April 2018

Issue 105

The Swimming Pool

Newsletter for the
SWIMS Network

The Editorial Team

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Inside this issue

Messages from the OpenAthens User Conference 2018

Morag Evans, Catherine Micklethwaite, and Barbara Pierce all attended the OpenAthens (OA) User Conference held at the British Library on 22 March 2018.
Here are their reflections on the conference and take home messages.

Catherine Micklethwaite – TOR

There were lots of things to get my teeth into in this conference, with its focus on the user journey. I loved that David Orrell (Application Architect, OA) was saying that usernames and passwords are not dead, but equally are not fit for purpose in 2018. Access should instead be contextual with a number of authentication options available:

- Trusted device (token dropped onto device e.g. phone)
- Location/network (IP address range – but this doesn't work in the NHS)
- Username/password
- SMS, push notification, OTP app (one-time password generator), Yubikey (two-factor authentication) – and yes, I did have to look up what these meant!

We hear this from our users all the time: usernames/passwords are not the answer to everything.

Trust is critical; as users we have to trust the technology that is holding the information about us. Do we trust Facebook after the Cambridge Analytica scandal? Trust between the end user, the library and the publisher is absolutely critical to OA.

William Bowes (Publishers Association) asked whether we give publishers enough credit? They are the vehicle bringing books to life – they enable the sharing of honed thoughts and ideas. How many self-published e-books have you read that are poorly edited, badly thought-out and sloppy. Do they add to the sum of our knowledge? Publishers would have helped shape and refine the text. The sharing or trading of ideas is essential to democracy and societal development. Did you know Teresa May is taking us out of the digital single market?

Don Thibeau (Chief Executive, OpenID Foundation) was highlighting the value of OpenID Connect as a replacement for SAML. For those not in the know, SAML is a range of agreed open standards for exchanging authorization data between parties. OpenID Connect is a newer authorization framework, launched in 2015, with the added advantages of being interoperable, extensible and scaleable. From what I understand, it has greater compatibility with mobile devices. The issue of trust comes back again – OpenID Connect relies on self-certification: an organisation (e.g. Google) signs up to OpenID Connect, it publicly posts how it complies with the authentication framework and its competitors verify that this is adequate. The power of crowdsourcing and fear of loss of reputation ensures the framework is upheld.

Kristina Botyriute (International Technical Pre-Sales, OA) gave two really useful presentations. The first was on user-centred design, focusing on the user's needs and the user's journey. She recommends 'guerrilla research', i.e. offer a free drink for 15 minutes of the user's time. Kristina suggests focusing on one specific topic, e.g. how do you access the library catalogue? / how do you find resources? Script some questions around this. The main aim is to look for opportunities to improve, not fix the problem. Our responses should be agile - we should experiment with solutions. Go to https://www.ideo.org/ for more ideas or https://designsprintkit.withgoogle.com/ for templates and practical suggestions.

Her other session was on two-click efficiency with OpenAthens. Users want a good journey – more than two clicks is simply not good enough. To get this relatively seamless experience she advocates ADFS (active directory federation services) to link all your applications – single sign-on effectively. Proxy servers make the user journey too long.

Barbara Pierce from D01

Morag, Catherine, and I were lucky enough to be able to attend the second OpenAthens conference in the British Library. Catherine was presenting at the conference for the first time too.

'Piracy, Privacy and the Digital Charter' - The first session was presented by William Bowes, Director of Policy and General Counsel for the Publishers Association. He spoke about Brexit, the new Digital Charter and the difficulties that the policy makers are facing. How can we regulate online information and the need to have more control of our data? He quoted publishers make books come to life, they are made to be read and not sit on a shelf.

'Authentication landscapes of tomorrow '- This session was presented by Jon Bentley, Commercial Director of OpenAthens, and David Orrell the Application Architect of OpenAthens. The main topic of their talk was 'Trust' between the end user, the library, the publisher and the future of authentication. They stated that user names and passwords are no longer fit for purpose and current developments have increased importance on how to validate the identity of the user.

We then had a coffee break where we were given the opportunity of networking and visiting the exhibition stands. If you visited each stand and asked for a 'special' word, you could complete a sentence and so enter a draw for a box of chocolates. Despite our best efforts we didn't win, so the diet is intact!

