

September 2015  
Issue 77

# The Swimming Pool

Newsletter for the  
SWIMS Network



## *The Editorial Team*

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*Lucy Gilham*

*Ruth Jenkins*

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## Editorial

We have been advised that permission is required to include photos and images on Swimming Pool.

Essentially all photographs and images that are on our websites (e.g. [www.swimsnetwork.nhs.uk](http://www.swimsnetwork.nhs.uk)) must have permission, and this includes all documents that are linked to the websites such as Swimming Pool.

So from now on, if you submit an image for inclusion, we can only include it if:

- You have obtained the consent of the photographer/creator to use the photo or image (we cannot assume that permission is implied because the photograph has been emailed to us)
- And if the image is a photo of people not in a public space:
  - The person/people in the photo are not identifiable; OR
  - The person/people are identifiable and have given consent to use the image.
- Or you can confirm that the image has come from an online source that provides copyright free images, e.g. [www.photolibrary.nhs.uk](http://www.photolibrary.nhs.uk) or [www.rgbstock.com](http://www.rgbstock.com)

If the photo is taken in a public space then it is not necessary to get consent of any identifiable people, however it is still necessary to get the consent of the photographer or give it yourself if you are the photographer in question. In the case of NHS buildings and grounds it is safest to get the consent of any identifiable subjects. If the image includes children, the consent of a parent/guardian of each must be obtained.

Therefore if you submit a photo we will then ask you to confirm by email that you have obtained consent. Apologies for this extra procedure but we must cover ourselves fully! There have been recent challenges of this nature in the NHS.

We will be removing and updating previous issues of the Swimming Pool in order to avoid the work of obtaining this consent retrospectively. If you would like access to any of the previous issues which are no longer available (they are available back to June 2011), please contact Imelda Winn.

## Knowledge for Healthcare Service transformation: patient and public information

### Our vision

***NHS bodies, their staff, learners, patients and the public use the right knowledge and evidence, at the right time, in the right place, enabling high quality decision-making, learning, research and innovation to achieve excellent healthcare and health improvement.***

Patient and public information is incorporated into the Knowledge for Healthcare (K4HC) vision. For many of us in NHS libraries this will introduce a new service user as traditionally this has not been within our remit. Indeed for some NHS libraries our line management may not see it as a priority.

With K4HC however we have been given an exciting opportunity to broaden our services and become more directly involved with patient and public health information. This could mean as little as offering reference use of our libraries right up to engaging in direct conversations with patients. (Thames Valley and Wessex have already produced NHS Library Knowledge Services Guidelines for Handling Enquiries from Patients and the Public)

[http://wessex.hee.nhs.uk/files/2014/10/Guidelines\\_handlingP\\_enquiries2014.pdf](http://wessex.hee.nhs.uk/files/2014/10/Guidelines_handlingP_enquiries2014.pdf)

Service Transformation is one of 4 work streams and incorporates a Task and Finish Group for

Patient and Public Information. This group met for the first time in May and has representatives from the four Health Education England regions.

So what is the task and finish group doing?  
Initially we have given priority to:

**1. Scoping existing practice.** To do this we have been asking for examples of what services exist, however small. We have also been looking through the Sally Hernando innovations and Health Libraries Group Conference presentations. From these we will produce a document detailing current practice. This may give you ideas of ways to expand your service.

**2. Exploring collaboration with interested parties.** This is an area where partnership working is key. On a local level this could mean closer working with local public library colleagues. Public libraries already offer health information as one of their services. On a national level there are many key players such as NHS England, Public Health England, Patient Information Forum (PIF) to name but a few. PIF gives some interesting advice <http://www.pifonline.org.uk/topics-index/supporting/libraries/>

Since the creation of this task and finish group the national picture has changed with the expansion of interest in health literacy. Patients need quality, trustworthy and understandable health information if they are to be partners in their own wellbeing and healthcare. If health literacy is a new concept for you then I suggest you look at Scotland's national action plan. They are way ahead north of the border. <http://www.gov.scot/Resource/0045/00451263.pdf>

Promoting health literacy presents opportunities for us to have closer working with clinicians as they deliver health information to patients. There are many ways to engage with your trust staff e.g. using our skills to guide healthcare staff in appraising consumer health websites or contributing evidence for patient leaflets.

Regionally it would be great to have your input to help support the national agenda. Would you like to contribute to this as part of a regional group or as an expert reference? If so please contact me.

