

November 2019

Issue 121

The Swimming Pool



**Newsletter for the
SWIMS Network**

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International Clinical Librarians Conference 2019

Noureddine Kenssous, Buckinghamshire

I attended the International Clinical Librarians Conference 2019 ([#ICLC19](#)) on October 3rd-4th at the [Museum of Science and Industry](#) in Manchester; thanks to HEE South LKS CPD who granted me the bursary for the fee and my Trust who funded my travel and accommodation. I could not wish for any other venue than the MSI to host the conference as we prepare for our digital future and the impact of emerging technologies on our role as knowledge specialists.

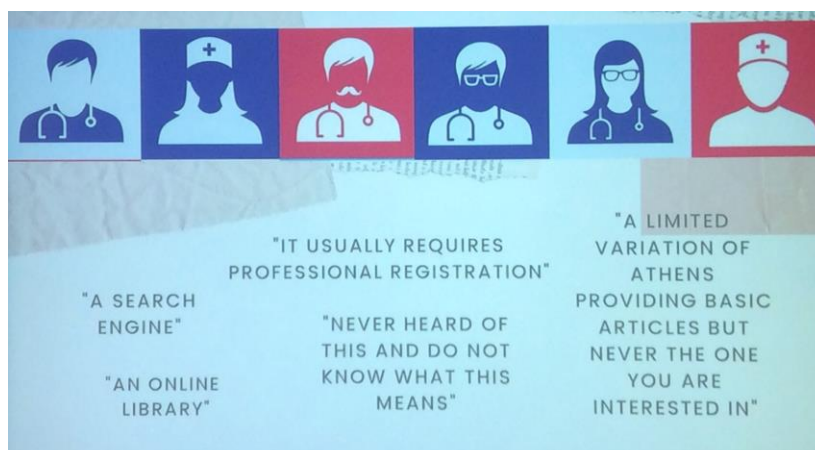
I was particularly looking for content that will help our regional libraries measure the impact of clinical librarian and outreach services; any practical ideas and innovations that use emerging technologies to further develop our role; ideas to inform evidence and knowledge mobilisation plans; ideas of how to extend our reach to become business critical; and any quality improvements initiatives that could help develop and raise our profile. The conference [programme](#) has fulfilled all my expectations and more. It was full of exciting and inspiring lightning talks, workshops, and poster presentations as well as the opportunity to meet and learn from fellow clinical librarians from all over the globe.

These are just some of the presentations that stood out for me:

Library language: a barrier to service?

Helen Kiely, Mersey Care NHS Foundation Trust

Helen made us reflect on the day to day language that we use to communicate and promote our services to our user community. The use of LKS jargon can hinder effective service delivery and can be intimidating and sometimes confusing for our users. This made me realise that even the term clinical librarian as a role can be unclear for first time user and therefore we need to have our [elevator pitch](#) ready and handy. It was interesting to learn from Mersey care's user-based survey results that some of the LKS jargons we use are better understood than other. For instance users were more familiar with the term "Inter-Library-loan" than with "Open Athens" Surprise! Surprise! The key pointers to note here are to always consider and reflect on our marketing material and the language we use to promote our services and to always have "novice user" in mind when developing our literature. It might be worth developing a jargon buster guide or glossary of words containing the definitions of some of the terms commonly used in our communication to help our users understand the terms used in health libraries. LibAnswers Q&A from the LibGuides app would be a good start.



The clinical librarian's guide to winning friends and influencing people

Liz Hunwick, Basildon & Thurrock University Hospitals Foundation Trust, and Rebecca Parrott, Princess Alexandra Trust

'The clinical librarian's personality can influence the outcome of the service' key message I have taken from this work shop. 'Positive attitude increases productivity, connectivity and collaboration' according to the literature Liz and Becca found. Being an introvert or extrovert can impact clinical librarians' community relations and development. Trust, confidence, and attitude remain the main characteristic of a professional clinical librarian. It might be a good exercise for clinical librarians to take a [Myers Briggs](#) test to learn about themselves. This will enable them to use their personality strengths to their advantage in order to build and maintain strong working relationship with their clinical teams or on ward rounds. It will also help us appreciate our users' diverse personalities and to develop effective strategies of winning friends and to develop advocates and champions for the clinical librarian and library services.

