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Issue 75

# The Swimming Pool

Newsletter for the  
SWIMS Network



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## Editorial

It is with great sadness that we produce this unusual edition of Swimming Pool, which has not one, but two obituaries of library staff, Trish McLean from the Great Western Hospital in Swindon; and Liz Osborne from the John Radcliffe Hospital in Oxford. They will be greatly missed by their colleagues, families, and friends.

### Trish McLean 6<sup>th</sup> April 1954 – 6<sup>th</sup> June 2015 Senior Library Assistant at Swindon



Trish started her library career in the expanding library at the Princess Margaret Hospital in 1987, and helped to move the library 'lock, stock, and barrel' to the newly built Great Western Hospital in 2002.

During her career Trish saw many changes, and even with the ever increasing use of technology, she took everything in her stride. She would often say she remembered using the old version of Medline in the bound copies of Index Medicus, and that searching for an article was quite tedious before technology!

Trish was amazing to work with, she was always smiling and had such a lovely way of chattering away to us all while she worked - when she retired in March last year we really missed her, the office was far too quiet without her! Trish was extremely organised, she always wrote a 'to do' list, ready for next day, and would often say she 'needed to be active', so would do some book shelving for exercise. (Sometimes she found some very strange things hidden amongst the shelves!).

Library users would need Trish's help to do all sorts of things, helping with literature searches, finding information, obtaining books and photocopies, plus of course all this was usually wanted 'by yesterday'. Indeed, Trish often said that sometimes she felt she had actually written people's work for them, and that some of the topics were so interesting she had "certainly learnt a lot"!!

For nearly eight years Trish had a very specific role in health libraries within the South West for the health authority. Trish was the administrator for the South West NHS Libraries Network, supporting all of the library services with communications, information management and professional development.

Amongst very many other administrative tasks, including updating web pages, bookings for South West meetings, etc, Trish was responsible for designing, editing and managing a monthly communication newsletter, entitled 'The Swimming Pool'. This is a mechanism for bringing together the library communities across nearly all of the south of England with information of activities and professional updating. Trish had significant technical skills, learning rapidly on the job, to achieve this highly valued communication channel. In her wider role for the SWIMS and SWRLIN networks, Trish was the warm smile and the hard graft that

kept the networks going, swinging into action sorting venues, arranging catering and managing bookings.

Far more than technical skills, however, Trish had a wonderful diplomatic skill, almost a sixth sense, to manage the most challenging editorial issues of getting the right balance between enabling access to news items within the newsletter that suitably inform library communities, and those fringe items that may have provided a soap-box to their over enthusiastic authors. Trish managed all of this with alacrity, with a warm smile, some very gentle humour, exuding peace and a calm that defused even the most highly charged issue.

Trish was the most amazing diplomat, a wonderful people person, and it is thanks to her significant management of the communication newsletters across the South, that the 'Swimming Pool' not only continued but has thrived, whilst other newsletters and communications would have withered away.

The NHS health authority in the South West and the wider library networks across the south of England, owe Trish their heartfelt thanks for this significant support over the years. Her diplomacy, humour and gentleness will never be forgotten. Trish really was appreciated by everyone - she will always be remembered as being very kind, helpful and always cheerful.

**Ann Vellender (with contributions from Tricia Ellis and Jenny Toller)**  
**Senior Library Assistant**  
**Great Western Hospitals NHS Foundation Trust (W01)**

## **Liz Osborne** **5<sup>th</sup> June 1966 – 1<sup>st</sup> May 2015** **Outreach and Enquiry Services Manager** **at the Bodleian Health Care Libraries**



Liz Osborne, Outreach and Enquiry Services Manager at the Bodleian Health Care Libraries, sadly passed away on the 1st of May this year after a long illness. All of us at the Bodleian Health Care Libraries were extremely sad to hear the news and I speak on behalf of all our team when I say how pleased and privileged we were to get to know her and to work with her. I am therefore very grateful to have an opportunity to write just a few words on behalf of myself and Liz's other colleagues and friends at Oxford.

Liz joined us at the end of 2013 and was easily the standout candidate and personality when we interviewed her. Almost as soon as she started talking to us I could feel my colleagues relax in their chairs as they also realised that we'd found the right person, and in the time that she spent with us she more than proved us correct.

Although Liz wasn't with us for very long she made a big impact on all of us. We have a team of over 20 people so we have a real mix of people and personalities, but Liz got on well with everybody. She was greatly liked by all of her colleagues and also got on extremely well with the healthcare staff that we serve.

