

April 2015

Issue 72

The Swimming Pool

**Newsletter for the
SWIMS Network**



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20 years in the NHS!

Sarah Johns, Library Services Manager at Discovery Library, Plymouth Hospitals NHS Trust

Sarah has always been a tireless advocate for the Discovery Library and promoting our services. She has achieved and witnessed so much change, since she began working here as a library assistant in 1995, to becoming the innovative Library Services Manager she is today.

When she became Library Manager Sarah had also taken over the huge project of implementing and arranging the transfer of the staff library which was at the time on level 7 Derriford Hospital, into brand new, larger and modern premises in August 2007. This project took several years of planning and raising funds alongside donations from the Heritage Lottery Fund and private donations.

The library which Sarah helped create assists all staff and students on placement, and deals with requests for this Trust and surrounding areas, as well as networking across the country with inter library loans. It is also a quiet study space to use with computers and a tranquil environment, where staff can complete inductions and elearning, and is available for use around the clock.

World Book Night on April 23rd each year, has been a passion of Sarah's (she also shares the same birthday with Shakespeare!) which she has been very active in for the last few years. A few recent events that Sarah has been keen to support and use the Library space for are Derriford Hospital open days and Staff Health and Wellbeing days.

She is a supportive manager, colleague, friend, is always approachable and as her colleagues we feel she is a valuable asset to this organisation.

Congratulations on 20 years of service to the NHS (and to us) and thanks for being you.

**Discovery Library staff
Plymouth Hospitals NHS Trust (PLY)**



January 2015 - Sarah supporting a local fundraising event in the Library!



**Been up to anything interesting lately?
Why not write about it for the Swimming Pool?**



Circulation Group tips & reminders

Here are some tips and reminders from the Circulation Group this month:

- A reminder that if you amend a non-home user's record you should let the user's home library know as it may affect their borrowing rights or other matters. See <http://www.swimsnetwork.nhs.uk/modules/circulation/user-records/#amenduser>
- A reminder that putting a trap on a user's record does not currently prevent a user from self-renewing on SWIMS Webview. If you wish to prevent self-renewal (if for example the user has reached their maximum permitted fines), you need to ban the user.
- A useful document on data protection entitled 'What will we do with your personal information' has been created by PLY. Please feel free to use this document to flag up to your users if you wish <http://www.swimsnetwork.nhs.uk/modules/circulation/user-records/>
- To help with searching for users with complex or compound surnames on Olib, did you know you could use the wildcard symbol? For example a User search on %Sanchez would pick up Sanchez as either a main surname or part of a surname <http://www.swimsnetwork.nhs.uk/system-general/search-and-display/#wildcard>. You can also use the wildcard in other fields such as email address eg. doing a search in the User Email ID field of %toller would pick up any user records with toller in the email address field – useful when trying to identify a user.
In general when entering users with compound or double-barrelled surnames please enter details as the user has given on their form (sometimes this is not always the same as their ID badge or computer account!)
- I am pleased to say that we no longer have many instances of users with two records on the system (yippee!) although we do sometimes encounter the problem of a user with two (or more) SWIMS cards. If this happens and a user offers you two SWIMS cards (as presumably they had previously thought they'd lost one) we suggest you take the defunct card off them and destroy to prevent further confusion.
- A survey about the ILLs self-renewal pilot will be sent out in April – please discuss the merits / problems of this within your team as feedback will be one per library service.

Happy circulating!

Claire O'Connor
Chair, Circulation Group
Gloucestershire Hospitals NHS Foundation Trust (GRH)

Accessing CPD via a MOOC aka Library Advocacy Unshushed

I have often thought that a MOOC would be a good way of accessing continuing professional development, so when I came across Library Advocacy Unshushed on the edX platform (www.edx.org), I thought that it was worth exploring.

So, what is a MOOC? It is a **M**assive **O**pen **O**nline **C**ourse that runs for several weeks (seven in this case) and is available to anybody around the world as long as they have online access. MOOCs have been around for a while and tend to cover science, maths, and programming concepts and are beginning to cover history and literature amongst other subjects, although there is some thought that the trend for MOOCs is in decline¹.

This particular MOOC on library advocacy has been developed by Wendy Newman (Senior Fellow) and her team in the Faculty of Information at the University of Toronto. While the course is quite appropriate for today's librarian, it was made very clear though that advocacy is NOT promotion, and neither is it protest, although both have their places in our skills tool box.

For your information, library advocacy is all about building relationships with people that can support the library. It is also about aligning library values with organisational values so that staff can advocate appropriately, i.e. it is not worth trying to advocate to directors if they cannot see the point of the library and how it can best impact upon their business.

