

## Customer Service Excellence® accreditation

In June 2013 Information Services achieved the Customer Service Excellence® accreditation, under the national scheme, following an intensive three-day onsite assessment process. At the revalidation visit in June 2014 we were able to demonstrate compliance with more of the criteria, such as improved staff cover in the Health Library at night, resulting in fewer closures. Our "You said we did..." feedback posters which explained the actions we have taken in response to users' comments were commended.



## Usage stats 2013-2014

We lent: **55,928** items  
We purchased: **3,285** printed books  
We processed: **6,758** Inter-Library Loan requests  
Our most popular book:  
**Karen Holland and Colin Rees. 2010. Nursing: evidence-based practice skills.**

## Brian Cooke Dental Library

Over the summer period the silent study room and the group study room have been rearranged following demand for more group study space. The silent area is now the group area and vice versa. The new group study room has been furnished with new tables and chairs, as well as moveable screens (as seen in the Health Library) to create a flexible learning space. The library collection has been changed from an in-house classification system to the Dewey Decimal Classification system. This brings the Dental Library in line with the Health, Archie Cochrane and Biomedical Sciences Libraries and will improve accessibility to books for users, particularly dental students, who use several libraries during their studies. It will also make the collection far easier to browse.



## Supporting students on clinical placement

### New web page promoting services to students whilst on placement

A new web page outlining library and IT support for undergraduate health students on clinical placement has been developed. You can view the page on the Cardiff University website: [www.cardiff.ac.uk/insrv/libraries/placement/](http://www.cardiff.ac.uk/insrv/libraries/placement/)

### Placement library cards extended to School of Healthcare Sciences students

Placement library cards are library cards issued from the Health Library. They can be used to borrow books from NHS Wales hospital libraries whilst students are on placement (except at University Hospital of Wales or University Hospital Llandough, where the Cardiff University card is used). Following a successful pilot of the service with medical undergraduate students, it was decided to extend the scheme to students in the School of Healthcare Sciences in April 2013. A cohort of physiotherapy students trialled the extended service, with resulting feedback from students and hospital-based library staff indicating that the service was helpful. It was then rolled out to all the Healthcare Sciences students in the 2013-14 academic year and feedback remains positive.

### Cancer Research Wales Library, Velindre Hospital

The most significant change at the Cancer Research Wales Library over the last 12 months has been the reconfiguration of the journal collection for NHS staff. For the first time Velindre readers are offered more specialist journals in electronic format than in print. 59 specialist titles are now held and are available directly to the Trust and indirectly via the wider library service to Cardiff University readers as well.



This has also led to an opportunity to redesign the Library's casual seating and print journal area. The furniture has been updated to a more comfortable and appealing design with added power sockets and a suitably subject-related picture on the wall.

### New resources

After a trial of point of care tools, the University Library Service purchased a subscription to **UpToDate** in August which immediately proved very popular, with 27, 651 hits recorded during the first year. The top topic title was 'Lipid abnormalities in thyroid disease' and the top speciality by topic look up was 'endocrinology and diabetes'. UpToDate provides full text information on over "10,000 clinical topics in 21 specialities to help find clinical answers quickly and easily to make the right point of care decisions". Features include graphics and videos which can also be used in presentations; links from references to Cardiff University full text eJournals; nearly 1,500 patient information topics; and a 'what's new' section. For direct access go to [www.uptodate.com.abc.cardiff.ac.uk/contents/search](http://www.uptodate.com.abc.cardiff.ac.uk/contents/search), using your Cardiff University username if you are off-campus.

Library staff have also arranged access for University health students to the **NICE British National Formulary (BNF)** app which is provided via the NHS Wales e-Library for health. Students can contact the Archie Cochrane Library for an Athens username and password which is needed for authentication.

