

September 2016

Issue 88

The Swimming Pool

**Newsletter for the
SWIMS Network**



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“Library Future” XXXIV Conference of Medical Libraries at Bialystok 29th June – 1st July 2016

The XXXIV Conference of Medical Libraries in Poland was held in the stunning setting of Branicki Palace at Bialystok in the North East of Poland. Strangely enough, I had to move to the UK (from Poland!) to be able to visit that beautiful but remote part of Poland.

In the first session speakers talked about the new challenges the libraries face in the current economic situation. Much of what they focused on was systems and changing the law, which was interesting in some ways but not very relevant to what we do here in the UK.

Late that afternoon we went for a walk around Bialystok; visited the Pharmacy Museum, some of the most famous churches and other interesting attractions. After a great deal of discussion at supper we were able to enjoy an opera singer in concert at the palace.

The next day was even more exciting. The discussion was around successful acquisition of funds from the European Union and librarians taking part in Erasmus Project in the Netherlands.



The second part of the session was devoted to the Folio Platform project; which was very interesting and it is worth keeping an eye on it. The speaker presented a worldwide community collaboration to develop an open source library service platform designed for innovation (for more information and how to get involved go to www.folio.org).

Later in the day we headed to Suprasl and Kruszyniany (pictured left) to visit the only Tatars village left in Poland.

The last day started with my presentation “Knowledge for Healthcare: opportunities and challenges for Hampshire Healthcare Library Services”. I talked about our successful projects related to K4H but also included areas for improvement. The presentation was successful and I spent many hours on the train to Warsaw explaining our service in even more detail.

On the same day I also enjoyed a presentation from a colleague from Bialystok University (Wojciech Wiecko) on social media. It gave me reassurance that what we are doing in our organisation is the right way forward.

The next session presented by Witold Kozakiewicz touched on how using EU grants and working very close with business / research institutions can also transform medical libraries not only physically but in



particular by embedding our service into other teams.

Over all it was a few challenging and exhausting days of thought and discussion. I am convinced that no matter how difficult times are in front of us we can make it if we work together not only amongst library networks but especially by working very closely with the teams in our local communities.

I would like to say a big thank you to Danuta Dabrowska – Charytoniuk for inviting me to Bialystok and the HHLS service manager for giving me the opportunity to attend Library Future Conference at Bialystok to be able to network with people all over Europe.

Marzena Szczepanska
Knowledge Specialist
Hampshire Healthcare Library Service (H04/H05)

Information for new library staff

I have updated the document 'Information for new library staff' originally created by Helen Bingham, and it's now available on the HEE South libraries' website at <http://tinyurl.com/o2g36b7>. It is an introductory guide to the wider context in which our libraries are operating; it also has practical information to demystify our jargon, and links for websites, discussions lists and alerts to keep up-to-date.

Feedback welcome on the guide including omissions which could be added into a future version. Although intended for new staff, this guide might be also be useful as a refresher for existing staff.

I have also added to the same webpage some links to national work areas including patient information, the value and impact toolkit, and to copyright.

Jenny Toller
Knowledge Systems Manager
Health Education England (South)

Forum for Interlending and Information Delivery Portsmouth, June 2016

I recently attended the annual conference of the **Forum for Interlending and Information Delivery (FIL)**, which has always been an excellent event in previous years with lots of practical advice for interlibrary loan practitioners and plenty of opportunities for networking. Speakers this year covered a number of topics, including **Continuous Improvement, Open Access, Patron Driven Acquisitions and Article Exchange** and annual updates were given from the British Library and OCLC.

This year, however, was the first time I have attended on behalf of an NHS library and not in my previous role as an ILL manager in an academic institution. The programme item which really encouraged us to attend this year was a talk on NHS document delivery and Knowledge for Healthcare. It was good to see this aspect of LKS being introduced to a wider audience, particularly when it highlighted to colleagues in other sectors, the barriers which exist for those

working in health libraries. The speakers, Tricia Rey and David Law, mentioned a number of these, including restrictive IT systems, funding and lack of a unified catalogue for searching for suppliers – which will sound familiar to many of us! The presentation did report on the findings and action plan of the national group investigating document delivery, so is well worth a look and is available on the FIL website.

'Continuous Improvement' was the subject of the first presentation, by Simon Bullett, who is based in the Department of Education. He introduced some interesting concepts, such as staff can be naturally 'risk averse' and creating a culture of improvement can be achieved by including everyone and not just by a separate 'CI' team or toolkit. I liked his idea of putting staff time and energy into achieving no complaints, rather than creating a fantastic complaints system!

