

May 2017

Issue 95

The Swimming Pool



**Newsletter for the
SWIMS Network**

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Demonstrating Impact at North Bristol Trust

NHS library services are under pressure to prove their impact. This is made clear in the Knowledge for Healthcare Framework, and also in the changes to the LQAF exercise, which this year includes:

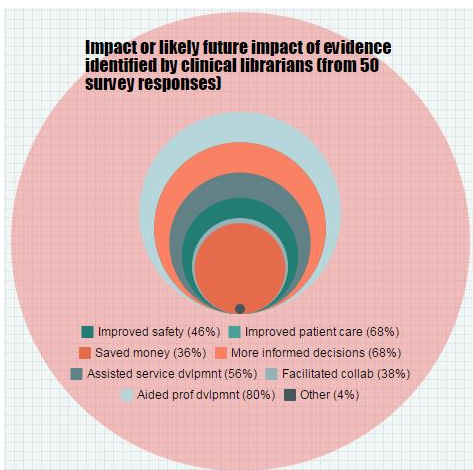
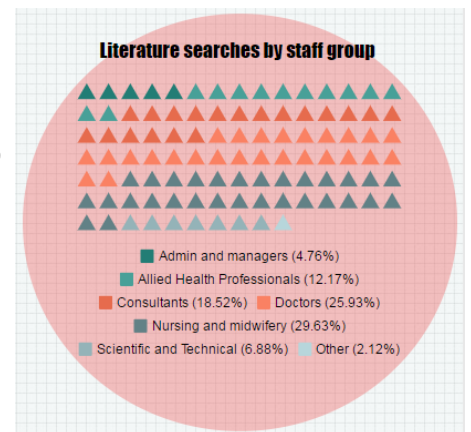
1.3c The positive impact of LKS can be demonstrated.

A lot hangs on that last word. We all know library services make an impact, but the question is how to communicate that in a meaningful way to decision makers.

Here at North Bristol NHS Trust (NBT), our clinical librarian service was launched in August 2016. A clean slate meant that from the outset we could consider our approach to demonstrating the service’s impact on clinical and corporate decision making. Our masterplan begins with gathering a mixture of qualitative and quantitative data through these means:

- Survey responses following literature searches and training, using the survey in the [Knowledge for Healthcare Value and Impact Toolkit](#)
- Case studies of particular instances where our input has made an impact (a case study template is available in the KfH Impact Toolkit)

Gathering data of course isn’t enough: We had to decide how to present the data, for what purpose and to whom. LQAF is one way in which we can use the data we have gathered, but we also wanted to take the opportunity to shout about the service within the trust itself. For that reason we decided that we would create a high-level, easy-on-the-eye report that we would disseminate to key stakeholders every six months. The report would double as a marketing tool: When approaching new departments we could use it as shorthand to explain ways our service impacts on clinical and corporate work.



If we were to share it with key trust decision makers, then our impact report itself needed to make an impact. The data we’d gathered from the Impact Toolkit survey was exactly the sort of data that would be most meaningful to this group, but to capture their attention it needed to be presented in way that was immediate and engaging. We decided to use [Piktochart](#), a free online publishing tool which allows for attractive infographics and design. The report would include key data around who was using the service, how they were using it, and what the impact had been.

It was important to us that, among all the quantitative data presented in various charts, we interspersed qualitative quotations from library users offering a human perspective on how the clinical librarian service has worked for them.

The response to our [inaugural report](#) has been great, with encouragement to share it with the Communications team and disseminate it even wider



than we already have done. Our expectation is that a twice-yearly report will not prove onerous, and it is an effective way of making use of the data we are collecting anyway.

We will all need to tussle with the question of demonstrating impact in the coming years. It would be great to know what other library services are doing in this area – perhaps the Swimming Pool could be a means of sharing ideas and approaches (Editor's note: this is a great idea, the more the merrier – share those ideas and successes!) Those interested in the work we have done at NBT are very welcome to get in touch.