A word of caution: involvement with patient and public information could take you and your service into areas quite unusual and perhaps out of your comfort zone! On a practical level for me I am now supporting various patient support groups in accessing health information on the internet and have been involved in editing a resource for those living with and beyond cancer (*So what do I do now: the cancer manual*

<http://www.theheartmanual.com/News/LatestNews/Pages/ProgrammeCancerPatients.aspx>)

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

## Who Do You Think You Are?

On Thursday 24 September, 9pm, an episode of 'Who do you think you are?' will be broadcast on BBC One with the journalist Frank Gardner as the celebrity. If we're lucky, the Warneford Library will feature in it – one of the locations where the episode was filmed is the Warneford Hospital! We helped the BBC crew with their research, answering questions about the site and showing them some of the relevant books in our historical collection.

**Outi Pickering**  
**Assistant Librarian**  
**Oxford Health NHS Foundation Trust (WARN)**

## A year at Torbay: looking back

This time last year, I had just been offered the post of Graduate Library Trainee at Torbay Hospital. After some initial confusion over paperwork and how to get a flat in Torquay at short notice when you weren't there to view it (not to mention an arduous 10+ hour train journey), I arrived in sunny Devon. And coming from Scotland, it was certainly a lot sunnier than I was used to.

The training in my first few weeks was planned out well, allowing me to practice my duties as a trainee before I had to do them without help. When I was starting out I don't think I could have imagined having all those new tasks now as part of my regular routine. I started with processing registration forms, discovering that the stereotype that doctors have terrible handwriting is not unjustified.

In retrospect I'm quite surprised at just how varied my job was. I became rather dedicated to shelf checking whenever I had a spare moment. The helpdesk wasn't nearly as terrifying as I had imagined, especially since I could dash up to the office and ask Lucy and Tim if there were any problems. Inter library loans are an excellent idea but were at times the bane of my life, usually when certain users decided to submit twelve or thirteen at once. I was introduced to the (no longer) mysterious world of ebooks, and have done my best to help with promoting these to our users. This included the Herculean task of adding our location to over 1,000 of them on SWIMS. I think I could type 'TOR access available to SDHCT employees only' in my sleep now! Tim and I have started a large book weed – I'm a bit disappointed I won't get to see the end of it. Weeding and deleting has proven somewhat cathartic, and sometimes I worry I like it a bit too much! On the other hand, I've processed a fair number of new books and journals.

Some of my tasks were the more everyday (but important) jobs around the Library – such as washing up mugs, cleaning the PCs as part of a rota, and directing lost staff and visitors to the Horizon Centre next door. Once in a while there would be the excitement of making a trip across the road to Staples for items which weren't on Agresso.

The SWRLIN Christmas meeting, the Library Assistants' Awayday, and World Book Night were some of the highlights of the year. I found the presentations and discussions interesting, particularly the ones on open access publishing and the Exeter Fab Lab. I enjoyed meeting and chatting to other library staff from elsewhere, and I got to suggest ideas using my own experience. It's great to see that everyone is always thinking of ways we can improve our services to make them as good as they can be for our users. As far as World Book Night goes, it's always fun to give people books.

Overall, I most enjoy helping our users, especially if it's something I know about. It's nice to be the one who knows about computers for a change, even if sometimes it still ends in a phone call to IT. Not to blow my own trumpet, but I've also had positive feedback about the speed with which I process ILLs. I like to think I've become more confident answering the phone as well. And amazingly, I have somehow managed to wake up early enough to get to work every day. I haven't caused any major disasters in the library – but there's still a little bit of time left!

In September I'll be starting an MSc in Information and Library Studies at the University of Strathclyde in Glasgow, somewhat closer to home than the Southwest. I've definitely learned a lot about working in a library, and I'm looking forward to learning even more over the next year.

Many thanks to Helen (who is no longer working at the Trust), Lucy, and Tim for this great opportunity – I hope things continue to run relatively smoothly in the Library.