The training was mostly delivered via pre-recorded video lectures from Wendy supported with references to key papers covering the subjects of 'values and community', 'strategy and communications', and 'influence and relationships'. The course also included guest lectures from such as Barbara Band (formerly CILIP president) and Sarah Thomas (currently Vice President at Harvard Library and previously Director of the Bodleian Library). I felt that the quality of the course was high with correspondingly well qualified guests, which made for a very interesting course except that the inability to ask questions of the guests, as you might do at a 'live' lecture, was quite frustrating.

Students were required to show their development by answering quizzes and submitting assignments of around 200 words that could be seen by fellow students and commented on. The assignments often had a deadline which helps with the flow of the course as it is too easy to drift on courses like this because the particular teaching method means that there are no lectures to 'attend'!

The final assignment was a reflective piece that will be peer assessed by at least three other students; as I type this we have yet to carry out the peer assessment, but I am looking forward to seeing how other students have reflected upon the course and how they see their way forward as regards advocacy.

As a method for accessing training I would certainly recommend it although the learning is very much self-directed and the more you put in to it the more you get out of it. Each MOOC platform has its own benefits and drawbacks, but with edX I felt that I had to work hard at creating discussions with fellow students. Perhaps students more familiar with edX would find it easier to chat with other students, but I found that people would post their own pieces of information (usually in relation to an assignment) but then very little discussion was actually generated. In fact, I made a point of setting up a discussion with the title "talk to me!!" to try and encourage students to talk to each other rather than simply posting their assignments online in order to meet study requirements and I think that I was quite successful as we had 15 students talking to each other.

While MOOCs do not (usually) lead to a qualification, they are another way of investigating a subject and adding to your continuing professional development and do not cost a penny!

Sam Burgess
Librarian
Great Western Hospitals NHS Foundation Trust (W01)

1 S. Kolowich (2015) The MOOC hype fades. The Chronicle of Higher Education
<http://chronicle.com/blogs/wiredcampus/the-mooc-fades-in-3-charts/55701> (accessed 25th March 2015)

Lesley's retirement

Dear All

Well at long last the time has come (as the walrus said) for me to step gracefully off the treadmill into retirement – only I didn't step off gracefully unfortunately!! I think most of you know that fate decided I should retire early and on 27th February I managed to slip UP the stairs here at work and break my shoulder..... Not really in my plan for the last month at work. It is now getting on for five weeks since the accident and my arm is healing well so I'm beginning to do exercises and should be able to drive soon....I hope!

I'd like to thank everyone for their lovely messages for my retirement – I had a great party last Friday and it was lovely to see such a lot of colleagues and friends. All my SWRLiN/SWIMS friends have helped to make the last 32 years a very pleasurable experience. It's been great knowing and working with you all and I hope to hear on the grapevine what's going on in the SW.

Hope to even bump into some of you sometime – you never know!

Good luck to you all for your next LQAF assessment – ha ha all that's behind me now – Yay!!

Love and best wishes xxx

Lesley

Jane added:

"We say a fond farewell to Lesley who will be much missed by all her colleagues and library users and we wish her all the best in her retirement."

Lesley Greig & Jane Villa
Library and Knowledge Services Managers
North Bristol NHS Trust (SMD)



World Book Day at NDH

World Book Day was a fine celebration of all things literary for the young patients at the North Devon District Hospital, on March 5th this year. Devon Libraries very kindly offered to supply World Book Day vouchers for all the youngsters on Caroline Thorpe Ward (the children’s ward) which gave the hospital library staff the idea of talking with Fran, the ward’s play specialist, to make the day a fun encounter with books for all the children there.

As well as handing over the vouchers, the library staff used their accumulated Waterstone’s loyalty points to buy a small number of books to be kept on the ward (‘For the Love of Bob’, a teenage version of the story of Bob the Street Cat, was very quickly a favourite).



Alison, Talli and Peter, with an assortment of books given to the ward.

Fran arranged other book-related activities and invited in a professional face-painter who took her inspiration from the young patients’ favourite book characters. Visitors that day may have been surprised to encounter pirates around the hospital, collecting money to fund other resources and activities for the ward!

