

September 2017
Issue 99

The Swimming Pool

Newsletter for the
SWIMS Network



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Interlend 2017, Oxford, 26-27th June 2017

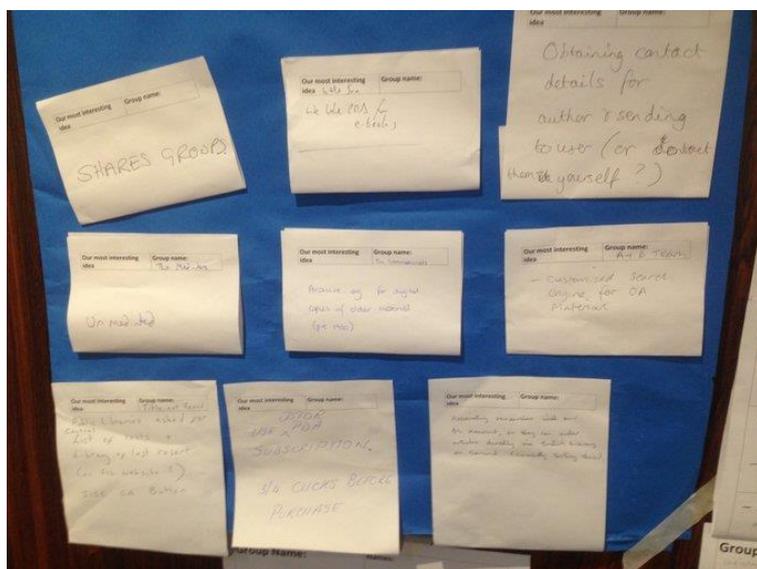
I was lucky enough to be able to attend this informative and enjoyable conference, which delivered a much broader programme than one might first assume from the title. There were sessions on subjects applicable to the wider library and information world such as matrix working and user experience, but also focused sessions of interest to ILL practitioners based on workplace projects to streamline ILL processes and improve delivery for end users.

Oxford proved to be a fantastic venue (particularly for the hungry – the hotel excelled in the provision of cakes, pastries, and other culinary delights whenever anyone paused for breath!), and there were plenty of opportunities for networking with fellow delegates, which, as ever, produced as much food for thought as the conference programme itself. The programme included two keynote speakers, Karen Blakeman of RBA Information Services and Andy Priestner, a freelance trainer and consultant.



Our break out area for discussions and workshops

Karen gave an interesting overview of the ever changing information landscape, highlighting that the political, commercial, and regulatory environment is affecting how information is made available or, in some cases, excluded from results. Reassuringly, Karen did conclude that whilst artificial intelligence and machine learning are important components of quality research; human intelligence is the most important element in the process!



Picture from our workshop on sourcing items

Andy spoke about how libraries gather data from their users, and what can be learned from the results; by employing user experience (UX) research methods, libraries can gain insight into what users are actually doing, allowing a deeper understanding of routine, preferences, and behaviours. The emphasis is on watching users rather than listening to them, a step away from the usual surveys and feedback forms used by many. What people say and what people do are two very different things!

There were a range of presentations from ILL practitioners, details of which can be found on the FIL website <http://www.forumforinterlending.org.uk/presentations-2017>. We also spent some time in workshop discussions, sharing examples of good practice, and areas of concern, and brainstorming our suggestions for best practice workflows. One of the most interesting points of note was that the same problems seem to crop up in the realm of ILL regardless of sector, or size of library. User education and improving workflows to avoid

duplication of effort seemed to be top priorities for many delegates. We didn't come up with all the answers to our problems, but I have returned to the office with a new enthusiasm for investigating ways to improve our ILL workflows here at Exeter Health Library – so if anyone has any top tips please let me know!

Charlotte Greaves
Library Assistant
Exeter Health Library (EXE)

GHNHSFT annual away day

This year the UWE campus at Gloucester Docks was our venue for our away day, a great opportunity to demonstrate how we work collaboratively with our health community partners in Gloucestershire.

The main focus of the was a chance for us to revisit how we deal with enquiries and included training and discussion on

- How to deal with patient and public enquiries
- How to find the real question - what our users really want but can't necessarily tell us
- How to “upsell” services at the enquiry desk

We also agreed on our new banner, had an update on manual handling, had a tour of the UWE campus and reviewed the use of our book collection.

