

**CASE STUDY: South Glasgow University Hospitals Trust**

## Taking the pain out of library management

*OLIB's highly tailored solution and reasonable pricing structure took the pain out of the decision for South Glasgow University Hospitals Trust*

### Situation

A small dynamic library team provide a wide range of library, information and e-learning services to 7665 staff at 2 teaching hospitals in the South of Glasgow. The Southern General Hospital and Victoria Infirmary, with over 1200 beds serve an urban population in the South Clyde area of the City.

The Library Service Manager, Charlotte Boulnois and her deputy, Shona MacNeilage ran independent libraries at 2 teaching hospitals. In 2000, the hospitals joined to form a single trust. Charlotte had implemented a library management system two years earlier but Shona's library was still using a card catalogue. So they purchased an extra licence and ran an instance of the system at each site.

By 2004, services between hospitals had become more closely integrated with many staff working on rotation between the sites. The inability to network a single system across the libraries had become a real problem. Astute financial planning followed and by the end of the financial year the option to purchase a replacement system became possible.



### Solution

The acquisition process began close to home. Discussions with local NHS libraries, FE colleges and NHS Scotland provided valuable information on possible solutions. Yet it was participation in a Health Libraries Group conference in Belfast that proved key to the final outcome. Staff from North Bristol Trust gave a presentation on library & information solutions from OCLC. Charlotte and Shona were impressed with what they saw and OLIB made it to the shortlist. Soon after, OCLC were invited to Glasgow.

From the outset the Trust were on the lookout for a solution that could be configured to their unique needs. For instance, they wanted a catalogue interface that could be cross-searched, using a standard protocol, alongside other NHS Scotland libraries. But they also needed their solution to be economically viable given budget constraints.

Charlotte said

***“OCLC took the difficulty out of making the decision. Halfway through the OLIB presentation Shona and I looked at each other and we knew. The system did everything we needed it to and OCLC clearly understood the complexities of the NHS.”***

The staff liked the look of the OPAC as they thought it was flexible and adaptable and WorldView (the staff interface) was both logical and progressive.

***“We could do things like link into MS Office documents such as patient information and reports. As the demonstration went on, more and more ideas about how we could use the system came to us.”***

OLIB was purchased with the system going live at the beginning of 2006. The system has run smoothly from day one, with the OPAC available on all intranet computers across both sites.

Clinicians are seeing great benefits as

***“...they really don't have much time on their hands. They need to be able to find the information quickly so they can concentrate on the real end-users, their patients. The OPAC offers them an intuitive interface that enables them to immediately see what's available at both locations. The system is working beautifully.”***

### Result

In recent months the hospitals have become part of NHS Greater Glasgow & Clyde which has a total of 14 libraries and plans have recently been submitted to expand the OLIB implementation across a further 10 libraries. Other big changes are also underway with proposals approved to make the Southern General Hospital a super hospital and one of the largest in Europe; whilst the Victoria Infirmary will become an Ambulatory Care & Diagnostic Unit (ACAD). The current implementation has been a great pilot for OLIB and has given participants in the wider project a very clear indication of OLIB's capabilities.

For more information on OLIB and the benefits it can offer your library, contact: [info@oclc.org](mailto:info@oclc.org)