The update from the British Library included work they are carrying out on such exciting projects as a Digital Reading Room, developments of the Ethos system to improve identification of researchers (very interesting for those with repositories, such as here at the RD&E) and the move away from 'Library Use Only' items, which are not practical in today's world. *Open Access* was the theme of another presentation from the University of Glasgow, where they are attempting to capture alternative material for their repository, such as tweets and news articles. Lots of resource ideas were given during this presentation; so again, it's well worth checking out the slides on the FIL website.

Katie Birch from OCLC also gave an excellent talk, some of which will resonate with an NHS library audience – the idea of 'shared print' is taking off in the USA, where libraries are encouraged not to weed their print collections in isolation, but to see all print resources as a 'collective collection'. That definitely sounds familiar in SWIMS world! Service-centred environments and thinking about the library in the life of the user (and not the user coming into the library) seems tailor-made ideas for those of us with busy hospital staff and those working in the community as our customer base. Katie also gave the fascinating statistic that a research project found no less than 70% of readers in all age groups prefer reading a physical book to a digital version. Definitely food for thought, although it's important not to confuse the concepts of reading and delivery, ie people value the convenience of having a document sent to their laptop..... and will then print it out to read it.

Many of the sessions at the conference given by ILL practitioners were from staff at academic libraries; however even from these, it was possible to take away information useful for document delivery in the NHS. *Article Exchange*, which allows access to an article via a cloud based system, gives international, rapid and cheap access to information. Also using ILL requests to determine which items should be purchased for a library are both ideas which could translate into improved NHS document delivery.

All in all, the conference was definitely a success and I would encourage people to read the presentations on the website and even consider becoming members of this excellent organisation:

<http://www.forumforinterlending.org.uk/presentation-2016>

Carol Giles
Library & Knowledge Manager
Exeter Health Library (EXE)

Library Roadshow

We wanted to highlight the services that our library provides so in June I embarked on a library roadshow and I went around all of the Gloucestershire Care Services community hospitals, these were at Cirencester Hospital, Dilke Memorial Hospital, Lydney and District Hospital, North Cotswolds Hospital, Stroud General Hospital, Tewkesbury Community Hospital, and Vale Community Hospital.



It was rather interesting getting out and about, especially to sites that I had not visited before. I used the Health Education England NHS Libraries banner and leaflets along with my own materials to advertise what we can do for our users. At each of the sites I stayed between 11:30 and 14:30, covering their lunch breaks and a change of shift. At three of the sites I was stationed in a staff room, at other sites I was given a corridor leading to the restaurant, by a nurse's station on a ward and the main reception of a hospital.

At the first site I visited I had a slight panic when I realised I wasn't exactly expected, I'd spoken to Matron but the message wasn't passed on to the staff who were setting up the area for me. This was quickly put right by the lovely staff and my display was set up in no time, I even had the receptionist helping me out by telling any passing staff I was there and to pass it on to their wards. After this visit I emailed each hospital on the morning I was attending their site to say I was looking forward to

being at the hospital that day. It all went smoothly after that.

Some of the questions I got asked by staff were could they join the library, were they already a member, how could they use the library as there wasn't one on site, there were Athens login questions and some people even borrowed the books I had taken with me for display purposes.

I handed out some freebies, best way I found to get people talking, on some sites I was told I could wander around to different areas to talk to staff and hand out leaflets and forms.

The best bits about the roadshow were talking to staff about the library and seeing the closeness that all staff members shared. The worst was being on site to see undertakers arrive after a death on a ward, but the staff were amazingly dignified in how they handled it.

It was definitely worth arranging these site visits and I plan to do more in the future, it is a venture I highly recommend.

Christine Bibby
Librarian
Gloucestershire Care Services (EJC/STR/WOT)

NHS South West Military Challenge 2016

In mid-June 17 teams from across the SW assembled at the military training camp on the edge of Dartmoor, just outside Okehampton for this, the second annual challenge. We were promised “an exciting and challenging event aimed to bring the South West NHS Community together and to raise awareness and foster good working relationships, friendship and mutual support between the Army Reserve Medical Services and our South West NHS Trust colleagues”



John and the NBT team

I'd been prompted to volunteer as, being new to the job, it seemed an ideal way to meet others from around the hospital and find out more of what they do. Also, there is an upper age limit of 54, and as I am flirting with that it seemed like it a case of now or never. Of our team of 7 there was only one other male, also over 50, so we flew the flag for mature gentlemen everywhere.

