The Swimming Pool

The Editorial Team

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Inside this issue

FOLIO Scanning and Synthesis course

I was lucky enough to be allocated a place on the FOLIO Scanning and Synthesis course that ran from October to December last year. Initially I felt very daunted by the task before me and was worried I wouldn't be able to complete all that was required for the course. The course was run on CourseSites by Blackboard, which I found quite easy and intuitive to use. The course comprised five elements: compiling, analysis, evaluating, interpreting and presenting.

There was a great deal of reading attached to the course, some of which was more helpful than others! The reading materials included brief guides to understanding statistics, critical appraisal and how to write a good summary. There were articles and reports for us to practice with, and we were encouraged to keep a reflective journal as we went along. We were assigned two buddies to work with. I found this very helpful for parts of the course where I felt I was floundering. It was very useful to have a couple of people with whom to touch base!

For our portfolio work, we were given the full version of a research paper and a 500 word summary of the same paper. Our task was to produce a summary of 250 words, then 50-100 words and finally, 20-30 words. Interestingly, I found it easier to produce the 20-30 word summary than the 250 because it seemed to concentrate the mind!

Having boiled our summary down to 20-30 words, we then had to devise an informative title for our summary. It was an interesting approach to come up with a title after we had written the summary. How many of us in the past have struggled to think of a title for a piece of work before we've even written it? Just because it's the first thing the reader sees, it doesn't have to be the first thing we write!

Lastly, we had to write a reflective piece of not less than 1000 words on our experience of participating in the course.

So, do I now feel ready to offer a scanning and synthesis service? Well, I still feel pretty daunted. It seems to me to be a huge undertaking for just one person. I was left feeling this kind of service might be better undertaken by a small team of Librarians/Information scientists. However, the good thing is that the course materials will stay on CourseSites and be available to those of us who took part, in perpetuity, so I can always refer back. The other big advantage of the course is that I now have several useful contacts up and down the country, who are also looking to provide a scanning and synthesis service, and with whom I can get in touch.

Mary Smith
Clinical Support Librarian
Exeter Health Library (EXE)

In the next edition of Swimming Pool...

….keep up to date with what's been going on in your local libraries.

….read all about Library Advocacy Unshushed, a Massive Open Online Course (MOOC) run by the University of Toronto via the edX platform.

….find out who's started a new job and who's off for pastures new.

Guidelines for handling enquiries from patients and the public

Together
Everyone
Achieves
More

Collaborative working with colleagues across the Thames Valley and Wessex region has enabled the updating of the document Guidelines for Handling Enquiries from Patients and the Public.

"Most library knowledge services in the Thames Valley and Wessex areas are accessible to the public, patients and carers; even if provision of services to these groups is not part of their core remit. This document provides guidance about handling enquiries from patients and members of the public, which may from time to time be received in NHS Library Knowledge Services."
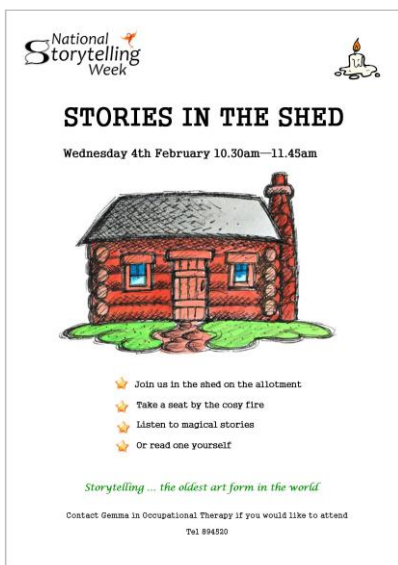
The document offers guidance on determining boundaries when handling requests from the public or patients; it has a suggested disclaimer; outlines how a request might be handled and suggests useful resources which might be used when dealing with these types of enquiries. The document is available in PDF at http://wessex.hee.nhs.uk/files/2014/10/Guidelines_handlingP_enquiries2014.pdf

Thanks to all those on the group for their input; it was great to work with others from across the region. As Chair of the group, I'd be happy to co-ordinate any feedback and this would be considered for incorporation into any future revisions of this guideline. Email any feedback to jayne.plant@mkhospital.nhs.uk