Morag Evans from D08

The day was very informative and interesting with passionate and inspiring speakers. My favourite session was the panel presentation, including Catherine Micklethwaite from SWIMS about whether federal access management had failed the end user. Each speaker gave a presentation about their own situation and that of their end users. Obviously, I could identify more with Catherine's - talking about OpenAthens from an NHS perspective. The other speakers were interesting too – Richard Northover, Project Director from Elsevier, presenting from a publisher's' perspective and Sandra Tury, from the view of a university library (University of London) The answer to the above question seemed to be "yes it has" but that things are improving. Seamless access is something OpenAthens is working towards, putting the end user at the heart of the solution.

The 'break out' sessions were informative too, particularly "Quick wins for a better user experience" - Adam Snook, OpenAthens project manager. Deep linking and discovery systems were discussed.

The other breakout session I attended was on "Measuring user access and engagement – who measures what and why?" Maybe a somewhat Orwellian title but it was very useful – OpenAthens' improved reporting tools were demonstrated and are live from next month, enabling administrators to see trends and patterns in accounts and the 'account lifecycle' in more detail.

What will I do differently as a result of attending this event?

I will focus more on the end user by:

- Continuing to promote OpenAthens
- Offering training in how to get the most out of OpenAthens
- Designing a user survey in Autumn to ascertain our users' information seeking needs
- Improving my skills in using OpenAthens statistics to inform decision making about acquisitions and deselection

Catherine Micklethwaite (TOR)
Barbara Pierce (D01)
Morag Evans (D08)

Editor's footnote
See Twitter links for pictures from the day:-
https://twitter.com/i/moments/977148226401918976

World Book Day Celebrations in North Devon

We wanted to make sure that children who are in hospital did not miss out on the fun of World Book Day or their £1 book voucher. Library staff obtained World Book Day vouchers for the children. We worked with the hospital school, play specialist, and clinics to plan book themed craft activities including **Marvel Avengers Greatest Heroes** and **Paddington Bear**. We contacted publishers of the books and received some posters, bookmarks, stickers and books including some books signed by one of the authors.   The local Tesco store provided some World Book Day books in exchange for our vouchers plus an additional surprise of some small Easter eggs and toys. I was not sure what the response would be from publishers and local shops and supermarkets - not all responded but it was worth the effort as some did and we had extra treats for the children!

We visited the children's ward and various clinics in the hospital to meet children, read stories, give out books, stickers, bookmarks and World Book Day book tokens to children. It was good to establish these links and to work with others to make the day special for children in the hospital and bring some of the entertainment, excitement and all important escapism of World Book Day to them. Being able to give each child a book, World Book Day book token, and Easter egg made it a really special day for all the children we met. The adults involved also enjoyed it; for me it brought back happy memories of a previous role as a children's librarian.

We plan to continue and develop the link by participating in **World Elmer Day** in May and **World Book Da**y next year. Sadly no photographs of children - understandably this was not agreed. Just the Play Specialist, Teaching Assistant, and Library and Information Manager with the school display in the background.

Alison Cairns
Library and Information Manager
NDH

Launching a Research Repository

Avon and Wiltshire Mental Health Partnership NHS Trust (AWP) has set up a digital Research Repository using SharePoint to host the information on its intranet. SharePoint is underpinned by a powerful database and it is a very flexible tool in terms of information management. AWP needed a tool that would facilitate collaborative working, simulate database functions and present information in a number of ways for different user requirements.

Details of staff research and publications were originally held in a spreadsheet which was imported into a SharePoint List. Almost everything within SharePoint is organised within 'Lists' and these function in a similar way to spreadsheets. 'Lists' are a very effective way to manage, store and manipulate information.

SharePoint provides the opportunity to present the same information in different ways using filters called 'Views'. The Research Repository has several 'Views' that present different aspects of the data relating to the publications. For example, there is a 'View' for 'All Research', 'AWP Sponsored Research' and 'Systematic Reviews' to a name a few. The data that is presented within these 'Views' is filtered according to keywords in the columns within the 'List'.

