

April 2017

Issue 94

The Swimming Pool



**Newsletter for the
SWIMS Network**

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'Facilitating Action Learning Sets' programme report

What is Action Learning?

Action learning is an approach used to explore and provide solutions for real life problems. It is done through a formalised 'set' – a small group of participants who meet periodically and work together in full confidentiality. During each session, every participant is given a chance to present and reflect on their individual dilemma, encouraged and challenged by open questioning from the group, before coming up with a set of practical actions to take away with them.

The programme

Action learning is becoming an increasingly popular approach for strategic planning, particularly within organisational management contexts (it also features on the Knowledge for Healthcare leadership development programme). Recognising this potential, HEE England funded a nationwide series of programmes to train NHS LKS staff in facilitating action learning, each consisting of four sessions spread over a year. For the South cohort, our programme finished in March.

Was it useful?

The workshops were largely practical, allowing us to experience action learning first hand in our small groups. Despite some initial scepticism from many, it became clear that for the right kind of problem action learning can be a highly beneficial process – indeed, several group members gained fresh perspectives and practical action plans for real problems they had brought to the group.

What's more, the skills we developed through the programme – effective listening, skilful interventions, group facilitation, to name but a few – are easily transferable to wider interpersonal contexts, notably mentoring and staff management.

Putting action learning into action

Our challenge now is to seek out meaningful opportunities to apply this new skillset. As a tool particularly well suited to complex strategic problems and one that requires a significant time commitment, the value of action learning in a library context is not immediately obvious. Conversely, though, our group has used this as an opportunity to look beyond the traditional library sphere and build links with new staff groups, particularly non-clinical staff. At NBT, for example, we will be supporting our trust's leadership programme with a new action learning-journal club hybrid.

Back in the world of libraries, there was also discussion about incorporating action learning sets into library network groups, such as managers meetings or the new search skills / trainers group. Though it requires more initial groundwork than other approaches, it has real long term value.

Katie Barnard
Clinical Librarian
North Bristol NHS Trust (SMD)

CILIP South West Dorset Library Safari

On Monday 13th March five colleagues and I from across the region attended the CILIP South West Dorset Library Safari, organised by Morag Evans, Trainee Librarian from Dorset County Hospital Library. We spent an interesting day learning about four libraries in the south of Dorset, and the area around Weymouth and Portland, courtesy of Jurassic Safari, who transported us between locations.

The first library visited was the Wey Valley School Learning Resources Centre. This school library is popular with the students, mainly due to the librarian successfully running the Accelerated Reading Scheme. The scheme encourages the students to read, accessible through a portal on the school library computers, and includes an initial questionnaire assessing reading age and cognitive level, and subsequent quizzes once students have read the books. Benefiting from the school including 20 minutes of the school day as reading time within their curriculum, the library has become a well-used social and work-space.

We next visited IRC (Immigration Removal Centre) The Verne, and although not allowed into the library, we enjoyed an enlightening presentation from Elizabeth Bean. The library's stock has about 33% of books in a wide variety of languages other than English, and roughly 50% of loans are DVDs, of which the library has a large, recent collection. We also learned of the challenges of changing from a prison library to a detention centre library, and how this workplace can be enjoyable due to the variety and relative freedom in decision making.

Lunch was at the Jailhouse Café, on the Verne site, and a pleasant chance to refresh and network. Following this, Jurassic Safari provided us with an hour tour of Portland, Nick our guide telling us interesting and entertaining anecdotes of the history, landscape and life of the area. We learnt a great deal in a short time, and all in a friendly, engaging manner.

Thirdly we arrived at Dorchester Library and Learning Centre, and were greeted by our enthusiastic and friendly guide. This library is housed in a fairly new building, and spread over three floors with plenty of windows and light. A main aspect of this library is the partnership with other public services and organisations. The building is shared with the council Adult Learning Dept., particularly several bookable classrooms, and the ground floor foyer often hosts the Police 101 stand. A Tourist Information area with enquiry desk was being set up for the summer when we arrived.

Our fourth destination was the Dorset County Hospital Library, which was pleasantly laid out, and apparently smaller than usual, as part had been taken over by the Notes digitisation project. Morag gave a presentation on services and outreach activities of the library, including ward rounds as an OpenAthens problem solver, delivering books and articles to staff at their workplace, reflective reading workshops, and a discussion on how to support #AMillionDecisions with user surveys and possible links to public libraries, who now have increasing Health and Wellbeing information areas.

