

CASE STUDY: The Chartered Society of Physiotherapy

OLIB Gets Library Services ‘Moving Again’ at The Chartered Society of Physiotherapy

As The Chartered Society of Physiotherapy reaches the first anniversary of going live with OLIB, we reflect on the drivers for implementation and the results to date

Situation

Throughout the history of The Chartered Society of Physiotherapy (CSP), there has been an acknowledgment that a library should be provided for the use of its members. In the Royal Charter of 1920 it was specified that the provision should be for a “library with all requisite equipment.”

However, as recently as two years ago the CSP Library and Information Service (LIS) had its catalogues on a system that was not Windows-based, was not Internet-compatible, and did not meet international standards or DDA requirements. CSP’s IT department considered it unsupported.

At that time the CSP had five separate databases for books, reports, theses, internal documents and serials, each of which had been maintained by a different person. In addition there was a sixth EndNote database of the articles from CSP Clinical Interest and Occupational Groups journals.

As with many library services, since 2004 the team and budget had been rationalised at the CSP LIS. This placed a growing need on the team to leverage technology to get more done with less. This impetus continued until in 2005 the CSP submitted a Business Plan to replace the existing Library Management System, which was eventually agreed upon.

Solution

In 2006 the system specification was written based on United Kingdom Core Specification (UKCS) Functional Requirements for Library Management Systems. This provided the CSP with a way to score systems.

A shortlist of systems was created based on tender responses, presentations and demonstrations, site visits, and of course, price.

According to Linda Griffiths, Information Services Officer/Librarian: “By the end of 2006 we put forward our recommendation to management—the recommendation was, of course, OLIB.

AT A GLANCE

- The Chartered Society of Physiotherapy (CSP) is the professional, educational and trade union body for the UK’s 48,000 physiotherapists, support workers and students.
- The CSP Library and Information Service (LIS) exists to assist members in all aspects of their professional life including education, clinical practice, continuing professional development and research through the provision of access to published resources.
- The collection has:
 - 1,300 books
 - 140 hard copy journals
 - 5,000 reports and pieces of grey literature
 - 450 theses
 - 2,000 journal articles
- <http://csplis.csp.org.uk/>



Unfortunately implementation was delayed as the CSP decided to move offices just before launch. I must say that throughout the whole process OCLC staff were very helpful and very patient with us, which was very much appreciated.”

It was June 2008 when the CSP went live with OLIB. Despite operating on a fixed budget, the affordability of OLIB meant the CSP was able to implement a comprehensive range of modules, including the Webview OPAC, cataloguing, circulation, acquisitions, serials management and OLIB Web (for remote access).

Each of these modules opened up new functionality not previously experienced by the CSP. Linda explains: “Prior to getting OLIB we had only lent books and reports to CSP staff. We decided we couldn’t have an online catalogue of holdings and then say to members you can’t have access unless you are within a short distance of London. So with the implementation of the new system we also introduced a new lending service to members.”

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Using OLIB for remote lending meant the CSP was now able to offer both a collection service for those who want to come into the library and a postal loans service for those who are further afield.

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—Linda Griffiths, Information Services Officer/Librarian

Result

Prior to the implementation of OLIB the CSP’s library and information service offered to members was limited. Subsequent introduction and marketing of the new services, including remote lending, has had a huge impact on awareness and usage of services amongst members.

“OLIB’s OPAC usage statistics have been very useful as a means of seeing how well our marketing is working. We are seeing a steady increase in demand for services and use of the OPAC.”

Linda continues: *“Usage has gone up among all members in all of the sectors we serve. We are now carrying out an average of between 30–40 postal loans every month, as well as personal loans to users using the Library.”*

The CSP is now using OLIB to achieve further resource efficiencies by adding links to its grey literature, relevant Web site and any eContent that it has access to so users can easily access resources online.

In addition, the library services team is now able to establish consistency between the different CSP Internet sites. OLIB Web, which is the browser-based interface to the system, allows a member of staff to work remotely cataloguing documents that are put up on the Web site. These items are included in the OPAC to ensure that all CSP documents are accounted for in the library’s archive and not lost once removed from the Web site.

As Linda explains: *“Whilst most of us are in London, a home-based worker in Ipswich uses OLIB Web to access the system remotely. My colleague hadn’t used OLIB before, but it’s not difficult to pick up Worldview or OLIB Web—both are very intuitive.”*

So what future enhancements does the CSP have in store for its library services?

Linda is keen to answer that question: *“We have devised a way to upload exports from OLIB into EndNote. We use EndNote to format literature searches and to produce our Current Awareness Bulletins. It allows us to download from a variety of databases and sources and reformats the records into a standard format. Staff at the CSP use this when writing reports.”*

“In addition the current idea is that we will set up Selective Discrimination of Information (SDIs) for each of the 50+ clinical and occupation interest group networks. That will make them available to a much bigger audience than we can achieve in the OPAC—it will also mean that members will not get e-mail overload!”*

*SDI—Selective Discrimination of Information—is a function of the OLIB OPAC that allows users to set up automatic search queries, to run at specified times, against specified bases. The resulting list of records is then returned to the user.