

November 2018

Issue 112

The Swimming Pool



**Newsletter for the
SWIMS Network**

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QMIS and all that Jazz

A3 Thinking, Fishbone Diagrams, Lean Healthcare, Driver Metrics, Status Exchanges, Standard Works, Countermeasure report, Huddle Board, Driver Lane, Process Observation, Unit Leadership Team Meetings, Gemba Visits.

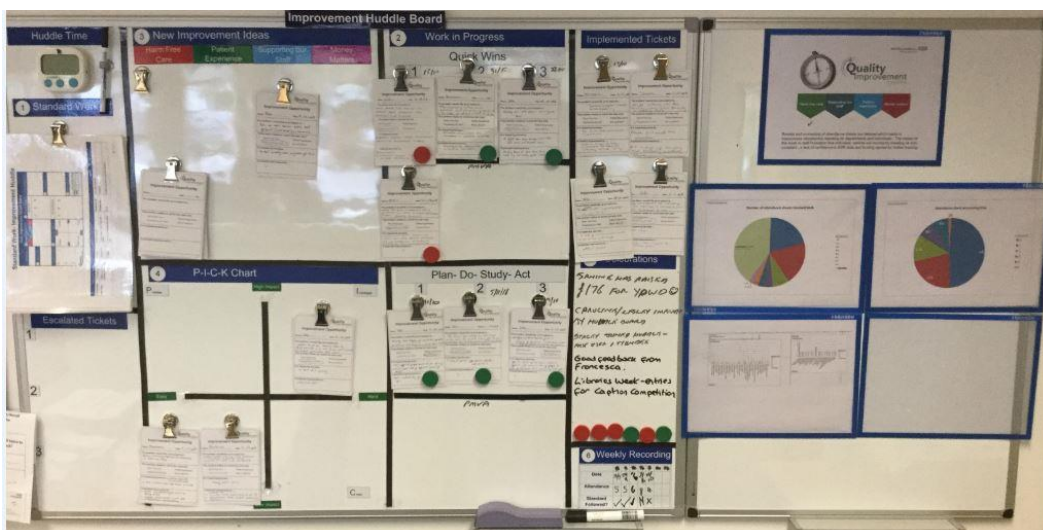
Back in July none of the above meant anything to me, now sixteen weeks later I have joined the ranks of the Berkshire Healthcare staff trained in our new Quality Management and Improvement System (QMIS).

On 13th July I joined 5 other colleagues from the L&D team to be part of Wave 5 of the Trusts QMIS training. This a major commitment for the trust as each wave consists of multiple teams of 6-8 people who are all giving up the equivalent of 1 day a week for 16 weeks to learn how to implement Quality Improvement within the Trust.

The previous 4 waves had all consisted of teams from the Wards or services based on a single location. Our L&D team was the first admin team, the first to have members with very different roles (Statutory and Mandatory Training, Compliance, Library, and Manual Handling) and also the first to have team members based at multiple locations within the Trust. The QMIS training team freely admitted that we were guinea pigs and were as eager to learn from us about the problems this caused us and how we solved them, as we were to learn the QMIS process.

So how did it go. The diverse nature of our team proved to be one of our greatest strengths. We were able to bring multiple viewpoints to the process and learn from each other. Some parts of the QMIS programme worked well for us, others not so well, but where the peculiar nature of our team caused problems they were talked through with the QMIS team and the agreed learning will be carried forward to future waves.

Within the library we were the first team in our wave to hold a Huddle (a quick standing meeting around our improvement board) and the QMIS team were impressed by the fact that, before the training had even ended, all library team members had posted improvement tickets on the board and that most of the team had taken a turn at leading the huddle. The improvement tickets we have raised have varied from how to stop a colleague's coffee from disappearing to improving how our tech loans are recorded, and how our overdue process works.



The QMIS team impressed by the knowledge of, and enthusiasm for, the process that the library team showed. We have been told to expect a Gemba visit (personal observation of the place where the work is happening) from one of our directors.