In typical Gloucestershire style there was plenty of tea and cake and a few fun activities including creating ourselves as gingerbread library staff

and myself and Claire O'Connor enjoying some role play improvisation which has now become a standard part of our away days (we are such divas!). It was an enjoyable and beneficial day for us all.



Lisa Riddington
Library Manager
GRH

Applying for a CPD bursary

Stricter budgets for CPD have seen librarians forfeiting the chance to attend a conference or event. Occasionally that can mean self-financing some of the costs. The alternative is to apply for one of the many library bursaries, such as the HEE South CPD Bursary. It's something I hadn't considered, but it was recommended to me by a colleague.

I've been able to go away to Oxford (Teaching Evidence Based Medicine, 2016) and Dublin (EAHIL Conference, 2017) and I wouldn't have been able to go without this type of assistance.

I wrote an application for the HEE bursary stating why I wanted to go, how I would benefit and, more importantly, how my organisation would benefit as well as the wider community. It's very important to state these in your application. I recommend reading the instructions and carefully planning your application. It's a good idea to speak to others who have been successful.

I've been extremely fortunate to have had two bursaries awarded, and receiving the letter of acceptance is a real confidence booster. It is important to show that you are willing to make a commitment to share newly gained knowledge with colleagues, such as by writing for a newsletter and the all-important tweeting at the event (if it is appropriate to do so).

I actively encourage others to apply for bursaries and I will probably apply for more in the future. There is a certain buzz you get from attending a conference and an even bigger buzz when you get to present at one.

Helen Pullen
Outreach Librarian
University Hospitals Bristol (BRI)

For details of the HEE South CPD Bursary scheme: <https://hee.nhs.uk/hee-your-area/wessex/our-work/research-innovation/library-knowledge-services/library-staff/continuing-professional-development-nhs-library-staff>

Health Information Week at Musgrove

(With apologies from the editorial team as this article was inadvertently missed out from the focused HIW edition of Swimming Pool.)

We had a display in the main hospital concourse on finding quality health information on the internet with supporting leaflets, plus information on using NHS Choices and spotting fake news.

We also asked healthcare staff for information to display. We had contributions from the skin cancer team, carers support and maternity in particular, which helped give the display a more local, relevant feel. Members of the library team staffed the display over each lunch time and fielded queries from staff and patients.

As well as having a feature in the staff bulletins for both Trusts we also spread the message

via Twitter and the library blog.



Having the display in such a prominent space next to Marks and Spencer's (it was also beside a cash dispenser machine) gave us lots of opportunity to catch up with staff. Many read the information while waiting. It was difficult to know how proactive to be with patients but we did have some useful and interesting conversations. We left the boards out overnight and received some feedback indicating that people were

continuing to browse even when we weren't there to help.

We also took the opportunity to promote the PC for patients recently installed in the library, particularly with staff who said they would find this a useful tool to refer their patients to.

Carol-Ann Regan
Library and Knowledge Services Manager
Library
Musgrove Park Hospital (TAU)

Journal Club: Value & Impact

Cornwall Health Library was asked to provide a monthly, one hour journal club for the first and second years of a level 5 Trainee Assistant Practitioners (TAPs) course. The journal club has been running for a year now and has been both effective and rewarding.

Learning outcomes:

- Knowledge and identification of different types of research methodology
- Critically appraise main methodologies at a basic level and more advanced for some students
- Increase confidence at reading papers where research methodology is not easily identifiable
- Development of autonomy by finding papers and experience of chairing the group
- Relating research to their own practice by using papers that are relevant to the students and ideally selected by the students.

Learners:

Initially, most of the learners had very little or no knowledge about health research.

Scheme of Work:

Each session consists of a half-hour activity-based micro-teach and half an hour discussing a paper. The paper was provided in advance with accompanying information and prompting