The weekend was a combination of mental and physical challenges, some timed, all assessed in one way or another. First up Saturday morning we were in the Arctic, planning the best way of managing an injured soldier, a lack of insulin, grounded helicopter and radio with a limited frequency. Next up the rifle range, using real rifles adapted to fire electronically. Turns out I am intermittently a good shot, but not when the score counts.

And so the day progressed; we assembled stretchers and strapped our team member in so that they could be turned 360 degrees; we went on patrol; we shouted instructions to blindfolded member in a large grass square to find and assemble the parts of a transmitter; we lay on the grass in the sunshine as a huge Merlin helicopter arrived to have its photo taken.

The most memorable part of the whole weekend was the “care under fire” scenario, designed to simulate what the medical teams have to cope with in the field. Military amputees had volunteered to be the casualties, their stumps dressed with ragged flesh and bone and pumping blood. In pairs we were briefed by our medic and then headed at speed into the woods as the gunfire and smoke bombs began. Having lost his forearm our casualty was very mobile, and took a fair bit of calming down before I could apply the tourniquet and my partner the dressing. This was the event which really stayed brought home what the military medical personnel face in their working lives, and while ours was a managed simulation I still found I was shaking as we left the woods.

Mid-afternoon on the Saturday the team from Southampton managed to rupture the gas main, which added a whole new dimension of danger to the weekend. The helicopter left rather swiftly, as clearly they wanted to avoid the potential of blowing up several million pounds worth of expensive kit. The promised barbeque became a cold buffet, but on the plus side the plans to have us all sleep outside under the stars that night was scrapped. If people became very cold overnight the lack of hot water would have made it tricky to warm them up next morning. Pleased to say that the issue was resolved and hot showers were enjoyed by all on Sunday.

My team's final event on the Saturday was the assault course, and I was very focussed on getting over the 6ft brick wall I'd seen in photos. To say I was disappointed to discover that there were



Like a young gazelle...

another three brick walls on the course would be a huge understatement. But we all completed it, in a brilliant demonstration of team work, and I am forever in debt to Nigel, superintendent radiographer and my new best mate, for getting me over all four walls.

There was a symphony of snoring in the boy's dorm on Saturday night – top tip, take earplugs – before we reassembled at 6am on Sunday morning for the big finish. The endurance exercise, with teams setting off at 5 minute intervals, was a cross country run in disguise. I'm a keen walker and can happily walk for hours but what I cannot really do is run. I broke my right femur skiing 14 years ago and to this day there is a lot of metalwork in my leg.

The run was 2.5km, certainly not very far, but this is Dartmoor, and so we were expected to run uphill to Yes Tor, across the top, through the mist and back down whence we came, carrying a stretcher for the first and last 250 metres. As the exercise was timed, and the clock stopped when the last team member was across the finish line, our team leader stipulated that "John will be setting the pace". No pressure then. Needless to say the running soon stopped once we hit the uphill section, but I am pleased to report that I can walk at a fair old lick and some team members were jogging along to keep up. We actually overtook one team, and came 7th overall in the exercise – something which I still don't quite believe and of which I am immensely proud.

By the end of the weekend there were bruises and cuts, fractured ankles and several people on crutches. The nail on my right big toe has turned a nasty shade of black – I'm clearly not built to run, and certainly not in walking boots.

All being well the event will run again next year, and I'd urge all of you under 54 to consider taking part. All weekend long there were many "Where are you from? What do you do?" conversations and invariably people were surprised to discover I was from the library service. It's always good to challenge those stereotypes from time to time.

The link should anybody feel like sponsoring my efforts.....

<https://southmeadhospitalcharityfundraise.everydayhero.com/uk/john>

John Loy
Library & Knowledge Services Manager
North Bristol NHS Trust (SMD)

**Did you enter the Rio competition in last month's
Swimming Pool?
Find out if you're a winner on page 17...**

Reflective Reading Groups to support nurse revalidation: Oxford Health Libraries

The reflective reading groups were initially offered as three lunchtime sessions at Warneford Library during February and March which were publicised on our Intranet, via an email to nursing team leads, library posters and also at Trust drop-in presentations on NMC Revalidation. We invited staff to register for the sessions as the number of places was limited.

The publicity generated requests for support from community sites across the Trust so we then arranged another ten sessions, either at lunchtime (1-2pm) or in the early afternoon (2-3pm) depending upon what suited community teams best.

For the first couple of sessions we used an article supplied by Berkshire Healthcare Library Service on compassionate care and then found articles from the Nursing Times covering subjects such as continence care, dementia and wound management which were suggested by a ward manager at the Fulbrook Centre, Oxford. The articles were chosen because they're not very lengthy or serious research as it's not a critical appraisal session, but give enough of an insight for discussion.