**Louise Tye**  
**Graduate Library Trainee**  
**South Devon Healthcare Library (TOR)**

## UWE/NHS study day

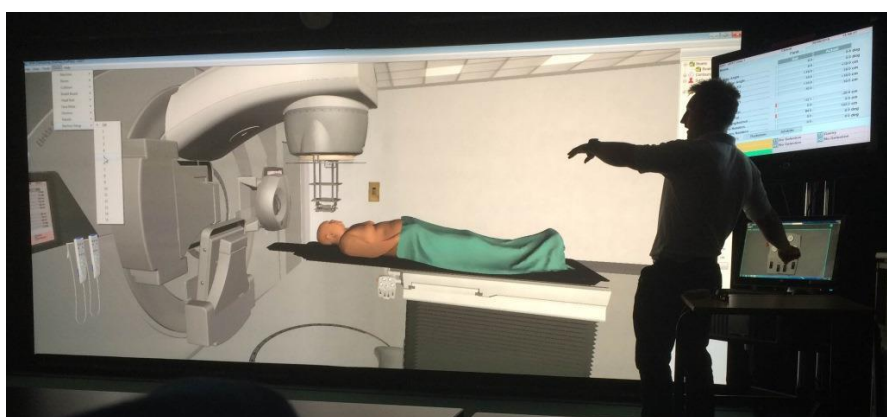
The annual UWE/NHS study day took place this year on 30<sup>th</sup> June.

Jason Briddon, Head of UWE Library Services provided us with an overview of the UWE Library Strategy – towards an increasingly digital service. An ambitious strategy that outlines the idea of a library that is not focused on print collections that students have to rummage through and staff tend, rather a library that provides access to information and provides a good space to get work done. (editor's note – access to information not books strongly featured in R. David Lankes' Keynote presentation at this year's CILIP conference.) UWE are therefore reducing their print books and journals and there is an increasing spend on e-resources. Part of the strategy therefore is also about new roles for staff. These themes seemed to mirror certain aspects of Knowledge for Healthcare.

Supporting students who lacked essential skills was a topic raised at the last study day, so this year Jane Saville, Senior Lecturer in Academic Skills, explained how she supports students and also showed us the Skills for Study site which is provided by Palgrave Macmillan. We participated in two exercises about critical thinking and the use of emotive language. All NHS staff could all easily identify referencing as the main study skills query we get from students.

Mandy Faulkner-Gibson gave us an overview of her role as subject support librarian for Music Therapy, Occupational Therapy, Social Work, Children's Nursing and Midwifery. A varied role which includes teaching, dealing with enquiries and attending university student feedback sessions.

After lunch we were given a demonstration of the virtual radiography suite. This was a 3D "cinema" experience (complete with silly specs) of a Linac and other radiotherapy machines. This provides students with experience of this technology before they meet the real thing in the clinical environment.



Experiencing the 3D virtual radiography suite, complete with specs!

John Loy provided an update on NHS news focusing mainly on Knowledge for Healthcare. He reflected on the Hill Report, the main headlines of KfH and the implications for us.

For each placement UWE students complete an evaluation form, this year a specific question about libraries was included. We had a lively discussion about some of the qualitative comments students had made such as not knowing there was a library, accessing e-resources on placement and accessing IT and we considered how these issues could be addressed.

It was an interesting day which not only provided us a great opportunity to meet and share experiences with our UWE colleagues, but also provided a great photo opportunity for John!

**Lisa Riddington**  
**Library Services Manager**  
**Gloucestershire Hospitals NHS Foundation Trust (GRH)**



## ProQuest's NHS User Day - London, 24<sup>th</sup> April 2015

I arrived at ProQuest's London offices and was given a warm welcome by the ProQuest Team who looked after us very well throughout the day.

The ProQuest NHS User Day was a great opportunity to learn about improvements and enhancements made to their existing products and to learn about new ones. We were also invited to give feedback on our experiences and say what we would like to see from them in the future. They are open to ideas on quality improvement especially in terms of open access and if there would be interest in other information types such as videos that they could add to their products. They are creating new types of platforms and recognise that increasing subscription prices year on year is not the way forward and they need to explore new ways of access.

### Digital Resources for Medical Libraries and Recent ProQuest Updates

ProQuest informed us of several improvements they have made to Medline and PsycINFO since April. This includes journal coverage information being displayed more clearly and that 61 new titles have been added to the ProQuest health and medical databases which included the HLG Nursing Bulletin and the Journal of Specialized Nursing.

Other enhancements are listed in the presentations on the website. It was also mentioned that they are working with Google Scholar to integrate ProQuest links.

### Customer Experience & Training Update

[ProQuest libguides NHS page](http://ProQuest.libguides.com/nhs) (<http://ProQuest.libguides.com/nhs>). This page has lots of training materials help and support ProQuest users including webinar recordings. We can also find all contact details on this page too. If we want any onsite training, a minimum of 15 people is required with plenty of notice to organise.

### ProQuest Ebooks Update

ProQuest E-book Central – health and medicine package has over 10,000 titles. They can offer a variety of licenses and items can be added to your collection by librarian selection or on an auto-purchase basis.

