The Swimming Pool

Newsletter for the SWIMS Network

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Inside this issue

Training, Knowledge, CPD…

The National Training Programme task and finish group is one of four groups looking at planning and development of the NHS library workforce. The names of the other three – Learning Zone, Competencies and Talent Management Toolkit – soon reveal that the four are very much hand in glove.

You may well have seen the Dec/Jan edition of CILIP Update which had an excellent and easily digestible round-up of the work of all four, and I'd urge you dip into that for a richer picture of the work going on nationally. In the meantime here's the headline news on the work of the National Training Programme group.

The group has two main objectives. Firstly to identify the priorities for an outline curriculum of training and development to support staff working in NHS libraries. The second is to design and deliver a biannual survey to assess development needs.

A brief moment of reflection will show that, much like the task and finish groups, these two are very much interlinked with the results from one shaping the output of the other.

As a starter for ten the data from the January 2015 survey has been used as the basis for agreeing this year's top ten training needs.

- Apps
- Demonstrating value and impact
- Service transformation/innovation
- Social Media
- Virtual Learning environments
- Digital Literacy
- Strategic planning & thinking
- Advanced information searching
- Creative Thinking
- E-books

Having "inherited" the data it's become clear for some topics that we do need to dig further to get a better idea of quite what staff have in mind. Apps – is that which ones to recommend, how to make best use of or even how to create an original app?

Another of the tasks of the group is to make recommendations as to how training could best be delivered, and the potential for economies of scale. As an example, the national copyright training from the summer of 2014 was a fine demonstration of the power of collaborative working. The major learning points from two face-to-face workshops were distilled down into a 90 minute webinar which was delivered six times to library staff from across England. While here in the South West I was responsible for commissioning and co-ordinating the training, Naomi Korn in London was the subject expert who delivered the content. Gil Young and her team in the North West provided invaluable support in managing bookings and training venues. The copyright training reached around 250 staff and had a much more powerful outcome through working together, and this is something of which the group is particularly mindful.

John Loy
Library and Knowledge Services Manager
North Bristol NHS Trust
and **member of the National Training Programme task and finish group**

Editor's note: we hang our heads in shame – and give many thousand apologies to John Loy as this should have been included in the themed KfH issue and was inadvertently overlooked. Sorry John!

Current Awareness Task & Finish Group

Our group officially began back in 2010 when Paula Younger, Lisa Riddington and Claire O'Connor were investigating an easier way of delivering up to date information to clinicians and groups who needed it. Lisa had started a pilot group in AGW (Avon, Gloucestershire, and Wiltshire) with the idea of a shared system which, if successful, could be rolled out in the South West.

We have grown substantially since then, formalising into a regional T & F Group with our overall aim being to act as a "regional source of information and co-ordination across the SW offering support and guidance as subject experts to other libraries in the region" while being an advisory group which "may be asked to contribute to the national Knowledge for Healthcare discussions and decisions on Current Awareness Services."

There were several services which were discussed – CASH, NW LKS Current Awareness and the East of England's Current Awareness Services, MedWorm and MDLinx among others. Then we had a demo of KnowledgeShare (a resource developed for the NHS by Ben Skinner, Brighton, Sussex & Hove NHS Trust). This resulted in significant SW interest with 4 services acting as pilot sites – EXE, CGH/GRH, SMD, WSM with subsidised funding for 2015/16. This has proved very successful and there are plans to continue using this service which is continually being customised and developed by Ben.

We hope to get those services not participating in a national scheme to collaborate on some of the fantastic work they are doing.

We are also looking into how current awareness can be optimally delivered via social media. Steph Bradley set up a WordPress site before leaving last year. Roxanne has continued to develop it for our purposes as a repository for our documents as well as an area where we can communicate and leave comments.

In November last year, Nicki co-ordinated an evaluation of KnowledgeShare in the SW and TVW areas to inform the discussion about ongoing investment.

