The Swimming Pool

Newsletter for the SWIMS Network

The Editorial Team

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Sam Burgess

Pam Geldenhuys

Lucy Gilham

Helen Licence

Jessica Pawley

Inside this issue

To boldly go with AI for Healthcare
Hannah Wood, Bristol

HEE have been working with Manchester University to create an e-learning course about AI in healthcare ([you can access it here](#)). It's aimed at anyone working in a healthcare setting; it's a superb introduction into how artificial intelligence can and is being used in healthcare, and the little things we can do in order to prepare for it. The course is split into weekly sections, is accessible whenever you like and goes at a comfortable pace. It encourages discussion in the comments, which I found really useful, as it gave me insight into how other professionals view AI and how they would use it to benefit themselves and their patients.

The course shows how AI is applicable to healthcare, and encourages people to look at AI through a critical lens. I found it very interactive, completing a mixture of video, articles and quizzes, as well as discussing aspects of the course with my fellow learners. The course offers some easy to grasp definitions on certain aspects of AI, and some fascinating articles. I made a point of commenting on how libraries show great promise to support AI, being powerhouses of information and knowledge-sharing, and having.

AI has many applications, such as identifying or predicting conditions based off of large accumulations of data. The examples depicted in the course were explained in plain language, with little to no jargon. I was able to follow the course having had no formal health and social care qualifications.

I heartily recommend the course to folks with an interest in accessibility, emerging technologies or anyone who's simply intrigued by AI.

Hannah Wood
Clinical Librarian
North Bristol NHS Trust (SMD)

Our new library management system – did you know?

Quite apart from all that you'd expect from a library management system, we've discovered the new system will allow for some great additional features, such as:

- Self-issue through Iguana – the end user interface Iguana can be set up to include a widget to allow end users to issue and return their own items.

- Location specific Iguanas can be set up as individual library website with local links etc.

- The reporting interface lets you log and report on induction and training sessions.

- And as mentioned previously most of our cataloguing will be done by download of catalogue records saving cataloguers lots of time.

- And later when we implement the inter-loans module, interlibrary lending will be much more automated and streamlined.

More detail on all this to follow.

Jenny Toller and the core team

# How we increased KnowledgeShare membership at STM
Gill Rose, Buckinghamshire

During the early part of 2019, my manager Sarah Lewis set me the objective to increase our KnowledgeShare* membership by 25%. As part of this project Sarah suggested using a PDSA cycle (Plan, Do, Study, Act) which I found brilliant to help with organising my thoughts and to keep track of progress, especially as I was liaising with another member of the library team.

It was decided to initially target our OpenAthens users and I contacted Ben Skinner from KnowledgeShare for his advice on wording for an email** we could use. The email Ben recommended was short, friendly and to the point. With help from one of our senior library assistants, we added a 'click here' link to the email which would open up an auto-filled subject box so that we could easily identify the reply emails. The email was sent out one Friday morning in October and I watched with some trepidation as the emails left my inbox and then with some relief as replies began to almost immediately appear. The height of reply emails was during the first weekend, but I also continued to receive replies for the next 6 weeks or so. This was where the auto-filled subject box was particularly useful, as it helped me to easily identify the replies among my other emails.

The end result was an extremely pleasing 50% increase in membership. It was interesting, because although we have sent out similar emails in the past to promote other library resources, none have been quite so successful. We think that this was mainly down to the wording and tone of Ben's email, together with providing a one-step approach to getting signed up to KnowledgeShare. We also noted that it was not always easy to get a second reply from the user if there were missing details - almost as though we had one shot to get it right. This is information that we will take forward for future promotions, not only for KnowledgeShare but for other library resources.

