AWHILES Annual Report
July 2014 - June 2015
All Wales Health Information & Library Extension Services
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AWHILES conference group photograph – 11th June 2015, Hotel Metropole, Llandrindod Wells.

Authors

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October 2015
1. Introduction

This year AWHILES has become more visible than ever before. Library staff have been promoting library services at training days and conferences to remind potential library users about what we can do for them and how each Health Board has active, professional library services to help with enquiries regarding patient care and library users’ own professional development.

The 2015 AWHILES conference and Support Staff study day were well received by the AWHILES team. Fruitful networking took place and ideas from the Library Quality Assurance Framework (LQAF) presentations will most definitely find their way into the next AWHILES strategy and action plan for us all to benefit from.

Special thanks go to the teams within AWHILES which allow it to flourish. Team work will continue to be very important throughout 2016 as we see the implementation of the new Library Management System (LMS).

2. Continuous Improvement

The most prestigious achievement this year has been Cardiff University winning the 2015 *Times Higher Education Leadership and Management Award (THELMA) in the category of Outstanding Library Team award*. Tracey Stanley, Deputy University Librarian at Cardiff, drafted the initial proposal on the new Library Management System project. Wales Higher Education Libraries Forum (WHELF) members were keen to support the application; the entry was revised and sent in. Around 20 representatives from Wales attended the evening, hosted by the comedian Jack Whitehall at the Grosvenor House Hotel in Park Lane. Janet Peters, Cardiff University Librarian was delighted to receive the award on behalf of the whole of WHELF. The award has certainly raised the profile of the libraries in Wales – with Ken Skates, AM, the Culture Minister sending a tweet!
Achievements through the year include:

- **Completion of the AWHILES user survey** – we had over 1,400 responses across AWHILES to the user survey and over 1,000 entries in the prize draw. The group agreed to run the survey every two years and in future provide a Welsh version.

- **Completion of the AWHILES Journal Retention Policy** – if a library is the sole subscriber to a title, or one of only two subscribers and they wish to stop subscribing they will email LIS-AWHILES for information and comments.

- **Completion of a standardised membership form across AWHILES** – the reverse side of the form can be used for local information.

- **Feeding back to the library team after the AWHILES business meetings** – members of the AWHILES business meeting thought it would be good practice to discuss the points raised in the meetings with local library teams.

- **Taking AWHILES out to conferences** – this year we have had an AWHILES presence at the Deanery trainer development days, the SAS conferences and the Cardiff University C21 curriculum conference - reminding potential library users what we can do for them.

- **Collection of a common set of statistics across AWHILES** – the data has been gathered by all of the Health Boards.

- **Continuing participation in the plans for the new Library Management System** and the potential and possibilities it brings.

- **NHS Wales e-library for health** – thanks go to Bernadette Coles and Sue Prosser for their continued work on behalf of AWHILES regarding e-resources within the NHS Wales e-library for health.

- **Publication of two librarianship related journal articles in professional journals** – by Sarah Bruch from Hywel Dda University Health Board and Pamela Jones from Betsi Cadwaladr University Health Board.

- **AWHILES newsletter** goes from strength to strength – Richard Bailey and Siân White have been the editors of the newsletter since it was first published in 2010.

- **Completion of a logbook / manual for new library managers** – this will be a useful tool for when new managers take over one of the AWHILES libraries. This idea has been adapted from the North West Health Care Libraries and Information Health Network North West.

- **WelLiS modules** – the two completed modules, *Searching the CINAHL database* and *Introduction to the e-library* have been transferred on to the new Articulate software and placed on the Learning@NHSWales Moodle platform. The next step is to complete the Cochrane module and for the group to discuss the remaining modules *Planning your search* and *Searching OVID databases*. Nia Morris and the team have overcome many hurdles with this project, the most difficult being a diminishing team and changes in e-learning technology. Well done from AWHILES for persevering.
3. External Factors

Various external factors have had an impact on AWHILES libraries during the course of this year:

- **New Library Management System (LMS) Project** - In December 2014, it was announced that a consortium of Welsh Universities, including the National Library of Wales, and the Welsh NHS libraries, have selected the Ex Libris ALMA unified resource management system and the Ex Libris Primo unified resource discovery and delivery system to provide a new shared Library Management System for the sector. Aled Gruffydd Jones, Chief Executive of the National Library of Wales, and Chair of WHELF commented that: ‘all WHELF members expect to realise transformational benefits from our collaboration on a shared Library System, including the provision of a single bilingual search interface for Wales Higher Education and research, plus the potential for deeper collaboration around collection development and management’.