'Alexa, are vaccines safe?': evaluating voice assistant responses to consumer health questions

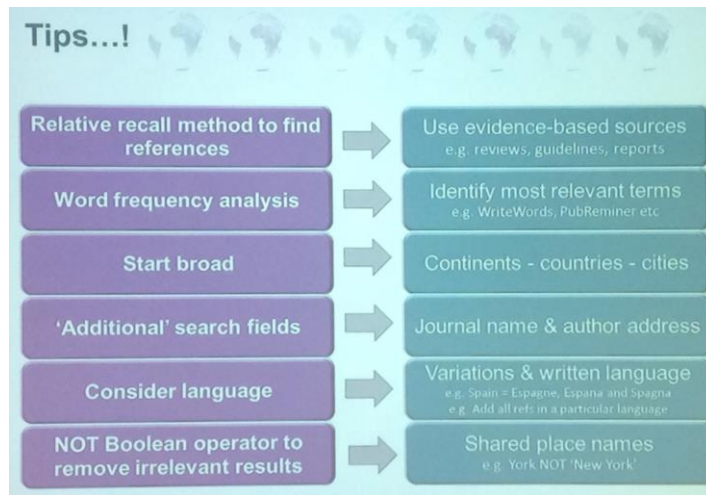
Emily Alagha, Dahlgren Memorial Library, Georgetown University Medical Center, and Rachel Helbing, University of Houston Health Sciences Library

This lightning talk was well up my street as I have personal interest in the use of voice assistant technology/smart speakers in health libraries. AI assistants are increasingly becoming the primary channel through which people get information, goods, and services, and marketing will turn into a battle for their attention. Consumer health information has always been targeted by commercial companies to promote their health product and this can sometimes be misleading, biased and potentially harmful. It was interesting to learn from Emily that, unsurprisingly, there were some inconsistencies and inaccuracy in the answers the leading voice assistant technologies (Siri, Alexa, and Google home) have given to consumer health questions particularly relating to vaccines. I was surprised to learn that Alexa was not as popular as Siri and Google home. Surprisingly Alexa cited most of its health information from Wikipedia. The main point to take home is the implications on the consumer focused health literacy programme we are currently developing locally. We ought to promote the cautious approach when interacting with voice assistant tech while searching for health information.

Geographic search filters: retrieving context-specific research evidence to inform patient care decisions

Lynda Ayiku, National Institute for Health and Care Excellence (NICE)

Validated UK filters on Ovid Embase was the focus of Lynda's lightning talk. She shared with us some useful strategies in developing geographic filters this was really useful for me as I have been actively involved in systematic reviews in our trust. I will certainly use these filters when conducting mediated searches in the future. I will also be implementing Lynda's tips in developing some specialist filters locally specifically for spinal cord injuries. [HILJClub](#) has dedicated a fascinating discussion session on the topic might be worth having read.



Rejoice, we conquer! A clinical librarian and the Brighton Marathon Research Group

Tom Roper, Brighton and Sussex NHS Library and Knowledge Service

The highlight of the conference for me was the fascinating and inspiring lightning talk by Tom about his involvement in the above. I consider this as very effective use of the clinical librarian’s role to support personal hobbies and special interest and making impact on the local community. I am not sure how I can utilise this locally but it is something I aspire to potentially use in the future.

I must thank the organisers for this fantastic event and I would strongly recommend it. You can find here [My Tweets](#) from the conference.

Noureddine Kenssous
Clinical Outreach Librarian
Buckinghamshire Healthcare NHS Trust (STM)

Cake, tanks, training and tweets- all in a week’s work.

Barbara Moye, Berkshire

Like many other libraries across the country we used [#LibrariesWeek](#) 7-12 October 19 to celebrate our library’s role in supporting our staff and students. Here’s a flavour of what went on.

We warmed up with a cake sale at Prospect Park the week before. A feast of cakes were baked and sold raising over £65 for Models for Heroes. On the Monday we revealed our new dates for Bitesize Training using Microsoft Teams. These are short 30 minute online sessions covering different topics (searching, referencing, ebooks, Discovery service, and OpenAthens).

Tuesday saw [Models for Heroes](#) hold a model making session in the library. We were soon joined by staff eager to try their hand at the hobby and a number of kits were spread across the table in various states of construction. A steady flow of staff dropped in including the lead for our veteran’s service. By the end of the day 12 therapists and other staff had built a number of cars, planes and tanks (now decorating shelves around the Trust) and we all had a greater awareness of the benefits of model making as therapy for veterans. See <https://www.modelsforheroes.co.uk/> to learn more about their work. We had particularly

targeted occupational therapists and those who couldn't make it have asked if another session can be held.



a quiet
space
to learn,
reflect and
take a
moment



Later in the week we ran a drop-in session for discovering our range of online ebooks, and sought feedback on whiteboards and Twitter for views on ebooks. Although this didn't generate a lot of engagement we are better prepared to pick this up in a future campaign early next year.

