Inside this issue

Research Day at SMD 2

Featured Library Service - Wexham Park Hospital 3

National training needs analysis for NHS library staff 6

Trainers’ Tip 6

A day in the Life- Phil Ruston and Lindy Jost 7

A day of contrasts 8

Upcoming library conferences and study days 2013 9

News from around the Network 10

More SWICE bag pictures 10
Research Day at SMD

On Tuesday 27\textsuperscript{th} November 2012 Research & Innovation at North Bristol NHS Trust hosted a Research Day at Southmead Hospital (SMD).

In their own words, this event was an opportunity to:

- hear about the excellent research being undertaken across the city;
- understand what is meant by Patient & Public Involvement in research;
- hear about the changes that affect costing your study;
- and talk to our Support Services personnel who will be there to discuss any questions regarding your research.

We were invited to take part in the Research Day and have a stand in their Support Services Arena which delegates could visit in the breaks between their lectures and at the end of the day.

We dutifully put our heads together and with great teamwork put together a stand to show off the support that we can provide at every stage of a research project, including a display, book list, research-specific handout and a rolling Prezi (http://prezi.com/yppa_r_bpmse/nbt-library-services-for-researchers/). Jane and Lesley did particularly well to gather a mountain of freebies to entice people over to our stand; we had pens galore, mints, notepads and – a great conversation starter – book lights!

After a few IT wobbles and plenty of cutting and laminating we were ready to meet the throng of delegates and sell ourselves. Although we saw fewer people than expected, those we spoke to were really interested in our services – they weren’t just there for the freebies, huzzah! (Although I have no doubt that that’s what drew them to us…)

It was a really good way to raise the profile of the library service, and we will email the delegates as a follow-up to ensure we catch those people that didn’t visit the “Arena”.

Steph Bradley
Primary Care Librarian
KSH / FLS / SMD
The Swimming Pool

Featured Library Service - Wexham Park Hospital

John Jamison Library, Wexham Park Hospital
The library is named after the first chairman of trustees, and moved from Windsor to Wexham Park Hospital to find its current home in the postgraduate centre back in 1993. It receives around 1,000 visitors a month, holds over 5,000 books on its shelves, and boasts 1,600 registered library members.

Andrew Brown, Library Services Development Lead
I began working in the library nearly four years ago, after starting as a part-time cataloguer, and have been in my current role for two months.

As well as navigating a rather steep learning curve, I’ve got a few big projects running at the moment, such as planning a new learning resource centre in the library, helping a junior doctors’ IT Group get off the ground, and liaising with the manager of the new Macmillan Information Centre in the hospital to share resources and promote access to patient information. As soon as I get a bit of spare time, I’ll relax by figuring out how to build a Tag Cloud in SharePoint for a new home page design on the trust’s intranet site.

Gill McGlashan, Intranet Editor
I joined the trust as an intranet publishing assistant (mainly putting on notices – you can’t do too much harm there) back in the days when our intranet and website were all done in FrontPage. I graduated via assistant librarian at Heatherwood / lead web publisher to intranet editor, and now work in Sharepoint (intranet) with a little Drupal work from time to time (trust website). I am still publishing notices of various kinds but now do lots of more advanced stuff like creating department sites and surveys.

There are fewer readers at Heatherwood now that the range of services has shrunk but the theatres staff and OT are still coming in with their booklists.
**Clive Miskin, Clinical Support Librarian**

I spent my pre-library school year in an academic library. My first qualified post was in my local public library, where I spent the first 11 years of my career. For the past 10 years I have been working in the trust health library (trying to hide my humanities background and build up my clinical knowledge!).

The best part of my job is training staff to find good evidence – it’s a satisfying feeling knowing that patients are getting the best treatment possible, even though we never get to see the end-product of our work. I don’t mind that so much as I get queasy at the sight of blood!

OK, that’s not quite the best part of the job. I’ve always enjoyed seeing brand new books on the shelf and I’ve spent a large part of my time this year weeding out all the old book stock and updating the stock. The streamlined look means that it’s easier to find what you’re looking for on the shelves and you’re guaranteed to find something up-to-date.

