

Collaborating to Implement a Library Management System in a UK Hospice Library



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What is a Library Management System?

In 2020, Health Education England, now NHS England – Workforce, Training and Education¹, unveiled plans to consolidate 91 local NHS library management systems (LMS) and create efficient regional networks. Koha² was selected as the LMS platform ‘to provide NHS staff with a single, coherent national gateway to their trusted library and knowledge service’³. Our Hospice library requested participation and agreed NHS Knowledge and Library Services funding and collaboration with subsequent membership of our local NHS consortium.

Aims

- To benefit and improve the library experience for staff whereby members can access and borrow items from the substantial regional NHS book collection and download eBooks purchased by the NHS
- To allow NHS colleagues access to our specialist palliative care library collection
- To work closely with the Koha software administrators, PTFS Europe⁴, to efficiently deliver the project
- To reflect a drive towards collaboration with healthcare partners, and workforce education in hospices⁵

What did we do?

May 2023

Programme of work commenced involving the Hospice Librarian, regional NHS representatives and PTFS Europe with online and face-to-face training.

May 2023–June 2023

Hospice library print and eBook records were uploaded to Koha with extensive testing of uploaded data.

September 2023 –June 2024

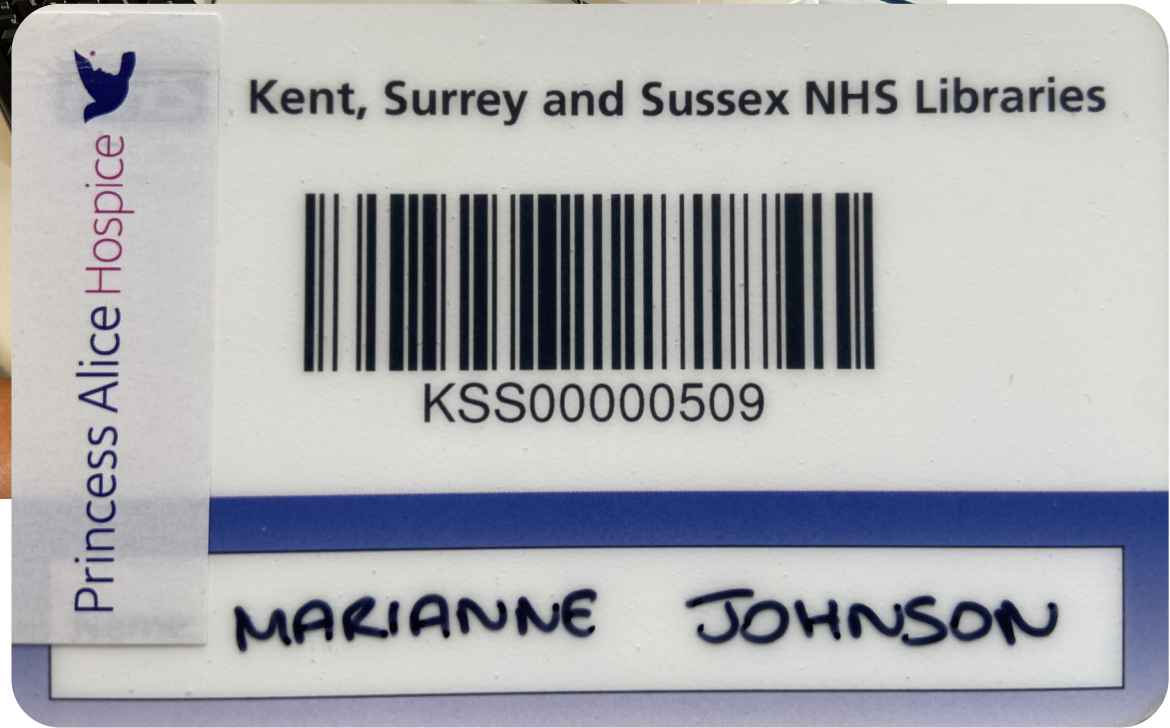
Over 2,700 books were barcoded, scanned and digitally linked to Koha with considerable assistance from our library volunteers.

September 2023

Training took place on the barcoding process for Hospice library staff and 3 volunteers.