We tweeted throughout the week about the events and utilised feedback from our annual survey to make some wonderful bright posters which were posted daily. We had more engagement on Twitter with likes and retweets from various people including the CILIP president, the official Berkshire Healthcare account, and other libraries. Having the modelling session as our main event worked well, focussing our efforts. Other activities were more business as usual, but branded and promoted as part of #LibrariesWeek which generated greater exposure.



the
evidence-
based news
and updates
are
invaluable



Learning from last year's review we also started planning earlier, in mid-August and used it as one of our main campaigns, which we will continue next year.

Barbara Moya
Library Manager
Berkshire Healthcare (PPH)

Out with the old, in with the new:

Counting down to the arrival of our new library management system in 2020



Why are we changing systems?

OLIB has served us well for the last 16 years, but as systems go is now old and tired, doesn't interface with modern IT systems and isn't helping us streamline the way NHS libraries now work.

How was the new system selected?

Via a rigorous procurement process led by Jenny Toller, involving a reference group of library staff, an external consultant, and a very long specification of requirements. Bids from eight potential suppliers were narrowed through presentations and tests to four then two, and finally one.

Remind us again the name of the new supplier?

Infor. The software for library staff is called V-smart and the end-user interface is called Iguana. There's also a reporting package called V-insight. You'll find more information on the Infor website: <https://www.infor.com/products/library-information-solutions>

How is it going to be better?

The team working on implementation of the new system are Lucy Farnsworth (TOR), Stephen Field (MKH), Catherine Micklethwaite (TOR) and Barbara Peirce (D01). They've all had the opportunity to look at the new software in detail and consider the benefits. Jenny is taking a co-ordinating role.

Lucy on improvements for end-users:

“With Iguana, service users will benefit from a much more advanced search interface. There'll be a generic version, and versions tailored for each library service. We are currently doing mock-ups and will be sharing these for your feedback very soon.

Stephen on inter-library loans:

“Inter-lending of books between SWIMS libraries will be something we can just do using V-smart. In future, V-smart will support inter-library document supply too.

Barbara on reporting:

“Using the analytics module, V-insight, it'll be much easier to get reports about local service usage of SWIMS. Reports can be run on any field and exported as graphs and charts

as appropriate.

Catherine on cataloguing and ordering books:

“Cataloguing will be quicker because it will be easy to download bibliographic records for the books we buy. In future we'll be able to upload book lists from suppliers like Tomlinsons and Blackwells into V-smart, place orders for the items we want from within V-smart and import suppliers' bibliographic records as the basis for our catalogue records.

Nat Gabe (H34) joined V-smart cataloguing training in Bristol in October.

“I was initially concerned as colleagues were talking about MARC 21 which I barely remember from a library course years ago! MARC 21 is a set of codes used for cataloguing that can be read by machines, e.g. ISBN is 020 and Title is 245\$a. To my great relief V-smart is smart and translates for you.

The template for inputting new books is very similar to OLIB, just looks a tad different. The joy is being able to download catalogue records from other libraries. I think I am going to enjoy using this new system.

When is this all going to happen?

We hope to go live with the new system during the first week in March 2020. Training for library staff will start in January. We'll keep you updated with details.

Is there anything we should be doing now?

Yes! It is important that the user data and holdings data that transfers from OLIB to V-smart is as tidy and up-to-date as possible. Barbara has started to send out weekly housekeeping tasks: do please try to complete these before the end of January.

If you have any queries about the new system, please contact us via email at new-swims@googlegroups.com

**Best wishes from Jenny, Lucy, Catherine, Barbara and Stephen.
V-Smart/Iguana Implementation Team**

#UKmedlibs festive chat



Stock up on your mince pies and mulled wine and join us for our Christmas #Ukmedlibs chat at 8pm on Tuesday 17th December.