Going forward we all know that this is only the start of our learning process and commitment to Quality Improvement. In the library we invite library users to join our weekly huddle and to become part of the process of improving our services. As part of the wider QMIS team I have to put aside time to work on our Driver Metric (main improvement project) and to attend team meetings.



As they say QMIS is for life not just for Christmas

Ian Macey
Librarian
Berkshire Healthcare NHS Foundation Trust (PPH)

National Christmas Jumper Competition!

Building on the success of last year's Northern Christmas Jumper competition via twitter (search #LKSjumpers to view), this year it is open to all!

The rules are:

- 1) Team entries covering all library staff available at the time are preferred (managers shouldn't be shy)
- 2) Entries from work (ie in the library) not taken at home
- 3) Smile
- 4) Wear a Christmas Jumper (or other festive clothing, dress etc.)
- 5) tweet the picture to @hclu2012 and include the #lksjumpers18

Christmas Jumper Day this year is Friday 14th December so the deadline for entries tweeted is **Monday 17th December** to give time for judging before Christmas. There will be a prize for the best entries as chosen by HCLU team. (If you don't have a twitter account – send it to a library that can – I am sure they won't steal your entry!)

Secret Diary of a Pop-Up Library, aged 1¾



I ran a pop-up library in our region in 2016, and decided to run it again this year. I contacted the matrons of each of the seven community hospitals. Dates and locations were chosen, I printed library service flyers, library registration forms, posters for the display boards to send to each hospital, and I wrapped some books!

The wrapped books were donated from me, my husband, and my brother's family so I could give away preloved books as part of the pop-up library. I didn't want anyone to know what their book was going to be so I decided on a lucky dip format. My manager Jackie Webb came up with the suggestion of putting the books in envelopes rather than using wrapping paper and of decorating the envelopes.

We put the books in a brown envelope and Jackie, Colleen Powell, and another (not library) colleague at 2gether had fun decorating the books.

At each site I handed out flyers to areas for display with the time and place I would be at the hospital. This time I remembered to email the site the day before I arrived so everything was set up for me.

Day one – Lydney Hospital

I waited over half an hour before my first visitor arrived. I thought I'd been forgotten about tucked away in a therapies room! Before long I had eight people visit me, ask questions and take books. I was asked about getting an OpenAthens account, how we send and they return books, and joining the library.

Day two – Tewkesbury Hospital

After I had set up, I started giving out flyers and spoke to someone who said "oh you're Christine, you got me some journal articles a while ago". Thankfully I'd helped and he was pleased to see me! I found the staff room and spoke to nine people about the library service and getting books and access to journals. I got asked if we could provide some occupational therapy and physiotherapy journals for evidence updates.

Day three – Cirencester Hospital

A nurse associate starting a course and two nurses signed up to Athens on my laptop. A member of the public walked past and said "ooh, NHS libraries, Dorothy will be pleased". It turned out the member of the public was the husband of Dorothy Curtis, who many of you will remember as the Library Manager at the Gloucestershire Hospitals NHS Trust.

Day four – Dilke Memorial Hospital

I visited a ward and got talking to a doctor who was fed up searching for articles. He joined the library on the spot. He also told me about snakes in the building and how the maintenance team moved buckets of young snakes back into the woods. To add to that, someone later told me they had a frog in the corridor yesterday!

Day five – North Cotswolds Hospital

I got talking to some physiotherapists as they had a dog with them. The dog was a Chow

Chow and looked like a big cuddly bear; he was going to do his Pets as Therapy duty later in the day. I also went into the staff room on the pretext of making coffee and then cleaning my cup and spoke to around fourteen people about OpenAthens and what the library offers.

Day six – Vale Community Hospital

A trainee nurse associate put flyers in the Minor Injuries Unit for me after telling me how useful Stroud Hospital Library was as a study space. Over lunch I spoke to seven members of staff in the staff room about library services. One had used our service already and was telling the others how quick and useful our service is. An occupational therapist asked about an OpenAthens login and then took away a flyer. As it's Libraries Week I'm also giving away bookmarks for colouring in to tie in with the wellness theme.