Her approach to her work was always extremely professional but not in a dour or strict 'professional' way as her friendliness and enthusiasm for her role always shone through. She was always more than happy to roll her sleeves up to support her colleagues and her fresh perspective and positive outlook meant that she was a real breath of fresh air. And of course her positive attitude during her illness was clear to all of us who spoke to her. Even when she was an inpatient at the John Radcliffe she was still supporting the work of the hospital. For example, I vividly recall opening the hospital magazine one lunchtime only to see a photo of Liz in her hospital room publicising the launch of new patient information packs.

I know from conversations with her former colleagues in London how highly respected and well-liked Liz was across the London health libraries network. She worked at several NHS sites in the capital and was an active member of several professional networks - establishing many friendships that continued after she left that environment. After her appointment more than one colleague from London mentioned how lucky we were to have her at Oxford and of course they were right.

I asked some of our team if they had any thoughts or memories that they would like to share and I'd like to include just a few lines from one of them, Judith Ames. "Liz was such a warm, friendly person and I knew right from when she started at the Cairn's Library that we would get on. She was really supportive and encouraging of my career development and encouraged Jane and I, as library assistants, to attend the CILIP Health Care Libraries Conference, which I really enjoyed."

"I just remember Liz's sense of humour throughout it all. I remember us giggling at her chocolate fridge in her hospital ward...regularly topped up with supplies...and how we joked she would have to enter some fastest puzzle completing championship, after all the ones she was doing in hospital. I also remember, with all she was going through, how interested she would be to hear what was going on at work and in my life those times I spoke to her or visited."

I think that that really encapsulates how lucky we were to have Liz with us and she will be very greatly missed by us all.

**Donald M Mackay**  
**Head of Health Care Libraries**  
**The Bodleian Health Care Libraries**

I'd like the memory of me  
to be a happy one.  
I'd like to leave an afterglow  
of smiles when day is done.

**Helen Lowrie Marshall**

## EAHIL Conference 2015

I attended the very sunny Edinburgh conference thanks to a conference bursary from HLG, for a fuller report please see the next HLG newsletter.

I have to admit that the themes which I followed at the conference were around the use of interviews as part of the research project. Up until now I have always avoided the use of interviews and kept to my old favourite of surveys. I think this is due to my thinking I would not be any good at transcribing the information, but the more you do the better you would become. One session which I attended was useful in helping to prepare the questions which you are going to ask. There was a big difference in how you say a question as to how you write it. Survey questions can be quite specific and in this context you are not able to ask for more information whereas in an interview you are able to ask the person to expand or clarify a point.

One of the main issues the conference organisers wanted us to acknowledge was our being able to undertake research within our own roles. I have to admit I thought this would be easier for academic librarians, but during conversations with one, my understanding was corrected! In practice they have lost a lot of their protected 'research time' and have to manage their time in order to get their research carried out. So that is an excuse which cannot be used!

As ever at international conferences it is very interesting to network and talk to colleagues outside of your sector. Indeed, I met up and talked to the woman who was my first boss straight out of university – it is a very small world! It was very useful to hear how the same problems which I have been experiencing with marketing, promotion and literature searches are just the same for everyone else; it was also good to talk through different issues and see how others have handled situations.

I found I left the conference with so much more knowledge and confidence about research. It is important to try and follow any current research in our profession - this is key for a number of reasons:

1. It allows you to view and appraise recently published studies and see how they have carried out their research
2. You are more aware of what is happening in evidence-based librarianship and therefore improving your own knowledge
3. Once you know what research is happening in your area you may be able to partner with someone else and share the research burden

EAHIL is free to join, and you can sign up here <http://eahil.eu/>

**Nicola Healey**  
**Library Services Manager**  
**Weston Area Health Trust (WSM)**

**Did you go to the CILIP conference in Liverpool?  
Please write an article for the next Swimming Pool.**

## **EAHIL Workshop Edinburgh 10-12 June 2015**

### **Research minded: supporting, understanding, conducting research**

Though I had wanted to attend EAHIL for years, I did wonder if 2015 would disappoint; Edinburgh is not as exotic as some of the locations EAHIL chooses and worse, is notoriously cold. However, it was brilliant, enabling me to develop my knowledge of a range of subjects and providing outstanding networking opportunities. The workshop format worked well for me as it suited my learning style. Even better, the sun shone every day and it was warmer than in the South of England.

In terms of actually doing research, two of the workshops stood out for me. One was on thematic analysis and the other on phenomenographic research, both qualitative methods which I was aware of but had never actually used. Phenomenography, the study of differing ways in which people experience, understand or conceptualise phenomena, would offer an interesting way of approaching a user experience (UX) study which I would love to do if only I had the time.

Other sessions were more directly related to the services we offer or might develop for our customers. The role of the librarian in systematic reviews is a hot topic and Margaret Foster's workshop, as well as boosting my confidence that we do a lot right when it comes to searches, also provided tips on the presentation of results.