Keep an eye on the #Ukmedlibs blog to find out more:
<https://ukmedlibs.wordpress.com/>

LKS Live 2019 – Bristol

Nat Gabe and Lucy Gilham, Hampshire

The event was held in the aptly named We The Curious venue in the centre of Bristol. It describes itself as “*We The Curious is an idea and a place for everyone. We're all about asking questions, getting creative and testing things out. Science is collaborative, living and a vital part of culture.*” which was very fitting for the content of the day. The venue was easy to get to, being centrally located in Bristol, and the terrace had fantastic views of Bristol. Plus, it was lovely to meet other colleagues from across the region and network.

Keynotes sessions

There were two keynote sessions, Ruth Carlyle spoke on the impact that low health literacy can have on health outcomes. Health information for patients be it oral, digital or written information, can be so complex that it far exceeds people’s functional skills in language, literacy and numeracy, and therefore their ability to make sense of it and act on it. Natasha Howard and Hong-Anh Nguyen talked on the current state of equality, diversity and inclusion across the NHS and projects within their work organisations to increase this. Loved the quote they showed from Vernā Myers (an expert in diversity and inclusion) - “Diversity is being invited to the party. Inclusion is being asked to dance”. Natasha and Hong-Anh followed up with an afternoon workshop on practical steps to recruit more diverse candidates and create a more inclusive working environment. We also had an interesting discussion on how the photo’s used in medical books in our health libraries are not always diverse and inclusive to all cultures, races, abilities.

Knowledge Café

We were randomly allocated to a table with numbers on our name badges. It was a good way to network and meet new people from other library services. Each table was given a topic – ours was Knowledge Management so we talked about what it is and what we are doing (sometimes unknowingly) that involves KM in our organisations – e.g. Staff Publications lists and being on the Trust Policy Approval Group.

It’s OK to Fail: survive and thrive after failure.

It seems a strange thing to say, but sometimes it’s nice to be reminded that it is alright if you get things wrong and that you are not alone in doing so. This workshop with Helen Pullen reassured us that it’s normal. However Helen highlighted that we need to learn from failure and be more reflective so that we can build up our resilience. We used reflective models to analyse what went wrong with a particular scenario and an after action review on how to figure out we would improve it. I’ll be taking the reflective practice and endeavouring to use it towards Chartership and using the after action reviews when analysing some project work.

LibArlaries and Machine Learning

I attended this workshop was run by Neuroddine Kenssous & Hannah Wood. They talked about Artificial Intelligence and Machine Learning and how they can impact our lives at home and in the library world. Alexa is already in our lives and trying to second guess us but we all felt that we were probably listened in to without our consent. So AI presents challenges such as privacy and unconscious bias (Alexa is female as are other virtual smart assistants). AI also of course has benefits such as providing us with greater enabling technology for library staff and users especially those with hearing or sight impairments or learning difficulties.

Machine Learning – Already making an impact in medicine and patient treatment. Research is being done on text mining and machine learning for systematic reviews. I found a really helpful website that helped defined MI at <http://tiny.cc/r5k7fz> from the Royal Society of Medicine.

Noureddine had put together a timeline of how libraries throughout history had been very adaptable to new technologies. The mention of the *Mundaneum* in the timeline led me to Google...I learnt something new!

The slides are available on the LibGuides South <https://southlks.libguides.com/cpd/home>

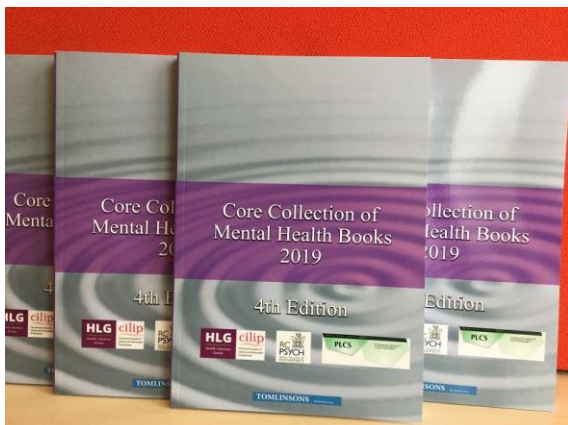
Natalie Gabe(H34) & Lucy Gilham (H18)
Knowledge Specialists
Hampshire Healthcare Library Service

Mental Health Core Collection

Barbara Moye, Berkshire

The new 2019 edition of the 'Core Collection of Mental Health Books' has just been published by Tomlinsons. The Core Collection is a peer reviewed list of books which can be used as guidance for health librarians in their collection development and acquisitions.