Bennet Jones
Clinical Librarian
North Bristol NHS Trust (SMD)

Reference

Jones, Bennet (2017) NBT Clinical Librarian Service: Oct 2016 – Mar 2017 report. Available from <https://magic.piktochart.com/output/21724877-clinical-librarian-report-oct-2016-mar-2017>

Discovery Search LIVE

After what has felt like a very long time (I started the ball rolling February 2016, arranging demos of various systems), we have finally gone live with our brand new EBSCO Discovery system (pew!). The process has been rocky at times, particularly getting directorial approval for the expenditure at a time of extremely tight finances, but the end result is worth it.

The screenshot shows the EBSCO Discovery Search LIVE interface for Torbay and South Devon NHS Foundation Trust. The page features a search bar with the text "One search for All Resources" and a "Search" button. Below the search bar are four columns of links: Point of Care Tools, Other databases, Library services, and OpenAthens. The interface is clean and user-friendly, with a navigation menu at the top and a search bar in the center.

Very much at the forefront of our thinking has been the journey and workflow of the end-user. What do they need from a discovery system? How do we streamline it to ensure they need expend minimum effort to locate and access or request an item? How do we remove as many barriers as possible to accessing the information? The answer was to heavily customise EBSCO's Discovery System (EDS), and I have to say, EBSCO have really responded to this challenge. I think their chief designer, Adam, must have dreaded phone calls from our implementation account manager to say that we had requested yet another tweak!

So, what sort of things have we customised?

- The landing page – tabbed search box, colour scheme, navigation links across the top bar, guest access, links out to other websites e.g. point of care tools and library services
- Accessing resources – all full-text resources that can be immediately accessed have a purple access button, all other resources not immediately accessible have a green request button
- SWIMS catalogue information – all swims resources are listed, but only Torbay items have real-time availability showing, all other non-Torbay resources have a request button next to them. All non-Torbay e-books have been suppressed. All Torbay e-books have an access button next to them; we suppressed the link back to SWIMS catalogue. Torbay books out on loan have a reserve item option.
- Request form – substantially modified EBSCO's standard ILL form by changing the look and feel, reducing the number of fields to be completed by the user (the fewer the better) and modifying the copyright statement. We are quite proud of our ILL form, she says modestly.
- Search further afield – option to carry the same search terms over to other non-EDS resources e.g. NICE Evidence, UpToDate, TRIP, Google Scholar

Early feedback on the site has been extremely positive. It's intuitive, user-friendly, easy to search, easy to request items, easy to access items, and a huge improvement over the old way of accessing information.

So, next steps? Promotion, promotion, promotion. So far, we're planning an article in our Trust's email bulletin, a screen saver, a piece for the intranet, emails to staff from the Medical Director's office, website promotion, and social media promotion. The Trust's new learning management system has just gone live the same week, so we're planning joint visits to various locations around the Trust to promote learning and research, as well as embedding the Discovery Search tabbed search onto the learning platform. We're also teaming up with nurse revalidation leads to promote library resources and the new Discovery Search.

For future development, and to remove the final potential barrier to accessing items, we're in talks with Eduserv and our IT Department to integrate OpenAthens with each person's computer logon (in effect, single sign-on), so they don't need to remember an additional password or sign-up for an OpenAthens account. At the moment, anyone can search Discovery Search but they need to login with OpenAthens to access a resource.

Visit

<http://search.ebscohost.com/login.aspx?authtype=guest&custid=ns010991&groupid=main&profile=eds> to access Discovery Search. We recorded a webex of our discovery demo – viewable at: [Play recording](#) [for a limited time]

If anyone has any questions or would like further information, please do contact me.

Catherine Micklethwaite
Library Manager
Torbay & South Devon NHS Foundation Trust (TOR)

Network news

Karen Cottle has left the BRI

On Friday 31st March, Karen Cottle left the BRI library for pastures new. But she hasn't gone far; in fact, she's just over the road helping the clinical nurse specialists in the Bristol Haematology and Oncology Centre. As part of her leaving present we supplied her with a number of library leaflets and encouraged her to distribute them with the BHOC staff as part of our outreach programme. I'm not sure if the leaflets made it to Karen's new colleagues or whether she happily deposited them in the recycling box outside the library!

Joking aside, we will all miss Karen very much. Karen has been part of the team for seven years and many of you will know her from SWRLIN Christmas meetings and exchanges via email/phone regarding interlibrary loans. She has been an integral part of the team and her extraordinarily fast typing skills will be sadly missed. She was enthusiastic, motivated, conscientious and great with library users. She will be missed by those who came into the library to study and use the computers.