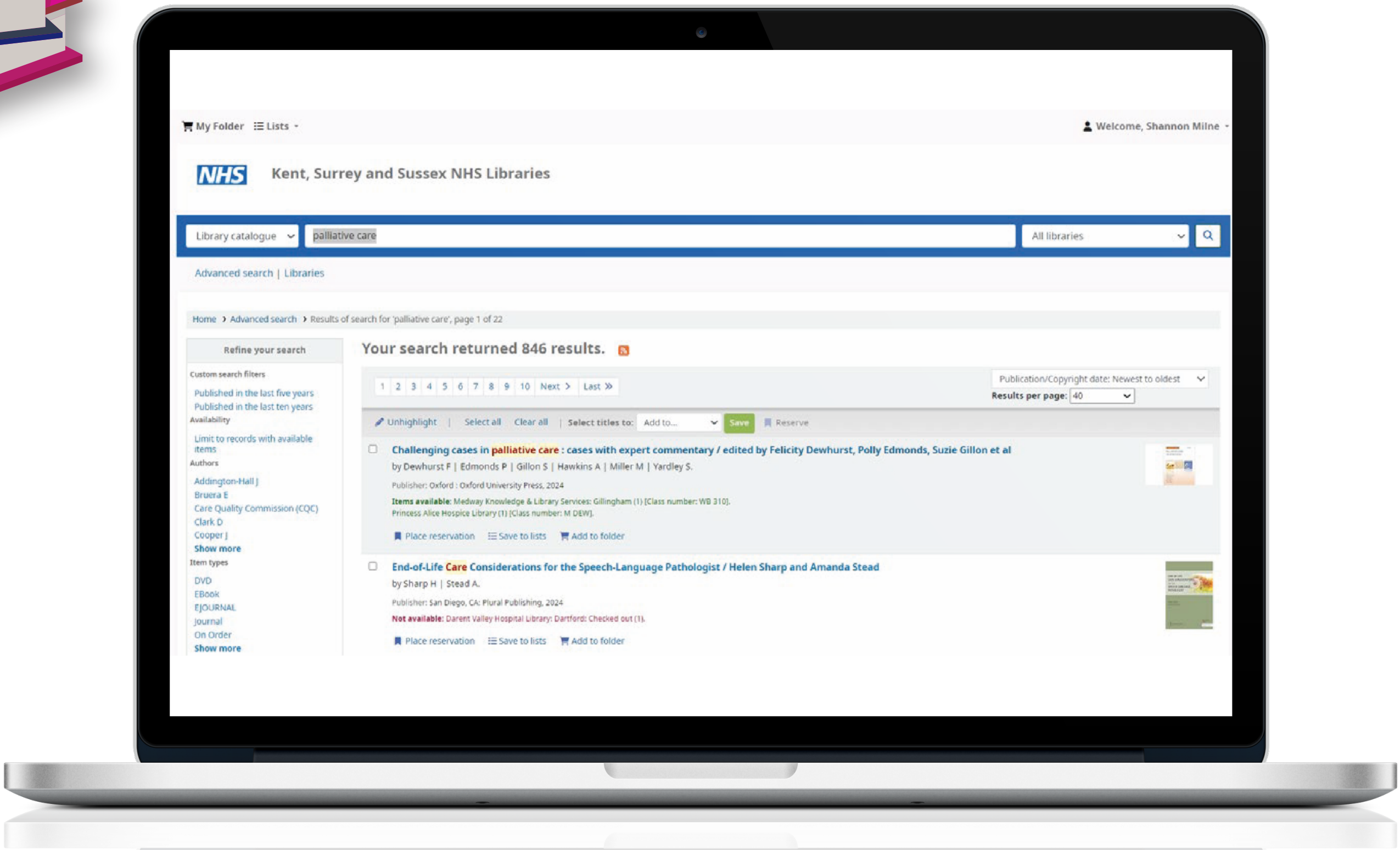
July 2024

Rollout of the LMS at our Hospice following delays due to implementation lags in the London region and rollout of other Hospice projects.



How will this help us?

- Increased use of and satisfaction with the Hospice library resources
- Online access for library members to manage accounts and view the regional book collection from electronic devices
- Increased communication with library members via automatic book renewal and due-date email notification for tracking of the collection
- Targeting of our library budget spend by easy identification of our more popular resources and subjects
- Sharing of our specialist palliative care collection with NHS colleagues



What’s next?

- NHS Workforce, Training and Education are rolling out Koha to all NHS healthcare libraries nationally – currently 75% of libraries are on board
- Other non-NHS and hospice libraries will also be encouraged to join Koha in due course
- Mentorship and support for Hospice library staff and volunteers to become more familiar with the new software
- PrintDOCS initiative will be added to Koha enabling users to request and share printed journals across the KSS region
- Enabling Single Sign On (SSO) so that library members will be able to instantly view their library accounts

References:
1. NHS Knowledge and Library Services Staff. Health Education England | Knowledge and Library Services. Available from: <https://library.hee.nhs.uk/knowledge-staff>
2. Official Website of Koha Library Software. Koha-community.org. Available from: <https://koha-community.org/>
3. Moving to regional library management systems: the journey begins NHS England | Workforce, training and education | Knowledge and Library Services. 2020. Available from: <https://library.hee.nhs.uk/about/blogs/moving-to-regional-library-management-systems-the-journey-begins-nhs-england>
4. Koha LMS | PTFS Europe Library Management Product. PTFS Europe. Available from: <https://ptfs-europe.com/products/koha-lms/>
5. Hospice UK Future Vision Programme. Hospice UK. 2020. Available from: <https://www.hospiceuk.org/publications-and-resources/hospice-uk-future-vision-programme>