We have recently been in touch with Ben again and he kindly sent us a graph showing our registrations on KnowledgeShare, including the leap in registrations between October and December 2019.
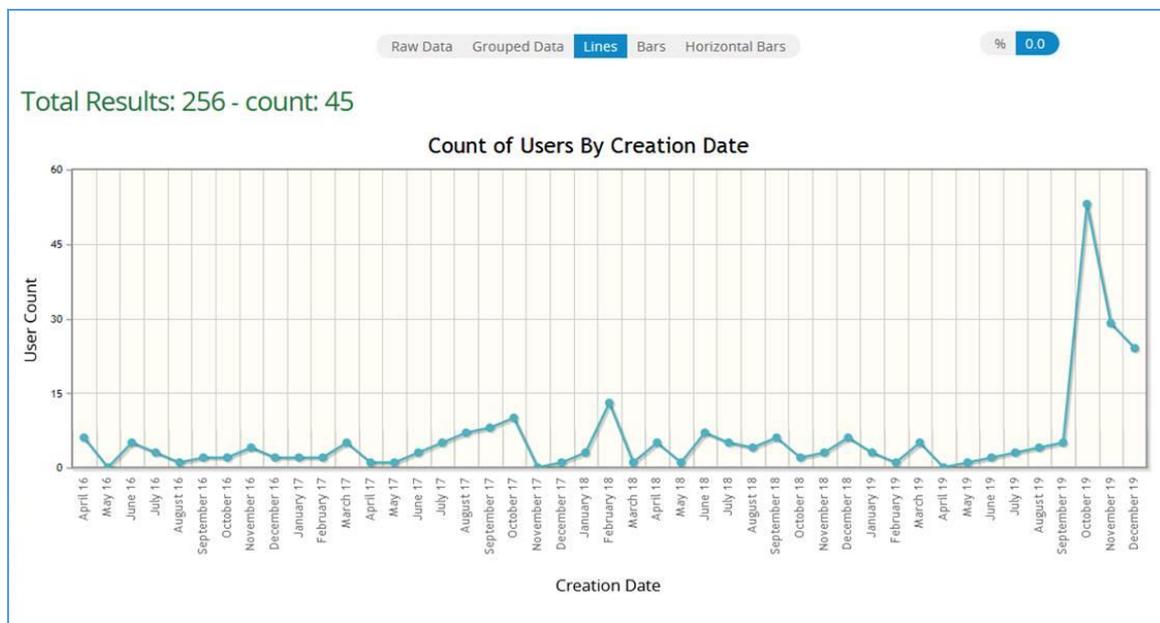
We plan to repeat this promotion again next year, but with more consideration and planning

for capacity to deal with the influx of registrations and queries. All in all, it was a very successful 'easy to do' project. We highly recommend the email wording supplied by Ben, the one-step approach to getting someone signed up, and in our case the timing of the email sent out on a Friday seemed to work well.

*We use KnowledgeShare for current awareness bulletins, but please see the website for more details https://www.knowledgeshare.nhs.uk/index.php?PageID=help_about

**This is the email we sent out which was very close to what Ben Skinner recommended:

Dear *,

Do you find it challenging to stay up-to-date with new publications in your field?

I'm writing about a library service called **KnowledgeShare** that's available for free with your **NHS OpenAthens** account.

We regularly gather together new reports, guidelines and research articles and email them out to local staff in short, personalised updates. We try to tell you about only the publications that will interest you.

If you'd like to sign up for these, just drop us a line here mentioning your professional interests (you can be as broad or specific as you like and include both clinical and non-clinical topics).

We hope you'll find this service helps to make more evidence-based decisions.

Gill Rose
Clinical Outreach Librarian
Bucks Healthcare NHS Trust (STM)

#UKmedlibs covers COVID-19th on 18th February

The regular monthly #UKmedlibs chat was hosted by Caroline De Brun from PHE and discussed the hottest topic of the year to date. That of the novel corona virus – COVID-19 and how library teams can help in times of emergencies.

The discussion started with asking how we support our community during difficult times – as safe haven, meeting centre, charging points, then asked what skills and characteristics that library staff need during such times, and ending up with asking what support would be useful when it comes to helping libraries making communities more resilient.