### Promoting library services in the University

Two special events to promote services and ask for feedback have been held. To coincide with National Stress Awareness Day, 6th November, some of the library sites took part in an event highlighting the services offered to help students and staff reduce their stress levels. Free gifts were supplied for enquiry desks, including pencils with the message "Stress less – use your library!" The Archie Cochrane Library at University Hospital Llandough had a display based on the Books on Prescription scheme and another of relevant textbooks for healthcare staff on coping with stress. Library staff wore red badges proclaiming "Just ask! – Da chi, gofynnwch!" to encourage users to ask for help.

World Book Day, 6th March, marked the start of a week inviting student feedback on the eBook collection. Analysis of the resulting comments, over 700, will be used to help publicise eBooks more effectively.



### New eBooks

- Acland's Video Atlas of Human Anatomy
- Royal Marsden Hospital Manual of Clinical Nursing Procedures

Access via LibrarySearch: <http://librarysearch.cardiff.ac.uk/>

### Promoting the University Library Service in Cardiff and Vale University Health Board

Library staff have been out and about at several Cardiff and Vale University Health Board conferences (nursing, health care support workers, research and development), publicising library membership and resources to Health Board staff. These are also opportunities for us to publicise the resources on the NHS Wales e-Library for health which are available to all NHS Wales staff.

### Medical Work Observation Programme

Every year during the school summer holidays, Cardiff and Vale UHB hosts a Medical Work Observation Programme for local sixth-formers who are considering studying medicine. Visits and sessions in the libraries are included both at Archie Cochrane Library at University Hospital Llandough and the Health Library at University Hospital of Wales. Students enjoyed the sessions and joined in the activities with enthusiasm. However they would have preferred to spend more time in the operating theatre!

### Celebrating 80 years of University Hospital Llandough

A commemorative booklet marking this anniversary was published in October, based on the Timeline panels which are on display in the hospital corridor. The Cochrane Librarian, Rosemary Soper, was a member of the Anniversary Group and also wrote some of the text for the panels. Copies of the booklet are available in the Archie Cochrane Library, and cost £5.

### International links

#### Erasmus visitors

26 librarians from across Europe visited the University Library Service on an Erasmus Exchange Programme in March 2014. The busy five day programme included presentations from each of the visitors, and visits to the Health Library, Trevithick Library, Arts and Social Studies Library, Special Collections and Archives and the European Documentation Centre. Library staff gave presentations on information literacy, Patron Driven Acquisitions, Open Access, the work of the SURE Unit (systematic reviews), the Ask a Librarian service, social networking and support for researchers. Visits were also arranged to the Cardiff Public Library, the Library at the National Museum of Wales and St Fagan's National History Museum. The Cardiff programme received an excellent evaluation.

#### Educational Awards in Sierra Leone - EASL

Educational Awards in Sierra Leone is a charity registered with HMRC and run by a small group of volunteers from the University Library Service and friends. Funds are raised to help pay school fees for secondary school children in Freetown, the capital of Sierra Leone. Many families simply cannot afford to send their children to school and fewer than one in five children currently have this opportunity. It costs less than £40 to fund a student for one year, and these educational awards make a real difference. This year fund-raising events concentrated on sales of crafts hand-made in Sierra Leone, including jewellery, wooden animals and textiles. Fund-raising cake sales are equally popular!

Paul Crompton, Director of the Media Resources Centre, gave two talks entitled 'Go Zambia!', which illustrated the support given by groups from Cardiff University in providing medical training and health education in Zambia.

### The Specialist Unit for Review Evidence (SURE)

SURE, established in 2000, is a team of experienced information specialists and systematic reviewers. The team identifies, evaluates and summarises current, reliable evidence and teaches systematic review methods.

Staff are health and social science specialists but work on a wide range of topics with partners within and outside Cardiff University, including the Welsh Government, The Cochrane Collaboration and the National Institute for Health and Care Excellence (NICE).

