AWHILES Annual Report

All Wales Health Information & Library Extension Services
Contents

1. Introduction p.1
2. Continuous improvement p.1
3. External factors p.3
4. Developing the AWHILES workforce p.4
5. Library people: starters / leavers / qualifications p.8
6. Publications p.9
7. Summary p.9
8. AWHILES Officers 2015 – 2016 p.11
9. AWHILES NHS Wales Deanery funded libraries p.12

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Meg Gorman, Wales Deanery Library Advisor, Cardiff University

2.12.2016

1. Introduction

Yet again AWHILES has had a successful year meeting the objectives in our strategy and starting new projects. The work we’ve all been undertaking as part of our move from Voyager, our old library management software package, as well as the training for Alma, our new LMS, has given us insights into some of our procedures and allowed us to tidy up our data and create new and better ways of working.

Never keen on reinventing the wheel and always pleased to share good practice, we established a Four Nations Group at which representatives from AWHILES meet with representatives from the library services of NHS England, NHS Northern Ireland, and NHS Scotland. This gives us the opportunity to share ideas and solutions as well as building relationships with colleagues in similar roles.

Within AWHILES our officers and sub-group committees continue to do sterling work in helping us to achieve our goals. We really couldn’t achieve all we do without their hard work on our behalf.

2. Continuous improvement

Achievements in year:

- Preparation and training for the migration to Alma, the new cloud based Library Management System in August 2016. This involved ensuring that all library staff PCs had the most current browser.
- The Balanced Scorecard has been completed for use across AWHILES and will be trialled in the financial year 2016-2017.
- The AWHILES Interlibrary Loans and Document Supply policy has been updated to include the exceptions to the Copyright Act.
- Completion of the 2015/2016 statistics exercise. The results emphasise the importance of statistics in proving our value and demonstrating the work that AWHILES undertakes.
- A Twitter account for AWHILES, @WelshHealthLibs, was launched in February 2016 which has led to the establishment of a ‘Social Media Group’ and the development of an AWHILES Social Media Policy including use of Twitter.
- Eduroam is now working in three of the NHS Wales University Health Boards with free patient/staff Wi-Fi in all Health Boards.
- The AWHILES Strategy and action plan has been updated for 2015-17.
- A new user registration form was agreed for use across AWHILES.
The Customer Care Policy and Journal Retention Policy were reviewed and agreed and the AWHILES Partnership terms of reference updated.

Our first specialty reading list was produced covering obstetrics and gynaecology.

Publication of two librarianship related articles in professional journals and a chapter in the 2016 book edited by Jeremy Atkinson “Quality and the academic library: reviewing, assessing and enhancing service provision”.

Feedback from our users:

Feedback from the Cardiff and Swansea University undergraduate medical students’ end of placement surveys in which they evaluate all aspects of their clinical placements indicates that our libraries are providing a good service. The library services scored highly in the two library questions for 2014 -15.

- The library was accessible 98% yes, 2% no.
- The library met my learning needs 96% yes, 4% no.

The results in the General Medical Council (GMC) annual trainee survey for 2015 against the indicator 'Access to educational resources' in which questions about the library access, library resources, internet access, space plus access to access to group teaching rooms and simulation facilities are posed, also reflect the experience of the undergraduates.

The mean score for the Wales Deanery for 2015 for this indicator was 72.23 which put Wales ahead of England (69.17), Scotland (68.67) and Northern Ireland (68.45). In a comparison with the other Deaneries, Wales were third to the Pharmaceutical Medicine Virtual Deanery (77.10) and the Defence Postgraduate Deanery (72.52).

When the 2015 AWHILES user survey results were analysed our users rated their overall satisfaction with library services highly:

<table>
<thead>
<tr>
<th>Satisfied</th>
<th>Not satisfied</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall satisfaction with library services from 1,165 responses</td>
<td>99.2%</td>
<td>0.4%</td>
</tr>
</tbody>
</table>

With comments such as:

“Keep up the good work, we are very lucky to have such a valuable resource within our organisation.”