Day seven – Stroud General Hospital

As no one came to speak to me, I grabbed staff on their way by and nipped into the staff room twice to let people know about the library and to leave some bookmarks for colouring in. I had the least visitors here, I think because we have a library based here so more people are already aware of what the library offers.

Christine Bibby
Librarian
2gether NHS Foundation Trust
(EJC/STR/WOT)



November #UKMedlibs chat

As per usual, the next #ukmedlibs chat is on the third Tuesday of the month – namely – 20th November from 8pm until 9pm. This time, we cover discovery systems as the [blog says](#):-

Discovery systems seem to be all the rage. Widely adopted in higher education libraries, and heavily promoted by vendors, some NHS libraries have installed a discovery system.

Knowledge for Healthcare commissioned Ken Chad to report on discovery systems for the NHS. His report, summarised in [this Knowledge for Healthcare blog post](#), recommends a single national gateway to enable NHS staff to access trusted, high quality resources, services and support, and highlights the need to provide end users with a better experience, and to reduce the complexity of the existing infrastructure, which complicates access for end-users and carries high maintenance costs.

Igor Brbre kindly recommended two other resources for those wishing to know more: [Unified Resource Discovery Comparison](#) and [Discovery Tools: a bibliography](#). Whether you already have a discovery system, are looking at procuring one, are waiting for the NHS gateway, or just wondering what they can do, we hope you'll find the chat informative.

Bookbinding Anatomy in the Library



Pass me the scalpel whilst I make an incision across the spine...through which to insert the needle...keep the bone folder on standby to ensure nice clean precision along the joints....

Bookbinding, I have come to appreciate, is a delicate operation. What better place perhaps, to learn about this skill for first time than within the context of a medical library in a hospital?!

During two-hour sessions over a period of four consecutive Tuesday evenings, staff

at Musgrove Park Hospital participated in making four different books under the tuition of professional bookbinder, Megan Stallworthy. The workshop, programmed by Emma Quick for Art for Life <http://www.artforlife.nhs.uk/> (the Trust's art and wellbeing initiative), was part of a series of artist-led workshops for NHS staff taking place at Musgrove Park Hospital.

As a member of the library service team and a complete novice bookbinder it was my pleasure to help facilitate and attend these evenings! We were keen for the workshop to take place within the library as a way of promoting and encouraging the space as a place for wellbeing-based activities and thinking that learning bookbinding in the context of books themselves was an appealingly romanticised place to do so. This was a context that had previously worked well in the bookshop from my prior experiences as a bookseller.

Despite my art background and years spent stacking, selling, displaying and shelving books, I confess to having never attempted making one. I know very little about the origins of how the physical part of a book is produced; like many perhaps, knowing slightly more about what is involved in writing the words and content. Fortunately for me, I was not alone! The nine of us taking part also had no prior or limited experience and Megan, the ever-patient tutor was highly organised in breaking down the steps needed to make each book so what at first felt like it could be a complicated task became manageably enjoyable.

Over the sessions we managed to make four books: two variations of an accordion book, a single section case binding and a long stitch binding. All four involved various different techniques, each new skill demonstrated under Megan's precision and expertise along with being equipped with the proper tools like the bone-fold, bradawl, waxed-thread, grey board, glue, and papers that make a significant difference from being shown how to make something and actually producing an object that is something one will keep and is proud of. It was the opportunity to learn the meaning of terms such as 'creep' and which direction to cut/fold based on the grain of the paper to how to measure cover paper and spine widths, different techniques to apply glue (who knew?) and how to make a sewing template for stitching pages together. For the second time this year, I the reluctant sewer attempted to thread needles as I stitched the cartridge paper into my pre-measured casing holes. My resulting long stitch binding was rather shaky, but I had still managed to produce something that held itself together!