Find out more about SURE:  
[www.cardiff.ac.uk/insrv/libraries/sure](http://www.cardiff.ac.uk/insrv/libraries/sure)



### Cardiff Systematic Review Network (SysNet) Conference

The theme for the SysNet conference 2014 was "Systematic Reviews: Dispelling Myths and Developing Methodologies". Chief Medical Officer Dr Ruth Hussey opened the conference, and the keynote lecture was delivered by Professor Mark Petticrew, Professor of Public Health Evaluation from the London School of Hygiene and Tropical Medicine. In the afternoon a series of short presentations discussing methodological challenges and possible solutions within the context of conducting systematic reviews was followed by workshops relating to the systematic review process.

The conference attracted a great deal of positive feedback from delegates. It was described as 'useful, challenging and informative' and 91% of delegates rated the conference as either 'good' or 'excellent'. Delegates particularly valued the 'range of perspectives, and focus on practical learning and discussion' offered during the conference, and they spoke positively about networking opportunities.

*'It was good to discuss some of the topical issues regarding how systematic reviews are conducted. It has definitely opened my mind to a new way of thinking'*

### Some highlights from 2013/14

#### NICE oral health project

The SURE team, in collaboration with public health colleagues in the School of Dentistry, has been commissioned by the National Institute for Health and Care Excellence (NICE) to undertake a series of evidence reviews looking at the dental care of adults in residential care and nursing homes. The reviews will be used by a NICE Public Health Advisory Committee to generate evidence-based guidance on the topic. SURE has a long working relationship with NICE and has written evidence reviews for a number of pieces of guidance. Recent topics include: exercise referral schemes, lifestyle weight management programmes for overweight/obese children and adolescents and tobacco harm reduction.

#### CEDAR collaboration

SURE has a collaborative partnership with CEDAR ([www.cedar.wales.nhs.uk/home](http://www.cedar.wales.nhs.uk/home)) which is a combined NHS-academic evaluation centre that sits within both Cardiff and Vale University Health Board and Cardiff University. The nature of SURE's collaboration with CEDAR is the provision of information retrieval expertise for CEDAR's role as an external assessment Centre to NICE in the Medical Technologies Evaluation Programme.



### Staff news

This year Karen Holvey left the Health Library and we welcomed Nic Collins and Anne Williams to the team. In the Dental Library, Delyth Morris joined us to cover Lucy Collins' maternity leave.



Weyinmi Agnes Demeyin has joined the SURE team as an Assistant Systematic Reviewer. She concluded her postgraduate study in Public Health at the University of Birmingham this summer.



Heather Strange has joined the SURE team as a part-time research administrator. She is a member of the School of Social Sciences' Centre for Ethical and Social Aspects of Genetics and Epigenetics (Cesagene)

(<http://sites.cardiff.ac.uk/cesagen/>) and is currently writing up her NISCHR-funded PhD, a study of the development and use of new non-invasive prenatal testing (NIPT) technologies.



Congratulations to SURE's Ruth Turley, who has recently taken on a PhD project with the Centre for the development and Evaluation of Complex Interventions for Public Health Improvement (DECIPHER)

(<http://decipher.uk.net/>). We are pleased to say this is not goodbye, as Ruth will be continuing her work at SURE on a part-time basis.

### Publications

#### Cancer Research Wales Library

Harris DG, **Coles B** et al. 2014. Should we involve terminally ill patients in teaching medical students? A systematic review of patient's views. *BMJ Support Palliat Care Online* first;0:1–9.

Collins J, Noble S, Chester J, **Coles B** et al. 2014. The assessment and impact of sarcopenia in lung cancer: a systematic literature review. *BMJ Open*: 4:e003697.

Jadon R, Pembroke C.A, Hanna C.L., Palaniappan N., Evans M., **Cleves A.E.** 2014. A Systematic Review of Organ Motion and Image-guided Strategies in External Beam Radiotherapy for Cervical Cancer. *Clin Oncol (R Coll Radiol)*. 26 (4) 185-196

Lefebvre C, Glanville J, Wieland LS, **Coles B**, Weightman AL. 2013. Methodological developments in searching for studies for systematic reviews: past, present and future? *Syst Rev*. 2:78

#### Other sites

Wales A, Bruch S, Foster W, **Gorman M, Peters J.** 2014 International trends in health science librarianship Part 9: the UK - Scotland and Wales. *Health Info Libr J* 31(1):79-83.