We rounded off the day with a final informative drive and refreshments with Nick from Jurassic Safari. Well done Morag for organising a successful, intriguing and enjoyable day.

Damer Elson
Library Assistant
Plymouth Hospitals NHS Trust (PLY)

Enhancing support for NIHR BRC funded researchers in Oxford

Established in 2007, the NIHR Oxford Biomedical Research Centre (BRC) is a collaboration between the University of Oxford Medical Sciences Division and Oxford University Hospitals NHS Foundation Trust to fund medical research.

One of several such centres in England, the Oxford (BRC) began a further five years of work across a range of specialisms on April 1st 2017 (<https://oxfordbrc.nihr.ac.uk/>).

In response to the increasingly complex information needs of healthcare researchers, a rich and diverse spectrum of services are being offered by libraries in health and translational research institutions across the world.

In the USA, the NIH and various other institutes have long established “informationist” (or Information Specialist in Context) programmes and posts providing research and knowledge management services in the context of biomedical research.

For example, informationists and other library professionals support researchers at CTSA-funded and other translational science institutes at each step of the research process, from grant seeking to final publication, supporting data management and preservation, providing bibliometric analysis, undertaking expert searching, and helping to ensure compliance with funder policies regarding data management and open access, as well as more bespoke services. However, the development of this kind of informationist role has been more limited to date in the UK and elsewhere in Europe.

Oxford is a world leading centre for healthcare and biomedical research in all its forms, from bench to bedside. Our library services work in support of NHS and University Medical Sciences Division researchers at all levels, including the provision of many of the services outlined above and access to the largest collection of online journals and databases in UK HE.

Therefore, as the library service of the OUH and the MSD, we are keen to explore further how our services can be more embedded within, and better support the workflows of, Oxford’s biomedical/translational research community and the central services of the BRC.

Funded by the Oxford BRC and with support from external experts in information studies research, we are undertaking a range of activities between and January and July 2017 to help us identify:

- The core services that should be part of our “standard” offering to BRC funded and other researchers.
- How we can better present, and make the Oxford biomedical/healthcare research community more aware of, the services available.
- Gaps in current library service provision and key areas of knowledge management/information support where a more embedded information specialist could provide support to biomedical researchers and the BRC.
- The specific applicability of the “Research Informationist” role to the Oxford context and the BRC.
- The core additional skills and knowledge required of library staff to provide more embedded support to the BRC and within the wider Oxford/UK biomedical research context.

The above will be identified via a range of activities including: desk research (such as searches and analysis of the relevant literature), visits to the library services of other leading UK biomedical research centres, interviews (most likely online) with informationists and others in similar roles in the USA, and interviews and focus groups with a wide range of Oxford biomedical researchers, research nurses, and administrators.

The study focuses on Biomedical Research Centre funded scientists but, as well as being applicable to other biomedical researchers in Oxford, the outputs will also be of interest to the wider UK library community supporting BRCs and other centres of biomedical/translational research.

Our project lead is Eli Harriss, a highly experienced information specialist based in the Old Road Campus Research Building at the Churchill Hospital. Eli will provide an update to the project in mid-summer in Swimming Pool.

If you would like to learn more about the project then we would be very pleased to hear from you. Please email eli.harriss@bodleian.ox.ac.uk

Donald Mackay
Head of Medical Sciences and Healthcare Libraries
Bodleian Healthcare Libraries

What should we call our new Trainers and Search Skills Group? You decide!

Many of you attended our Knowledge Café in February to discuss the future development of the South West Trainers Group and the Thames Valley and Wessex Search Skills Group. We are in the process of finalising the details of the new look South-wide group but we need your help in deciding a suitable name.

Here are our suggestions

- STRIKE – **S**earching, **T**raining, **I**nformation, **K**nowledge and **E**vidence
- SETS – **S**ynthesising **E**vidence **T**raining **S**kills
- TESS – **T**raining and **E**vidence **S**earching or **S**ynthesis
- STRING – **S**earching, **T**raining **I**nformation **G**roup
- SEAT – **S**earching **E**vidence and **T**raining
- STANDS – **S**earching, **T**raining **a**nd **S**ynthesis

To vote on your preference, simply visit our doodle poll <https://tinyurl.com/kvdvdfk> and **submit your choice by 30th April.**

We will announce the winning name in the next edition of the Swimming Pool. Thank you!