Social networking and specifically the use of ResearchGate has taken off in a way that few people anticipated, so the workshop exploring how such tools are used and the implications for librarians and researchers was helpful to identify ways in which we might want to extend our use of social media. I also attended a session on altmetrics, how librarians can support researchers in improving their impact with alternatives to traditional impact factors.

**Pauline Blagden**  
**Library Service Manager**  
**Hampshire Healthcare Library Service**

Editors note – the EAHIL workshop presentations can now be found online - <https://eahil2015.wordpress.com/workshop-presentations-for-download/>

### **TAU get a GEM (Going the Extra Mile) award**

The staff at Taunton were delighted to receive a GEM award. These awards have recently been introduced by the Trust and are given to teams or individuals who "go the extra mile".

The colleague who nominated the team said:

"This team is always helpful and eager to source books and articles, often at short notice. Nothing is too much trouble, and they go out of their way to accommodate my many requests. Whilst maintaining a professional service, they also make the library a relaxed and welcoming place to be. They deserve to be recognised for the important part they play in keeping staff up to date, and therefore able to provide research based quality care to our patients."

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



**(L-R): David Chambers, Jess Pawley and Laura Hamilton with the library team's GEM award**

## Richmond Library (NGH) 10<sup>th</sup> Anniversary

The Richmond Library at Northampton General Hospital (NGH) celebrated its 10th anniversary on 21st June 2015. It was named after Maud Richmond who bequeathed money to the hospital through the Maud Richmond Legacy. The move to the Richmond Library from our previous much smaller premises meant a larger and more comfortable working environment for both library staff and users - we no longer find users asleep at the back of the library because of the heat and lack of fresh air!

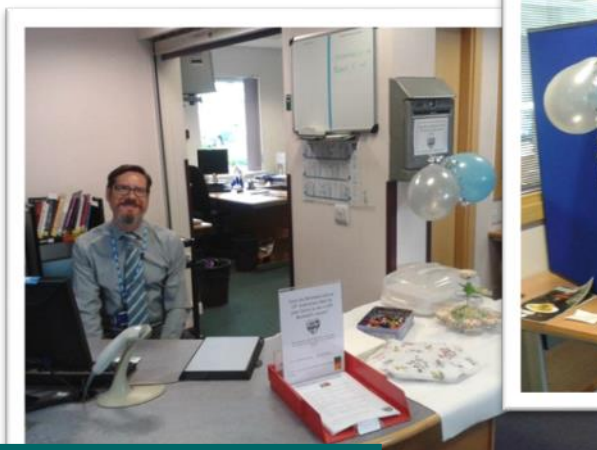
We celebrated the anniversary by hosting a library open day on Monday 22nd June. The event was promoted through posts in the Trust's staff bulletin, our library blog and Twitter feed, posters at the hospital as well as targeted emails to library users. We decorated the library with balloons and bunting, a couple of members of staff baked cakes and we also offered sweets and free drinks all day. Our library display stand was manned throughout the day and we had plenty of freebies from suppliers (predictably, pens and post-it notes were the most popular!)

We also ran a library quiz with prizes provided by our book supplier, Blackwell's. First prize was a £20 book token and second prize was a copy of the Oxford handbook of clinical medicine. The quiz was multiple choice and included a couple of general fun questions about libraries and the resources we provide. We also had a few library-related stats questions (for example, we have had over 200,000 visitors to the library since it opened, we've issued over 83,000 books and the 7 members of Richmond Library staff have 153 years of library experience between them). The answers have been published on our library blog to further promote the library after the event.

The celebrations didn't attract many potential new library users but there was a steady flow of people during the day. We found that the event did help promote some of our services to existing users who were unaware of some of our resources – for example, we had enquiries about Medical Masterclass, UpToDate and ClinicalKey – so it was definitely worthwhile.

The open day was fairly quick to organise and was a good promotional activity and a fun way to celebrate our 10 years. Our users definitely appreciated the freebies and cakes too!

**Jane Proctor**  
**Librarian**  
**Northamptonshire Healthcare NHS Foundation Trust (NGH)**



Fred O'Dell, Library Assistant, at the library counter



Jane Hawker, Library Assistant, talking with a library customer

## Network news

### NBT Leavers and starters

#### Bev leaving...

Bev Murray has retired from the Library Service after more than 18 years at NBT firstly running the Patients Library at Southmead, then as an Assistant Librarian, and finally as the Electronic Resource and Training Manager covering both sites until our move last year.

Bev will be much missed by her colleagues and library users and we wish her all the best in her retirement.



#### Paula starting...

Paula Younger has joined us in the role of Deputy Library Manager. She will cover the work Bev was responsible for as well as the day-to-day running of the Library Service at Southmead.