**Jas Kundi, Library Services Co-ordinator**

I have worked at the John Jamison Library for six years firstly as an information admin assistant for the data protection team and more recently as the library services co-ordinator. The role is extremely varied and keeps me very busy as I only work part time. My time is primarily taken up on the enquiries desk but from this seat of power other duties include invoicing books, ILLs, petty cash, supplies & contracts of services, stationery supplies, journal claims, staff telephone directory and promotions.

At the moment I am working on a promotions event with a Halloween theme to promote Athens – it will be lots of fun with a spookily decorated display board and lots of scary looking sweets to pull in unsuspecting staff (see photo).

**Howra Al-Basri, E-Resources Co-ordinator**

I have been working at the John Jamison library since 2004, starting as a junior library assistant and now as e-resources co-ordinator, managing and promoting awareness of the library’s electronic journals, books and other online resources.

I have also been part of the trust’s intranet publishing team since 2005, helping to develop and maintain the internal Intranet and also our library pages on the external website. Currently, I am working with medicines information to update their departmental pages.

We recently renewed over half of our journals as online only subscriptions for next year and ran an e-book trial for our readers during October.

We also undertook an extensive weed of our journal stock to make way for our new e-learning centre. Co-incidentally there was a crew filming promotional footage for the hospital on the day we were throwing out masses of journals into the recycling bins. Hopefully our segment ‘This is what the library REALLY does when you’re not looking’ will be left out of the film.
Ramla Endicott, Information Resources Assistant

I have just joined the team at the John Jamison Library. I previously worked at London Heathrow airport with various airlines for 17 years and the longest being with Gulf Air as a passenger service agent until I had my daughter. I also gained experience as community health care assistant in Surrey for two years and was part of their learning and development department. Just before joining the library, I worked in the maternity department here at Wexham Park Hospital for one year as a support worker. Being new to the library I have a lot to learn, and hopefully my colleagues will help me get there soon!

Jane Mills, Library Volunteer

After a career in clinical research and development for the pharmaceutical Industry, retirement was boring. So, about 18 months ago I applied to be a volunteer at HWPH. My first assignment was the library and I now spend two sessions a week helping to log-in journals and maintain the shelved copies, label new books, photocopy requested journal articles and generally help out as required. My colleagues are very supportive and learning a little about being a librarian is proving a rewarding experience.

Caption Competition

Please send captions to wxlibrary@hwph-tr.nhs.uk

The best ones will be printed in the next issue of the Swimming Pool.
Everyone knows that having the right skills to do your job is hugely important; it means you can perform to the best of your ability, and your employer gets an efficient and effective library service.

With this in mind the SHALL Staff Development Group will be running a national training needs analysis (TNA) for healthcare library staff in early 2013, to identify staff needs and help shape the provision of future training opportunities.

The TNA will provide a picture for the whole of England of staff preferences in relation to training and development. Everybody will be asked to contribute by responding to the survey, and indicate which SHA they belong to, South West, South Central and so on.

For the first time, we will also be able to identify what staff needs are locally in comparison to the national picture and other regions. If there is a clear national need for, as an example, additional copyright training then this is something which could be procured nationally to take advantage of economies of scale.

Of course each SHA will also have its own regional data, to help identify the particular training needs of the staff in that region.

We’ll be using SurveyMonkey to gather views, and you’ll see that questionnaire has a very comprehensive range of topics. Bear in mind that we’ll not be able to provide training opportunities in every subject requested, but your contributions will enable the group to prioritise those with the greatest need, and work collaboratively to make best use of available finance.

So keep an eye out in the second week of January when the survey goes live, and please do take the time – around 5-10 minutes - to complete it.

