided to organise some wellbeing sessions for Trust staff and encourage them to take a break, rehydrate and refresh themselves and stop for a few minutes during their busy working day.



As well as providing refreshments, including homemade cake, biscuits and fruit, staff were invited to come over to the Library and take part in some short sessions, to encourage them to think about ways of relaxing and increasing their feeling of wellbeing. These included a 'Knit & Natter' session (which was enthusiastically attended by both staff and medical students), a book group, as well as a bite-size Qi Gong exercise session, which set out to teach people some basic stretches to make part of their daily routine and to use calming breathing techniques. Other activities on offer included mindful colouring, jigsaw puzzles and playing with some Lego!

The Library staff were very encouraged by the number of staff who took the time to attend and it was a great opportunity to direct visitors towards the Health & Wellbeing Collection in the library, which consists of a small (but growing!) fiction collection, colouring resources, puzzles and materials for knitting/crochet. Books which have been purchased for this collection include those on the Wellcome Book Trust list, Man Booker prize winners, and the Reading Agency "Books on Prescription" and "Mood Boosting" selections.

The sessions were well-attended and built on work carried out by Library staff for World Book Night, which increased the visibility of the Library as a place of relaxation and leisure, rather than just for study. We now have details of a number of staff who would like to participate in further sessions and we will be planning these for the New Year.

A special mention for our very creative and versatile Reader Services Librarian, who not only baked some fabulous chai latte and ginger cakes on the day, but is also our star crocheter! I have included a photo of one of her latest creations, which is now winging its way to be a special Christmas tree decoration for a big Star Wars fan – I think she now has a waiting list! On a serious note, being creative, reading, making things or in Cate's case, making a small crocheted Stormtrooper with an even smaller Christmas hat, are shown to increase wellbeing and reduce stress.....so find out what your particular stress busting activity is and make some time to do it 😊

Carol Giles
Library & Knowledge Services Manager
Royal Devon & Exeter NHS Foundation Trust (EXE)





#UKMedLibs

The next #UKMedlibs chat should be amusing as we take a look at the oddities that you have found in the literature searches that you carry out! Think along the lines of the Christmas BMJ and you'll have a good idea of what we mean. Chat with us at 8pm on Tuesday 20th December and bring your Christmas spirit with you!

Network news

New starter at BRI

Hello, my name is Sarah Barrett. I joined the library team at University Hospitals Bristol (BRI) in October as an Outreach Librarian. I work part-time and have responsibility for Specialised & Trust Services. I've worked previously at MIDIRS, the Midwives Information and Resource Service, and at the University of the West of England (UWE), but this is my first role in an NHS library. It's quite a change, but I'm enjoying the challenge and am fortunate to be working with a great team.

Sarah Barrett
Outreach Librarian
University Hospitals Bristol NHS Foundation Trust (BRI)



Hello from W01



My name is Linda Kalinda. I have recently joined the brilliant Library team at GWH, taking over the role of Head Librarian in the Academy. I look forward to participating and contributing to the network and colleagues. I am a Chartered CILIP mentor, keen to hear from anyone interested in Chartership. Please feel free to contact me to introduce yourselves or to arrange a meeting in person. My interests include relational databases, knowledge management, PPI and agriculture.

Linda Kalinda
Head Librarian
Great Western Hospitals NHS Foundation Trust (W01)



News from Moorgreen Library

Hello, my name is Vasilias and I have recently joined the library team at Hampshire Healthcare Library Service as a library assistant. I have previously worked in a Further Education library, a Contemporary Art Museum library, and Public libraries. As this is my first role in a Healthcare library, I'm very excited to be learning new things and getting to know a new library environment with the help of such a great team at Hampshire Healthcare Libraries.

Vasilias Tsiplaki
Library Assistant
Hampshire Healthcare Library Service (H05)



UKelG: Tweeting and Blogging for Improvers Euston House, London 24th November 2016



I recently had the chance to attend the UKelG's day course on Tweeting and Blogging for Improvers in London with thanks to HEE South's generous CPD bursary.

I should probably state that my background in social media is extensive. I have had experience of setting up Twitter and Facebook accounts in the hotel industry, as well as a Twitter and Blog account for the marketing of a video games podcast I used to have.

However, when it comes to social media, particularly in the NHS there are a lot of challenges, rules, policies, and procedures that need to be adhered. So for me, I hoped I would gain knowledge that would improve the way libraries are marketed or seen across social media channels.

Looking through the delegate list I noted a few recognisable names, "The British Library, NICE Institute for Health and Care Excellence, JISC", I was the only NHS representative attendee however! Still I knew that with the wealth of knowledge in the room from different libraries, I would surely be able to learn some new tricks of the trade.

Ned Potter, our trainer, clearly knew his stuff. We analysed the different means of making Twitter work for our organisations. We tried a variety of free to use tools such as Twitonomy and Followerwonk to work out how to market our tweets to users at the right time and in a more interactive way.

I held my breath as he approached the dreaded "blog" section of the day. I think like many others in the room, we hate blogs. We wonder if they are worth the time and effort. Do people still blog? Is it a dying art?