### E-resource Systems and Improving User Experience and Libraries' workflows

I found 'the discovery journey' presentation particularly interesting. As we know, not many users are expert searchers and if they don't find what they are looking for they may not return. Google then becomes their default. Google is simple, fast and easy and that is why many products aim to replicate the Google interface. ProQuest offer discovery services that integrate a library's products in a Google like accessible way. We would put all of our resources, both electronic and print in one easily discoverable interface. Such an interface would also provide for authentication only once the resource has been discovered. This apparently addresses the issue of the 20-30% of people that stop searching once they are asked for a password.

With a resource discovery tool you get the Google qualities of speed and ease of use but with your own library purchased resources. It was mentioned that NICE are looking at a Discovery Service with OCLC as a future project plan and a South West NHS Library is implementing Summon. Watch this space! (**Editor's note** – this library is Weston-super-Mare and a future article will appear in Swimming Pool about Summon and its implementation at some point.)

You can find the presentations from the day and further information about LibGuides and upcoming webinars on the dedicated [NHS support page](#).

"It was great to have the opportunity to share different insights about health library and user content needs and workflows; learn about changes and challenges in the health education and information

industry; and also exchange ideas on how we can work better together,” say *Ania Krzykowska and the ProQuest Team*.

**Lucy Gilham**  
**E-Resources Librarian**  
**Royal Berkshire NHS Foundation Trust (RBH)**

## Snap, Crackle and Flop

Intrigued by this title?

The theme for this workshop was all about attracting the attention of busy people in just this way. The subtitle of the workshop was “Creating better copy” and it turned out to be a really interesting morning investigating how to use some key principles of graphic design in the creation of flyers, posters leaflets etc.

Arranged by CILIP South West Members Network, the workshop took place at Bournemouth Public Library on the 26<sup>th</sup> June and was attended by a wide range of staff from public, school, prison and of course health libraries.

Interestingly Mark Burgess the presenter, is a subject librarian in the Health Sciences Department at Manchester Metropolitan University and was very in tune with the scenario that we all face – persuading busy staff to look at our marketing material and absorb the information about our services and resources in a flash!

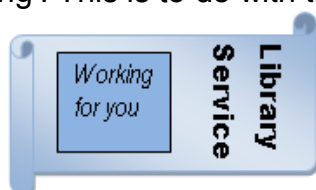
Most of us felt that we wanted to free up our creativity and Mark turned out to be just what we needed. First of all he emphasised the importance of planning. In other words defining your audience as well as your message content and layout and he reminded us of the significant proportion of our audience who may have dyslexia. He then covered form and space, layout (many of us found that the grid system that Microsoft Publisher offers would potentially be very helpful), typography and colour.

We were given some tasks to fulfil that were quite challenging and made us realise that the planning can be time consuming in the first instance but effective in the long run.

Mark finished by giving us with some fundamental design principles. We apparently absorb and retain visual information *much* more efficiently than other types of information and should be aware that the first two paragraphs of any copy are vital and the focal point should be large, contrasting and appear towards the top or middle of a page.

One particular thing that I found useful was the emphasis on a focal point, but more importantly, the role of ‘weighting’. This is to do with the measurement of visual impact – using things like;

orientation



and contrast



I'd love to give some examples of repetition, texture, visual tension, puns and much more, but space is running out. It was great to meet a wide range of Library staff at this event and I feel more confident and inspired about my next foray into creating publicity material.

**Pat Gallagher**  
**Librarian**  
**Dorset County Hospital NHS Foundation Trust (D08)**

## **“Because what is known must be shared” OLIB summer conference**

The current OCLC motto, and displayed prominently on the walls of the OCLC offices in Sheffield. On two hot days at the beginning of July, Sarah Maddock and I attended the annual OLIB summer conference there. Although a small gathering, delegates come from libraries in various sectors – HE, FE, government, corporate as well as the NHS – and varied subject specialisms including music, law, environment, mining and health. Also from all corners – mainly the UK, but also this time the US, South Africa and the Lebanon. The one thing we all have in common is that we manage OLIB systems.

Before I had lifted the welcome cup of coffee to my lips on day one I was taken to one side by the head of the OCLC support desk to say that next morning all SWIMS Citrix users would be prompted to change their passwords. This has never happened before. Eek! No access to our SWIMS system and just a smartphone to let everyone know. As some of you may recall it wasn't completely smooth, but problems were ironed out quickly. Resolving them involved 'getting an American out of bed' I was told.