Chris Johns, Systems Librarian, Royal Cornwall Hospitals NHS Trust (RCH)
Sarah Lewis, Library Services Manager, Buckinghamshire Healthcare NHS Trust (STM)
Sue Robertson, Knowledge Services Development Lead – South (HEE)

SPT integration reminder

Just a friendly reminder to our regional colleagues to say that SPT (Cheddon Lodge) has now been fully integrated into TAU (Taunton).

The SPT email **no longer works** and everything needs to be sent to TAU at library@tst.nhs.uk

We are no longer having emails redirected through to us from SPT so anything you send to the old email address **will not be received.**

Please can you ensure that all of your contact details for TAU are up to date.

Thank you.

Jess Pawley
Librarian
Taunton and Somerset NHS Foundation Trust (TAU)

Caption competition winner

Remember this photo....?

We received 17 captions to accompany the photo and the top comments were:

I wonder if "I'll order the large" works the same with cakes
– Barbara Moye from Berkshire

Books, literature searches, and more as NHS libraries now offer bubble wrap therapy as stress relief for NHS staff
– Nat Gabe from Winchester

Nicki deeply regretted trying out that transfiguration spell
– Katie Barnard from North Bristol

In line with current collaborative thinking they had ordered enough to bubble wrap the entire STP
– John Loy from North Bristol

NHS invests in new stress busting intervention to be rolled out across hospitals
– Catriona Organ from Cornwall

However, it was incredibly difficult to pick the winning caption despite asking several people to choose their favourite (in a blind tasting so to speak!), so in the end – the above comments were put in a hat and the winning comment chosen which was.....

Nat Gabe's "Books, literature searches, and more as NHS libraries now offer bubble wrap therapy as stress relief for NHS staff."

Congratulations, your prize is winging its way to you!

Sam Burgess
Swimming Pool Editor in Chief



Is your library service bouba or kiki?

Take a look at the two shapes below – let's imagine that they are exotic fruit from an alien planet. Which one do you think is 'bouba' and which one is 'kiki'?

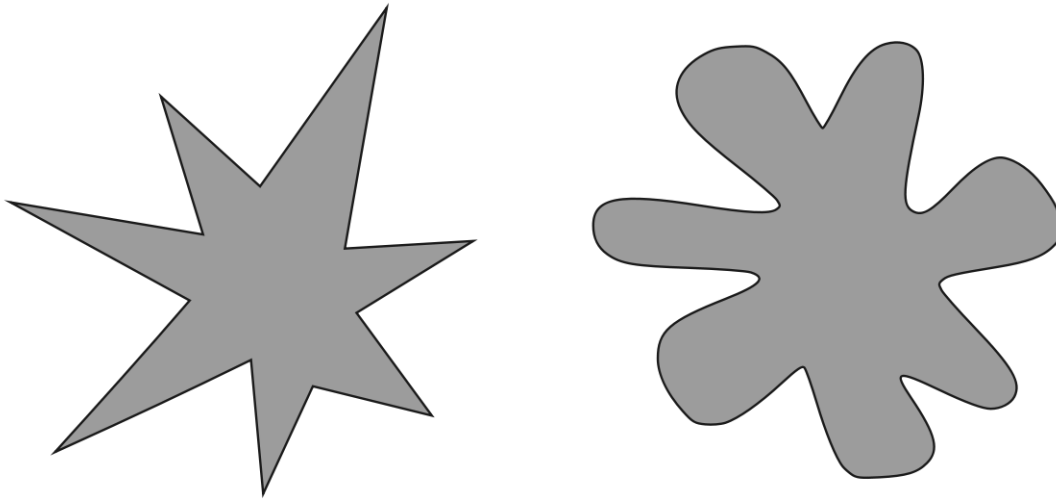


Figure 1¹

If you think that the shape on the left is 'kiki', you are not alone. According to several studies, roughly 95% of people agree², and the bouba/kiki effect – first observed by psychologist Wolfgang Kohler in 1929 – is an interesting insight into the way the brain maps speech sounds to visual shapes.

More recently, some researchers³ have expanded this concept to consider the link between ideas and perceptions, and the bouba/kiki effect can be applied to a range of other objects and sensations. For example, is a lemon 'kiki' or 'bouba'? What about a banana? How about the sound of a violin or a flute, or the taste of dark chocolate or milk chocolate?