Pauline Blagden and John Loy - South Central and South West representatives on SHALL Staff Development Group

Trainers’ Tip

Did you know there are hundreds of keyboard shortcuts which execute functions without having to use a mouse. Most of us know the Ctrl+ shortcuts for copy Ctrl+C, cut Ctrl+X, paste Ctrl+V, bold Ctrl+B, italics Ctrl+, underline Ctrl+U. Here are some other useful ones:

- A handy one for us when creating promotional materials is Ctrl+K which inserts a hyperlink.
- If you haven’t realised that you were typing with caps lock on, highlight your text and press Shift + F3.
- The Windows key is useful, try Alt+D to minimise all your open windows and return to the Desktop.
- Now, if after reading this, you are off to make a cup of tea, make sure you Alt+L to lock your screen before you go!

Lorna Burns
Librarian
Green Lane Hospital (W18)
Day in the life – Phil Ruston and Lindy Jost (STM)

Phil Ruston

A regular day starts with opening up the library any time between 8.00 and 8.30, depending on the vagaries of the traffic in and around Aylesbury. Opening up involves checking for overnight returns, switching on the CCTV monitor, securing poles around the reading room perimeter (don’t ask!) and other less wacky housekeeping jobs.

Most days are spent on the reference desk dealing with reader enquiries and inter library loans. On the days that Lindy, my partner in crime, works I’m afforded the valuable luxury of back-office time. This allows me to work on other more interesting things such as subject guides. I can also catch up with the routine tasks such as new book processing, journal box labelling and general shelf maintenance.

On a Wednesday morning I’ll plan work for our volunteer, Michael, who helps us out greatly by copying leaflets and ILLs. And on a Friday afternoon it’s my turn on the mug cleaning rota. At the end of each day before leaving I’ll check all remaining readers are in possession of out-of-hours access. Readers have been known to make desperate calls to security asking to be released for fear of being trapped in all weekend!

Lindy Jost

I have worked in the Wilfred Stokes Library at Stoke Mandeville hospital since the Wycombe library closed in May this year.

I start work at eight, which is good as it means I can find a parking place! Opening up the library, I switch on the lights and say good morning to all the people getting an early start and working in semi-darkness. For a year before we moved from Wycombe, Claire Coleman and I worked there on our own. We now love the fact that there are six of us working at Stoke Mandeville and they are the nicest bunch of people.

I work part-time, three days a week, starting in the morning on the reference desk. Phil covers the desk in the afternoon. This means, like Phil, I have a chance to catch up with my other work in the back office.

I check for any emails for any updates from Swimming Pool team. I have only recently become involved with the Swimming Pool editorial team and I now look to see if all the activities and projects taking place at Stoke would be of interest to other libraries.
A day of contrasts: North Bristol Trust library staff’s away day:

To the Glenside Campus, University of the West of England, Bristol on 15th November 2012

We recently enjoyed an educational and entertaining visit to our near neighbours at UWE, with tours of the Glenside Museum and the UWE Glenside library.

The museum is housed in the former chapel of Glenside Hospital. The hospital has a varied history - it began life as the Bristol Lunatic Asylum, and in World War 1 it was Beaufort War Hospital, where the artist Stanley Spencer worked for a while as a medical orderly. In its early years it was far from the city and was self-sufficient, with its own laundry and workshops; growing/rearing its own food.

The Victorian Gothic building has a dramatic and rather spooky interior (see picture), and contains a surprising quantity and variety of artifacts, memorabilia etc. We were lucky to have an extremely knowledgeable guide in Dr Ihsan Mian, chairman of the museum and long-standing SMD library member. Some exhibits are fascinating but slightly grim, e.g. a padded cell you can try out, and a realistic mock-up of an electric shock treatment room. There is also human interest, for example the early use of industrial therapy, where patients were employed making ball-point pens as a successful form of rehabilitation.

The museum aims to “inform, educate and de-stigmatise mental illness and learning difficulties” It holds a wealth of material on local history, mental health and learning disability. It also has a very informative website:

http://www.glensidemuseum.org.uk/

After a short walk we entered the very different Glenside library (serving the Faculty of Health and Social Care) - modern and streamlined and much warmer! We were greeted by Phil O'Shaughnessy (NHS Liaison Librarian) who showed us a number of new developments in the UWE library service via the library webpage (see below).