“Excellent local service enables a more personal approach to assist learning (literature searches, databases) access to journals and books to aid study and evidence based research to improve own knowledge and skills and those of others, improving quality of patient care and services provided.”
“It is a wonderful service. The staff are so helpful, friendly, welcoming and great problem solvers. They provide exactly what is required in a timely manner, helping out with urgent requests very promptly. I am now an international expert in my field. It would not have been possible without the help of the library….so a HUGE THANK YOU to them.”

“Having this resource at my work place has made doing an MSc manageable. It would be very difficult if I had to rely on uni libraries.”

“I feel they do over and above what they should do and would value extra resources.”

“We are very fortunate to have such a great library and it is all due to the staff who run it. I didn’t feel it would be much use because it is on another site. However how wrong I was. The staff are so fantastic at what they do that you can’t help but use the library in some way.”

“Important part of the institution in many ways and should continue its good work, but also to have more access to journals important for clinical staff to keep abreast of latest developments.”

3. External factors

External factors which have had an impact on AWHILES this year:

- Preparation and training for the migration to Alma. This involved ensuring that all library staff PCs had the most current browser, training library staff and carrying out a data tidying exercise.

- Development of new commercial products such as Clinical Key which enable us to provide better access for our users to e-journals and e-books allowing cross searching of resources, mobile access, and detailed usage statistics.

- The shock withdrawal of funding from the Library at Velindre by its largest funder, Cancer Research Wales, is a vivid example of how precarious the position of our library services can be. The library service would have been lost had it not been for Velindre NHS Trust finding another source of income. A business case had to be made to Velindre NHS Trust which was strengthened by statistical and quality data gathered as part of various AWHILES exercises.

- The Cardiff University Remote Desktop Service has replaced the All Wales Citrix Service (Citrix/WYSE terminals). The replacement service allows undergraduates on placement in NHS locations throughout Wales to access a range of Cardiff University commonly used applications and the network storage (H drive). Unlike the previous service, users connect using a NHS Library Workstation/PC which has been set up with a shortcut to the remote
desktop service. This launches a standard Windows desktop, which is connected to the Cardiff network. The backend system (hardware and software) are upgraded and have allowed Cardiff University to provide an end user experience more comparable to using an imaged workstation on a Cardiff University owned site. Logon times have improved in the region of 30 to 45 seconds at most sites, with the average logon time being just under a minute. Previously it was around 1min 30 to two minutes, sometimes longer. So no more WYSE terminals!

- In 2015 the Welsh Government published the Evans Report, a review of the Health Professional Education Investment (HPEI) in Wales. This recommended a single body be established for Wales to oversee strategic workforce planning, workforce design and education commissioning for NHS Wales. Professor Robin Williams CBE, FRS has been asked to consider the scope and potential models for this organisation and is due to report by the end of 2016 which we await with interest given that any changes to the Wales Deanery has potential consequences for our library services particularly with regards to funding.

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### 4. Developing the AWHILES workforce

We kept busy with many meetings and events during the year:

<table>
<thead>
<tr>
<th>Date</th>
<th>Venue</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>29.09.15</td>
<td>Bronglais, Royal Gwent, Cefn Coed, Glan Clwyd (Videoconference (VC))</td>
<td>AWHILES business meeting</td>
</tr>
<tr>
<td>03.12.15</td>
<td>Bangor, Hafan Derwen, Royal Gwent (VC)</td>
<td>Statistics collection workshop</td>
</tr>
<tr>
<td>09.12.15</td>
<td>Cardiff, Hafan Derwen, Bangor (VC)</td>
<td>AWHILES business meeting</td>
</tr>
<tr>
<td>11.12.2015</td>
<td>Cardiff</td>
<td>AWHILES training day: Google and beyond with Karen Blakeman</td>
</tr>
<tr>
<td>24.2.2016</td>
<td>Cefn Coed</td>
<td>Joint AWHILES/SWAMP training event: Secrets of a Presentation Addict with Karen Cooke</td>
</tr>
<tr>
<td>03.03.16</td>
<td>Ysbyty Ystrad Fawr, Glangwili, Wrexham (VC)</td>
<td>AWHILES business meeting</td>
</tr>
<tr>
<td>27.04.16</td>
<td>British Library Document Supply Centre, Boston Spa, West Yorkshire</td>
<td>North Wales Library Support Staff training day</td>
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</table>
### Library Support Staff Study days in the north and south

On April 27th the BCUHB Library Support Staff visited the British Library Document Supply Centre (BLDSC) in Boston Spa, near Wetherby in West Yorkshire. The Manager of the Customer Service Liaison and Key Account Support Team gave a talk on the history of the British Library from its roots at the British Museum to the development of the site at Boston Spa. The group enjoyed being shown around the various departments and finding out about the work they do. For example, special robots are used which know when an item is of low use and return the container it is stored in to the back of the building. It may be some time before AWHILES libraries have robots to do their work, but then they are all smaller than the vast BL!