The OLIB product developer started proceedings by explaining that at midnight the day before (30<sup>th</sup> June) there had been a 'leap second'. That is to say, the last hour of the day had 61 seconds instead of 60. Computer system managers apparently have a little wobble over such things. But it appears that OLIB systems didn't suffer.

There were sessions on OCLC corporate strategy and other OCLC products, but they focussed mainly on OLIB. Everything from details of future upgrades, all about OLIB help and support documentation, all the varied ways that OLIB interoperates with other systems, right through to how the system should file names starting Mc/Mac (no agreement so it will be configurable) and OCLC's thoughts about migrating OLIB to FRBR/RDA, the new way to catalogue (it's all under control – I think!). All really useful stuff for OLIB system managers.

There was a slot for the AGM of the OLIB User Group of which I am chair. This meeting gives us the chance to discuss issues common to all customers, and then present them to OCLC as a united voice. The same topics seems to prevail each year – locating system guidance when needed, concerns about the future of WorldView (safe at the moment), as well as such matters as mobile and browser support.

The 'conference dinner' was in the form of a buffet at the Sheffield United Football Club ground. No kick-about allowed, but we had brain games instead in the form of the annual conference quiz. Everything from 'what's the highest mountain in Asia?' (not a trick question) to 'how many Shakespeare plays have a town name in them?' (the quizmaster claimed seven if you include subtitles, but we weren't impressed by that...)

**Jenny Toller**  
**Electronic Knowledge Resources Manager**  
**Health Education South West**

**Have you been up to anything interesting lately?  
Why not write about it for Swimming Pool?**



## Network news

### Alison Housley retires at NDH

After almost 35 years in the job I decided to call it a day and join my husband in retirement. It was a very emotional few weeks after handing in my resignation, with so many Trust staff and library colleagues sending messages, making contributions to my leaving gifts and attending my leaving dos. I was amazed at how many people wanted to say their thankyou's to me when they learned I was about to go.

I received my leaving card and presents from regional library colleagues at a lunch in Exeter as I was unable to attend what should have been my final Library Managers' Meeting. I had been asked for suggestions as to what I would like, and was totally bowled over when I received all I had suggested and much more. I am grateful for so many things, including a Fay Page shell charm from St Martin's, Isles of Scilly – a place I fell in love with several years ago, a jewellery box, a fabric-covered necklace from Seasalt, a book token, Caldey Island perfume, a lovely mug, a small bottle of Champagne, and chocolates.

Although I formally left work at the end of July, my Trust leaver's lunch was arranged for Wednesday August 5<sup>th</sup>. What a day to choose! – the CQC arrived to carry out a Trust inspection. Fortunately they didn't want to inspect the library, or else my local colleagues could not have come along!

At that lunch I was presented with a fishing osprey figurine (you may not know that I'm fascinated by ospreys and support the Dyfi Osprey Project in mid-Wales – maybe in a very few years there'll be ospreys nesting in Devon!); a ceramic bird feature for the garden; theatre and garden-centre tokens; a lovely bouquet of flowers (I also received another stunning flower arrangement from my colleagues in Cataloguing Group); and a wonderful Leaver's Book, featuring highlights of my career at NDH, which was beautifully compiled by my library colleagues, Alan, Talli and Peter.

35 years ago I was working for Devon Library Services, and when that organisation underwent a radical reorganisation I was sent (reluctantly, and in tears, truth to tell) to run the library at NDH. But since those first few tearful days I have met so many wonderful library users and worked alongside so many fantastic library colleagues that I soon fell in love with the job. It was difficult to leave, but what I take away with me mostly is a lifetime of great memories, and what I most want to leave behind is my thanks to you all.

**Alison Housley (formerly library manager, Northern Devon Healthcare NHS Trust, Barnstaple)**

P.S. Please feel free to stay in touch!



Alison with some of her retirement gifts



Alison with her NDH colleagues  
L-R: Alan Pedlar, Talitha Black  
and Peter Clifford

The following is the dedication, which was written into the book that was presented to Alison:-

*Alison,*

*From your colleagues and friends, in appreciation of the many years of hard work and dedication you have given to the library service at North Devon District Hospital, and amongst the wider healthcare community in North Devon.*

*Your strong work ethic has set high standards and earned the respect of everyone here. You are appreciated, and you will be dearly missed.*

*Thank you for everything you have done.*

*Congratulations on your well-deserved retirement.*

## Farewell to Vicki Tillet

Library and other staff at RBH said goodbye to Vicki this month as she departed for a new job. Vicki had been our clinical librarian for just over two years; we will miss her enthusiasm and skills in critical appraisal but are grateful that she re-vamped our critical appraisal training before she left.