If you would like to know more, the transcript and other resources are available on the #UKmedlibs blog – or you can look up the #UKmedlibs hashtag and read through the conversation.

We will next be chatting at 12:30pm on Tuesday 17th March on the topic of systematic reviews – do come and join in, just remember to use the hashtag!

Careers Speed Dating @YDH: An evolution of the Living Library
Angie Drayton and Katy Peck, Yeovil

We've tried a few times to get Randomised Coffee Trials off the ground here at Yeovil, but to no avail. So when an opportunity to get involved in Careers events for school children arose we had a rethink of the Knowledge Management techniques and decided that a Living Library might work. As we were trying to inspire year 10 & 11 students of the Health Talent Academy we thought the event should have a more engaging name, so after a bit of deliberation Careers Speed Dating was decided on. This set the scene for the style of the sessions which we hoped would be fast, fun and engaging!

Healthcare professionals throughout the Trust were asked to volunteer a few hours of their time to become Living Autobiographies, enabling the students to ask questions about the Book's career path. A range of Staff at various stages of their careers (including students) attended a number of these afternoons throughout the year, with some Books providing hands on sessions such as injection techniques, blood pressure monitoring and plastering. There have also been demonstrations of procedures from the patient perspective, showing the visualisation which is possible using VR headsets.

The Library offered the space for the event to take place on a Friday afternoon and were involved in the management of the afternoons, including time keeping and coordinating movement of children around the room...no mean task that one! The Library staff have also become a Book on occasion in order to showcase what Healthcare Librarians do. We have highlighted the resources and health information available to Staff, Students and the Public via NHS Libraries, and what good quality Health Information looks like. We have also shown the students where to find useful information on careers in Healthcare and the qualifications needed to fulfil these.

The impact on the Staff involved has been really positive with many of them becoming involved into the events second year. The children have equally enjoyed the format and it's great to see them finding out about the different health careers available, and not just Doctors and Nurses. Feedback from students attending the afternoon sessions has been really positive:

> *"All the students expressed how much they enjoyed meeting the staff and to have an opportunity to meet such a range of roles. They also said how they were inspired by them"*

> *"Students commented that it was really good to meet people who do lots of different roles and pathways in the hospital and that it isn't just clinical jobs"*

This is a very fluid project that is continually adapted and improved upon as each event happens. For the next session this year we are planning to introduce Health Literacy into the Library session as a way of raising awareness of this important issue early on.

Angie Drayton and Katy Peck
Library Service Manager and Library Assistant
Yeovil District Hospital (YDH)

STandS study day: February 2020
Helen Pullen, Bristol

What was it? A face to face study day for anyone interested to learn more about searching, training or synthesis. I selected 2 speakers to deliver presentations on topics pertinent to the group based on conversations I'd had with members of the STandS(Searching Training and Synthesis community of practice) emailing list.

On February 3rd we gathered in a seminar room in Southmead Hospital, Bristol. I might have organised the day and brought everyone together but I have to thank Samantha Penny, John Loy and Sarah Rudd (NBT) for booking the room, organising refreshments and being very helpful.

Sarah Rudd from NBT delivered an extremely interesting and useful presentation on the uses of native interfaces for searching the databases. This is helpful information especially when HDAS is misbehaving or when it might be more appropriate. Sarah uses the native interfaces when undertaking literature searches for systematic reviews. The presentation was well received and led to discussions about searching.

After lunch we reconvened to listen to Aaron Razack deliver an equally interesting presentation on future proofing. His reflections on our future roles led to some very interesting discussions among those at the meeting. I have since revisited my notes from Aaron's presentation after listening to the HEE Sue Lacey Bryant recorded webex discussing the implications of the TOPOL Review on libraries. There is optimism for the future as long as we keep maintaining our skill set whilst keeping an eye on the horizon.