The Library Support Staff study day for those based in mid and south Wales was held at Morriston hospital on May 26th. Meg Gorman started the day with news of ALMA including important dates such as the launch date and the dates of the training which will be taking place. The theme of the study day was learning to understand each other. Attendees were asked to describe themselves and their preferences using the Myers Briggs Type Indicator. The study day was led by Eve Jeffery (education manager at Morriston Hospital) who had asked the attendees to complete the personality test prior to the day. On the day itself Eve talked through the various personality types and attendees then assessed themselves again. At the end of the day everyone compared their original results with those on the day and results were interesting! The aim of the day was for people to recognise the impact they have on others, and for discussion to be generated around behaviour and interactions and how this impacts on communication and working relationships.

![Study day at Morriston](image1)

![BCUHB visit to the BLDSC](image2)
AWHILES Conference 2016

The AWHILES Annual Conference took place in Llandrindod Wells on June 30th and July 1st.

The conference was opened by Janet Peters, Director of Cardiff University Libraries and University Librarian. The title of the conference was “The Future Beckons, Let’s Build on Our Success”. On the first day librarians from each Health Board gave a 15 minute “LQAFette” presentation regarding a particular area of their work that supports the LQAF criteria. These were of great interest and provided an opportunity for sharing new ideas and gaining insights into good practice. The BCUHB offering was their induction video which was voted best presentation of the day. This was an excellent piece of work, but all the presentations had their merits.

A particularly large number of sponsors attended this year’s conference which is testament to the continuing success of the annual event. The speed dating sessions, at which sponsors give mini presentations to all delegates, were enjoyed by all and resulted in knowledge gained for librarians and business for sponsors.

The second day of the conference was opened by Karen Latimer of Queen’s University Belfast who provided a fascinating insight into the development of library buildings and spaces during the 21st century. Dr Anton Saayman, Associate Dean for Postgraduate Educational Support, provided a Deanery update speaking about GMC standards for medical educators and the role AWHILES Libraries will have in supporting them. He also spoke about the importance of social media and in particular the SMACC Conference (http://www.smacc.net.au/), which utilises social media to create an engaging experience and generate important conversations surrounding critical care.

To close the conference Meg Gorman spoke about the statistics that have been collected by AWHILES and which she has analysed. The upcoming report based on this presentation demonstrates the positive impact we have on our organisations and the hard work that we do.

Time keeping!

Karen Latimer, guest speaker
We attended other conferences and events:

- Wales Deanery Local Faculty Team Conference, Cardiff, 6.7.2015.
- Internet Librarian 2015 Conference, London.
- Visit to the National Assembly for Wales Library and Research Service and the Senedd organised by MALD, 16.10.2015.
- Social Media – A Flagship Event (SWAMP), Phil Bradley, Carmarthen, 3.11.2015.
- Cochrane Colloquium, Vienna 2015, “Filtering the information overload for better decisions”.
- John Spalding Library staff visit to the British Medical Association, 4.2.2016.

We actively promoted AWHILES at the following events:

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<thead>
<tr>
<th>Date</th>
<th>Venue</th>
<th>Type</th>
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<tbody>
<tr>
<td>2.11.2015</td>
<td>Swansea</td>
<td>Wales Deanery Trainer and Educator Development Days</td>
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<tr>
<td>9.11.2015</td>
<td>Cardiff</td>
<td></td>
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<tr>
<td>24.11.2015</td>
<td>Wrexham</td>
<td></td>
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<tr>
<td>16.11.2015</td>
<td>Llanelli</td>
<td>Wales Deanery Staff and Associate Specialists (SAS)</td>
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<tr>
<td>4.5.2016</td>
<td>St Asaph</td>
<td>Conference</td>
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<tr>
<td>3.3.2016</td>
<td>Cardiff</td>
<td>Wales Deanery Quality Events</td>
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<tr>
<td>21.3.2016</td>
<td>Swansea</td>
<td></td>
</tr>
<tr>
<td>23.3.2016</td>
<td>Rhyl</td>
<td></td>
</tr>
<tr>
<td>13.4.2016</td>
<td>Morriston Education Centre</td>
<td>All Wales Curriculum Conference – Cardiff and Swansea Schools of Medicine</td>
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And Bernadette Coles and Jane Parry gave a presentation at the CILIP CYMRU Conference, Swansea, 27.5.2016, “Traditionally digital: catering for all tastes - Developing and promoting library services across the NHS in Wales.” Bernadette highlighted her weekly current awareness service using Twitter, and Jane, her ‘Little Books’ series of information sources.
5. Library people: starters / leavers / qualifications

Abertawe BroMorgannwg University Health Board

- Rob Lynch, Library Assistant, at Princess of Wales Hospital retired in March, and Andrea Gall, Library Clerk at Princess of Wales was promoted to his post.
- Angela Wareham was appointed to the library team at Morriston Hospital as a Library Assistant.
- Sarah George, Phil Rawle, Andrea Gall and Rob Lynch, Princess of Wales Library, received a Cardiff University student nominated certificate of appreciation for support of the year 3 medicine projects.
- Duncan Olivier, Assistant Librarian, at Singleton Hospital Library, left to take up a post at Swansea University. He was replaced by Rhys Whelan.
- Rhys Whelan joined the team as Assistant Librarian at Singleton Hospital Library and gained his CILIP Chartership in July.
- Barbara Hughes, Library Assistant at Neath Port Talbot Hospital retired.

Betsi Cadwaladr University Health Board

- Sue Mahony, Clinical Librarian at Glan Clwyd Hospital left to take up a research post at Bangor University.
- Nia Jenkins successfully completed the ILM level 2 certificate in Leadership and Management.

Cardiff University health libraries

- Olwen Kemp retired from the Dental Library in October.
- Clare Eveleigh and Lizzie Clapham left the Health Library to embark on new careers, and Sam Matthews, Susan Pope and Ed Wilkinson joined the team.
- Angela Bowyer, the Nursing, Midwifery and Allied Health Subject Librarian at the Health Library retired in January and was replaced by Jonathan Jones.
- Teresa Mitchell, Senior Library Assistant at Archie Cochrane Library retired at the end of April and was replaced by Sandra Chapman.

Cwm Taf University Health Board

- Felicity Armstrong, Prince Charles Hospital Library, achieved Chartered Membership of CILIP, mentored by Sally Earney from Cardiff University.
- Rhys Whelan, Senior Library Technician, Prince Charles Hospital Library, gained a Masters in Library and Information Services.
• Emma Sheppard was promoted to the post of Senior Library Technician, Prince Charles Hospital, when Rhys Whelan left for the role of Assistant Librarian at Singleton Hospital Library.

• Lynne Murdoch, Library Assistant, Royal Glamorgan Hospital Library, passed her NVQ level 2 Certificate in Customer Service.

• Sorrell Williams, Royal Glamorgan Hospital Library, completed a course on PDA application of ICT in libraries.

6. Publications


7. Summary

In summary, we have shown ourselves to be professional and hardworking team players. One of our biggest strengths is the support we all give each other, helping us all to maintain our success as a service.

The future as always seems to be full of changes and challenges but I’m sure that working together AWHILES will continue to adapt and improve and continue to provide the excellent service our users have come to expect.

The AWHILES strategy identifies some key themes and objectives for continuing improvement and development and by July 2017 we hope to progressed with work on the following – in addition to our business as usual services:

- Working together across AWHILES to further implement Alma.
- Investigating the possibility of an “AWHILES Library Day” to promote our libraries.
- Develop plans for the next user survey.
- Continuing to work on the AWHILES list of policies and agreements e.g. standardising literature search protocols across AWHILES to ensure quality and improve record keeping.
Investigate how journal usage statistics can be better collected to inform robust decisions.

Investigate the potential to jointly negotiate with publishers to achieve better deals.