National T&F Group: Roxanne has attended one WebEx (03 December) and attended a face-to-face meeting on 28 January this year as part of the National KFH Current Awareness Group (Service Transformation). One of the main areas of focus from the meeting was the KFH Metric for Current Awareness. This metric was identified by the Metric T & F Group as being not fit for purpose due to the targeted 25% increase being tied to both production and use. The current awareness group additionally identified the requirement to have a 25% increase as problematic due to the lack of data regarding a baseline percentage. The group aims to eventually tie the metric to the LQAF. Since "do once and share" is a defining tenet of KFH a better focus for the new metric was identified as being collaboration based.

There have been some comings and goings since inception and we are always keen to welcome new members.

Our current membership is:
Roxanne Hart – WSM – Chair   Paula Younger – NBT
Helen Bingham – HEE – TVW   Peter Clifford – NDH
Sandra Weir – CGH/GGH   Catherine Micklethwaite - TOR
Pam Geldenhuys – EXE   Christine Bibby – WOT
Kate Newell – EXE   Nicola Healey – WSM
John Loy – NBT

We currently meet on a monthly basis by WebEx, do get in touch with the group if you would like to be involved.

Pam Geldenhuys
E-Resources Librarian
Exeter Health Library (EXE)

A four book challenge at Bath

The Four Book Challenge was a great celebration of all things literary for our users at the Royal United Hospital Bath, starting in October and ending December 31st 2015. Our users devoured our leisure collection and also their own supplying a wide variety of book titles to the challenge, while reminding us of just how many books we do have in our leisure section.

Amazon very kindly supplied our Four Book Challenge with vouchers for the winners; top prize amounting to a £50 Amazon voucher. Our local Sainsbury was also very generous and donated a box of treats, won by one of our runners-up for completing one book for the challenge.

This was a brilliant experience; though the number of participants was small it was valued in having the opportunity to share with our users the books they were reading. One user in particular comes to the library every day for lunch and they would always zoom past the front desk. But through the challenge we have now met and talked and even though the challenge is over we are still maintaining that conversation with them.

The biggest thing to have come out of this is we have now established a reading group. We listened to what our users were saying to us during the challenge and realised there was definitely a want for a chance to get together on a larger scale and talk about books!

Once we finely negotiated a time and place for the reading group where it seemed the majority could make it, we were off! We started in November and have met each month to great success with returning members and new ones that have come from across the hospital.

Books covered so far: 'The curious incident of the dog in the night time', 'A Christmas carol', 'The love song of Miss Queenie Hennessy', 'Moving' and our upcoming one 'Good omens'.

It was an enjoyable process from beginning to end and we look forward to revisiting the challenge in the future.

Meg Luscott, Sue Wray, and Emily Maycock
Library Staff
Royal United Hospitals Bath NHS Foundation Trust (W14)

"Apps the way to do it" – iPad innovation at PPH

Tablets, devices, smart phones; new technology is appearing so fast it's difficult to keep up. The Library at PPH have purchased and been testing new iPads. At first, we were unsure as to what (if any) reaction there would be from our library users. Library staff were on hand to offer people training and advice with the devices, though we had to learn how to use them ourselves first!

To begin with all we had was questions:

- What sort of apps could be used? (There was an NHS Apps Library site which is now under maintenance)
- How do we keep a record of loans? (Simple! Catalogue the iPads and issue them on a 'Tech Lending' card)
- Why do they keep losing their charge? (Turns out, they have a 'standby' and 'off' mode)
- What can staff use an iPad for?

That last question proved to be the stickler. The library assistants spent a lot of time gathering feedback from users. From speech and language therapists working with adults with learning disabilities to healthcare assistants making records on the wards they seem to have no end of uses, not to mention they're fun to use:

"I have enjoyed having an iPad and found it to be a useful resource. Now that I have access to an iPad and high technology, I am able to show, model and trial different types of apps with my clients and their family/carers. When people see the apps work, it makes them more motivated to act, and also more comfortable using the app with the client. Therefore we are able to support and enhance communication for the client better and quicker." (A speech and language therapist)

The iPads have become one of our most loaned Items. Since August 12th they have gone out 22 times (averaging about 16 days for each loan). In comparison, our most popular book "A nurse's survival guide to mentoring." (Elcock, Sharples. (2011)) was lent only 7. The impact has been encouraging and very satisfying to witness and we hope to see a further rise in their popularity.