- **AWHILES libraries were represented on the new LMS project by Chris Fleet** - Chris has asked the AWHILES librarians to create process maps, to show how each Health Board currently carries out processes such as cataloguing and inter-library loans. Chris hopes to use these process maps to help plug the systems we currently use into ALMA and allow for more work to be automated. Thanks go to Chris for his work in ensuring our needs are highlighted and for helping us to understand what we need to do to make sure ALMA will work properly, in each Health Board, when it goes live in August 2016. So far this involves making sure library PCs are Windows 7 and Internet Explorer 11 compliant.

- **SWETS bankruptcy** – For the subscription year January – December 2015, Betsi Cadwaladr University Health Board and Hywel Dda University Health Board were forced to change journal subscription agent because SWETS went bankrupt in the Autumn of 2014. It has been noted that there are very few subscription agents on the NICE framework.

- **Wales Deanery Local Faculty Team conference** – On 8th July 2014, the third annual Local Faculty Team conference took place in Cardiff. The day gave the opportunity to reflect on how the faculty teams have functioned over the past year and how they can be strengthened and develop in the future. The conference also provided an opportunity for networking and sharing good practice between Local Faculty teams across Wales.
4. Developing the AWHILES workforce

Various AWHILES meetings were held throughout the year to keep us up-to-date with professional development:

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<thead>
<tr>
<th>Date</th>
<th>Venue</th>
<th>Type</th>
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<tbody>
<tr>
<td>3rd July 2014</td>
<td>Cardiff, Morrison and Wrexham (via video conference)</td>
<td>AWHILES Business meeting</td>
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<tr>
<td>1st September 2014</td>
<td>Cardiff</td>
<td>Critical Appraisal training</td>
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<tr>
<td>17th September 2014</td>
<td>Cardiff</td>
<td>Cataloguing training by Chris Fleet and Karen Pierce</td>
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<td>19th September 2014</td>
<td>Wrexham</td>
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<td>7th October 2014</td>
<td>Singleton</td>
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<td>10th October 2014</td>
<td>Media Centre, Llandrindod Wells</td>
<td>AWHILES Business meeting</td>
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<tr>
<td>16th December 2014</td>
<td>Bangor, Cardiff and Singleton (via video conference)</td>
<td>AWHILES Business meeting</td>
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<tr>
<td>6th February 2015</td>
<td>Arts and Social Library, Cardiff</td>
<td>AWHILES LMS Session</td>
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<td>13th March 2015</td>
<td>Ysbyty Ystrad Fawr, Ystrad Mynach</td>
<td>AWHILES Business meeting</td>
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<td>22nd May 2015</td>
<td>Aberdare Hall, Cardiff</td>
<td>Support staff day</td>
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<td>11th &amp; 12th June 2015</td>
<td>Hotel Metropole, Llandrindod Wells</td>
<td>AWHILES Annual Conference</td>
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<tr>
<td>17th June 2015</td>
<td>Ysbyty Ystrad Fawr, Hafan Derwen, Wrexham (via video conference)</td>
<td>AWHILES Business meeting</td>
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Critical Appraisal Training for AWHILES

On 1st September 2014, Fiona Morgan from the Support Unit for Research Evidence (SURE) offered an excellent training day on Critical Appraisal training for AWHILES. 11 librarians took part, some coming to critical appraisal for the first time, some wanting to develop their skills further and others wanting to refresh skills learned in the past. Fiona brought a wealth of practical experience and clarity to an area of librarianship which is very complex. Feedback from the day was very positive with participants feeling more confident to start teaching critical appraisal in their own libraries. Even gaining confidence to explain statistics!