I enjoyed conversations about the 'hand of the maker' involved in each of the individual books that we were making; how our own 'imperfections' of how we may have cut the paper or bound the pages together are not necessarily faults but characteristics or quirks of their handmade origins. Something of an anti-perfectionist myself, I like to celebrate those traces of hand and uniqueness that come from the handmade object that can never be recreated in the mass produced. I think there is a Japanese word, 'wabi sabi', which succinctly encapsulates what I am referring to here- an 'acceptance of imperfection'.



Apart from learning a new skill, these sessions were also a chance to talk to and meet new people, all of whom have different roles/responsibilities throughout the hospital from nursing to managerial and clerical. It was good to come together for a shared experience at the end of the busy working day as a group of people who were all eager to learn something new. We all had four books to show for our efforts and I for one can now say I've made my own book - in a library! Though I do not expect to be something of an expert when it comes to any future book repairs...

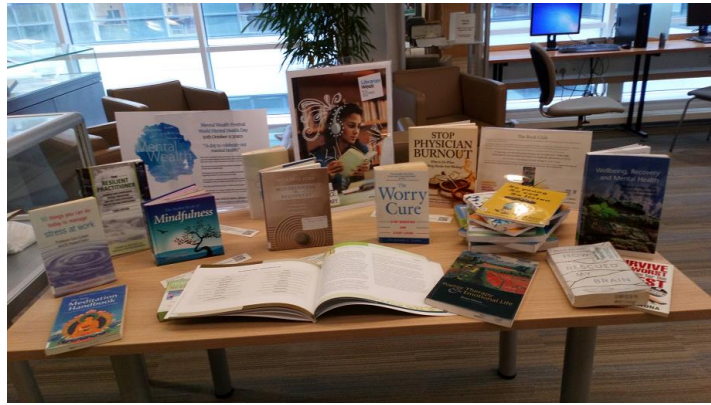


More information about Megan Stallworthy's workshops and beautiful handmade books can be found here: <http://www.perfectbindings.co.uk/>

Natalie Parsley
Library Assistant
Taunton and Somerset NHS FT (TAU)

National Libraries Week at the Discovery Library

As National Libraries week had a Health and Wellbeing theme we had a display of books to promote Mental Health Day Tuesday 12th October. <https://discoverylibrary.org/mentalhealth/>



The Occupational Health and Wellbeing Team commenced their annual Flu Jab campaign with flu clinic sessions twice weekly at the Library, as well as other parts of the Hospital. As we are based onsite at the main hospital building unlike the OHWB team, these sessions are proving very popular as convenient for staff to pop in when passing or on a break.

We were extremely lucky to have pet therapy dog Hovis and his owner Moira in for a visit that week as he generally puts a smile on everyone's face and has lots of cuddles. He is now following Discovery library on Twitter and vice versa. They do a great job at the Intensive

Care Unit and with Pediatric rehabilitation. We have been leaving a puzzle in the reading, cosy seating area and this has been proving popular for people to switch off and have a welcome rest.



We also had our first Book Club which was suggested by the Health and Wellbeing Team, and Health Champions.

<https://twitter.com/discoverylib/status/1049224267018227712> I very rarely read fiction but really enjoyed the book and first session with tea, biscuits and friendly faces to discuss their thoughts on this and the Library was pleased to help facilitate this for future sessions. Books are borrowed from Plymouth City Council public libraries and we have a list of more until next March to review how this is all going.

Outside of National Libraries Week I volunteered and registered as a Health Champion some time ago so take an active role in

promoting monthly events such as walking club and Mood Boosting books and Books on Prescription. We also have bi monthly meetings with other volunteers around the Trust to help promote and gain feedback on what would be good for staff such as lunchtime walks once a week, and lunchtime pilates.sessions.

We also tweeted daily through the week covering themes such as Swast/Scas ambulance services and Library Manager Sarah Johns sent out a user survey via Twitter although we have not collated all of the results yet.