Sarah Goddard
Library Assistant
Berkshire Healthcare NHS Foundation Trust (PPH)

CILIP Professional Registrations explained

On 22nd January, around 35 librarians from all over the South West working in a range of different sectors descended on the University of Gloucestershire. We were brought together by our shared interest in working towards a CILIP professional qualification – certification, chartership, or fellowship – and our uncertainty about how to get going. The purpose of the event, which was organised by the CILIP South West Members Network and led by Nicola Healey (Library Manager, WSM), was to clarify what the process entails and to set us off on the right track.

The key topics covered over the course of the day were:

- **Portfolio criteria**: Nicki talked us through the key portfolio criteria, showing us some examples of portfolios by successful candidates and answering our questions and concerns.
- **Reflective writing**: There is a certain art to it, but it does not need to be complex. We discussed some useful models for reflective writing, namely Gibbs' Reflective Cycle, Betari Box, and SHARK (saw, heard, action, results, knowledge), and looked at examples of good and bad reflection.
- **Evidence**: Evidence for the qualifications can come in all shapes and sizes, as long as you include your reflections on it. Some of the less obvious forms include MOOC attendance, private blogs, chats with librarians from other sectors (including over the phone), Twitter discussions, and reflective reading logs.
- **CILIP VLE**: The CILIP VLE is a bit of a maze and not the most intuitive system. However, there is a wealth of information on it for candidates (as well as other useful content) so it is worth exploring.

A successful chartership candidate, Lis Wallace from the University of Bath, also shared some pearls of wisdom with us:

- Don't linger too long over the whole thing – aim to complete it within a year.
- Be focused with the evidence you use – think quality over quantity.
- You don't need to use social media to have a successful portfolio – there are other forms of evidence.
- Have short term goals.
- Reflect on everything you do.

The day as a whole left me feeling much more confident about embarking on chartership and I am now clearer about what my next steps should be. Since then, I have found a mentor and have started planning my portfolio focus and content. I was pleasantly surprised to realise how much I have already done that I can use as evidence, though of course much still remains for me to do. Hopefully the enthusiasm I took from the registration event will keep me going for a while!

For more information about CILIP professional qualifications, visit the webpage: http://www.cilip.org.uk/cilip/professional-registration.

Katie Barnard
Librarian
University Hospitals Bristol NHS Foundation Trust (BRI)

#UKMedLibs

The next #UKMedlibs Twitter CPD chat will be on Tuesday 15th March and we will be taking a look at Alison Brettle's recent paper in HILJ – The impact of clinical librarian services on patients and health care organisations. The paper is free to CILIP members on http://onlinelibrary.wiley.com/doi/10.1111/hir.12136/abstract. CILIP members need to go via the CILIP website; alternatively get those ILL forms out and come and join us online – we're a chatty bunch once we get going.

Team Building with Musical Therapy!

On Tuesday 15th December D01 (Poole) and D02 (Bournemouth) had our team building day lead by qualified life music practitioner Sharon Burdis to encourage and assist with effective team working as well as having fun! I would like to give you a brief overview of what we did and what we thought about it.

The morning began with the usual ice breaker introductions.   Sharon Burdis our Life Music Practitioner, explained a little about her role. This included how she progressed into the job and also the groups of people she helps with this type of therapy. They comprise mainly of people with mental health problems, elderly people, and people with learning disabilities.

Sharon asked us to select one of the interesting musical instruments she had laid out on the floor. (See photo - tambourines, xylophones, glockenspiels, Indian (tabla) drums, bongo drums and maracas to name but a few). We then started to play our instrument one by one with an additional team member joining in after a minute or so until the whole group was creating a delightful sound. A variety of different music and singing (optional!) group exercises were undertaken.   During this time Sharon encouraged us to swap instruments several times enabling us to experience the different feel and sounds.

I think it is fair to say, that as you may imagine, we all felt a tad embarrassed to begin with. Sharon's goal was to try and get us to lose our inhibitions by trying something new and to feel a sense of individual and group achievement as we produced a collective musical sound.