Paula has experience in the South West having worked for NHS libraries in Exeter and Weston-super-Mare and joins us after two years in Belfast working at Queen's University.

We would like to say a warm welcome to Paula.

**Jane Villa**  
Library and Knowledge Services Manager  
North Bristol NHS Trust (SMD)



### Staff news from W14



At the end of May we said farewell but not goodbye to Aoife O'Rourke, who has gone on maternity leave, and at the beginning of June we welcomed Emily Maycock!

Emily (pictured left) is working with us while Aoife is away. She is very pleased to be with us and is hoping to make librarianship her career.

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



## New librarians at BRI

“We’d like to welcome two bright and shiny new librarians to UHBristol. Here they are saying hello:

“Hello, I’m Jo Hooper; some of you may already know me as I have worked as Library Assistant in the BRI for almost 17 years. I have just completed the MSc in Library and Information Management at UWE and am now in my first professional post as Librarian. My main interests are the use of grey literature in evidence-based medicine, the development of Open Access resources and I am following the Alltrials project with great interest. I’m really looking forward to settling in to my new role which includes a lot of outreach work in various departments so I’ll finally get out from behind the reception desk and see a lot more of the hospital.”

“Hello, I’m Katie. I joined the UH Bristol Library team in June 2015, after a change of Library sector and a relocation from London. Prior to this, I completed my MA in Library and Information Studies at UCL (2013-14) and worked as a school librarian at a small (but busy!) secondary school. I am particularly looking forward to helping further develop UH Bristol Library’s information skills training programmes and its outreach opportunities.”

We look forward to Jo and Katie continuing to develop our outreach service and shouting loudly into the dark and intriguing depths of UHBristol.”

**Tom Osborne**  
**Library Manager**  
**University Hospitals Bristol NHS Foundation Trust (BRI)**

## Journal club update: lovely lemon drizzle and some interesting CPD

Thank you to all who managed to make their way to Poole for the journal club meeting at the end of April.

We had an interesting discussion about the two selected papers which broadened into a wider discussion about how we are currently delivering and evaluating our training; how we manage alerts from HDAS and an exploration of the book covers included on the SWIMS catalogue.

We have decided to develop a blog to share our discussions beyond the face-to-face meetings and store our reviews of the papers we appraise. We welcome anyone interested to follow, add to the chatter and enjoy virtual cake: <https://jnclublibs.wordpress.com/>

Our next face-to-face will be held in Yeovil on the 12th October 2015. To practise our critical appraisal skills we have decided to focus on one clinical paper in addition to some research about librarianship.

**Alison Day**  
**Lead Librarian**  
**NHS East Dorset Library & Knowledge Service D01/D02**

## Current awareness

### **Library Current Awareness – highlights from recent information journals**

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.

### **Library and Information Research Vol.38 (119)**

Assessing the impact of evidence summaries in library and information practice

### **Library & Information Science Research Vol. 37 (2)**

Visual traffic sweeps (VTS): A research method of mapping user activities in the library space

The characteristics and motivations of library open source software developers: An empirical study

Libraries as transitory workspaces and spatial incubators

An exploration of the library and information science professional skills and personal competencies: An Israeli perspective

### **Library Hi Tech Vol. 33 (2)**

Digital disaster management in libraries in India

Factors affecting undergraduates' selection of online library resources in academic tasks: Usefulness, ease-of-use, resource quality, and individual differences

### **Library Management Vol. 36 (6/7)**

Succession Planning Process that Includes Visible Minority Librarians

Quantifying Patron Time-Use of a Public Library

Investigations about new methods of library marketing in Chinese "985" Project Universities

### **Ariadne Issue 73**

Developing Adaptable, Efficient Mobile Library Services: Librarians as Enablers

The value of open access publishing to health and Social Care Professionals in Ireland

SUNCAT: Ten years and beyond

### **Computers in Libraries Vol. 35 (4)**

Revitalizing Library Services with Usability Data: testing 1, 2, 3

The Systems Librarian. Going Mobile: How I made my own site responsive

### **The Electronic Library Vol. 33 (4)**

Wikipedia at university: what faculty think and do about it

The impact of Twitter on libraries: a critical review of the literature

### **Evidence Based Library and Information Practice Vol.10 (2)**

A mixed methods approach to assessing roaming reference services

Google Scholar could be used as a stand-alone resource for systematic reviews

Formal Mentoring Programs Can Provide Organizational and Professional Benefits, but are Few and Far Between in Canadian Academic Libraries

### **From CILIP**

Top 6 library and information stories from June 2015 <http://www.cilip.org.uk/cilip/blog/top-6-library-information-stories-june-2015>

### **HLG Nursing Bulletin**

Accessing CPD via a MOOC aka Library Advocacy Unshushed by Sam Burgess

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