With this in mind, let's go back to the title of this article: "Is your library service bouba or kiki?" It might be best to try and answer this from a user's perspective: how would they perceive your service? Are there any 'kiki' aspects, i.e. sharp, angular elements that don't seem to connect smoothly to other areas of the service? Or is it broadly 'bouba', with a more rounded feel which invites users to explore the whole service in a more continuous and less jagged way.

Realistically I'd guess that most services are a mixture of bouba and kiki. To take an example, let's consider online access to eJournals: this feels like a 'bouba' service, with streamlined and instant access to full-text articles as required, but anyone who has had to deal with broken links and access problems might see a more 'kiki' side.

¹ Monochrome version 1. By Bendz (2007). Drawn by Andrew Dunn. (2004). Via https://en.wikipedia.org/wiki/Bouba/kiki_effect#/media/File:Booba-Kiki.svg. Used under Creative Commons Attribution-ShareAlike 3.0

² Ramachandran, VS & Hubbard, EM (2001). *Synaesthesia: a window into perception, thought and language*. *Journal of Consciousness Studies*, 8 (12), p. 3-34.

³ For example, Gomez et al. (2013). *The kiki-bouba effect: a case of personification and ideasthesia*. *The Journal of Consciousness Studies*. 20 (1-2), p. 84-102.

What about the physical library? How would a new user with a fresh pair of eyes view your library environment? Will they get a completely 'bouba' feel as they browse your shelves and take a seat at one of your desks? Does each space feel light, comfortable, conveniently located, and clearly signposted? Or will it be more of a 'kiki' experience, with cramped desks, narrow shelves, and dim-lighting?

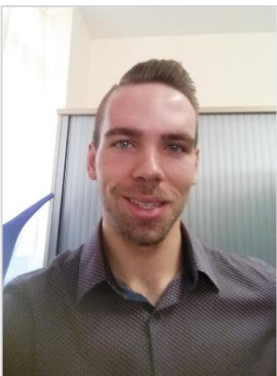
My use of language obviously implies a preference for the 'bouba' service, and I think that most of us would aspire to providing 'bouba' services. In fact, I would suggest that recent developments in NHS LKS strategy, such as Knowledge for Healthcare, are broadly 'bouba', with a lot of the hard work undertaken by the Task & Finish Groups being an attempt to navigate and map the decidedly 'kiki' detail of current practice.

In addition, there is increased interest in Discovery tools, which seem to me to be a very 'bouba' front-end that we would like to use to smooth over all those 'kiki' individual interfaces and streamline the end-user experience.

Admittedly you can only take a metaphor so far, and the bouba/kiki effect itself can't actually help us improve our services, but it's certainly made me think about my library in a different way, and might prove to be a helpful tool when thinking about the overall impressions and experiences of our users.

Andrew Brown
Library Services Manager
Frimley Health NHS Foundation Trust (WXM)

Jake Procter wins trust walking challenge!



Jake Procter (Graduate Trainee, AWP) took part in the trust's walking challenge, which ran for four weeks from early February to early March, and won the ACTIVE category by completing 502,863 steps (half a million!) no less.

Jake said of the challenge: "I'm fairly active anyway so the challenge naturally appealed to me (though the offer of a prize certainly helped), but I found it particularly useful in motivating me to get out and do something every day, not just when the mood took me. Little things like getting off the bus a stop early or taking a book across site rather than posting it all helped to up the step count. One of the downsides of all this activity is that I now need to replace my beat-up old running shoes, so the £50 prize will go towards a new pair of trainers."

I'm sure you would all like to join us in congratulating Jake for putting in such a sterling effort and wishing him all the best with his next venture running the Exeter marathon.

The AWP Library Team
Avon and Wiltshire Mental Health Partnership NHS Trust

STEP project update: April 2017

The seven e-learning modules are approaching the final straight

Sarah Lewis (Library Manager, Buckinghamshire Health NHS Trust) and Tracey Pratchett (Library Services Manager, Royal Preston Hospital) are working hard to complete the STEP project (Service Transformation E-Learning Project).

Module 3 is almost finished (see below for a sneak preview) and the team is just waiting for the design to be signed off. Once this has been agreed the rest of the modules (currently in development) will follow shortly. The aim is for the project to be completed by the end of June. Once completed, Sarah and Tracey will be presenting and promoting this new resource at a variety of events around the country, including at EAHIL in Dublin in June and UHMLG in Brighton later in the summer.