Jayne Plant
Library and e-Learning Services Manager,
Milton Keynes Hospital NHS Foundation Trust (MKH)

National Storytelling Week

STORIES IN THE SHED

Wednesday 4th February 10.30am—11.45am

⭐ Join us in the shed on the allotment
⭐ Take a seat by the cosy fire
⭐ Listen to magical stories
⭐ Or read one yourself

Storytelling … the oldest art form in the world

Contact Gemma in Occupational Therapy if you would like to attend
Tel 894520

Stories in the shed

The first week in February was National Storytelling Week. It exists to promote the tradition of storytelling in all kinds of venues. Our Trust is lucky enough to have an allotment with a shed, so we decided to hold an event in there.

The storytelling event was organised for patients, and was a joint effort between library and occupational therapy staff. The shed on the allotment is a five minute walk from the hospital, so we walked across there with the patients. We lit the woodburner, made hot chocolate, and sat around the fire, reading and telling stories and poems in a lovely cosy atmosphere.

Some patients brought their own material to read. It is such a pleasure to listen to others reading aloud. There was a very friendly doggy in attendance who made it all a lot of fun. "The Shed" is an important concept in mental health here at the 2gether Foundation Trust, aiming to promote friendship and a sense of belonging through shared activities, usually for men. We hope to arrange further literacy and reading based activities in The Shed.

Jackie Webb
Librarian
2gether NHS Foundation Trust for Gloucestershire (WOT)

Twitter training for the terrified

In November 2014 we started providing workshops on using Twitter for professional development for staff in our Trust. The initial workshops proved popular, so we rolled out regular monthly sessions, several of which were fully-booked. Although many libraries are on social media (including us), running training on how to use it is not a traditional library offering, so we were excited to see the bookings come in thick and fast.

The training covers the basic features of Twitter, setting up a profile, and how to 'tweet well'. The people attending are predominantly a mix of those who haven't used Twitter before, and those who have a Twitter account but haven't used it much. The workshops are an opportunity to find out about Twitter and how it works. Many people come with the express purpose to keep up with new technologies and their younger service users.

After the first session, I realised I had underestimated how scared some people are of social media. The public nature of Twitter was an additional challenge. Some of the key talking points have been levels of privacy on Twitter, how to respond to inappropriate or offensive messages, and more positively how it can be used to communicate with mobile workers.

Our Twitter training is great PR for the Library service; it isn't 'traditional' library training, which both shows the diversity our service offers and is reaching people who may not normally use the library. The speed at which the training has taken off came as a surprise, but a welcome one. It has also meant working with teams across the organisation, which is an opportunity we are always keen to get involved with. For example, our School Nurses are launching a Facebook page, which has prompted many of the nurses to brush up their social media skills; I have hosted two workshops specifically for this group as a result.

The sessions have been well-received – the following feedback says it all:

"Although I did have a Twitter account I never quite understood it. Now I am a convert. […] Considering many of our clients will be familiar with this technology (I work in Children & Families) I felt I need to understand and be able to keep up with all technology advances. I am incredibly impressed that the Librarians in BHFT are able to deliver this training in such a professional and user friendly way that I can now be a confident Twitter user and start thinking about what that could mean for service development."

We are on Twitter and Facebook – you can follow us at www.twitter.com/LibraryBHFT and www.facebook.com/pph.healthcare.library

Ruth Jenkins
Librarian
Berkshire Healthcare NHS Foundation Trust (PPH)

We want to hear what you've been up to. Write for the Swimming Pool.

Your Newsletter Needs You!

The Gold and the Green - Open Access Study Day
Winchester Discovery Centre 23rd February 2015

Free access to research papers: has to be a good thing, right?   Yes; but are we going to know where to look?

The presentations on the day:

Open Access - the view from 2015 (Journals, not other resources)
David Ball, Information Consultant
A substantial presentation making sure we understood all the key points of the status quo. Background to the Open Access movement, including drivers and blockers, a useful definition of terms, and also covering costs, implications, and the forecasts for the future of Open Access.