The morning session was interspersed with a brief general topic questions and answer time and quiz with Liz from D02 winning a box of chocolates. We were also asked to bring a small bag containing 5 things that said something about us. We went around the room picking out an item from our bags and explained the items to our colleagues. This was fascinating as it helped us learn something new about our colleagues.

Staff comments about the event:

"A very different event organised by our team leader, something that we would never have thought of doing – we thought it was going to be Twister."

"I thought it was a good idea to do something completely non-work related (and not too challenging), however I did think 3 hours was too long to focus on one activity only broken with a break and 'sharing' items from the bags."
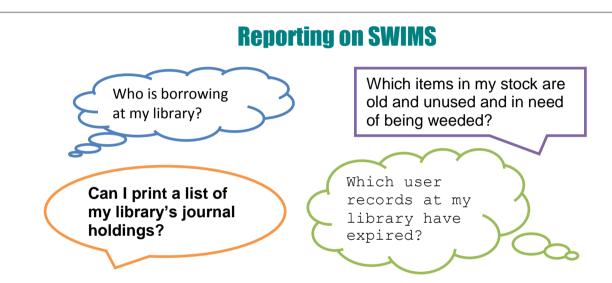
"Good opportunity to meet colleagues face-to-face (especially those I hadn't had a chance to meet before) and to find out more about various team members' interests/passions/dislikes."

"Devise a specific theme (with input from all participants before the session) and link the

theme to an area of work that might need updating or improving? Break-up into smaller groups or pairs at the start of the session to discuss what people expect and discuss again at the end to see if expectations have been met or if anything came up which individuals or the team might want to follow-up on later?"

"Interesting morning. Best bit was learning an unknown fact or two about your colleagues. Worst bit was too long was spent on one activity. Unsure if the session overall would help improve team working effectiveness."

Jackie Baines
Library Assistant
Poole Hospital NHS Foundation Trust (D01)

Reporting on SWIMS

Who is borrowing at my library?

Which items in my stock are old and unused and in need of being weeded?

Can I print a list of my library's journal holdings?

Which user records at my library have expired?

This information is all possible to get from SWIMS, plus much more besides.   There are different ways to report from SWIMS so it can be tricky working out where to start…

The 3 different ways to report are:
1. Reporting in Jasper
2. Reporting in OLIB Web
3. Refined searches in OLIB Web which can then be printed / exported
(It is also possible to email results from WebView.)

Each location has a shared login for Jasper, and all library staff can run reports in OLIB Web. There is some overlap of the reports available in Jasper and in OLIB Web, though Jasper gives greater flexibility for outputting. After our next mini-upgrade there will be some improvements to the way that you can output the results of reports from OLIB Web and I'll be in touch in due course about that. I'll also run a WebEx to go through the basics of reporting – watch out for that.
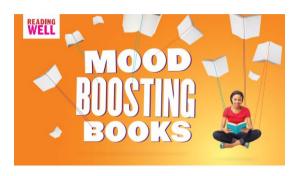
In the meantime there is lots of information about reporting at
http://www.swimsnetwork.nhs.uk/system-general/reporting-alerting-and-statistics/
Your SWIMS system administrator can guide you through this.

Jenny Toller
Knowledge Systems Manager
Health Education England

Mood-boosting Books for 2016

Have you got a favourite book that lifts your spirits when you're feeling down? Mine is Winnie the Pooh – probably because of a strong and slightly worrying identification with Eeyore that seems to put it all into perspective! There's something about reading that has the power to entertain, comfort and reassure by transporting the reader into another world.

For several years The Reading Agency (TRA) has been running the Mood-boosting Books initiative which is based on the idea that reading poetry and novels can reduce stress and boost mood. A research report published by Mindlab International says, "Tested against other forms of relaxation, reading was proved 68% better at reducing stress levels than listening to music; 100% more effective than drinking a cup of tea, 300% better than going for a walk and 700% more than playing video games. Reading for as little as 6 minutes is sufficient to reduce stress levels by 60%, slowing heart beat, easing muscle tension and altering the state of mind"*. So there you have it.