This 4th edition has been fully updated by the [Psychiatric Libraries Co-operative Scheme](#) (PLCS) committee based on the contributions of mental health librarians in the NHS, Higher Education and special libraries as well as health practitioners working in this field. The Core Collection is supported by CILIP Health Libraries Group and endorsed by the Royal



College of Psychiatrists.

Copies of the book are available from the publisher, Tomlinsons Book Service, free of charge to health libraries or ask them for an electronic version or in Excel. To obtain a copy, e-mail books@tomlinsons.net. The collection can also be viewed online via Library Thing <http://www.librarything.com/catalog/MHCoreCollection> and will shortly be available on the CILIP Health Libraries Group pages.

On a personal note it was the first time I have updated the Core Collection so there was plenty to learn. I had lots of support from Janine Hall, especially with all the updates to the LibraryThing which we used to gather the feedback, and the PLCS Committee including Sarah Maddock from Oxford Health, Jackie Webb from Gloucestershire Health and Helen Watts from Avon and Wiltshire Mental Health. It was more work than we had all anticipated but has been a good opportunity to collaborate with the wider mental health librarian's network.

A big thank you if you personally contributed, it is a truly collaborative publication.

Barbara Moye,
Library Manager,
Berkshire Healthcare NHS Foundation Trust (PPH)

News from around the region



Congratulations to Janine!

We'd like to say a huge well done to Janine Hall, our Library and eResources Assistant who has graduated from Aberystwyth University with a Post-Graduate Diploma in Information and Library Studies. Janine has shown great commitment doing this alongside working full-time and we are very proud of her.

**Barbara Moye,
Library Manager,
Berkshire Healthcare NHS Foundation Trust (PPH)**

Welcome to Lynsey!

Hello! My name is Lynsey and I am the new Assistant Librarian with the Northern Devon Healthcare Trust, based in Barnstaple. I'm really excited to have joined such an excellent and knowledgeable team.

My background is in education - both libraries and teaching; I'm looking forward to utilising all my existing experience to support the Library, Trust and its service users. I'll be working with new colleagues on induction days, offering information, advice and guidance on the library's resources and training and looking at ways to further develop the amazing range of services already offered and to support every colleague, whatever their role within the NDHT.

Personally, I'm a voracious reader, love walking, baking, and photography and whilst I take no responsibility for the hard work in the garden, I do like to sit out in it when I can (with a book of course).

It really has been a wonderful to start here and I'm looking forward to getting to know you all and working with you.

Lynsey Southern, Assistant Librarian, North Devon Healthcare Trust (NDH)



...and welcome to Suzanne!

Hello everyone, I'm Suzanne (although some of you throughout the country in the very special Department of Inter-Library Loans may also know me mysteriously, as 'H05' ;-). Having joined Hampshire Healthcare Library Service at Moorgreen Hospital, Southern Health NHS Foundation Trust, in September, I am fairly new to the exciting world of healthcare information, although native to 'the profession'. The library teams here have been most welcoming and helpful, as have you - my friendly and trusty invisible network of extended colleagues! Tomorrow never dies, so H05 looks forward to continuing the smooth exchange of goods and services, especially as my mission is to have made contact throughout the duration of this assignment, with every library in SWIMS!

Suzanne Wright, Library Assistant, Hampshire Healthcare Library Service, H05

Congratulations to Su on her Chartership success



Congratulations to Su Keill, Librarian and Knowledge Specialist, on becoming a Chartered Member of CILIP.

To become chartered Su had to produce a reflective portfolio demonstrating how she had developed professionally since completing her Masters Degree, including evidence on improvement in personal performance, examining the organisational context of her work and considering the wider professional context of her work as a knowledge specialist. Well done Su!

The team at D01/2

The 12 Days of Quizmas

This year the online treasure hunt will run from Friday 29th Nov to Friday 13th Dec. Rest assured, while that is only 11 working days there will be 12 questions.

Where will I find the questions?

All 12 questions will appear on the CPD pages of the LibGuides site, so perhaps bookmark it if you haven't already. To get us underway with a flourish the first two are there today, and from next week there will be one a day from Monday to Friday. Reminders will be sent out a couple of times a week, so as not to bombard your inboxes.

How to I enter?

Make a note of your answers and when you have them all e-mail them to Southmead library on Southmead.Library@nbt.nhs.uk with "12 Days" as the subject heading.

When is the closing date?

Closing date is midday on Monday 16th December

The winner will be announced very soon after that and we will do our level best to get your prize to you before Christmas.

So brush up your best information retrieval skills and good luck to all!

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