The rest of the afternoon was dedicated to discussions of best practice and other topics of interest.   As always a face to face meeting can inspire people to adopt different practices when they get back to the library. I for one will be advocating the need for native interface training. Perhaps this is something for Aaron to take up with the CPD group when he takes the position as the STandS chair in April?

I have thoroughly enjoyed the experience of being the STandS chair. I have coordinated a study day, established a regular evidence update, promoting the groups message and maintaining the LIBGuides STandS page. I'd like to thank Aaron and Sue Robertson for the support they have given me over the year. I'd also like to thank Sarah Lewis, the previous STandS chair. But no rest for the wicked, I am already looking at my next project, contributing to the MAP Community!

Helen Pullen
Librarian
University Hospital Bristol (BRI)

SUSHI COUNTER engagement (or usage data for decision making)
Elaine Beckett, Bristol

I spend a lot of time looking at spreadsheets showing how many times an electronic journal (for example) has been used. This gives useful information, including a "cost per use" which we look at when deciding whether to renew a subscription.

However I've always felt I was working in an ad hoc way and hoped to:

- Be more systematic.
- Understand COUNTER (**C**ounting **O**nline **U**sage of **Net**worked **E**lectronic **R**esources). [COUNTER](#) is a standard way of measuring use so we can make meaningful comparisons between the numbers we get from different publishers. However COUNTER 4 is changing to COUNTER 5 so the measures are different.
- Understand Open Access publishing. This is where articles are provided free of charge to the user, but the author has to pay to publish. This is completely different from the subscription model, and upsets the "cost per use" sums.

When I saw there was a study day in Bloomsbury run by UK Serials Group I knew I'd like to see how work done in bigger libraries like universities could be applied in the NHS. I was delighted when my application for an HEE bursary was successful.

There was a wide programme of interesting presentations (listed [here](#)) rom traditional stuff (measuring use of print journals by counting when reshelving) to future developments (new licencing models for Open Access).

I learned several useful things:

- University librarians use the same processes as NHS librarians when making renewal decisions. Also they still use COUNTER 4 and don't seem in a hurry to change to COUNTER 5 (planning it for the future).
- "Engagement" is a better concept than "usage", as it recognises quality as well as quantity of use, (eg video streaming platforms now measure length as well as number of views).
- In COUNTER 4 the most widely used measure is JR1 (number of Successful Full-Text Article downloads by Month and Journal). The new COUNTER 5 equivalent measure is TR-J1 which records "investigations" - maybe watching a video, adding a picture to a presentation, sharing an article on social media etc (not just downloads).
- COUNTER 5 also recognises Open Access.   The TR-J1 measure gives the number of articles downloaded excluding Open Access articles. This is more meaningful when you calculate cost per use since you shouldn't include in your sums those articles you could have got free of charge without a subscription.
- From a senior manager's perspective it is crucial to have a structure for your data and to audit what you keep and where.
- It is also very important for library staff to have confidence and skills in handling data in which case you can truly say "**data is my friend**"!

Other stuff I found interesting:

Beyond COUNTER was my introduction to transformative agreements and Plan S – a new sort of Open Access where instead of authors paying to publish, an institution that publishes

as well as subscribing repurposes the money it spends on subscriptions to support publishing. See discussion on the K4H website

Publisher's perspective (Elsevier) on how each stage in the scientific process gives metrics in a cycle where researcher, reads, writes, cites, publishes and then the new material is read, cited etc again.

These are my personal impressions. For a more expert view I recommend the following:

The Friendly guide to (COUNTER) release 5 for librarians

HEE guide to usage statistics

HEE webinars on e-resource statistics run by Helen Williams and Richard Bridgen. Details are advertised on Knowledge Services briefings

Also can I recommend UKSG? As well as courses which are excellent but expensive, they offer free webinars and a free newsletter called Insight in which librarians, publishers and suppliers can discuss scholarly publishing, from all sides of the industry.