Last December I was very fortunate to be offered the opportunity to join the selection panel for the 2016 Mood-boosting Books list. TRA had called for suggestions from reading groups and individuals; anyone was free to suggest their own personal favourite title, and from these a shortlist of 40 books was created. The job of the panel was to reduce it to 25 for the final list.

I joined Karen MacPherson, Programme co-ordinator at TRA, together with three of her colleagues and the Reader Development Co-ordinator from Greenwich Libraries, at TRA's offices in the Free Word Centre at Farringdon. The shortlist of books was very wide-ranging in terms of genres, including Sci-Fi, Fantasy and crime fiction, poetry, autobiography, adventure and cookery books. As a panel we had read pretty much all the books between us, and all of them were worthy contenders. We considered factors such as creating a diverse list that would have wide appeal, including authors from a number of countries, avoiding choosing titles that were very similar in some way, and, of course, the "mood-boosting" factor – although this is quite a subjective thing. By the end of the day, after lots of discussion, the list had been whittled down to 25 and we were all pleased with it.

TRA was keen to have representation by librarians on the selection panel, and our own NHS involvement was the result of partnership-building work on the part of the K4H Patient and Public Information Task and Finish Group, led by Carol-Ann Regan. Over past years a number of NHS libraries have used the Mood-boosting Books initiative to work with patients and staff in creative ways. Participating in the selection panel brought the opportunity to talk a little at the forum about some of the wider work with service users that goes on in NHS libraries, the range of which is evident from the PPI Ideas Bank.

The 2016 Mood-boosting Books list was officially launched on Monday 18th January – otherwise known as Blue Monday. The list and posters can be printed off here.

I took a collection of the books along to display at our trust headquarters on Blue Monday and had some really good conversations with people about their favourite mood-boosting books. We'll be moving the collection around the trust over the coming months and using it to promote staff wellbeing. As well as being recommended for anybody who feels the need for a mood boost in these darker days at the end of winter, possible uses include working with groups of service users as part of a therapeutic book group and we'll be hoping to encourage this.

*'Galaxy Commissioned Stress Research', Mindlab International, Sussex University (2009)

Cathy Marsden
Librarian
Avon and Wiltshire Mental Health Partnership NHS Trust (W13/W18)

12 Days of Christmas at D01 and D02

Last December we decided to hold a 12 days of Christmas promotional extravaganza, where we promoted one of our services each day. Members of staff could pop in anytime to find out more about the days topic and get a free biscuit and pen. The topics included things such as getting started with ClinicalKey, what your Clinical Librarian can do for you and how to access e-Books.

The event was promoted extensively throughout the three trusts that we cover, with details going into the staff bulletins weekly; and a first for us, screensavers put on the trust computers throughout the hospitals with even a mention on the front page of the intranet at Poole hospital. The normal posters and leaflet drops to different wards and departments were also carried out in the hospitals.

The event itself was not the huge success we hoped it would be, though all the pens and biscuits went! However, what is typically a very quiet month for both libraries saw a huge increase in activity. Over the East Dorset Knowledge and Library Service (D01 and D02) there was an increase of 75% in literature search requests, a 67% increase in articles being requested and a 72% increase in new members signing up to the library, compared to the same period in 2014.

We can safely say that even though people didn't necessarily come along to the specific days, they were definitely made aware of the library and our services, which kept us very busy right through December and the festive period.

Liz Wright
Library Assistant
Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust (D02)

HSL Rolling in the Stacks

University Hospital Southampton Health Services Library staff have been busy over the last year producing a music video to promote the services they provide specifically to NHS staff.

Adele's *Rolling in the Deep* has had a marked make-over and is now getting feet tapping at NHS staff and newly qualified nurse induction sessions at Southampton General Hospital.

The video has now been embedded into the NHS virtual learning environment and a link will also be appearing on the University of Southampton Health Services Library homepage.

Because the focus of the video is services for NHS staff, the presentation is deliberately generic in order to allow other health service libraries to use the video as an information tool for their own services. Within one week of going live, one library in the Wessex Region has already expressed an interest in using it as a promotional tool for their own services and we hope more libraries to access it as the word gets around.