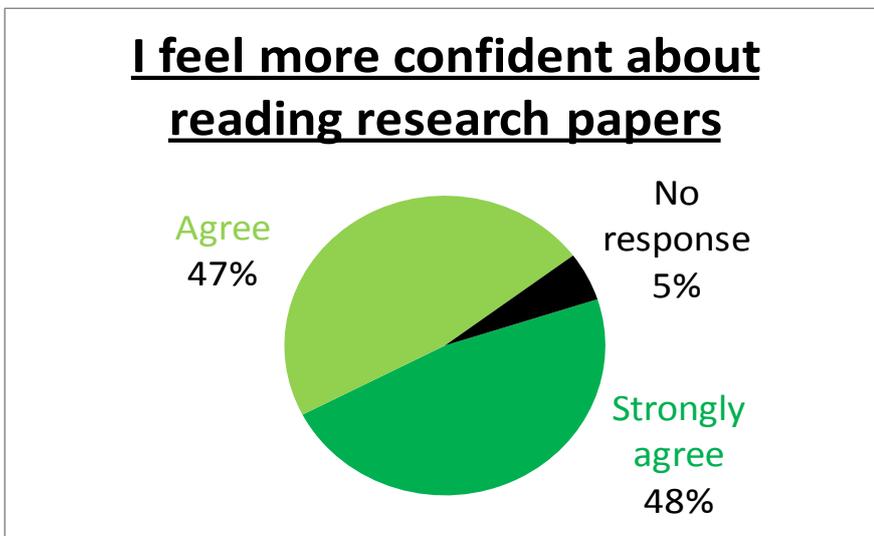
questions to facilitate effective reading.

The micro-teaches have been designed to help the students understand different research methodologies without being theory driven. For example, a micro-teach on RCTs involved the students carrying out an experiment to test whether caffeine in Coca-Cola affects the heart rate. The students randomised themselves using dice into an experimental or control group. Both groups were blinded and measured each other's heart rates before and after the intervention. Obviously a 'perfect trial' isn't possible but it allows practical illustration and discussion around concepts such as blinding, randomisation, intention-to-treat etc. And it's fun!

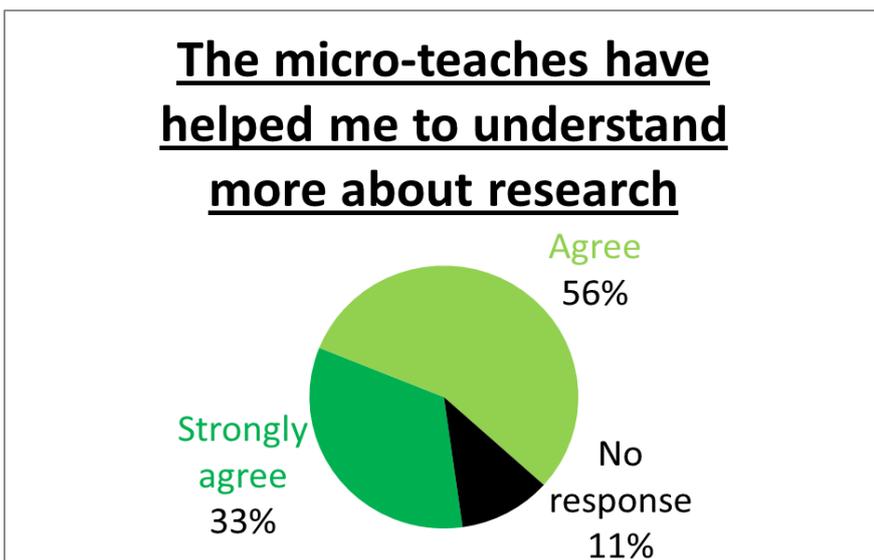
Value and Impact:

A questionnaire was completed by 19 students. The results demonstrate high value and impact for most of the students. Their learning at the journal club has impacted on their own learning and in some cases this has been extended to patient care.

95% of students said they feel more confident reading research papers:



89% found that the micro-teaches helped their learning:



69% of students are more able to challenge practice in their workplace:



A selection of personal responses:

- 'I speak up more and I'm not afraid to get something wrong'*
- 'I am able to be more critical in what I include in my written work'*
- 'I have been able to improve my own practice and challenge poor practice with more confidence'*
- 'Very interesting and inspiring to read more articles'*
- 'I have found Journal Club invaluable to my work'*

In response to a question about impact on patient care:

- 'Allows me to question and challenge positively'*
- 'Consideration of evidence base before applying knowledge'*

Katy Oak and Catriona Organ
Librarians
Cornwall Health Library (RCH)

Network News

Au revoir from Coral at TOR

I just wanted to say a goodbye and thank you, as my year-long trainee post at Torbay ends in September. Thank you especially to everyone who has hosted me on visits and training days, I have learnt so much throughout my year here and I've had a wonderful time.