Welcome Walker, Steven ▾ | **Site Actions** ▾ ⊙

◉ Ourspace ○ People ○ Google

Search

munity | Projects | Delivery Units

Text resize: ➕ ➖

1 - 100 ▸ View: **All Research** ▾

U/Staff Participants	Data Source	Full Author List	Date	Title1	Publication	Format	Abstract	Permanent
	Researcher	Smith TO, Clark A, Dodd E, Khoo M-E, Heneker S, Cross J, **Cheston R, Gray R**, Fox CG, Nolan F	In Review	Effect of adopting Protected Engagement Time on adverse events in inpatient psychiatric wards for older people with dementia	International Journal of Mental Health Nursing			
	Researcher	Nolan F, Fox C, Cheston R, Turner D, Clark A, Dodd E, Khoo M-E and Gray R	In Review	A feasibility study comparing UK older adult mental health inpatient wards which use Protected Engagement Time with other wards which do not: study protocol.	Pilot and Feasibility Studies			
	Researcher	**Cheston R** and Ivanecka A	In Review	Group and Individual Psychotherapy: a review of the literature	International Journal of Geriatric Psychiatry			
	Researcher	Ismail, S., **Cheston, R.** and Christopher, G.	In Review	A systematic review on the psychosocial functions of nostalgia within the general population using experimental studies	Journal of Personality and Social Psychology			
		Gilham, R., Walker, J., Reagu, S., Arlidge, J., Taylor, P. J. and Jones. R.M.	In Prep	The Efficacy of Psychological Interventions for the Treatment of Anger in Offenders: A Systematic	Unknown			

All Research
All items data sheet
AWP Sponsored Research
Independent Research
RCTs
SU Staff Participation
Systematic Reviews
View by subject expanded
View by subject collapsed
Modify this View
Create View

In the longer term, once the data has been cleansed, organised and managed within SharePoint, it should be possible to present it for inclusion in a wider Research Repository solution across the NHS Library, Knowledge and Information community subject to the requirements of stakeholders here at AWP.

Please feel to contact me (steven.walker1@nhs.net) should you have any questions about the design and implementation of the Research Repository.

Steven Walker
Librarian
Avon and Wiltshire Mental Health Partnership (AWP)

Giving my first ever presentation at a conference

I went to the inaugural OpenAthens (OA) conference last year and found it really useful. I happened to be speaking to our man in Bath (Phil Leahy from Eduserv) about the future of authentication systems and where OA was heading, when he asked if I would be willing to give a talk at this year's conference about the research work I've been doing for HEE on the future of resource discovery in the NHS. I agreed, forcefully pushing down any thoughts along the lines of "OMG, you've never really done public speaking, this is scary, why are you doing this to yourself, have you gone mad…"

A short while later (at a point when I was really busy), there was another email from Phil to the Athens email group of regional admins asking for speakers to take part in the conference. I scan read it, my brain switched off, and I thought it was along the lines of what I'd already confirmed verbally I was happy to do, so responded saying yes. The next thing I knew, I was being asked to provide a blurb for my 10 minute presentation as part of a panel discussion on "Has federated access management failed the end user?" Erm, help! So not only was I doing a presentation on my research work, but also taking part in a panel presentation…

Note to self (in large, flashing, capital letters) – NEVER, EVER say yes to an email again without reading it thoroughly.

Next came the slides preparation. Handy tip – Powerpoint 2016 has some really nice templates, much better than the 2010 versions. I prepared my research work presentation first (at home with the later software). Then for the trickier slides – we'd been given a slightly earlier deadline for these to share with the others on the panel. I sent my slides off first, then had a really anxious wait, wondering if I had misjudged my message and if my fellow panellists Richard Northover (Elsevier) and Sandra Tury (University of London) would be presenting on something entirely different. More by luck than design our slides seemed to gel, although I did think it was hilarious when Sandra emailed me the day after my slides had gone out to say that she happened to be using the same 2010 template and was that ok? Great minds think alike ☺

Fast forward to the day before the event. I travelled up to London early for a different meeting, checked into my cell (sorry, that should read tiny hotel room) and met up with the other speakers/Eduserv personnel at a crowded pub. I hate walking into a pub where there are several groups of people, trying to identify the correct one. None looked to be the right one so I spoke to the bar staff, who directed me upstairs and joy of joys, I saw Phil a.k.a 'our man in Bath'. After that, it was plain sailing and a chance to talk to my fellow panellists!

The day of the conference dawned. I slept badly and woke up early, so read a book for a couple of hours to calm me down (I'm a librarian, what else would you expect???). Then a plain and simple breakfast of toast (my stomach was churning by this point). I reached the British Library venue, gave myself a stern talking to and forced my legs to walk up the stairs. Fast forward to being called forward to take my place on the stage as a panellist. Richard was delivering his presentation first, then it was my turn. The room was a big lecture hall, fairly full and very intimidating looking out at this sea of faces. And then amazingly I felt myself relax a bit, thinking I can do this! By the time we got to the panel discussion I was feeling more like my normal self.