We wish her well in her new role and expect house updates on a regular basis (Karen and her husband Chris are about to embark on building their own house!).

Helen Pullen
Outreach Librarian
BRI

New UWE NHS Library Lead

Hi, my name is Helen McEvoy and I joined the University of the West of England at the end of October 2016 as a member of the library team at Alexandra Warehouse, Gloucester Campus. I am a Subject Support Librarian supporting the nursing programs here at Gloucester. From May 2017, I have taken over from Phil O'Shaughnessy as UWE's NHS library lead and I am looking forward to meeting and working with those of you that have UWE students.

My first professional post was at the University of Manchester as a Faculty Team Librarian for Nursing. Having additionally supported Medicine, Dentistry, Psychology, Midwifery and Health Visiting, I moved to managing the Medical and Human Sciences and Life Sciences library teams. In this role I was responsible for managing liaison and partnership working with local NHS providers. I then worked for the University of Salford initially as the Open Access Repository Manager, then as the Academic Support Librarian for Nursing, Midwifery and Social Work before moving to manage the health library team and then Salford library's research services. To take up my role at UWE involved a relocation from the North West and I am still very much finding my way around but I am thoroughly enjoying the adventure and the challenges.



A key element of my role as NHS library lead will involve reviewing and refreshing our working and relationships with NHS colleagues ensuring that we actively work together to ensure the best outcomes for our students while on placement in the NHS. I will be meeting with many of you over the coming months but in the meantime, please contact me directly if you have any queries or concerns or if there are new initiatives in your trust you think it would be good for UWE to know about (helen.mcevoy@uwe.ac.uk).

Helen McEvoy
Subject Support Librarian
University of the West of England

Spice of Library Life

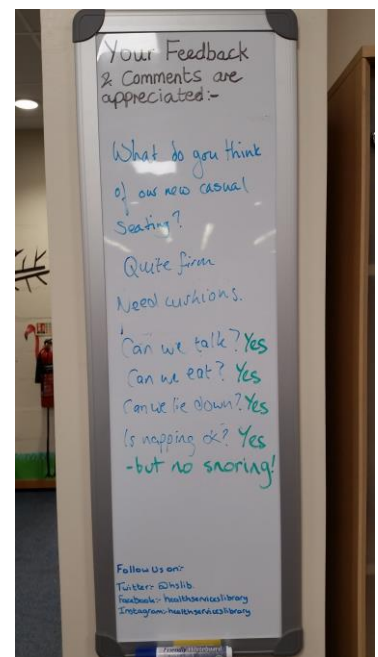


The Health Services Library has started going out on the road... well, as far as the main restaurant (“The Spice of Life”) at Southampton General Hospital. We’re there for two hours every Wednesday lunchtime with the aim of raising awareness of the library and promoting our services. Whilst we’re not being overwhelmed with questions at the moment, we’re definitely getting a lot of “eye-fall” on our promotional display and list of resources, so awareness is being raised.

We currently have the space booked until the end of May, at which point the Trust is changing its catering contractor – but we hope to continue this promotional work with the new contractor.

New Look Seating at HSL

HSL has added some much needed new furniture to our entrance area – the vibrant colours have certainly brightened up the front part of the library, and seem to have gone down well with our users. We’ve been asking for feedback via our new graffiti boards (placed around the library for users to write comments and feedback) – the responses have been very good, and we make sure we answer every comment as soon as we spot it. It’s noticeable that some users still prefer our old chairs in this area, so we’ll keep a few of them for users that like them.



Ric Paul
Head of the Health Services Library,
Southampton General Hospital (HGM)

'Introduction to Cataloguing' Day in Exeter

On the 7th April I took a trip to Exeter for an '**Introduction to Cataloguing**' courtesy of the CILIP South West Members Network & CILIP Cataloguing and Indexing Group. It was led by the wonderfully enthusiastic Anne Welsh (lecturer, and co-author of *Practical Cataloguing*) and Katharine Whaite (PhD student) from UCL.