Ned reassured us, blogs are still very much important to libraries in particular. The way we use them is where the changes need to occur. For us working in the NHS we have so many useful aspects we can blog about, but we need to think more about "what would our users benefit from?" Ned made an interesting comment about what did he know and use now, that he did not know six months ago?

As librarians, I think we have all had this thought in the past. And as we know, "Knowledge is power." The data we have as librarians/Information Specialists/Clinical Librarians (select your role here), should be shared in short, multimedia driven blogs.

Blogs are not meant to be official websites for our libraries, but as the name suggests a blog, simple, short titles that inform the users of the content, multimedia that highlights the topic, and without the need for endless waffle.

So after all these important lessons and exercises, if I had to sum up the important points of the day for the TLDR crowd (Too Long Didn't read):

- 1) Always update your CILIP groups yearly (it may save you a small fortune)
- 2) Blogging is not dead, and Tumblr is a good resource if you only use it as a blog rather than a website



- 3) Twitter is powerful, and directs traffic to your blogs/videos/ guides.
- 4) If you have more than 140 words to say use the blog!
- 5) Follow us on Twitter: @EastDorsetLKS

I did make a brief stop at the British Library to buy a souvenir on my way back to Dorset. All in all a thoroughly enjoyable day!

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

'Teaching Evidence Based Medicine' course

When Jo Hooper (BRI) and I applied for two funded places on the eminent 'Teaching Evidence Based Medicine' course, run by the Centre for Evidence Based Medicine (CEBM), we were quite shocked to be told that we had both been accepted. With the prospect of four full days of teaching by world renowned experts in evidence-based healthcare at the University of Oxford, how could we not be excited?!

The Centre for Evidence Based Medicine is housed within the Nuffield Department of Primary Care Health Sciences at the University of Oxford and is led by Professor Carl Heneghan, who is Senior Tutor of Kellogg College and a GP in Oxford. We studied in the Dickson Poon Building at St Hughs and stayed at Wolfson College only a short walk away.

'Teaching EBM' is designed for all professionals in healthcare who have some knowledge of critical appraisal, some experience of evidence-based healthcare, and who want to develop their teaching. My expectations of the course were extremely high – after all, Dr Ben Goldacre, whose YouTube video we use in our critical appraisal workshops, is one of the CEBM staff members. Sadly Dr Goldacre was not on our teaching schedule, but the rest of the CEBM team and visiting professors certainly made up for it! Professor Rod Jackson from New Zealand (seen here: <https://www.youtube.com/watch?v=qtuSKRrK7U>) not only lectured the group on the use of the GATE critical appraisal tool, but his pre-dinner speech on the Wednesday evening was very entertaining (as was a fellow attendee – a Swedish doctor: <https://twitter.com/shadiasantos/status/776154097942663168>). We found ourselves surrounded by clinicians from around the world, systematic reviewers, and a few librarians! Being surrounded by like-minded individuals was very motivational.

Discussing our current techniques for delivering critical appraisal and statistics forced us to justify our current practices and opened up my mind to new ideas of how I could develop our current teaching programme. I particularly enjoyed the networking opportunities that happened during this event, as informal learning is something I find particularly valuable at such events.

This experience will directly inform my current teaching programme. It has provided me with new knowledge to make necessary changes, leading to programme development and improvement. My experience will benefit those I support in my role as outreach librarian, but it will also benefit my library colleagues as I will give a feedback report to them. This will help me reflect on my experiences.

Helen Pullen
Outreach Librarian
University Hospitals Bristol NHS Foundation Trust (BRI)



Librarian attends Oncology Conference

At the recent UK Oncology Nurses Society conference in Brighton, clinical colleagues and I presented a poster on an innovative resource to support patients living with and beyond cancer.

The aim of the resource is to empower patients to self-manage rehabilitation and recovery in line with national developments within cancer survivorship. Evidence shows that providing high quality health information is beneficial, impacting on service utilisation, health costs and patient health.

The resource was developed in collaboration with NHS Lothian, adapting their evidence-based cardiac rehabilitation programme and focuses on a wide range of topics to aid wellbeing.

The resource has been piloted with colorectal cancer patients. Early results from questionnaires indicate that using this resource has given patients the information they need to make positive changes to their lifestyle. This initiative has also resulted in a reduction in patient to Clinical Nurse Specialist (CNS) phone contact, thus freeing up essential CNS time to spend with patients who have complex needs.

Working on the manual and pilot has given me a great opportunity to contribute to patient health information in a proactive way. As well as editing material for the manual, commissioning illustrations and formatting the final proof for publication, I also included a section on how to find quality health information on the internet.

Sections of the manual can be viewed at:

<http://www.theheartmanual.com/News/Pages/The-Cancer-Manual.aspx>

It was an interesting experience attending a clinical conference rather than a library one. I did use the opportunity to remind those I talked to about the various services offered by their NHS Library and highlighted how we can support them with patient information.

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



Cancer Manual Team (L-R): Lynsey Clode (Oncology Dietician); Jo Wilson (Living Well With and Beyond Cancer Lead); Carol-Ann Regan (Library and Knowledge Services Manager); Nicki Forsyth (Lead Colorectal Nurse Specialist)



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