### Acknowledgements

British Thyroid Association & Royal College of Physicians 2014: Guidelines for the management of thyroid cancer. Third edition.

*'The authors also wish to thank Joanne Mullen, Librarian Newcastle upon Tyne Hospitals NHS Foundation Trust and **Bernadette Coles**, Cancer Research Wales Library for performing the literature searches.'*

Jeba J, George R, Pease N. (2013) Nebulised furosemide in the palliation of dyspnoea in cancer: a systematic review. *BMJ Support Palliat Care* 2014;4:2 132-139 Published Online First: 17 December

*'...would like to acknowledge the contributions of Mrs **Bernadette Coles**, Senior Librarian at Cardiff University'*

### SURE publications

Members of SURE have been authors on the following papers this year:

- *Characteristics of child dental neglect: A systematic review.* Journal of Dentistry. DOI: 10.1016/j.jdent.2013.10.010
- *Do Interventions Designed to Support Shared Decision-Making Reduce Health Inequalities? A Systematic Review and Meta-Analysis.* Plos One. DOI: 10.1371/journal.pone.0094670
- *"Many miles to go...": a systematic review of the implementation of patient decision support interventions into routine clinical practice.* BMC Medical Informatics and Decision Making. DOI:10.1186/1472-6947-13-S2-S14
- *Differing community responses to similar public health threats: A cross-disciplinary systematic literature review.* Science of the Total Environment. DOI: 10.1016/j.scitotenv.2013.10.031
- *Contact, Cigarette and Flame Burns in Physical Abuse: A Systematic Review.* Child Abuse Review. DOI:10.1002/car.2278
- *Interventions to promote informed consent for patients undergoing surgical and other invasive healthcare procedures.* The Cochrane Collaboration. DOI: 10.1002/14651858.CD009445.pub2
- *Methodological developments in searching for studies for systematic reviews: past, present and future?* Systematic Reviews. DOI: 10.1186/2046-4053-2-78
- *Emotional, behavioural, and developmental features indicative of neglect or emotional abuse in preschool children: a systematic review.* JAMA paediatrics. DOI: 10.1001/jamapediatrics.2013.192
- *'Mind the Gap' – Observable features of parent-child interactions amongst neglected children aged 0 to 13 years.* Archives of Disease in Childhood. DOI: 10.1136/archdischild-2014-306237.170
- *Methods for documenting systematic review searches: a discussion of common issues.* Research Synthesis Methods. DOI: DOI: 10.1002/jrsm.1097
- *Cochrane update: identifying health-related research resources relevant to low- and middle- income countries.* Journal of Public Health. DOI: 10.1093/pubmed/fdt091
- *Pharmacist-led interventions to reduce unplanned admissions for older people: a systematic review and meta-analysis of randomised controlled trials.* Age and Ageing. DOI: 10.1093/ageing/aft169
- *Identifying neglect or emotional abuse in school aged children: A systematic review.* Archives of Disease in Childhood. DOI: 10.1136/archdischild-2014-306237.139

### How to contact us

#### Archie Cochrane Library

Education Centre  
Llandough Hospital  
029 2071 5497  
cochranelib@cardiff.ac.uk  
www.cardiff.ac.uk/insrv/libraries/cochrane

#### Brian Cooke Dental Library

Dental Hospital  
Heath Park  
029 2074 2525  
dentlib@cardiff.ac.uk  
www.cardiff.ac.uk/insrv/libraries/dental

#### Cancer Research Wales Library

Cancer Research Wales Building  
Velindre Hospital  
029 2031 6291  
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#### Health Library

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