And why sushi? It stands for Standard Usage Statistics Harvesting Initiative which is the automatic transfer of data from a publisher into the customer's system. Not something covered on this course but it seemed a good way to finish on a colourful note.

Elaine Beckett
Librarian
North Bristol NHS Trust (SMD)

Deaf Awareness Week
Camilla Garces-Bovett, Gloucestershire

Deaf Awareness Week is celebrated in May every year – in 2020 it will run from 4-10 May. It's organised by the UK Council on Deafness and aims "to promote the positive aspects of deafness, promote social inclusion and raise awareness of the huge range of local organisations that support deaf people and their family and friends".

Just before Christmas, I had a lovely surprise – I was presented with a *gem: Corporate Division* Award for organising Trust events for Deaf Awareness Week 2019. Following some interest on Twitter, I thought people might be interested to hear a little bit about these events, and maybe to host their own this year!

- Hearing Services, the Patient Experience Improvement Manager (Disability Equality) and I collaborated on display boards and leaflets for both Gloucester and Cheltenham hospital entrances
- Hearing Services and I persuaded our Chief Executive to use bespoke ear moulds which simulate moderate deafness for a week – she used them in meetings and during her daily routine. In her weekly Trust-wide blog, she wrote that she had felt "vulnerable". She found the week "more tiring than usual, due to the additional concentration required to ensure [she] didn't miscommunicate or misunderstand"

- I organised a 1-hour drop-in session with stalls and stands, and invited GDA (formerly Gloucestershire Deaf Association) to attend. They screened the excellent Oscar-winning *The Silent Child*, ran a lip-reading competition and were on hand to answer questions about deafness and hearing loss
- I promoted internal e-learning modules on hearing aids and Deaf Awareness through our weekly Trust-wide bulletin

I won't pretend that trying to coordinate everything wasn't just a little bit stressful, but I'm glad I took part, and am very grateful to the people who helped me organise it (not to mention the person who nominated me!).

Camila Garcés @tin_angels · Dec 23, 2019
Didn't expect to be so thrilled about this - but it's made my week! Thank you @gloshospitals and @LJRidds :D

Lisa Riddington @LJRidds · Dec 23, 2019
Well done Camila for winning a Gem award for organising events during deaf awareness week @gloshospitals earlier this year - well deserved

If you would like any further information, please don't hesitate to get in touch: camila.garces-bovett@nhs.net

Camila Garces-Bovett
Librarian
Gloucestershire Hospitals NHS Foundation Trust (GRH)

As ever, please do keep your submissions for Swimming Pool coming in! A few reminders first…

- Please add your name, job title, location, and code at the bottom of each document
- Do send photographs separately and don't forget the permission form!
- The end of the month is the standard deadline
- 700 words is our usual limit, but we can be flexible.

With thanks from your very grateful editorial team – keep on writing!

People news from around the region!

A fond farewell

As many of you may already know I retire from the NHS in March after 21 enjoyable and exciting years.

Before making such a momentous decision, I decided to conduct an evidence review, critically appraise the findings and synthesise the results. Guess what? Retirement has positive results and seems like a great idea though perhaps there was a little personal bias in the interpretation of the results!

Whilst I am still too young for a bus pass or a free TV licence I can receive discounts on rail travel (provided the train turns up), free prescriptions (if I get ill) and discounts to museums and such like. The train travel and museums are high on the list!

So what will I be doing with all this free time? For a start just enjoying it: the chance to walk when the weather is best, agree to spontaneous coffee/lunch meetings, or grab a great get away deal. In the middle of this we hope to sell our house and move to Yorkshire. We started married life in Lancaster and, with a son in Leeds, we are not unfamiliar with this lovely part of the country.

But enough about me. It's time to say a huge thank you for your help in making this a great 21 years. I have learnt so much and enjoyed the opportunities to work on many projects and with so many people. It has certainly been a very different career than the one I first envisaged when I started in public libraries in the 1980s.