The morning started with an introduction to the purposes of cataloguing – some may be obvious, but others had never crossed my mind before, such as using it as proof of ownership for rare items. Anne spoke of the case of Durham University's copy of Shakespeare's First Folio, which was stolen in 1998, only to be found 10 years later in the USA. The University were able to prove ownership of the item by referring to the detail they had used in cataloguing it – they'd documented every tiny bit of damage, including every worm hole! This, I learned was a good example of *descriptive* cataloguing, where the item is heavily described, but is not concerned with how users might look it up. They then stressed the importance of *access points* within a catalogue to enable users to find the required information in multiple ways.

We were then introduced to the history of the library catalogue. As a complete newbie to the subject it was interesting to see how it has developed over time, from print catalogues, to card catalogues, to the digital catalogues we have today. I learned that the catalogue has 'evolved' more between each stage rather than being re-invented. This is much to the disdain of IT-types who find it hard to understand why a library catalogue is so '2D' in today's very 3D digital world, which they explained is a direct consequence of the 'evolution' from card catalogues. We then had a group activity using the principles of WEMI (Work Expression Manifestation Item) with the example of '*Pride and Prejudice*' and later versions and adaptations to visualise how separate catalogue items can be linked in a more '3D' way. This means that a single access point, such as an actress from a screen adaptation, can be followed anywhere in the catalogue through links in the records.

Lunchtime gave us an opportunity to explore our host library for the day, Exeter Library (Exeter's public library). The library had a revamp a few years ago, not having had one since the original build in the 60's. Our guide explained that they had tried to maintain the 1960's features in the modernisation – keeping the original panelling and their large feature clock, and using 60's-style furniture and colour schemes. The result is a beautiful, modern, open-plan library, with hints everywhere of the history of the place. We were told the library now gets 1,500-2,000 visitors a day! Another interesting part of the library was the meeting room that has been adapted to host a 'Fab Lab' makerspace. These are fully-kitted out workshops which you can have membership for regular use, or to sample with one-day workshops. Definitely an interesting addition to a public library, and very popular with the people of Exeter!

The afternoon saw us try MARC cataloguing hands-on in groups using a range of examples. Although our trainers said only the last one was meant to be difficult, myself and a few others were struggling from the first! However, once we realised we were all in the same boat, it opened up a more discussion based approach to the examples. I definitely found talking around the possible ways to approach certain quirks in the examples very useful. Our group had people from a range of libraries who were familiar with using different systems, so using all our varied experiences really took the pressure off writing the *correct* answers on our worksheets. Besides, we were led by two experts who happily helped us through and explained the correct answers and punctuation at the end.

All in all it was a great (if a little overwhelming) day and I definitely learned a lot. The biggest take-home message was the reassertion that in cataloguing, practice makes perfect. I'm also lucky to have a manager who knows MARC well and is happy to go through the scary afternoon examples with me again!

Coral Andrews,
Graduate Library Trainee,
Torbay and South Devon NHS Foundation Trust (TOR)

TVW Leadership Summit and Recognition Awards 2016/17



Liz Callow (Bodleian Healthcare Libraries) and Liz Land (Hampshire Healthcare Library Service), the then named librarians for Thames Valley and Wessex (TVW) HEE staff respectively, were invited to attend the [TVW NHS Leadership Academy](#) Annual Summit and Recognition Awards 2016/7 at De Vere Wokefield Park Hotel near Reading in March. The awards celebrate leaders at all levels and across all professions in the NHS who have ultimately improved people's health and the public's experience of the NHS. [Guest speakers](#) were Stephen Hart National Director of Leadership Development NHS Leadership Academy, Catherine Stoddart Chief Nurse and Deputy Chief Executive Oxford University Hospitals NHS Foundation Trust and Professor Dame Elizabeth Anionwu Emeritus Professor of Nursing University of West London.

The two Lizs have been contributing to the TVW Leadership Academy's [Knowledge Hub](#) for the last two years, so it was a chance to promote both it and healthcare libraries in general to delegates and aspiring leaders across the region.

The Knowledge Hub is a resource created to support staff following the [NHS leadership programmes](#) such as Mary Seacole and Elizabeth Garrett Anderson. Articles and reports from a selection of key leadership resources are collated monthly into a blog hosted by the Bodleian Libraries where Liz C. works. They are tagged to denote whether they are freely available, need an Athens login or need to be requested via an NHS library (or pay a fee!)