Development of the speciality reading lists.

Completion of e-learning modules in Learning@Wales

Trialling and reviewing the Balanced Scorecard across AWHILES.

Creation of the AWHILES archive.

Sourcing leadership and management courses including e-learning.

Publication of articles or conference presentations /posters in professional journals.

Continued networking with other organisations and professional groups including support for the 2018 EAHIL conference in Cardiff.
8. AWHILES Officers 2015 – 2016

Chair: Wendy Foster, Glangwili General Hospital, Hywel Dda University Health Board

Vice Chair: Eryl Smith, Glan Clwyd Hospital, Betsi Cadwaladr University Health Board

Secretary: Elizabeth Field, Royal Gwent Hospital, Aneurin Bevan University Health Board

Deanery Library Advisor: Meg Gorman, Cardiff University and Wales Deanery

Working groups:

Events planning group

Lead – Anne Powell, Morriston Hospital, Abertawe Bro Morgannwg University Health Board
Richard Bailey, Wrexham Maelor Hospital, Betsi Cadwaladr University Health Board
Wendy Foster, Glangwili General Hospital, Hywel Dda University Health Board
Meg Gorman, Cardiff University and Wales Deanery
Pamela Jones, Ysbyty Gwynedd, Betsi Cadwaladr University Health Board
Jane Parry, Bronllys, Powys Teaching Health Board

E-Learning subgroup

Lead – Nia Morris, Wrexham Maelor Hospital, Betsi Cadwaladr University Health Board
Felicity Armstrong, Prince Charles Hospital, Cwm Taf University Health Board
Jane Parry, Bronllys Hospital, Powys Teaching Health Board
Angela Selvam, Hafan Derwen, Hywel Dda University Health Board

Social media subgroup

Lead – Sarah Bruch, Prince Philip Hospital, Hywel Dda University Health Board
Rhys Whelan, Singleton Hospital and Nathan Owen, Ysbyty Gwynedd, Betsi Cadwaladr University Health Board

Representatives on the NHS Wales E-Library Board

Bernadette Coles, Velindre Hospital, Velindre Hospital NHS Trust
Susan Prosser, Singleton Hospital, Abertawe Bro Morgannwg University Health Board

Newsletter Editors

Richard Bailey and Sian White, Wrexham Maelor Hospital, Betsi Cadwaladr University Health Board
9. AWHILES NHS Wales Deanery funded libraries

**Abertawe Bro Morgannwg University Health Board**
- Cefn Coed Hospital Library, Swansea
- Morriston Hospital Library, Swansea
- Neath Port Talbot Hospital Library, Port Talbot
- Princess of Wales Hospital Library, Bridgend
- Singleton Hospital Library, Swansea

**Aneurin Bevan University Health Board**
- Miners’ Library, Ysbyty Ystrad Fawr, Ystrad Mynach
- Rowland Isaac Library, Nevill Hall Hospital, Abergavenny
- Library, Royal Gwent Hospital, Newport
- St Cadoc’s Hospital Library, Caerleon

**Betsi Cadwaladr University Health Board**
- Glan Clwyd Hospital Library, Rhyl
- John Spalding Library, Wrexham Maelor Hospital, Wrexham
- Library & Learning Centre, Ysbyty Gwynedd, Bangor

**Cardiff and Vale University Health Board (Cardiff University Library Service)**
- Archie Cochrane Library, University Hospital Llandough, Penarth
- Brian Cooke Dental Library, University Hospital of Wales, Cardiff
- Health Library, University Hospital of Wales, Cardiff

**Cwm Taf University Health Board**
- Prince Charles Hospital Library, Merthyr Tydfil
- Royal Glamorgan Hospital Library, Llantrisant

**Hywel Dda University Health Board**
- Bronglas Hospital Library, Aberystwyth
- Glangwili General Hospital Library, Carmarthen
- Hafan Derwen Library, Carmarthen
- Prince Philip Hospital Library, Llanelli
- Withybush Hospital Library, Haverfordwest

**Powys Teaching Health Board**
- Bronlllys Hospital Library, Bronlllys

**Velindre NHS Trust (Cardiff University Library Service)**
- Cancer Research Wales Library, Velindre Hospital, Cardiff