Attendance at the Warneford Library sessions was poor, two people at the first and one at the last which made discussion very difficult as it was hard to discuss the article not being an expert! We sent out reminders to all attendees registered beforehand but often this resulted in apologies being returned. Sessions at the Whiteleaf Centre, Aylesbury were cancelled due to low bookings and lack of support from nursing management.

The community sessions (10) were much better attended (44 staff in total) which made us feel that it was all worthwhile. Staff had not always had time to read the article so we began with a short time for reading and a summary of the key points to break the ice. The majority of staff contributed to discussions and we managed to encourage reluctant participants with prompts from other comments made. We gave a set of questions for discussion, copy of the NMC Code and Standards to each person and had spare copies of the article available. We also provided an NMC Reflective Accounts Form with a Certificate of Completion on the back and encouraged staff to fill the reflective account in at the end of the discussion as it could then be submitted as part of their CPD evidence.

For the community sessions we initially listened to feedback given at the time but have now decided to hand out a feedback form asking participants to list three things they've learned and three ways the library might help them. Feedback will be followed up to improve sessions and Library services.

We're continuing with regular sessions at the Fulbrook Centre, Oxford and are awaiting dates for three more community sessions at Chalbury & Wychwood, Swindon and Wantage. We've not given up the idea of holding sessions at the Whiteleaf Centre, Aylesbury and are pursuing new nursing contacts to arrange these.

Overall the reflective reading groups have been very well received and it has been a positive experience for the Library enabling a more personal introduction to the Library and its services to nursing staff.

Kate Worrall
Outreach Librarian
Oxford Health NHS Foundation Trust (WARN)

Network news

News from W14

Welcome to our new Library Assistant, Kate Gearon. Kate joins us having recently completed her MSc in Library and Information Management at UWE. Having had some experience in Wells Cathedral Library, she is looking forward to working and learning new skills in the NHS.

Sue Wray
Assistant Librarian
Royal United Hospitals Bath NHS Foundation Trust (W14)

News from CGH/GRH



Our lovely Senior Library Assistant Lynne Barnes has moved to pastures new. Lynne's love of the sea called to her and she is moving her printing business to Skegness. We said a fond farewell to her on her last day, celebrating in the traditional CGH/GRH way with cake. This was followed by a more raucous team night out and a good time was had by all.

Lynne will be missed by everyone and we wish her every happiness and success in her new adventure.

Lisa Riddington
Library Services Manager
Gloucestershire Hospitals NHS Foundation Trust (CGH/GRH)

MKH news

MKH bid a sad farewell to Clinical Support Librarian Sinead Stringwell. Sinead joined the team in April 2013 as a newly qualified librarian. She leaves a legacy of many beautifully labelled folders and detailed procedures. We miss her humour and interesting vegan snacks. Sinead has moved up north, taking a job as Clinical Librarian at United Lincolnshire Hospitals NHS Trust, Library and Knowledge Services and she's just bought a house. (P.S. our manager says Lincoln is not Up North, but then it's all relative!)

MKH say a happy hello to our new Clinical Support Librarian Helen Licence. Helen says "I have a varied librarianship background having worked in both public and academic libraries over the years, plus a stint as an information officer in a City law firm. I started at MKH in June and as I'm new to health librarianship and the NHS I have been busy learning about this new sector. I am enjoying the challenge...including working out what all the NHS acronyms stand for! I attended the SWIMS Clinical Librarian Workshop at Swindon in July and found it very useful to meet other people working in a similar role, everyone there was very friendly and welcoming."

Stephen Field
Senior Library Assistant
Milton Keynes University Hospital NHS Trust (MKH)

New Clinical Librarians at North Bristol Trust



My relocation from UH Bristol to NBT was just a move up the road from one large teaching Trust to another. On paper not a considerable change, and yet it is amazing how different the two organisations are and how much there has been to learn. Suffice to say our first fortnight has been exhausting!

We have had a fairly unconventional introduction to a librarian role. I have been to a maternity MDT meeting, shadowed a modern matron, trained in sepsis awareness, sat in on a burns outpatient clinic, worn scrubs, been part of the Southmead Library art gallery opening, and met a colourful variety of clinical and non-clinical staff members. We are certainly getting a feel for the workings of the hospital, and slowly but surely staff are starting to understand the concept of clinical librarians. Promising beginnings, but Bennet and I have a lot of work to do over the next few months!