At the event itself there was a choice of workshops. Liz L. attended *accelerating talent management across systems and organisations* and *compassionate leadership* while Liz C. attended *building leadership for inclusion* and *system leadership – working with complexity*. Interestingly the *talent management* workshop showed that knowledge of what this is among staff in the region ranged from “know a lot” to “know nothing”. Some TV and Wessex NHS Trusts seem to have embraced it wholeheartedly while others were still considering it, or perhaps had adopted parts of a strategy or were implementing it under another name. The bottom line was a focus on supporting staff at any level to progress and remain in an organisation as they are the most costly resource and crucial to its success.

Compassionate leadership was a briefing from Berkshire Healthcare NHS FT staff who have pioneered a two day course being rolled out across their organisation. Led by mental health professionals, Dr Deborah Lee, Consultant Clinical Psychologist and Debbie Browne, Leadership Lead, we were treated to several amusing and poignant scenarios: they acted out both compassionate and non-compassionate approaches. It wasn't hard to see the benefits of training staff to be compassionate resulting in better-functioning teams and happier staff.

Building leadership for inclusion is a new programme of work and it was described by Tracie Joliff, Head of Inclusion and Systems Leadership at NHS Leadership Academy. It's a piece of work that has very recently been put out to tender. Its purpose is to invite proposals from suitably experienced, resourced and qualified supplier(s) of research & evaluation services in order to determine how equality and specifically race equality can be increased within the NHS. It will include a literature review. Memorable key words now on inclusion are conversations, discourse, hegemony, protected characteristics (a legal term): much of the leadership literature has its origins in the military which gives it a white male dominance. Tracie also went through a list of 50 aspects of white privilege. There was a small amount of time at the end of the session for individuals at each table in the room to share personal experiences of inclusion or lack of inclusion.

In the *working with complexity workshop*, led by John Atkinson of Phillips Kay Partnership Ltd, John described the Multiple Cause Diagram. Looking at the cause of a why something (a problematic situation or event) happened over time can help with introducing and comparing interventions to avoid it happening. We were able to work in pairs and Liz C. worked with a manager at a CCG on low take-up of staff annual reviews.

The awards event in the afternoon had a real party atmosphere:.



There was a large contingent from Portsmouth Hospitals NHS Foundation Trust who scooped several awards. On our own patch Elaine Ward of Hampshire Hospitals presented this year's award to Alison Durrands from Berkshire Healthcare NHS Foundation Trust. Mohamed Patel, Oxford Health NHS Foundation Trust, won the Inclusive Leader award.



It was a great opportunity to network, meet people whose names we had only heard about and see exhibitions of the many innovative projects led by staff at all levels. Back at work our colleagues appreciated the amazing cupcakes we took back to share.

The Knowledge Hub is freely available to anyone so use the [flyer](#) to promote it to your own colleagues. Who will you nominate next year?

**Liz Callow,
Outreach Librarian,
Bodleian Health Care Libraries**

**Liz Land,
Knowledge Specialist
Hampshire Healthcare Library Service
(Hampshire Hospitals NHS Foundation Trust)**

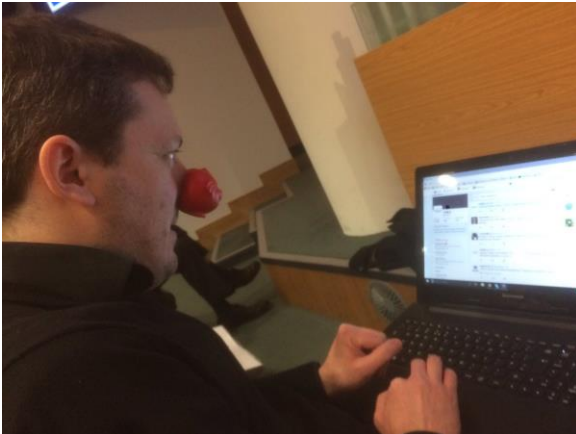
University Health & Medical Librarians Group UHMLG Spring Forum 2017

**Tooling up: professional knowledge, skills and competencies for
health and medical librarians, 24th March 2017**



This event took place on Comic Relief Day – We were offered Red Noses on arrival – wearing one was optional.

