Welcome

Welcome to working within the HEE South libraries’ network.

By providing high quality, customer-focussed services to NHS staff and learners, you’ll be helping to ensure that every patient receives safe and effective care, and that staff and students feel well supported in their practice, education and research.

Health Education England South

Health Education England (HEE) is responsible for the planning, development, education and training of the healthcare and public health workforce – a remit which includes healthcare library services.

The HEE website is at https://www.hee.nhs.uk/

HEE operates across four geographical regions of which HEE South is one. HEE South comprises three areas - South West, Thames Valley and Wessex.

A contract called the Learning & Development Agreement (LDA) exists between HEE and each Trust and outlines the requirements of each in respect of education and training. The LDA includes a schedule relating to library services.

Library knowledge services

The purpose of, and vision for, NHS library knowledge services have been defined as follows:

Purpose

We provide knowledge and evidence to enable excellent healthcare and health improvement.

We use our expertise to ensure that staff, learners, patients and the public have the right knowledge and evidence, when and where they need it.

Vision

NHS staff, learners, patients and the public use the right knowledge and evidence, at the right time, in the right place, enabling decision-making, learning, research and innovation, to achieve excellent healthcare and health improvement.

Information about HEE’s role in library services is at https://hee.nhs.uk/our-work/library-knowledge-services

The structure of the NHS...

... is always changing. The last major reorganisation took place in April 2013. These links may be helpful:

The NHS structure explained by NHS Choices:
http://www.nhs.uk/NHSEngland/thenhs/about/Pages/nhsstructure.aspx

NHS England has helpful information on understanding the NHS at:
https://www.england.nhs.uk/participation/nhs/
HEE South facts and figures

- There are 29 NHS-funded library services and 64 service points, employing 167 staff (156 WTE)
- Across the region there are over 107,000 registered library service users, and nearly 49,000 registered OpenAthens users.

Collectively the library services each year:
- Spend in the region of £2.27m on resources
- Loan 247,000 items from stock
- Obtain and supply 27,000 items (books and journals) from other libraries for service users
- Provide 4,800 induction sessions (to groups or individuals)
- Conduct 7,000 literature searches
- Provide 6,300 education sessions (to groups or individuals)

Knowledge for Healthcare and the LKSLs


The HEE Library & Knowledge Services Leads (LKSL) Group is overseeing this and also coordinates health library service development in NHS England. LKSL members are the library leads from each of the 4 Health Education England areas.


Website for library staff in the South

[https://southlks.libguides.com/lks/home](https://southlks.libguides.com/lks/home)

Here you will find:
- Information about groups, their terms of reference, and minutes of meetings
- the latest OpenAthens usage statistics, information about the e-resources available and who to contact if you experience e-resource problems
- Information about development opportunities, discussion lists, and key documents and links

Quality assurance


Copyright

Copyright is important in NHS library knowledge services. The CLA Licence for the NHS in England, and UK Copyright Law, enable library staff to make and share copies of limited amounts of copyright works. Find out more at [http://www.libraryservices.nhs.uk/forlibrarystaff/](http://www.libraryservices.nhs.uk/forlibrarystaff/)

Management and special interest groups

See [https://southlks.libguides.com/lks/home](https://southlks.libguides.com/lks/home)

These groups include:

- **Library & Knowledge Services Strategic Management Network** —this comprises the managers of all the services, who meet 3 times a year (deputies and other members of staff are always welcome to attend).
- **HEE South Strategic Electronic Resources Collaborative (SERC)** —the expert electronic resources group.
- **STANDS** (Searching, Training and Synthesis)
**OpenAthens, the link resolver and e-resources**

**OpenAthens** is the authentication system currently used by the NHS to enable eligible users to have access to ‘gated’ information resources licensed for their use but not accessible to the general public.

Most Trusts and NHS Organisations have an OpenAthens administrator to deal with queries. In addition there are regional OpenAthens Administrators—for the South West it is the team based at Torbay Hospital; for Thames Valley and Wessex it is the team at Hampshire Healthcare Library Service.

The **link resolver and knowledge base** works with OpenAthens to ensure that users get access to the content they should. All Trusts and NHS Organisations have a link resolver administrator. In addition there is a regional link resolver administrator: Helen Williams.