Introduction - What happens when your topic isn't focused?

Imagine that you are looking for information on whether ibuprofen is better than paracetamol. There will be lots of information that looks at the use of ibuprofen and paracetamol, not all of which will be relevant because some will focus on:

- adults when you may only be interested in children
- toothache when you may only be interested in fever
- reducing pain when may only be interested in reducing fever
- accident and emergency settings when you may only be interested home settings

To learn more about how to focus your topic, we will now look at two frameworks; the '4Ws' and 'PICO'.

Move on to learn how to focus your topic using 4Ws

How do I develop a search strategy? NHS Health Education England

Assessment - Identifying keywords

Once you have focused your topic the next step is to identify the keywords to start to build your search strategy. Which four keywords would you pick? Select the one's you think is correct then click Submit or the Tick

I'm looking for information on whether **ibuprofen** or **paracetamol** is better at reducing **fever** in young **children**

Using the frameworks can help you to identify the keywords for your search strategy:

	P	I	C	O
Key Word	Children	Ibuprofen	Paracetamol	Fever

The final package of seven modules will be hosted by eLearning for Healthcare and will be compatible with mobile devices. It will be a fantastic opportunity for health libraries to promote tools to support evidence-based medicine.

Stay up to date with progress – read the blog here:

<http://kfh.libraryservices.nhs.uk/category/service-transformation/service-transformation-e-learning-project-step/>

Helen Watts (Library Manager, AWP)
Steering group member

Journey of a jiffy bag

I recently peeled off a palimpsest of labels from a padded bag, intrigued at where it had been (and wondering how much extra postage we are paying because of the weight of the layers of labels!)

Here is the journey of a jiffy bag (plus one or two I couldn't disentangle)

1. Rosewell Library, Conquest Hospital, St Leonards on Sea, East Sussex
2. Academy Library, RUH, Bath
3. Library, Warneford Hospital, Oxford
4. Academy Library, Great Western Hospital, Swindon
5. Poole Hospital Library, Poole, Dorset
6. Library, Stoke Mandeville Hospital, Aylesbury
7. Warneford Hospital Library, Oxford
8. Lloyd Adams Library, Poole
9. Dr XXXX, Westbourne, Bournemouth
10. Library, Postgraduate Centre, Poole
11. Southmead Library, Southmead Hospital, Bristol
12. Wilfred Stokes Library, Stoke Mandeville Hospital, Bucks
13. Healthcare Library, Salisbury District Hospital, Salisbury

Jenny Lang
Head Librarian
Salisbury NHS Foundation Trust (W11)

Patient and public information



Dorset County Hospital Library decided to take the plunge into the rather unknown world of providing information to the public with two manned displays this month. I work on a casual basis for the Public Library Service, as well as being one of the Librarians here at DCH so it was fairly easy to plan an initiative in the Public Library foyer.

Having attended the excellent workshop on 'supporting patients and the public' at Musgrove Park Hospital in January, I was armed with ideas for sourcing leaflets and so I gathered

together quite a few health promotion leaflets from Public Health England and the British Heart Foundation.

We were also pleased to have been able to adapt (and acknowledge!) leaflet templates from Musgrove Park Hospital and East Cheshire NHS Trust to produce a nice leaflet of our own on 'Finding Good Quality Health Information on the Internet' which proved very popular.

I chose a Monday morning for the display knowing that this is a particularly busy time in the Public Library and I wasn't disappointed! As usual with this sort of thing there had to be a bit of stepping forward to greet folk rather than waiting to be approached, but people seemed interested and I was pleased to be able demonstrate NHS Choices to quite a few.

Another nice aspect was that I was sharing the space that morning with the Police Contact Point desk as well as the Dorset Partnership for Older People stand, and there was a certain amount of sharing of leaflets and experiences of talking to the general public.

It was a good event, and for me I felt that getting across the 'safe internet searching' message was the most useful aspect. A good number of people still won't go near a computer but will often ask relatives to look things up for them, so taking away the 'safe searching' leaflet was still relevant.

I set the same display up in the hospital restaurant on our local market day, which is when the restaurant is usually well used by the public. For once there seemed to be more members of staff passing by than members of the public! The usual story of life never being predictable.

All this will be good preparation for setting up a display in July for 'Health Information Week'. No doubt time will fly, so there is no time like the present for ordering leaflets and booking a space!

Pat Gallagher
Librarian
Dorset County Hospital (D08)

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