Benita Beeson
Library Assistant
Discovery Library (PLY)

Not quite a letter from America (part two)

A report of a US study trip

(see part one in issue 111 of the Swimming Pool) The next day I flew to Atlanta, to attend the Medical Library Association conference: MLA 18. I'm pleased to say that the weather improved, I was starting to get fed up of people asking if I'd brought the rain with me from the UK! I checked in to the hotel and registered for the conference. Later that evening had a real taste of the USA, and went on a MLA social trip to a baseball game. Unfortunately the Atlanta Braves lost, but the librarians I was sat with were from Florida, and very happy that their team, Miami won.



The conference opened on Saturday, and my initial impressions were mixed (but good!). In some ways things were very different – it's a bigger event than the HLG conference, and the company's exhibition hall was on a much bigger scale than anything I've seen at a library conference in the UK. Also the publishers hold evening events on a bigger scale too; I managed to get an invite to an evening at the Georgia Aquarium, with dinner, drinks and dancing – bigger than some conference dinners I've attended! They were handing out much better freebies than we get too!

However, lots of things weren't that dissimilar to the UK. Librarians are generally a friendly bunch so it was very easy to wander round the halls and chat with people, including some familiar faces – one of our Library Assistants is now a Librarian at a US university so it was nice to catch up with Jane, and some of the reps were from the UK too.

The conference sessions started on Sunday morning, and had a comfortably familiar feel – plenary sessions, interesting parallel sessions, some library stereotypes (people knitting in sessions, complaining about a lack of coffee!). Also a lot of the parallel sessions were full, standing room only quite often. I don't have enough words to outline all the sessions I attended in this piece, but key themes that came out of the conference were diversity and inclusion in the workforce, and health information/literacy to consumers (another difference – consumers, not patients...). Interestingly, I'd gone with the expectation that our US counterparts would be ahead of us, but although they have bigger budgets and maybe more staff, I felt like UK medical libraries were more engaged in systematic reviews particularly.



Jane Morgan-Daniel (ex-Bodleian Health Care Library staff, now Community Engagement and Health Literacy Liaison Librarian at the Health Science Center Libraries, University of Florida. And me again!

So, how would I summarise my trip, what did I take away? A lot of things were pretty similar, but different:

- NIH/NLM – NIH was very similar to the service we provide in Oxford. But different (bibliometrics, informationists)
- Welch Medical Library, Johns Hopkins – A university/hospital service like us in Oxford, encouraging evidence based practice. But, again, different – library staff status (they're university faculty, budgets etc.)
- MLA 18 – similarities and differences to conferences I've attended in the UK (and EAHIL in Dublin). Very inspiring to hear about the good work that goes on in health libraries, but also it made me appreciate our NHS and health care in the UK. It may not be perfect but it seems so much fairer than the US model

More generally I really urge you to look for any opportunities you can to apply for bursaries or similar to allow you to make similar visits. I learnt a lot whilst I was away, and came back with ideas for ways we can deliver our existing services differently, and try new things. It was also quite nice to see that UK library services are a bit better in some areas too.

I met a lot of inspiring, friendly, welcoming people in Bethesda, Baltimore and Atlanta which just reaffirmed how nice medical library people really are. I felt very grateful, and lucky, for this opportunity, and encourage anyone who gets even the slimmest opportunity to do something similar to grab it if you can.

If you would like to hear more, or discuss any of this please let me know, I'm always happy to have a chat about the things I learnt and how we could transfer them to our settings. I can also sort of explain the rules to baseball now too!

Owen Coxall
Outreach and Enquiry Services Manager
Bodleian Health Care Libraries (OXU:JR)

Jackie's Retirement

I have worked for the Library at North Bristol NHS Trust for 14 years. I finally reached my NHS retirement date on 21st October this year. I am looking forward to just relaxing and spending more time with my family.

Thank you to all the inter-library loan staff for being so helpful and friendly when providing assistance with articles and book loans. I will miss your lovely comments and smiley faces on the bottom of emails.

Keep happy and healthy.

Jackie Ricketts
Library Assistant
North Bristol NHS Trust (SMD)



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