I'm very excited to say that my next steps include starting a full-time Master's in Librarianship at the University of Sheffield, moving back home to Nottingham, and planning my wedding! Hopefully I'll return to the NHS post-university, as I really love what I've seen and experienced of health librarianship so far.

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

New Apprentice @UHB

University Hospitals Bristol is very pleased to welcome our new Library Apprentice:

“Hello, my name is Benjamin Vella and I joined Bristol Royal Infirmary’s team as an Apprentice Library Assistant this August. This is my first time working in a library environment and I’m looking forward to learning as much about the field as I can whilst completing my apprenticeship.

I’ve been working in the NHS for around three years now in various administrative roles and have been pursuing Information Management as a possible career since before then. I’m therefore very excited to have been offered the role of library assistant and can’t wait to truly get stuck in.

I look forward to meeting as many of you as I can and am eager to hear any advice you might have while I find my feet.”

Tom Osbourne

Library Manager

University Hospitals Bristol NHS Foundation Trust (BRI)

Retirement at Northampton

All the staff at BWL, ISE & NGH libraries are sad to say “au revoir” to Yvonne McDonald, a member of the library team who will be retiring on the 8th September and has been a pleasure to know and work with for nearly 5 years. Over this time Yvonne has happily shared her 40 years’ experience with the library team which she gained since starting her career as a trainee librarian back in September 1977, but it is time now to hang the boots up and enjoy all the things that Yvonne likes to do, including travel, table tennis, tennis and of course her beautiful garden.

We will all miss her friendly smile and cheerful, positive attitude and wish her a very happy and well-earned retirement.

Jane Hawker

Library Assistant |

Northamptonshire Healthcare NHS Foundation Trust

New Library Assistant at Wexham Park Hospital

My name is Morgan Johns, I started working as a Library Assistant at the John Jamison Library in the John Lister Postgraduate Centre at Wexham Park Hospital on the 14th of August. I work primarily from the library’s front desk, where I am a first point of contact for visitors to the library

In addition to staffing the library’s front desk, I work on longer term projects to promote the library, its resources, and the services it provides, and to strengthen links with other parts of the Frimley Health Foundation Trust community. My first project is to organise a Macmillan Coffee Morning, which will take place in the library at the end of September.

My first post was a part-time role as a Library Assistant at the University of Auckland’s central

library, this was a few years before the widespread use of self-check machines, so my job mainly consisted of issuing books to students, and taking payment of library fines and fees. In this role, as in my current position at Wexham Park, one of the most appealing parts of the job was the opportunity it afforded me to interact with a large and diverse community of library users.

My job at the John Jamison Library is the first time I have worked in a library on a full-time basis, and in the short time I have been here I have learned a lot and been made to feel very welcome.

Morgan Johns
Library Assistant
Wexham Park Hospital (WXM)



New Improvement Information Specialist/Librarian for Taunton



We would like to welcome Roxanne Hart to the library team at Musgrove Park. Roxanne will need no introduction to some of you as she joins us from Weston to take up the newly created role of Improvement Information Specialist/Librarian.

At Musgrove we have historically supplied a clinical librarian service to inform the clinical decision-making process, promote a culture of evidence-based practice and contribute to improved patient care. Roxanne will develop this further in her new role with responsibility for underpinning the evidence required to support quality improvement within the Trust and wider healthcare community.

She will be based both in the library and with the quality improvement team and will spend a proportion of her time out and about working with specific departments and teams throughout the hospital.

Roxanne says:

Really pleased to join the team here at Musgrove Park, particularly for such a unique role. It will be incredible to be embedded into the quality improvement team, making use of some of the skills gained while at Weston as well as experience from medical librarianship roles in Ireland and Canada.

To give a brief synopsis of my career journey: my professional background is as a health sciences librarian in various guises. Post MLIS qualification I interned under an expert systematic review librarian at the Children's Hospital of Eastern Ontario which gave me the skills and confidence to take up a paid role at the Ottawa Hospital where I was almost exclusively conducting literature searches. I then accepted a position at Queens University (Canada) which was a dual role; working partly as a Nursing Liaison Librarian and partly as the Research Librarian for the Queen's Joanna Briggs Collaboration (QJBC) for Patient Safety. At that point I moved to Ireland and volunteered at a Hospital Library as well as trying my hand at some free-lance librarianship. After that I took up a fun role in a chocolate shop in Australia before moving to England.