The Finch HE-NHS pilot - extending access to research publications   Richard Osborn
Background to the extended access project, participants, and early results. If you have examples of use of the additional Finch pilot e-resources, Richard would like to hear from you.

Faster, cheaper ... better? Bennet Jones, University Hospitals Bristol
Bennet reported on his research project, which revealed high levels of uncertainty among health librarians about the significance of Open Access for quality and about current levels of usage. It would seem that more training and more research data needed.

Swap shop (Open Access Oxford project) Owen Coxall, Bodleian Health Care Libraries
Owen is part of a support group (with IT and Research Services) to support Oxford researchers who need help to understand Open Access publishing. Their web pages contain useful information, especially the FAQs. http://openaccess.ox.ac.uk/home-2/faq/

My take-home messages:

Open Access is affecting us all. In recent years there has been growing support for the principle that research which has been funded by public bodies (charity or the taxpayer) should be available to those who paid for it, not locked up behind a pay wall. Unsurprisingly, this has resulted in a lot of jiggling for position by journal publishers and funding bodies.

At the moment we are in transition between models of provision.

Toll: The old system. Authors pay a small charge, but most payment is by readers or libraries via subscriptions, pay-per-download and pay-per-view, with strict licensing agreements about who can see, publicise, or copy material.

Gold: The open access system preferred by publishers. Authors pay an 'article processing charge' up front to the journal. This, apparently, can be up to £2500 per article. The articles appear in the usual format, full text access is immediately available without charge, and there will be a reduction in licensing and permission restrictions. We've all seen hybrid journal contents pages where some of the articles are behind a pay wall, while others have the open access symbol attached to them (not always the one you actually want, of course).

Green: The open access route preferred by many researchers/funders. Institutions (often universities) create repositories in which their researchers deposit copies of their published articles. This takes place after peer review, but before the formatting and editing done by the journal staff. The journal publisher usually requires an embargo of up to a year before the full text is made publicly available. It is much cheaper for the institution/author - a few pounds per article.

Repositories can include research articles, plus data sets, theses, and other material. Universities may have their own repository, as would certain disciplines or funding bodies. At present there is no NHS repository for NHS-funded work, but apparently investigations are in progress and we may be searching such a thing one day. An article could appear in more than one repository, as well as a published version in a traditional, hybrid or open access journal.   Repositories are certainly not on my list of first-places-to-look at the moment. There are directories of repositories, and of journals which include open access published material. I haven't investigated these yet. I'll have to find out ... the good news is that there may be some online (open access!) training available later this year.

Quality was a pervading theme of the day. Peer review will continue to take place, though as we all know this is no guarantee of information reliability. Open access may encourage vanity publishing - but the new models may also facilitate post-publication comment and criticism from the wider academic community, which may prove a more reliable index of quality than traditional peer review.

I came home with a better understanding of major issues governing the status quo, and plenty of CPD activities to undertake in the near future.

Rebecca Mitchelmore
Clinical Outreach Librarian
Isle of Wight NHS Trust (I01)

Standards for Interlibrary Loan Document Supply

The Interlibrary loan group meets regularly via WebEx and is currently chaired by Jenny Toller with members from around the two regions. This group has recently revised the policy covering Standards for Inter-Library Loan Document Supply, which can be found at
http://www.swimsnetwork.nhs.uk/membership/policies/

Staff may find the information under The Copyright Act and Library privilege, section 2.4: J – K helpful. Other minor amendments were made so please familiarise yourself with the document and the responsibilities each library has.

Please send any queries or suggestions for amendments to a member of the group (http://www.swimsnetwork.nhs.uk/groups/ilds-group/) and they will be happy to raise those at the next ILDS meeting. In addition you may also like to send any comments regarding the pilot to extend collaboration with other ILL networks, namely SENDS, EDEN and LENDS, or regarding the self-renewals pilot on SWIMS.

Jayne Plant
Library and e-Learning Services Manager,
Milton Keynes Hospital NHS Foundation Trust (MKH)

Forum for Interlending study day at Boston Spa
28th November 2014

In my capacity as inter library loans assistant at RCH I made the long trek from Penzance to York last November to see what goes on in the heart of the mysterious British Library site of Boston Spa.