Librarians are simply the nicest people - so many came up to me afterwards and said how well I'd done! I had survived my first ever conference presentation. My afternoon presentation should have been less nerve-wrecking, but the set-up of the room meant I felt almost on top of the front row. It was far more intimate, hence scary in a different way.

If you're offered the opportunity to present at a conference, go for it! It was an incredible experience.

Catherine Micklethwaite
Library and Information Services Manager
Torbay and South Devon NHS Foundation Trust (TOR)

Knowvember 2018: Come share your tools!

5 September 2018, Exeter, and 11 September 2018, London

Are you involved in supporting knowledge management in your health care organisation? This could be anything from running an institutional repository to enabling connection and collaboration between colleagues via an online forum. These two events in September aim to inspire library and information staff to undertake knowledge management activities during November 2018.

We are looking for people who can present a demo of any knowledge management tool they may use in their organisation for our knowledge management speed dating session. Speakers will have a chance to demo their tools in 10 minutes and to participate in a panel Q&A.

This is a great chance for those who are new to presenting at events as this will be a more informal presenting opportunity, and it'll also be valuable to those who are after CPD opportunities for their portfolios.

The closing date for submissions is 31st May 2018. To put yourself forward as a presenter, please apply here: https://goo.gl/forms/VPVU8r1jbi1OLIgw1

If you have any questions, please contact Hong-Anh Nguyen (ha.nguyen@kingsfund.org.uk).

Bennet Jones
Clinical Librarian
North Bristol NHS Trust (SMD)

Network News

Trish Moore, Senior Library Assistant, GRH/CGH leaving for pastures new!

Trish has managed to wangle a Band 5 Librarian post after 18 months as a SLA in Gloucestershire. She is moving to the wonderful land of Cambridgeshire, leaving the lovely South West region behind and entering the unknown land of ELMS (Eastern Library Management System).

Trish loves her books and can be seen here posing against all the New Books she helped to order whilst in Gloucester. She can't wait to start ordering more books in the East (if her new manager will let her!) Books aside, Trish is well aware libraries are so much more than this and will put her love of books to one side to ensure a well-rounded service is provided.

Thanks to everyone at GRH & CGH for all their help and support (and a lot of biscuits!).

Trish Moore
Senior Library Assistant
Gloucestershire Hospitals NHS Foundation Trust
(CGH/GRH)

NICE Joint Information Day – 28th February 2018

NICE held a joint information day, aimed particularly at systematic reviewers, looking at how new technology impacts upon their work. I attended the day with my resource discovery hat on to mingle with people from NICE, Cochrane, academia, and the odd NHS librarian. My brain is still hurting! It had some of the toughest shared tasks I've had to do yet at a conference.

First up, we had to sort the following into importance and relevancy:
- Big data
- Clinical study reports
- Crowd sourcing
- Living systematic reviews
- Real world data
- Structured data/linked data
- Text mining, natural language, processing
- Word frequency tools

I'm not even sure what all of these are or how they would impact on systematic reviews! Then we had to talk about what we would need to do next. Could we implement any of these developments, do we need to know more, what training may be required?

From this, we evolved to talking about the role of information specialists (IS) and how these sorts of modifications would impact upon our work. Text mining and AI (artificial intelligence) could, to a great extent, replace the need to have IS working so long on reviews. This, we generally took as a positive – the ability to data crunch in a much shorter time is great. Presentations later on supported the evolving role of text mining tools for speedily sifting the evidence. It is being tested at NICE and the outcomes look extremely positive; it only needed an IS to crunch a quarter of the data, then machine learning took over the rest of the task and came up with 90% accuracy. Would the accuracy rate be higher if a human were doing this manually? Remember that it often means sifting through thousands of records. Do we know the accuracy rate of humans doing this role?

So how do we ensure that the role of IS does not become obsolete? We generally agreed we need to move with the times, embrace change and new technology, and provide added value. Putting a positive spin on it, having more of the manual grind taken out of our job means we have more time to do the exciting stuff. Think about it, we've rolled with card catalogues, moving onto CD-ROMs, then to the internet. At each stage, everyone declared that the end of librarianship as we know it was nigh, and each time we found more exciting things to become involved with and found that our role of curating and managing information actually became more not less important.