@samanthaclare: How to tweet at #uhmlg17 on #rednoseday by @ricpaul



The presenters had been asked to come up with a joke to tell in their presentations. The first presenter, **Professor Stephen Powis, Medical Director of the Royal Free London NHS Foundation Trust** told an excellent tall tale about an anaesthetist on a plane being called upon to adjust the overhead lighting! On a more serious note he talked about **Implementing evidence based practice** across three hospitals in which was a fascinating opening presentation. He talked about vanguards and economies of scale utilising experiences at Intermountain hospital in the US.

@Sarahmk87 Royal Free in London utilising tech and data to reduce variation and provide better patient care #uhmlg17

David Stewart, Director of Health Libraries North, Health Education England – It's all about you: the Professional Knowledge and Skills Base for Health

David is always a very humorous and witty presenter. He talked about the “healthification” of the CILIP PKSB – making it applicable to health library staff. He reminded us about the Talent Management Toolkit, the Leadership programmes, the HEE LKS Policy (which is in fact the first new LKS policy since 1997) and the Learning Zone. Apparently something has to be communicated 15 times for it to make an impression, hence the ever present need to promote, promote, and promote again!

@tomroper #uhmlg17 Workforce profile: we don't know how many clinical librarians there are (so how can we measure an increase?)

Gerhard Bissels, Librarian, Buhlplatz Library, University of Bern
Towards a postgraduate programme in medical Librarianship?: results of a survey.

This was an eye-opening insight into our profession in Switzerland and Germany and how very different their situation is. They don't have a large number of medical librarians to provide literature searching or training in medical school and the majority of library staff are not qualified. A qualified librarian spends time doing the book ordering and cataloguing not allowing time to provide information skills training. The survey's purpose was to investigate the need for a postgraduate degree to overcome this situation. Countries like Switzerland have no national health information structure like the UK. We are very fortunate to have HDAS (although sometimes we may not think that!). Gerhard's write up will appear in Journal of EAHIL issue 1, 2017, so do watch for this.

@CILIPHLG #uhmlg17 UK LKS so fortunate to have all the training opportunities that we have, Gerhard is opening our eyes to the huge skills gap in DE.

Anne Gray, Knowledge Officer, Arden & GEM Commissioning Support Unit.
Making library and knowledge Services business critical.

We need to understand what is business critical in our Trust in order to provide management with the right kind of information. Knowing our customer includes understanding national and

local drivers (STPs, Carter Review, Francis Report, etc) and being able to speak the same language as our managers. They want to know about how to reduce costs, improve services, and how other trusts have done things, how they compare with other Trusts, new models of care, vanguards, what the government is saying. They want to be kept up to date, providing the right information to the right person takes time.

@Bibliobeccaria #uhmlg Must know what is going on the NHS and your Trust to be able to provide a useful service.

Know your customer

- What is business critical in your trust?
- Understand national and local drivers
- Speak the language
- ➔ Provide a tailored service

Arden&GFM

It is definitely worth a look at the slides of the other presenters also – Alison Brettle talked on “The impact of Librarian in health and education” @ricpaul Measuring *actual* impact, cause+effect, of libs is difficult. But if NHS libs don’t, consequences....look at state of public libs #uhmlg17 ...and Kate Kelly spoke about the “Task Force to review MLA’s Competencies for Lifelong Learning and Professional Success”

@KnockDoug 6 core competences – locates; curates; educates; manages; evaluates; promotes. #uhmlg17

- Speakers presentations are available online <https://uhmlg.wordpress.com/2017/04/12/spring-forum-2017-tooling-up-knowledge-skills-competencies/>
- Storify of #UHMLG17 at <https://storify.com/viche/uhmlg-spring-forum-2017>
- Isla Kuhn’s blog on the event at <https://ilk21.wordpress.com/2017/03/29/uhmlg17-spring-forum-tooling-up-knowledge-skills-competencies/>

@viche #uhmlg Question about being overstretched. We can get hung up on quality and sometimes ‘good is good enough’!

@Bibliobeccaria #uhmlg17 Good is good enough: aim to give people what they need know rather than making it perfect and delivering it in two weeks.

**Lucy Gilham
E-Resources Librarian
Royal Berkshire NHS Foundation Trust (RBH)**

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