Making use of this varied experience I plan to do my new role justice and facilitate quality improvement by supplying the various improvement boards with evidence through a variety of means.

Roxanne Hart
Improvement Information Specialist/Librarian
Taunton and Somerset NHS Foundation Trust (TAU)

The next issue will be the **100th** edition of Swimming Pool. The first one was published nine years ago in November 2008. We will be issuing a special edition of Swimming Pool and are seeking articles looking back at the last decade of NHS libraries. Tell us what has changed for you and your library, tell us what you thought would change but hasn't, or tell us what took you by surprise. Has your role changed significantly, do you have any old photos, or are you in touch with former SWIMS colleagues that might be able to give us a brief update as to where they are now?

New Lighting at Health Services Library in Southampton

The project to replace the ceilings and lights in the Health Services Library has restarted. The project was started last summer, but only half could be completed before the start of the new University of Southampton academic year.

In preparation, library staff have done a fantastic job to move over half our stock, to discard a large contingent of old furniture, and to prepare ourselves for a temporary move of many of the team into areas of the library that will remain open.

We continued to operate our standard opening hours, and offer our full range of services, throughout the summer – and we expect the public areas of the library to be back in action before the end of September. The project will finish when two staff offices are dealt with early in October.

When everything is finished, we'll be replacing our discarded study desks with newer desks from the main University Library – we also hope to have some repainting work done to further improve the decor.

Ric Paul,
Health Services Library,
Southampton (HSL)

Knowledge for healthcare (KfH) – A personal reflection

What is KfH?

The [KfH framework](#) describes the Library and Knowledge Services (LKS) of the future and how that future will be achieved. It challenges us all, no matter what our role is in LKS, to change and adapt our skills in many new and interesting ways. It asks us to build on the good work that we do but ensure that it is more impactful in our Trusts and organisations.

How does it help us?

Through its task and finish groups, there have been, and will continue to be, opportunities for all to contribute and shape those changes and developments. For me, when chairing the national document supply group, it was very important to have staff from all roles and all regions. I needed library assistants, librarians, and managers to work together so that we could achieve the best possible outcome for all.

The changes and developments in our skillset needed cannot be achieved without training. There have been many opportunities to develop our skills and ensure we are equipped for the future: working with patients and the public, creating synthesised and summarised searches, making our services business critical, copyright, to name but a few.

More people now are aware of what we do, how we can help inform decision making and provide the evidence needed. Two examples of this are:

The campaign [#amilliondecisions](#) has created real interest and sparked conversations between LKS staff and senior managers in Trusts, as well as in the NHS and other national organisations.

More senior managers and national organisations now understand how we can enable access to knowledge and evidence via the [policy](#) statement.

Why is it important?

The NHS is also changing and developing new ways of working. It is moving towards a group of providers collaborating together to meet the needs of a defined population. In LKS we have instinctively understood this and been very proactive collaborators who work across our region and in partnership with others across the health economy. The guiding principles and values of KfH (p.17 of The Framework) help guide us through the changes that we all face.

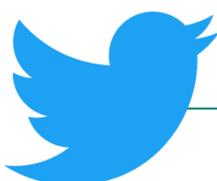
What if we ignore it?

It is tempting to think that if we ignore it, it will go away. However, for the first time that I can remember, we have some high-level champions for LKS who understand what we do and are actively promoting our services. We have national campaigns, meetings with parliamentary representatives, and partners interested in our work from across the 5 nations.

It is always hard to step out of our comfort zone and take on what we perceive to be more work but there are quick wins that we can all achieve. If we ignore KfH, we do so at our peril.

To find out more: sign up for the KfH blog <http://kfh.libraryservices.nhs.uk/welcome-to-the-kfh-blog/> take advantage of the training on offer and upskill, follow **#amilliondecisions**, attend meetings, or webinars, find out what other LKS staff are doing that can be implemented in your workplace, tweet and share your learning, or your success stories, and continue to collaborate to deliver high-level impactful services that contribute to excellent healthcare and health improvement.

Sue Robertson
Knowledge Services Development Lead, South
Health Education England



#UKMedLibs

#UKMedlibs – Tuesday 19th September at 8pm

Come and join us on Twitter as we discuss how the #AMillionDecisions campaign has gone. The chat will be structured around several questions such as how are you engaging with the campaign, or where will you take this from here – find out more at

ukmedlibs.wordpress.com

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