For more information about OpenAthens and the link resolver, including who to contact with queries, see https://southlks.libguides.com/nhsoalr/home

For more information about e-resources, see https://southlks.libguides.com/eresources/home

**HEE South contributes to the cost of the ‘national core content’ collection of databases and e-journals.** Information about this collection is available at [http://www.libraryservices.nhs.uk/forlibrarystaff/information/eresources.html](http://www.libraryservices.nhs.uk/forlibrarystaff/information/eresources.html)

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### Mailing lists and alerts

In HEE South there are a number of email discussion lists to share information and best practice. Each one has a particular purpose and target audience. Please see the ‘Help! I am:’ box at [https://southlks.libguides.com/lks/home](https://southlks.libguides.com/lks/home) for information on how to join these lists. Lists include:

- LIB-SOUTH is the mailing list for all healthcare library staff in HEE South and covers topics such as continuing professional development, SWIMS Network matters, and general information.
- LIB-SOUTH-MANAGERS is the list for library service managers.
- LIB-SOUTH-ERESOURCES is the list for those working with OpenAthens and the link resolver.
- SWIMS-SYSTEM is the list for users of the SWIMS library management system.

And consider joining these national lists:


And signing up for these alerting services:


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### Some other key websites

- NICE community for library and knowledge service staff [https://www.nice.org.uk/about/nice-communities/library-and-knowledge-services-staff](https://www.nice.org.uk/about/nice-communities/library-and-knowledge-services-staff)
SWIMS: shared library management system (LMS), and interlending and document supply network

SWIMS (the South & West Information Management System) is the shared LMS, user database and catalogue for most NHS-managed libraries in HEE South. The SWIMS system uses OLIB software from OCLC.

The SWIMS catalogue (https://www.swims.olib.oclc.org/webview/) includes the book and journal holdings of over 50 NHS libraries. A SWIMS library membership card enables an individual to use any of these libraries through their career (though they should register at each library that they use).

The SWIMS Network is the resource-sharing network for health libraries in HEE South. NHS libraries in Northamptonshire and in the Channel Isles as well as health libraries in other sectors are included too. There is a protocol for interlibrary loans and document supply which SWIMS libraries must adhere to. SWIMS libraries may participate in reciprocal interlending with libraries in other networks—see http://www.swimsnetwork.nhs.uk/ilds/other-networks/

The SWIMS Board steers and oversees the operations and activities of SWIMS system and network.

The System Administrators’ Group comprises staff who take on additional systems responsibilities on behalf of their local areas: they are the first port of call for obtaining logins and for problems with the SWIMS system.

Members of the SWIMS groups: the Circulation Group, the Cataloguing Group, the Acquisitions Group, the Journals Group and the ILDS Group assist colleagues with using SWIMS in their areas of expertise. It is essential for staff new to the cataloguing and journals modules to have training from an expert before they start using the modules.

More information about the SWIMS groups and their members can be found at http://www.swimsnetwork.nhs.uk/groups/

SWIMS policies can be found at http://www.swimsnetwork.nhs.uk/membership/policies/ and include:

- Standards for Inter-library document supply
- Stock withdrawal and retention guidelines
- Recording, retention and deletion of user records

Be SWIMS savvy!

The key website for SWIMS system and network users is http://www.swimsnetwork.nhs.uk/

The SWIMS-related e-mail list SWIMS-SYSTEM is for those using the staff interface of SWIMS—OLIB Web.

Please see the section above on mailing lists for information on how to join, and about other lists.

The monthly newsletter for all health library staff in the SWIMS Network is called the Swimming Pool. There is an editorial team who welcome contributions.

Each library in the SWIMS Network has a location code—a 3 or 4 character code made up of letters and sometimes numbers too, and these codes are used to refer easily to each library. A list of codes is available at http://www.swimsnetwork.nhs.uk/membership/locations/

Note: The SWIMS catalogue also contains the journal holdings of non-NHS healthcare libraries in HEE South, including those managed by the universities of Oxford and Southampton, but these libraries use their own library management systems and library membership cards.

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