I have seen many changes but what has remained constant has been the willingness of colleagues throughout the south to collaborate, support, innovate, share and celebrate the success of all.

So thanks again to all. All the best with the new LMS and QIO!!
Perhaps, you never know, I may be rapping on David Stewart's door should the trains break down and the legendary Yorkshire weather put pay to walking.

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

Welcome to W14's new Library Assistant

The Bath RUH Academy Library (W14) are delighted to welcome a new Library Assistant – Bridget Gray – to their team. Bridget joins us from Melbourne, Australia, and will be with us until the Summer of 2020 whilst she covers Rosie Nightingale's Maternity Leave.

Bridget has 8 years of experience working as a Children's and Youth Librarian for the City of Yarra Public Library Service in Australia, and she will be returning to this role when she goes back home in September.

While she is with us, Bridget is looking forward to gaining experience in a different sector, and to learning more about how NHS libraries work and collaborate together. This, she hopes, will help give her an invaluable new perspective on libraries.

When not at work, Bridget enjoys reading, cycling, going to the cinema and spending time with her adorable cockatiel Gus. While over in the U.K., Bridget is also hoping to do as much travelling and sightseeing around Europe as possible.

Bridget is a great new addition to our team, and we very much look forward to continuing to work with her over the coming months.

The Bath Library Team
Royal United Hospital (W14)

Returning from maternity leave

As some of you know, at the end of May I gave birth to a little girl – Ada – and embarked on a life of nappy changing, sleep deprivation and baby groups. Nearly nine months later (and still quite sleep deprived), I'm returning to work at North Bristol Trust and re-entering the adult world. Amongst other things, I'm looking forward to getting back into my Swimming Pool editor role, so please start sending me your articles again!

Katie Barnard
Clinical Librarian
North Bristol NHS Trust (SMD)

Meeting an actual hero
Rebecca Howes, Portsmouth

Several months ago I helped create a book club at QA Hospital for Staff called Bibliotherapy. We work on the basis of no one has time to read a book in Healthcare, so let's have books that will be useful to practice/building knowledge about patients or professions and meet once every 3 months.

Our first book was Somebody I Used to Know, which I suspect a lot of you by now have read (and if you haven't…well, you should). The author Wendy Mitchell is an absolute inspiration to her fellow early-onset dementia 'playmates' (her term), and to all those who know or care for people living with dementia.

We had an amazing tweet chat about the book last November, which Wendy actually took part in and answered all of our questions. Unbeknownst to me my top boss Debbie read the

tweet chat the next day and was inspired to follow Wendy on Twitter, which ultimately led to Debbie reaching out and asking Wendy to come to Portsmouth to speak to our Nursing & Midwifery leaders.

Debbie made sure to invite the book group, luckily I could escape the library office and head down to see Wendy talk – thinking I may get a chance to say hello and thank her for taking part in the tweet chat but that would be it.

Turns out, upon saying to Wendy "I'm part of a book group…" her eyes lit up and she said "oh I wanted to meet you!" I was fairly blown away by the excitement she had about meeting me and another member of the group, and I was able to spend a further 25 minutes with Wendy just having a chat about her experience – I even introduced her to a new Twitter account to follow!

The kind and positive spirit that exudes from Wendy can do nothing else but leave you smiling. She could be angry, depressed, have declined far more in the years since diagnosis than she has, but her ferocity of spirit means this dementia thing is just an inconvenience to a full life that she must work around.

If your hospital aren't currently raving about Wendy and her book then I heartily encourage you to get it in stock and promote it to all staff – even our Paediatric nurse leaders found insight into their own practice simply from hearing Wendy speak about her auditory issues and their similarity to aspects of autism.

PS: If you want to see a set of terrible photos of Wendy and myself just head to her blog ([Which me am I today?](#)) and scroll to the bottom.

Rebecca Howes
Clinical Librarian
Portsmouth Hospitals NHS Trust (H27)

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