On a related note, we are expected to do more with less! Sarah Cumbers talked about evidence management at NICE – how they had old, creaking systems and ways of working, and how they have turned this around by using EPPI Reviewer 5 and thinking about how data is presented to users. Her central message? Be bold. Technology enables us to do more with less, let's embrace it, work with it to both improve our working life and the end user's experience.

I have to admit, I was dubious about going to this conference. It was a couple of days after the initial snow fall in London, there were reports of Kent and Essex grinding to a halt, snow was being forecasted here in the South West and I was worried about getting home again. Several presenters were unable to get to London from the snowed-in North. But I'm really glad that I made the effort to go, it was an interesting day and gave much food for thought!

Catherine Micklethwaite
Library and Information Services Manager
Torbay and South Devon NHS Foundation Trust (TOR)

Three go mad at the Wessex Public Health Conference…

Jennifer Moth (IO1), Kerry Flett (H27) and I attended the inaugural Wessex Public Health Conference in Southampton on 22nd March. We proudly displayed a poster prepared by Helen Bingham, Liz Land, Caroline de Brun, and Jennifer Moth illustrating how HEE, Public Health England, and NHS librarians together support the library service needs of local authority-based public health teams.

Our table was laden with goodies which included these eye-catching postcards.
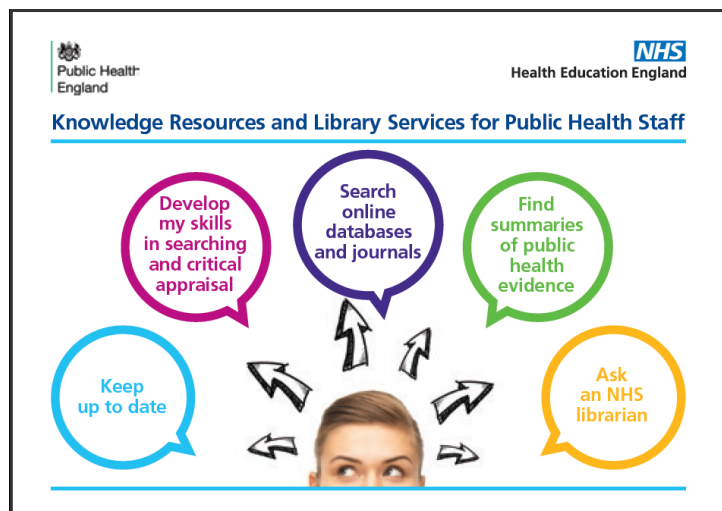
We took the chance to attend some of the talks and upped our tweet rate considerably…see #wessexPHconf for a flavour. For me it was interesting to hear how the local county council is working with the Dorset AONB on a "Stepping into Nature" initiative. This is helping older people and their carers enjoy the countryside together.

The poster and postcard will shortly be available on:
https://southlks.libguides.com/pparl/home

Jenny comments "It was also a good opportunity to network with PH staff and I found out about some interventions going on on the Island that I had not heard about before!"

Jill Buckland
Library Service Manager
D08

Forthcoming CILIP Events in Thames Valley

MAY

CILIP TV would like to invite you to a talk by Lucy Sinclair, the New Professional Support Officer for CILIP South East, combined with our 2018 Annual General Meeting.

A Newly Qualified Librarian takes on the New Professional Support Officer role, by Lucy Sinclair

"Hi, I'm Lucy Sinclair, the New Professional Support Officer for CILIP South East. I am interested in talking about anything library related with new professionals and aspiring librarians. As the New Professional Support Officer, my role is to provide a platform for new professionals, library students and graduate trainees in the South East to get their ideas heard. I am also there to offer guidance, support and a listening ear".

Lucy's talk will focus on the following areas:

. The importance of New Professionals in the library and information sector
. Getting involved with the library profession
. Starting the chartership process
. Networking tips

Date and Time: Wednesday 9 May, 5.30pm
Where: Oxford Central Library
Address: Oxford Central Library, Queen Street, Westgate, Oxford, OX1 1DJ

For a map and directions please see: https://bit.ly/2GOMWYk

Disabled access and facilities available.

RSVP & contact details: please book by emailing Nora Khayi: nora.khayi@st-hughs.ox.ac.uk

There is no charge for this event, but places are limited, so please book early if you want to join us.