There are no restrictions on use – the video is hosted by SUSUTv, under whose license this has been created, and any organisation can show the video by accessing the link as long as they have a Public Performance License. All hospitals that have radios or televisions will have a Public Performance License so accessing and showing this video should not be a problem. However, the specific licenses will need to be checked

We enjoyed making it and invite you to enjoy watching it and using it for your own service promotion – Rolling in the Stacks available at:
https://www.youtube.com/watch?feature=youtu.be&v=obOIDuGWFI0&app=desktop

Karin Jäzosch
Senior Library Assistant - Loans
University Hospital Southampton Health Services Library (HSL)

Save the date: Portfolio building workshop and CILIP Thames Valley AGM
Wednesday 6th April 18:30 – 20:00
Oxford: venue TBC

Do you want to know more about building your portfolio for Certification, Chartership or Fellowship?

This free event will cover the practicalities of using the CILIP VLE to construct an e-portfolio and how to check your evidence meets the assessment criteria. It will be particularly useful for anyone nearing the end of the professional registration process but there will be something for everyone at any stage of the process.

After a short demonstration of the VLE you will have the opportunity to practice putting together your own portfolio (please bring your own device, free WiFi will be available). This will be an informal session with self-help materials on hand to guide you in assessing your own portfolio. There will also be plenty of opportunity to ask questions of your local Candidate Support Officer and recently successful candidates, as well as meet and work with current candidates.

For more information please contact Janine Hall - Janine.hall@berkshire.nhs.uk ; (0118) 9605012

Janine Hall
Library & Electronic Resources Assistant
Berkshire Healthcare NHS Foundation Trust (PPH)

Library Current Awareness

Libraries in the South West no longer have access to the journals which we had been subscribing to through the Emerald collection. I have therefore scanned some relevant library journals and added relevant articles here.

From Digital Library Perspectives Vol. 32 (1)

Informatics and data sciences: an overview for the information professional.

Migrating a specialized locally created database into WorldCat.

Library Management Vol. 36 (8/9)

Library spaces in the 21st century.

The odyssey of Flemish public libraries facing opportunities and threats when becoming strategic partners in urban development.

Evidence based organizational change: people surveys, strategies and structures.

Decision-making experiences of public library CEOs.

Trust me: the keys to success in cooperative collections ventures.

Reducing library space can promote the shift from storage of print collections towards a learning-centre without limiting the access to information.

Journal of Information Literacy Vol. 9 (2)

Using connectivism to guide information literacy instruction with tablets.

Picking up the cool tools: working with strategic students to get bite-sized information literacy tutorials created, promoted, embedded, remembered and used.

Drop-in sessions as an effective format for teaching information literacy: a case study in the Medical and Dental Libraries at Queen Mary University of London.

Ethnography as pedagogy in library orientations.

Are librarians teachers? Investigating academic librarians' perceptions of their own teaching skills.

Library Hi Tech News Vol. 32 (9)

Google Classroom for librarians: features and opportunities.

"Through the looking glass: envisioning new library technologies" telling stories with technology.

Evidence Based Library and Information Practice Vol.10 (3)

Knowing how good our searches are: an approach derived from search filter development methodology.

Informed Systems: Enabling Collaborative Evidence Based Organizational Learning.

Being a solo EBLIP Practitioner.

Library and Information Science Research Literature is Chiefly Descriptive and Relies Heavily on Survey and Content Analysis Methods.

Compiled by Nicki Healey
Library Manager
Weston Area Health NHS Trust (WSM)

Another milestone birthday at TAU

The beginning of February was the big 30 for me and I was hoping it would go unnoticed but everyone else had other ideas.

I was presented with cake (decimated within an hour- not all by me I have to add!!), wine (which Carol-Ann wouldn't let me open) cards and a couple of presents. All very unexpected and I then took two weeks off to recover!

A suitably embarrassed and uncharacteristically speechless Jess, TAU

Jessica Pawley
Senior Library Assistant
Taunton and Somerset NHS Foundation Trust (TAU)

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