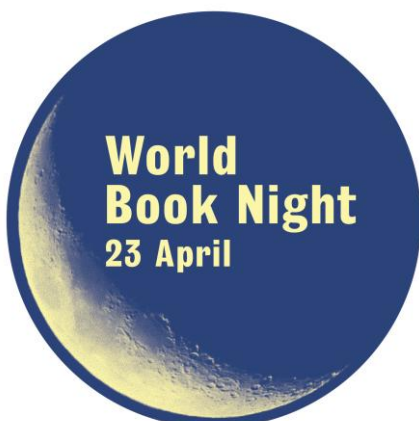
“We had a good day”, said Fran, “and the children and families, I feel, were really boosted by the events.”

Next year on World Book Day we hope there will be even more activities for our young patients, including a storyteller – but for now we look forward to World Book Night, on April 23rd.



**Ahoy, me hearties!
Fran and the face-painter.**

**Alison Housley
Library Manager
Northern Devon Healthcare NHS Trust (NDH)**



For the next issue...don't forget to tell us what you did for World Book Night

OCLC EMEA Regional Council Meeting (or Florence for free!)

I wasn't sure what I was expecting when I headed to Florence for the OCLC EMEA Regional Council meeting in February. Attendance at the two day event was free as part of our OCLC membership. What was the catch? Had I let myself in for a two day sales pitch? The theme of the meeting gave hope, 'The Art of Invention' and the other 300 delegates from over 30 countries couldn't be wrong.

The conference actually gave me lots to think about, libraries collaborating on a national scale, being innovative, digital preservation. Sound familiar? But as always I have returned with more questions than answers.

The plenary sessions by David Weinberger, Senior Researcher Berkman Centre, Harvard University, and Skip Prichard, president and CEO OCLC were on the topic of reinvention and innovation. David described how knowledge is no longer in a container (e.g. a book or journal) but as a series of connections. The meaning of knowledge is the connection of ideas that matter to a community and libraries can be the centre of community meaning. Skip outlined how to create an innovation culture and nurture innovators. We need to:

- Create a compelling vision
- See only possibilities
- Have environments that encourage failure as we learn by failure
- Encourage creative team brainstorming
- Look outside our own environments to find ideas.

(Skip's blog on leadership can be found at: <http://www.skipprichard.com/>)

The other plenary session covered the challenge of preserving the cultural and scientific record that is now born digital. When you think about all the research outputs and data that are only on the internet and that the average website has a life of 100 days how we preserve that knowledge for future generations of researchers is an international challenge. The presentations can be seen at:

Some of the other projects I heard about:

The Dutch National Library are moving their national union catalogue to WorldCat and the Worldshare platform (230 Libraries collections) and are implementing a national interlibrary loan system.

RL UK's (Research Libraries UK) are using WorldCat to perform print analysis of UK special collections to enable sensible stock management. It has also enabled them to identify collection strengths. This was an innovative approach to weeding research collections with unique content.

CIPE (an Italian University Consortium) have improved their collections visibility internationally by adding their collections to WorldCat. See more at: <https://www.youtube.com/watch?v=G2hpGg3HLM4>

The Royal Library in Copenhagen (the Danish National Library and Copenhagen University Library) have moved to Worldshare to manage their interlibrary loans which has increased their borrowing from international sources dramatically along with streamlining their workflows.

I toured the FryskLab, Europe's first mobile library FabLab, which had driven down from Holland with all its kit and 3D printers visiting public libraries on the way.

The presentations can be found at: <http://www.oclc.org/en-europe/events/2015/EMEARC2015.html>
(I would encourage you to watch David Weinberger and James Neal's presentations)

Knowledge for Healthcare is challenging us to work smarter, have efficient workflows and collaborate more. Attendance at this conference made me realise that OCLC can provide some of the solutions it just might mean we need to be brave and proud of our collections by putting them on the global stage.

And if you were wondering...Florence was beautiful...the weather was great... the food was amazing... I was the only NHS attendee... and it was probably the best free conference I have ever attended. Madrid 2016 anyone?

Helen Williams
Electronic Services Librarian
Hampshire Hospitals NHS Foundation Trust (H34)



Tea, cake and a bit of CPD

Drinking tea and eating cake are always good reasons for health librarians to gather together and exchange ideas. The journal club provides just such an opportunity. Started back in 2013 by Jenny at Salisbury and based on the Oxford model (http://www.bodleian.ox.ac.uk/hcl/oxfordshire_librarians_journal_club) the idea is to review two research papers in the field of librarianship, carry out some basic critical appraisal and discuss the findings.