The morning was taken up by a tour of the site which appears, to someone not very conversant with northern geography, to be in the middle of nowhere and to have the slight air of a military installation.

The actual operation of the interlending service is very impressive. The warehouse where the bookstock is housed is massive, with machines reminiscent of the worker-eating ones in Metropolis. The machines themselves retrieve the requested boxes and deliver them to the staff down below for packing. The BL receive thousands of requests a day from all around the world, and the operation is run with less than 10 staff.

The tour of the scanning department left me very optimistic about the BL's work to make their collection digitally available. I was particularly interested in their programme to scan and make available academic theses from UK universities, known as ETHOS. When I visited 130,000 theses were already available, with a further 500 being digitised every month. Many are available free to download through the BL website, and others can be provided on demand.

The first presentation of the afternoon was given by Claudia Howard, support officer of the North Wales Libraries Partnership. She talked about the benefits of library consortia in Wales, specifically LINC y Gogledd (Libraries in Cooperation) in North Wales.

There are 90 libraries in this consortium, which is multi-sector, including public libraries, further/higher education and private specialist libraries. This is of great value to the users of these libraries as they can then borrow stock from any other libraries in the consortium, through ILL; for example, public library users are able to access the resources of academic libraries with a LINC referral form.

As well as widening access to resources, the consortium has also been very effective in reducing costs: the cost per ILL was 68p including staff time. It was estimated that the total cost savings in 2014 was c £250,000, from the sharing of resources, less material sourced from outside Wales, postage (LINC has a van service), and saving on the cost of BL requests, which were reduced to only 8% of the total. Savings from BL requests alone was c £70,000 in 2012/13.

This seemed to me an excellent argument for cooperation between libraries, and consortia (such as SWIMS!), particularly for inter library loans and the sharing of resources between sectors. A survey among LINC users found an over 90% satisfaction rate, which speaks for itself.

The second presentation was by Chris Morrison of Kent University on the new copyright legislation. This was one of the clearest accounts I have seen of the minefield of copyright law, and specifically how the new rules compared with the old. Perhaps the most important aspect of the new legislation is the 'no override by contract' clause, which means that publishers can no longer make exceptions to CLA license entitlements – if a work is covered

by CLA license (for example under fair dealing or library privilege), we can make copies for users. This has proved very useful in our day to day ILLs as it has increased the number of journals we can scan!

Finally, Kate Ebdon from BL customer services spoke about developments in document supply. There is fast progress in this area including the provision of instant downloads of articles which, it is not an exaggeration to say, has transformed the delivery of ILLs to users. The days of waiting up to two weeks for papers is now largely a thing of the past. Kate said that one of their biggest growth areas is provision of 3rd party content from publisher's websites, which will further increase user's access to resources.

This was a very useful and illuminating day: the excellent Powerpoint presentations of the talks can be found at
http://www.forumforinterlending.org.uk/fil-boston-spa-2014-presentations

Deborah Mogg
Library Assistant
Royal Cornwall Hospitals NHS Trust (RCH)

Network News

Staff news from W11 Salisbury

After a brief sojourn with us, Gareth Hall who replaced Liam whilst he is seconded to IT, will be leaving us on March 6th. He has had a better offer from our A&E department where he will be taking on a new role managing patient discharge. Gareth has been a tower of strength in the library, stepping neatly into Liam's capable shoes and fulfilling his duties admirably. He will be much missed. We are hoping for a replacement very soon – watch this space!

Jenny Lang
Library Manager
Salisbury NHS Foundation trust (W11)

New Library Manager at BRI

"It's my pleasure to introduce myself as the new Library Manager for University Hospitals Bristol (BRI).

I'm relatively new to Health Libraries and I'm going to need all the kindness, patience, and generosity you've offered my predecessor in the past.

I've a history of working in both public and academic libraries, and most recently at the University of Bristol where I was involved in the sort of modernisation projects we'll be investigating here at the BRI.

I'm looking forward to meeting with as many of you as possible, and in my quest to garner as much knowledge as possible I hope to visit or meet with most of you at some point in the near future."

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

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