JUNE

CILIP TV would like to invite you to a talk by Elizabeth McDonald, the South East YLG Judge in 2015 and 2016 and the Reader Development Officer for Young People and Families at Wokingham Borough Libraries.

Must Keep Reading! Surviving the Carnegie and Kate Greenaway Judging

The CILIP Carnegie and Kate Greenaway Medals are the UK's oldest and most prestigious children's book awards. Often described by authors and illustrators as *'the one they want to win'* - they are the gold standard in children's literature.

The **CILIP Carnegie Medal** is awarded by children's librarians for an outstanding book written in English for children and young people and The **CILIP Kate Greenaway Medal** is awarded by children's librarians for an outstanding book in terms of illustration for children and young people. Elizabeth will talk about her time as a judge and bring along the current longlist and shortlist of Carnegie and Kate Greenaway books from the 2018 awards to share and explore.

Date and Time: Monday 4th June: 6.30pm
Address: RISC, 35-39 London Street, Reading, RG1 4PS
RSVP & contact details: please book by emailing Catherine Randewich: Catherine.randewich@wokingham.gov.uk

There is no charge for this event.

JULY

CILIP TV would like to invite you to tour the new Oxfordshire County Library which re-opened in December 2017.

Date and Time: Thursday 5th July, 3pm
Where: Oxford Central Library
Address: Oxford Central Library, Queen Street, Westgate, Oxford, OX1 1DJ
RSVP & contact details: please book by emailing Catherine Randewich: Catherine.randewich@wokingham.gov.uk

For a map and directions please see: https://bit.ly/2GOMWYk

Disabled access and facilities available

There is no charge for this event.

AUGUST

Atomic Weapons Establishment Librarian - Liane Frydland

More details to follow.

Save the date: Wednesday 1st August

#UKMedlibs

The next #Ukmedlibs chat is on Tuesday 17th April at the usual time of 8pm. This month we are asking questions about how we collect statistics and how we make use of them. Do join the project team from the HEE/CILIP leadership course to discuss library statistics – find out more on our blog - https://ukmedlibs.wordpress.com/ See you there!
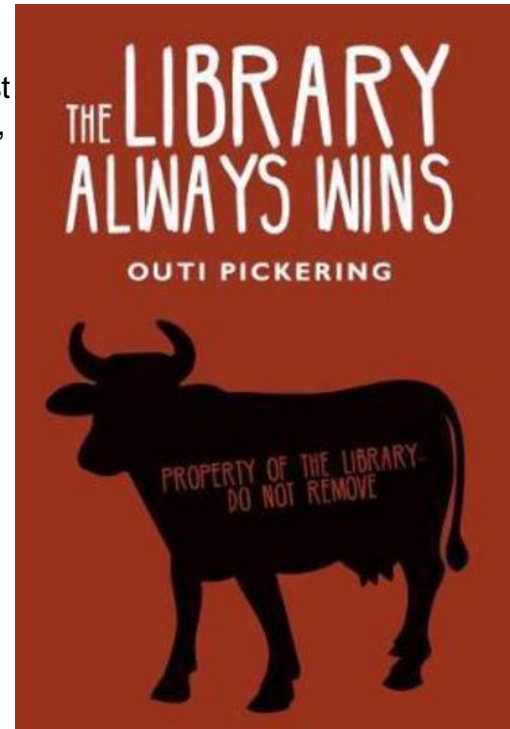
A book for your fiction collection!

If you are looking for a light-hearted library read, Outi's new book is available. For those of you that do not know Outi, she was a librarian within the region; her short stories from the Healthscare Library were published in older editions of the Swimming Pool.

***The Library Always Wins* by Outi Pickering**

The staff of the Cardigan Bay Healthscare Library are up against it. In a climate of cuts and middle management micro-managing, justifying the need for the library's continued existence looks like it might be an uphill battle.

Not that they're doing themselves any favours, though. Between gaslighting temporary management cover, performing experiments with cats, and kidnapping cattle for the milk supply, it's surprising their antics haven't attracted more negative attention. But the wheels of the hospital trust grind exceedingly slowly, and every department has their own bureaucratic knots to untangle.

So while plotters plot and schemers scheme, the library holds fast and hopes for an eleventh hour reprieve. There may be enough dissenting voices to yet save the day, and if anyone knows the value of *deus ex machina* it's the people who surround themselves with books.

This is an independent sequel to the author's first novel, *Two Point Five Cheers for the Library.*

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