Katie Barnard
Clinical Librarian
North Bristol NHS Trust (SMD)

* * * * *

After a short hiatus at UWE, I'm delighted to be back in the NHS. Although a lot has changed since I've been away, it's been comforting to note what has remained constant – HDAS is as flaky as ever, and trust intranets still tend to be mad and confusing.

It's an exciting time at NBT, as we launch our clinical librarian service. As one of the new clinical librarians I'm pleased to be starting at the same time as Katie (we are a mutual support network...). Already we've shadowed modern matrons on a Back To The Floor morning, during which I observed a particularly nasty wound being redressed. We have also discovered what a natural caesarean is, and why it's a bad idea to put theatres for burns and brain operations next to each other.

Also, working at NBT means that I have finally done the hat trick of NHS trusts in Bristol!

I'm still getting back into the NHS swing of things, but I'm really looking forward to catching up with the NHS Library community in the coming months.

Bennet Jones
Clinical Librarian
North Bristol NHS Trust (SMD)

Jo blasts off

Joanne Richardson (Jo) from WSM said goodbye after 16 years of working in the NHS, of which the last 6 were spent working in the library (she says these were the best 6 years!). She has always been ready to adapt and learn new skills and was the friendly face of our roving librarian service. She will be missed by both library staff and other colleagues.

She is moving on to be a space ambassador which means that she will be going into schools and teaching children about space. This started out as her hobby, and she has managed to turn it into a successful business.

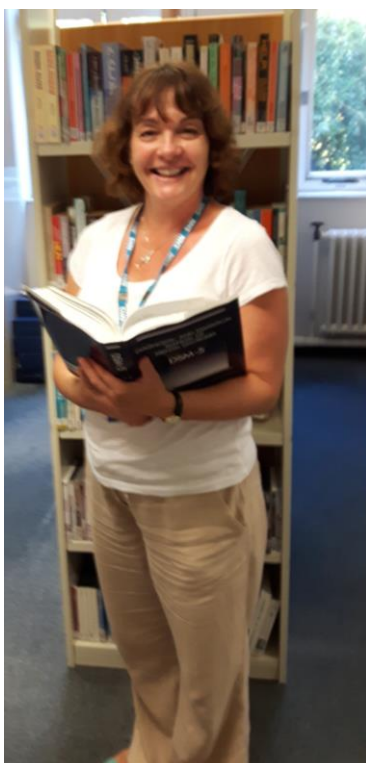


The creative skills of the library staff meant she left with a cake, which had her own logo placed on top of it, made by Roxy and a quilt made by Nicki.

Nicola Healey
Library Manager
Weston Area Health NHS Trust (WSM)



News from AWP



We're delighted to announce the appointment of Helen Watts to the post of Library Manager with Avon and Wiltshire Mental Health Partnership NHS Trust.

You'd be forgiven for thinking you've entered a time warp as Helen has been acting in this role since last November, and it's a tribute to her professionalism and drive that she has kept our Library and Knowledge Services forging ahead in such a dynamic way during this long interregnum.

Helen has worked as a librarian with AWP for twelve years. I've only known her for the last year and a half but I stand in awe of her skills in building working partnerships and developing new initiatives, combined with her depth of professional knowledge and what looks like a complete unflappability. Jake and I are very happy, and offer Helen our congratulations and very best wishes for the future in her role as Library Manager.

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

Clinical Librarians' Workshop Swindon, 21 July 2016

The Clinical Librarian workshop was a useful platform for sharing ideas and approaches to developing outreach services, many of which we have since tested in the early days of the Clinical Librarian service at NBT.

My favourite tips were:

- **Find the right contact:** Ask around and use your existing contacts to identify the key individuals you should approach about clinical/outreach librarian services. Finding the right person makes all the difference and is the first step to getting your foot in the door.
- **Get out and about:** Go to as many clinical-based events as you can, even if they are not obviously relevant to your librarian role. As Pip said, these are invaluable for building up your understanding of the clinical world and your wider organisation, and are also a great way of getting new contacts and publicising your clinical/outreach library service.
- **Experiment:** It was really interesting hearing about the variety of initiatives other clinical/outreach librarians had tried. Some had been successful, others less so, but all had useful learning points both for the individuals and for the rest of us.

Katie Barnard
Clinical Librarian
North Bristol NHS Trust (SMD)

Pip Divall from Leicester gave a very informative talk in the morning on how their team of Clinical Librarians work successfully to provide a top quality Clinical Librarian (CL) service. Carol-Ann Regan also offered plenty of useful advice from her experience at Taunton. In the afternoon, Lorna Burns and Caroline De Bruin offered an interesting insight into the work of Public Health England.