Library Support Staff Study Day

On 22nd May 2015, the AWHILES Annual Support Staff Study Day was held at Aberdare Hall, Cardiff University. Janet Peters gave an interesting overview of the current state of play within Cardiff University Libraries and its plans for the future, including the proposed extension of the Arts and Sciences Library. Janet also presented some results from a recent user satisfaction survey. It was interesting to think about comparisons with the 2015 AWHILES user survey. Peter Kent from Macmillan Information and Support Services then provided an insight into the charity’s collaborative work with public libraries. A clear message was given highlighting the importance of constantly reevaluating the effectiveness of our services and having the courage to make necessary changes. This presentation was followed by a workshop on communication and presenting messages to our users. The Library Assistants then designed their own posters (see the winning poster below). A brief update on ALMA, the new Library Management System for 2016 was also given. The day concluded with a fascinating tour by Peter Keelan of the digital archives within the Arts and Social Sciences Library. This provided the opportunity to study medical texts dating back to 1546!
AWHILES Conference 2015
The 2015 AWHILES Conference was held on the 11th and 12th June at the Metropole Hotel in Llandrindod Wells. The conference theme was ‘Professionalism in Practice – Exceeding Expectations’.

Janet Peters reflected on the achievements following the Cardiff University Health Libraries Review 2008 and on the development of the AWHILES partnership.

The main activity of the first afternoon was a presentation and workshop by Susie Kay entitled ‘Wake up, dress up, show up – exceeding expectations’. Susie suggested some tips on being professional, including: allowing time for the unexpected; having a daily list of 2-3 priorities and doing the worst thing first. She reminded every one of the importance of work / life balance.
A *Deanery Update* was presented by Dr Anton Saayman, Associate Dean for Postgraduate Educational Support. Dr Saayman informed us that the Health Professional Education Investment Review is under consideration by the Health Minister. He spoke about the soon to be published GMC Standards for medical education and training, and how assessment of Health Board provision of education within the commissioning visits will change next year. His vision is to create junior doctors who are motivated and will work in multi-disciplinary teams to identify and solve problems together.

On the second day of the conference, Librarians from each Health Board gave a presentation on how they have tackled a particular area of the Library Quality Assurance Framework (LQAF). Meg Gorman described this session as the ‘LQAFettes’ in the conference programme! The presentations were very interesting, providing the whole AWHILES team with ideas which can be rolled out across Wales.

This year we had a new event, ‘speed-dating’ with the suppliers. In small groups we had six minutes at a supplier’s stand before the bell was rung and we moved on to the next stand. It was generally felt this was a big improvement on previous arrangements, an inspired idea from Meg which Wendy put into practice. A number of the suppliers e-mailed Wendy after the conference to ask if this method of meeting the AWHILES team could be used in future years.

**We also attended conferences and actively promoted AWHILES at events:**

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<tr>
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<tbody>
<tr>
<td>8th July 2014</td>
<td>Cardiff</td>
<td>Local Faculty Team Conference</td>
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<tr>
<td>6th October 2014</td>
<td>Cardiff</td>
<td>Wales Deanery Trainer and Educator Development days</td>
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<tr>
<td>7th October 2014</td>
<td>Swansea</td>
<td>'Resistant SAS, changing NHS' - Staff Grade and Associate Specialists (SAS) Doctors and Dentists conference</td>
</tr>
<tr>
<td>3rd December 2014</td>
<td>Wrexham</td>
<td>'Resistant SAS, changing NHS' - Staff Grade and Associate Specialists (SAS) Doctors and Dentists conference</td>
</tr>
<tr>
<td>23rd October 2014</td>
<td>Swansea</td>
<td>'Survival of the fittest: Changing environments, evolving roles and new skills for librarians in healthcare'</td>
</tr>
<tr>
<td>19th May 2015</td>
<td>Wrexham</td>
<td>UHMLG Spring Forum</td>
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<tr>
<td>6th March 2015</td>
<td>London</td>
<td>'C21 Gaining Momentum’</td>
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<tr>
<td>27th March 2015</td>
<td>Cardiff</td>
<td>5th Annual Curriculum Conference</td>
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**5. Library people – starters/leavers/qualifications**

**Abertawe Bro Morgannwg University Health Board**
- Rita Vaughan, Library Assistant at Morriston Library retired at the end of June 2014
- Robert Morgan, Library Assistant at Singleton Library achieved his level 2 and 3 NVQ in Customer Care

**Aneurin Bevan Health Board**
- Kate Bedborough completed her MSc in Information and Library Services
- Kayleigh Cooper achieved her ECDL and NVQ level 3 in Customer Service