"UWE library search" is a new user interface; with one seamless search across books, ebooks and articles in ejournals held by UWE (much of UWE’s book and journal stock is electronic). This is very popular with students, but 3rd year students are also trained in more advanced searching of databases such as Medline.

"Box of Broadcasts" or "BOB" is an on-demand TV and radio recording service where users can also search an archive of recordings.

"Ask a librarian" provides 24 hour live online contact with a librarian via a link on the library webpage. A number of university libraries, including some in the US, cooperate to ensure there is always a librarian on duty.

We finished with a tour of the Glenside Library, before Phil had to leave us for his turn on the “Ask a Librarian” rota. Recent refurbishments make the library feel bright and cheerful; and although busy, everything runs smoothly with self-service for issuing and returning material, and good signposting and information points.

More information on UWE library services at http://www1.uwe.ac.uk/library/

Thanks again to both our tour guides for sharing their knowledge and making us feel so welcome.

Elaine Beckett
Stock Management Librarian
North Bristol NHS Trust (NBT)
Upcoming library conferences and study days 2013

13 February 2013
E-books and Accessibility: Ugly Duckling or Adolescent Swan?
Senate House, London,
http://www.jisctechdis.ac.uk/techdis/events/detail/2012/ebook13022012

11 – 14 February 2013
HEALTHINF 2013: 6th International Conference on Health Informatics
Barcelona, Spain
http://www.healthinf.biostec.org

8 – 10 March 2013
How to Practice EBHC (Evidence-Based Health Care)
St Hughs College, Oxford University, Oxford
http://www.cebm.net/index.aspx?o=6566

25 – 27 March 2013
LILAC 2013
University of Manchester Library
http://lilacconference.com/WP/

15 April 2013
Understanding and Critiquing Health Economic Models
University of York
http://php.york.ac.uk/inst/yhec/web/training/training_events.php?RecordID=8

12 - 14 June 2013
EAHIL Workshop: Trends for the future – creating strategies to meet challenges
Stockholm, Sweden
http://eahil2013.kib.ki.se/

2 - 3 July 2013
Umbrella 2013
University of Manchester

2- 5 July 2013
The Nottingham Systematic Review Course
University of Nottingham, Nottingham
http://szg.cochrane.org/workshops-and-events

15 - 18 July 2013
EBLIP7
Saskatoon, SK, Canada
http://eblip7.library.usask.ca/#homepage

22-25 July 2013
University of York
10th Northumbria International Conference on Performance Measurement in Libraries and Information Services
http://www.york.ac.uk/about/departments/support-and-admin/information-directorate/events/performance-conference-2011/
News from around the Network

News from W01

Congratulations to librarian Sam Burgess, who has been awarded the Postgraduate Diploma (with merit) in Leadership and Management in Health and Social Care, having followed a part-time programme at the University of the West of England.

Trish Mclean
Senior Library Assistant
Great Western Hospital (W01)

More SWICE bag pictures

Ann, Elvis and Trish at Tupelo, Tennessee.

Rocking at Gracelands!

A SWICE bag snapped by the National Library of Denmark, the Royal Library (Det Kongelige Bibliotek) in Copenhagen.
Editorial Team

Helen Bingham, Library & eLearning Resources Manager, NHS South Central: helen.bingham@nesc.nhs.uk

John Loy, Learning Resources Manager, Avon & Wiltshire Mental Health Partnership NHS Trust: John.Loy@awp.nhs.uk

Lindy Jost, Senior Library Assistant, Buckinghamshire Healthcare NHS Trust (STM): lindy.jost@buckshealthcare.nhs.uk

Pam Geldenhuys, Electronic Resources Co-ordinator, Exeter Health Library (EXE): pamela.geldenhuys@pms.ac.uk

Trish McLean, Senior Library Assistant, Swindon Academy Library & Information Service (W01): Patricia.mclean@gwh.nhs.uk