Much of the day was very informal, leaving plenty of time for discussion.

A topic that came up frequently was **barriers** to getting a Clinical Librarian service started:

- Professional credibility – some consultants do not view Librarians as professionals
- We might be perceived as “being a nuisance” or “getting in the way”
- Funding, although it seems that most libraries are funding the Clinical Librarian from their own budgets as the Clinical Librarian is still part of the team, even if they are not always based in the library
- External funding – can be stopped at any time and can limit you to just providing the service to your source of external funding
- Patient confidentiality. Some consultants feel uncomfortable about discussing patients in front of us (Maybe worth pointing out that we are all bound by Information governance/patient confidentiality etc.)
- Emotional impact – having to work with nursing staff who are stressed and upset
- Can take about a year to be fully accepted by a department

Ideas to try were as follows:

- Break down statistics for literature searches into separate departments so you can target the services that have requested the most literature searches
- Turn up to all corporate events. Never miss an opportunity to make yourself known
- Intensive Care Unit is often a good place to try to set up a CL service

- When emailing promotional materials, be sure to put something eye catching in the subject field
- Yammer – an emailing group that can be set up within organisations
- Save and share search strategies that come up over and over again
- Assistance with search strategies is available from IRMG (Cochrane)

The main points I gleaned from Pip Divall were as follows:

- Summaries of literature searches are very important
- Don't make up summaries. Use the abstracts provided where possible
- Put the search strategy at the end of the search – not the beginning
- Always ask the requester if they are expecting to find much when you are undertaking their literature search
- Consultants within the same department vary enormously. Some will need your services. Others will tell you they don't want you
- Clinical Nurse Specialists are good people to get on your side
- Don't wait to be invited to team briefs. Take the initiative. Find out when the meetings are and ask which ones you can attend
- Three main qualities needed to succeed as CL: TENACITY, to be an EXTROVERT, to be THICK SKINNED

All in all, I felt I learnt a lot from the day, and if I ever catch up on the backlog from my holiday, I will definitely be putting a few of these ideas into action!

Mary Smith
Clinical Support Librarian
Royal Devon and Exeter NHS Foundation Trust (EXE)

Take-home messages:

- One practical tip: Don't ask for permission to go along to MDTs. Rather, ask when they happen, and invite yourself.
- There is no one single solution to getting a clinical librarian service off the ground. It depends on personalities (of librarians and clinicians), departmental politics and other intangibles.
- The key is to be brave – try stuff out, and if it doesn't work in one context it might in another. Fail again, fail better.

Bennet Jones
Clinical Librarian
North Bristol NHS Trust (SMD)



#UKMedLibs

The next #UKmedlibs chat is on Tuesday 20th September with the title “A post card from Scarborough” as we reflect on the HLG conference, whether you were there or not! Find out more on the #UKmedlibs blog - <https://ukmedlibs.wordpress.com/> So don't forget to grab your favourite tippie at 8pm and join us for some scintillating conversation.

Prospect Park goes on the road

As a community and mental health library one of our biggest hurdles is connecting with staff not based at Prospect Park Hospital. This year we decided to bring the library to them. Over a week the librarians and library assistants went travelling across Berkshire to five key locations. Between 12-2pm we parked ourselves in thoroughfares and promoted library services; engaging with trust staff, many of whom didn't even know we existed!

We laid the groundwork carefully, contacting our suppliers for promotional materials, arranging for a screensaver with marketing, promoting the roadshow by email and purchasing the pre-requisite bribes – otherwise known as chocolates and pens (strawberries also went down a treat). We had a £20 Amazon gift voucher draw for anyone who completed one of our forms which garnered a lot of attention.

June 8th rolled around and we headed off, pens and forms in hand. Overall we found the event to be a success. We had 17 new members and a host of other forms completed, not to mention the active discussions around technology, resources and training – Ruth's revalidation reading group got plenty of interest, as did the fact that we are ready and willing to post books to staff locations.

We learnt a great deal from the whole experience: Contact your suppliers several months in advance and chase them up until you have the promotional materials in hand. Make sure your stall set up is confirmed and that the location is in a good place to catch passing traffic that is not in a hurry to go to meetings. We found that being near a canteen is a good place. We also found that a small amount of research into the type of staff working at each site went a long way. A simple 'And what is your job position' question opened up a host of opportunities.