The papers to be reviewed at our next gathering are:

Ayre, Stephen et al (2015) Measuring the impact of information skills training: a survey of health libraries in England. *Health Information & Libraries Journal* Volume 32, Issue 1, pages 50–60, March 2015

Harker, K & Sassen, C. (2015) Enhancing Access to E-books. *Evidence Based Library and Information Practice* 2015, 10.1

The third journal club session for librarians in the Dorset, Somerset and Wiltshire areas (all are welcome though!) will be on Thursday 30th April 2015 from 10:00-12:30 at Poole Hospital where we will discuss the two pieces of library related research and enjoy a slice of cake, cup of tea and do some networking!

For further information and to reserve a place please contact Alison Day alison.day@poole.nhs.uk

Alison Day
Lead Librarian
NHS East Dorset Library & Knowledge Service (D01/2)

Library Assistants' Awayday Exeter, 9th March 2015

The icebreaker for this 'Awayday' proved very popular. Each person told three facts about themselves, one of which was a fib, and the truths people told were every bit as interesting and surprising as the lies! There were Library Assistants with degrees in Egyptology and Astronomy, another who'd discovered he was related to King Canute, a scuba diver and someone who'd lived in five different countries. In fact, a wealth of past experiences which, although not in the job description, all agreed made them better at their current jobs.

Next, Roxy Hart, Librarian at WSM spoke about her own very interesting career path. Born in Canada, Roxy is a seasoned traveller, as her father's career took the family all over the world. She'd been a reluctant reader, but came to love books and organizing information. Between paid jobs, she'd worked as a volunteer, gaining valuable experience to add to her C.V.

Then to the real work ...

South West results of the 2015 Development Needs Analysis

http://www.libraryservices.nhs.uk/document_uploads/Staff_Development/DNA2015_SW.pdf

Q16: On-the-job training by far the preferred method of learning, with e-learning a clear second.

Q18: Areas on which staff most needed to focus - knowledge management and copyright. Medical terminology training also thought useful, and this will be investigated.

Q20: Apps and e-books the most important areas for development in IT. It was suggested that a guide to apps useful in NHS healthcare would be helpful and generally agreed that the functionality of e-books (e.g. browsing and bookmarking) needed to improve before resistance to using them could be overcome.

Q25: By far the highest ranking personal qualities staff felt they needed to develop were creative thinking and problem solving skills.

Knowledge for healthcare: a briefing of the development framework

There was a brief discussion of the main points and implications:

- **Services must be digital and mobile by default.** Some concern that this shouldn't exclude non-digital access to information - what would happen if online services crashed?
- **Clinical and outreach librarian models become standard practice.** The term 'outreach' could be open to interpretation. Funding might be a problem.
- **Greater focus on synthesising evidence.** General agreement this aspect of the service could be extended and improved, but no room for serendipity.
- **The healthcare library and knowledge workforce require enhanced skills.** Would workforce pay scales be equally enhanced?
- **More sharing and integration of back-office functions.** Accessions, cataloguing etc. might be shared in bigger networks. The aim would be to 'work smarter' and reduce costs. One experience of the downside of this was that e-copies added to the catalogue by a University (via shared network) resulted in deletion of the library record of all print copies.

E-resources from April 2015

Good news, in that few major changes are planned, so Library users should see little difference. Some changes:

- HDAS databases the same, but some will change provider (e.g. Medline from Ovid to ProQuest). Saved searches and alerts won't be transferred.

- PsychARTICLES added as a stand-alone resource.
- ProQuest Hospital Collection becomes a national resource, no longer funded regionally.
- ASSIA, Emerald e-journals, MyiLibrary platform to go.
- Dynamed to stay. Seems to be well-used judging by our discussions.

Note: Jenny Toller has produced an excellent SWRLIN Regional E-resource round-up on <http://workforce.southwest.nhs.uk/libraries/>

Copyright refresher

Thanks to changes to the Copyright Act in June 2014, the NHS CLA Licence now meets the vast majority of our needs, covers public health and extends to university libraries with contracts to serve the NHS. The refresher reminded us:

- Digital and print both included.
- Originals have to be owned. (There was some discussion in the meeting of the precise definition of 'owned').
- Signed declarations no longer needed.
- Two articles from a journal, one chapter or 5% of a book may be copied.
- Multiple copies and 'copies of copies' allowed. Can scan material to make digital copies.
- Generally, no need to worry about what e-journal publishers say about copies for other libraries, or UK vs US journals.

In exceptional cases, refer to the CLA title checker <http://permissions.cla.co.uk/titlesearch.html>

Finally, thanks to the Royal Devon and Exeter Hospital for hosting this excellent awayday, and to facilitator John Loy for organizing, informing and amusing us in equal measure.

June Balbinski
Library Assistant
Dorset County Hospital NHS Foundation Trust (D08)

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