**Library Staff**  
**Royal Berkshire NHS Foundation Trust (RBH)**

**Staff changes at your library?**  
**Don't forget to write about it in Swimming Pool**

## CILIP Conference 2015

The “Drumming song” by Florence and the Machine heralded the start of the [CILIP Conference 2015](#) and the opening address by Jan Parry, CILIP President. Introducing delegates to the programme for the two days, she welcomed us to Liverpool, highlighted the launch of the new CILIP [Impact Toolkit](#), and was particularly keen for all to visit the [Central Library](#) located just next door to the Conference venue, [St Georges Hall](#).

### **R. David Lankes: Action plan for world domination through Librarianship**

Following the uplifting musical start to the Conference, we were regaled by the charismatic keynote speaker, [R. David Lankes](#), Professor at Syracuse University's School of Information Studies. His call for action unashamedly extolled the virtues of librarians with a masterly selection of quotes capturing the imagination of the room. “It's not nice to be a Librarian; it's awesome to be a Librarian” was particularly warmly received! He talked of librarians conquering their demons (competition from Google and the like), never underestimating their power, coming

out from behind the shelves and recognising the exciting role they have to play in the context of information sharing. One particularly inspiring concept was that of Librarians weaving connections between users and contributing expertise central to the sharing of knowledge. Lastly and most amusingly was this little gem: “What’s the difference between a hoarder and a Librarian? Librarians use canvas bags!”

### **Barbara Schack: The Ideas box**

At the end of the first day Barbara Schack, Head of Operations and Development for ‘Libraries Without Borders’, spoke about the wonderful [Ideas Box](#). Barbara gave the context to the shiny metal cubes (designed collaboratively with Philippe Starck) which I had only seen previously in promotional material. Seeking to re-engage communities with information, avenues to which are lost as a result of damage to infrastructures by natural or man-made disasters, the Ideas Box is beautiful in its simplicity. A series of heat, dust and water proof metal cubes interlock to form a compact rectangle, easily transportable and robust, which on arrival at its destination unfolds to become a self-powered hub affording a communication link to the outside world via the internet, and providing high and low tech resources tailored to local need.

### **Erwin James: A good book can change the way you think about life**

Erwin James comes from a dysfunctional upbringing with “no hope, no life, and no aspirations”, through a formative life of crime culminating in committing murder. He faced the rest of his life in a high security prison with other inmates, described as having “barely a spoonful of hope between us”. However he found some comfort in life behind bars the routine of prison life giving him time to think. He started to read, finding the prison library an “oasis of peace, optimism and hope” and the books he could borrow proved to be the key to his rehabilitation through education. One such book, ‘Prisoners of honor: the Dreyfus Affair’ by Historian David L Lewis, which documents the incarceration of Alfred Dreyfus on Devil’s Island for treason, was to have a profound and lasting effect on him. Despite often struggling and constantly doubting his ability, he achieved a degree in history from the Open University and was invited to anonymously author a column for the Guardian newspaper entitled ‘My life inside’, which he continued to write subsequent to his release in 2004 having served 20 years behind bars. His story is well documented, not least in his own words [here](#).

### **And finally...**

...I thought the Conference was well organised, smooth running and timely (although I wasn’t always myself), the venue with its [#ceilingsandchandeliers](#) was stunning, Liverpool was a friendly city showcasing a fabulous Library, and cross country trains via Birmingham New Street Station were a barrier to smooth travel plans! I learnt some valuable lessons whilst there too, specifically to be better prepared, that Tweeting whilst listening doesn’t always go to plan, queueing for lunch can take all lunchtime, and that you must be prepared to jump in and get involved (which I probably didn’t do enough of). My personal highlight? Having my thoughts re-tweeted, 11 times in one case...so I must have started to get the hang of that ‘listening whilst précising’ skill I guess!

For more of the Conference as it happened please see <https://storify.com/AngleD25/cilip-conference-2015>

**(Editor’s note:** there is a longer version of this article in the latest HLG newsletter: <http://www.cilip.org.uk/health-libraries-group/newsletter/current-newsletter> )

**Angela Drayton**  
**Assistant Librarian**  
**Yeovil District Hospital NHS Foundation Trust (YDH)**

## And finally.....

Thanks to John Loy who spotted this library with a difference in Selfridges on Oxford Street...



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