Sarah Goddard / Janine Hall

**Library Assistant / Library and Electronic Resources Assistant
Berkshire Healthcare NHS Foundation Trust (PPH)**



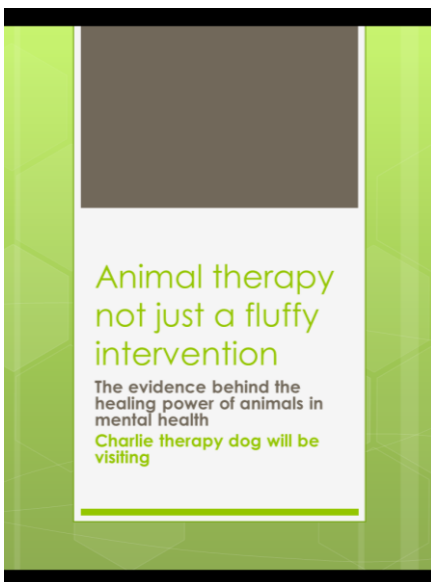
L-R: Janine (Library and Electronic Resources Assistant) at Upton Hospital;
Ruth (Librarian) at Wokingham Hospital

The curious case of the dog on the ward

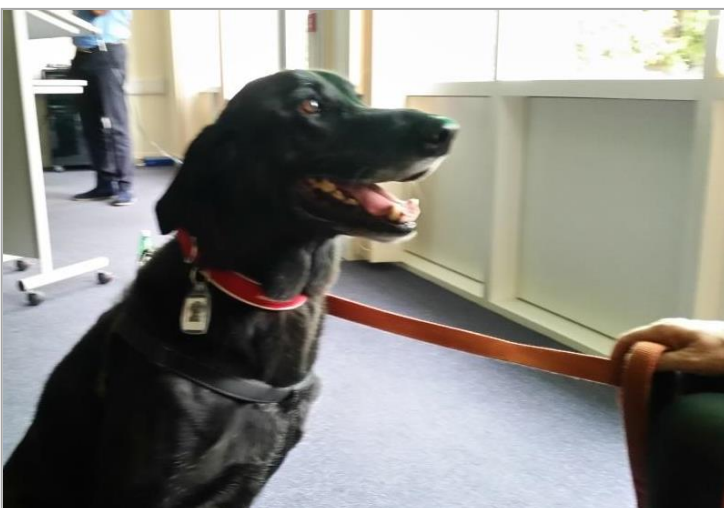
As well as being a core part of a health library service offer, literature searching also has the added bonus of turning up some particularly interesting pieces of evidence. I was reminded of this when a library user came to the Callington Road Library to 'try and see if there was any information on animals being used in mental health therapies'. This sounded like a literature search that I would be only too happy to run.

Fortunately the enquiry was a speculative one so no animal was off the table. Animal assistive therapies range from fish, cats and dogs to horses, parrots, and even reptiles. Once I'd managed to stop getting distracted by all the different articles and finished the search I sent off the results and got on with the rest of my day. A couple of weeks had passed and then out of the blue I received an email from the user (one of our occupational therapists) saying how grateful she was for the search and how it had given them the evidence needed to successfully make the case for introducing animal assistive therapies to service users at Callington Road!

The therapists subsequently set up a fish tank, had dog visits, and took some service users on horse visits. I later found out that while dogs can be beneficial for depression and anxiety, horses have been shown to help moderate aggressive behaviours due to their natural tendencies to turn (and run) away from loud noises or outbursts. But the most popular session among service users was when the owls visited. Following these visits, one of the therapists had her dog certified as a therapy pet and regularly brings him (Charlie) into the hospital to spend time with service users.



It was good to see that interventions supported by the library were proving so popular. I then noticed that one of the therapists was giving a presentation on the animal therapies at an academic meeting and was only too pleased to go along. The presentation was titled 'Animal therapy – not just a fluffy intervention: the evidence behind the healing power of animals in mental health'. I was delighted to see that the work of the library service was being highlighted and given such prominence in this new and exciting intervention. I sat in the meeting and heard all about the different interventions they tried and how it was proving to be therapeutically beneficial for service users and that the evidence base for these therapies was so strong. At one stage the presenter even said 'none of this could have happened without the invaluable support we had from the library'. High praise indeed, and I know she was being genuine as she didn't realise I was in the room at this stage!



At the end of the presentation an interesting Q&A broke out about animal assistive therapies but I couldn't resist going to meet Charlie (pictured left), the Callington Road therapy dog. So if you ever see or hear about an animal running around a hospital ward, you'd be forgiven for thinking it was probably something to do with the library.