**Betsi Cadwaladr University Health Board**
- Lisa Marie Jones joined Glan Clwyd Library as Librarian in June 2014 and was awarded her Masters degree in Library and Information Management
Cardiff University health libraries
- Rowland Somers retired from his post of Medical Subject Librarian in December 2014
- Andy Locker, Library Assistant, retired from the Archie Cochrane Library in February 2015
- Naeem Yar replaced Andy as Library Assistant at the Archie Cochrane Library in March 2015

Cwm Taf University Health Board
- Rhys Whelan joined the team at Prince Charles Hospital Library as a Senior Library Assistant in September 2014
- Felicity Armstrong, Librarian at Prince Charles Hospital Library, achieved her Librarian Chartership
- Sorrell Williams, Senior Library Technician, at the Royal Glamorgan Library achieved her level 3 Diploma in Library and Information Services

Hywel Dda University Health Board
- Rosalind Lai joined the team at Bronglais Hospital Library as Library and Knowledge Services Manager in November 2014
- Gaynor Thomas, Senior Knowledge Services Assistant, at Prince Philip Hospital Library graduated from Aberystwyth University in July with an MSc(Econ) in Library and Information Science
- Hazel Dolejsi, Senior Knowledge Services Assistant, at Bronglais Hospital Library achieved a Diploma Level 3 in Libraries, Archives and Information Services

6. Publications

Atenstaedt, R; Brassey, J; Jones, P; Martin, M; Owen, N; Woods, F. (2014) Evidence base needs among clinicians. Evidence Based Medicine 19 (5) 200

Bruch, S. (2015) What are the attitudes of F1 Doctors in Prince Philip Hospital towards their use of the iDoc app? Journal of the European Association for Health Information and Libraries (JEAHIL) Special edition 11 (2)

7. Summary

We have set ourselves further targets to be working towards by the time the next AWHILES Annual Report is published. These targets are to:

- Update the AWHILES strategy and action plan
- Continue to collect a common set of statistics across AWHILES which can be meaningfully analysed
- Complete a Balanced Scorecard for use across AWHILES
- Take forward ideas which arose from the 2015 AWHILES conference; Jane Parry’s ‘little books’, Sian Robins’ ‘Eyes on the Evidence’, Bernadette Coles’ ‘weekly tweet summaries’ and Elizabeth Field’s ‘new starter – registration e-mails’, an idea which originally came from a discussion at the 2015 Support Staff Study Day, when Lorna Davies explained that this was done at Glangwili Library
- Participate in the plans for the new LMS and the potential /possibilities it brings
• Complete more of the WeLIS e-learning modules
• Set up a Twitter account for AWHILES – to be led by Sarah Bruch
• Continue to publish library and information science articles in professional journals
• Build upon networks with other organisations and professional groups such as EAHIL, NHS Scotland, LKSL (SHALL), CILIP HLG (Wales), and the Welsh libraries partnerships (SEWP, SWAMP, and the North Wales Partnership)
• Update the ILL policy following the exceptions to the Copyright Act published in June and October 2014
• Develop specialty reading lists in conjunction with the Wales Deanery.

8. AWHILES Officers 2014 - 2015

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 Adviser: Meg Gorman, Cardiff University and Wales Deanery

Working groups:

Conference and Support Staff Study Day planning group
Lead – Anne Powell, Morriston Hospital, Abertawe Bro Morgannwg University Health Board
Wendy Foster, Glangwili General Hospital, Hywel Dda University Health Board
Meg Gorman, Cardiff University and Wales Deanery
Jane Parry, Bronllys, Powys Teaching Health Board
Richard Bailey, Wrexham Maelor Hospital, Betsi Cadwaladr University Health Board

E-Learning Subgroup
Lead – Nia Morris, Wrexham Maelor Hospital, Betsi Cadwaladr University Health Board
Duncan Olivier, Singleton Hospital, Abertawe Bro Morgannwg University Health Board
Jane Parry, Bronllys Hospital, Powys Teaching Health Board
Felicity Armstrong, Prince Charles Hospital, Cwm Taf University Health Board
Angela Selvam, Hafan Derwen, Hywel Dda 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 Siân White, Wrexham Maelor Hospital, Betsi Cadwaladr University Health Board
9. AWHILES NHS Postgraduate 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**
Miner’s Library, Ysbyty Ystrad Fawr, Hengoed  
Nevill Hall Hospital Library, Abergavenny  
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**
Bronglais 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