Jake Procter
Library Assistant
Avon and Wiltshire Mental Health
Partnership NHS Trust (CLN/BBH)

Waterstones joins fight against mental health stigma

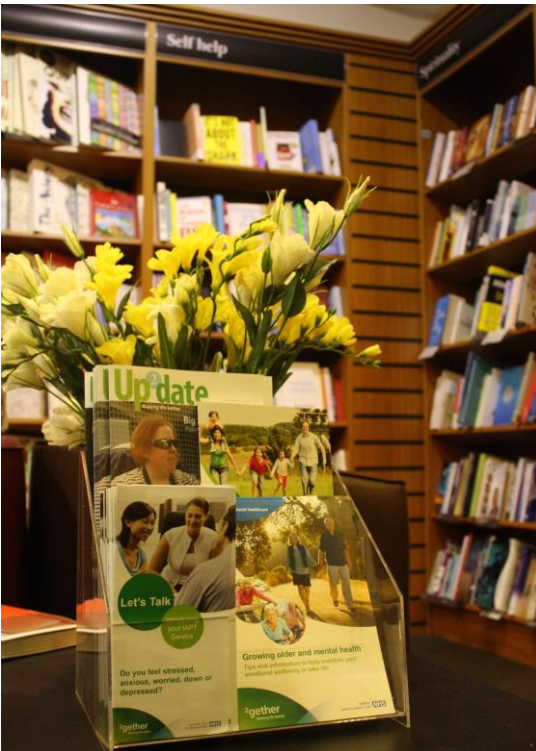
The Gloucester branch of a national chain of book stores has joined the fight against mental health stigma. Waterstones, in Eastgate Street, has hosted a weekly reading group of service users from 2gether NHS Foundation Trust for more than two years.



The group, which is managed by 2gether's librarian and Recovery College worker Jackie Webb, reads a selection of books, newspaper articles and poems together. Discussion then follows on what has been read.

Jackie said: "The group meetings involve between five and 12 service users in general, and it's an opportunity for people recovering from mental illness to join together, socialise, enjoy reading and get into a regular routine in the community."

"It's also very relaxing and therapeutic. The staff at Waterstones have been very welcoming and the group is so successful that we've got a waiting list."



Waterstones has now mounted a display of materials aimed at highlighting sources of mental health and wellbeing support near its 'self help' section. Store manager Katharine Seymour said: "We know that reading can be very therapeutic and there are many books that we stock that are aimed at helping to improve mental health."

"We're very happy to host the weekly reading group and want to do everything we can to encourage people to speak openly about mental health and tackle stigma which often prevents people from speaking up and seeking help."

One in four people is experiencing a mental health condition at any given time. 2gether's Let's Talk service provides courses and therapy to people experiencing conditions such as stress, anxiety, depression and low self-esteem. Ring 0800 073 2200 to find out what Let's Talk can offer, or visit www.talk2gether.nhs.uk.

Other sources of online support include www.time-to-change.org.uk, www.mind.org.uk and www.mentalhealthfoundation.org.uk. You can also ring the Samaritans on 116 123.

Jackie Webb

Librarian

2gether NHS Foundation Trust for Gloucestershire (WOT)

And the winners are...

Thank you all to those that entered the Rio competition – 31 of you used your eagle-eyed talents to try and win! Unfortunately nobody managed to get all 28 words plus the two bonus words making our total of 30 words to find. (The word that very few people found was possibly a bit of a trick word as it was “seven” – as in rugby sevens!!) For your information, the two bonus words were Chris (Hoy) and Steve (Redgrave) both former Olympians.

Interestingly many people selected words that neither Nicki nor myself had thought to include as one of the winning words – 18 of you chose the word “Rio”, while 16 of you chose the word “venue” – which just goes to show that people look for different things in text – something to think about when scanning for literature search results!?

So, without further ado, the winners are:

- GOLD goes to Angie Drayton for getting 29 words including the elusive “seven”!
- SILVER goes to John Trevor Allen for getting 29 words, but unfortunately not “seven”.
- BRONZE goes to Lucy Farnsworth for getting 28 words including both bonus words if not “seven”.

And special mention simply must go to Alison Cairns for selecting 37 words rather than just looking for the 30 that we wanted, however, despite casting her net wide, it wasn't a successful strategy – sorry.

Your prizes will be wending their way to you shortly – do take a photograph of you holding your prizes and send them in for the next Swimming Pool!

And if people would like to know their individual results and the correct 30 words then do get in touch with me – sam.burgess@southernhealth.nhs.uk

Congratulations to the winners and thank you to all those that took part, with particular thanks for the brain talents of Nicki Healey for putting the “article” together.

Sam Burgess
Editor in Chief
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**Going to Scarborough for the HLG conference?
Don't forget to tell us all about it.**

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