BHT Library Services during the COVID-19 outbreak

Frequently Asked Questions

The Library remains open with 24/7 access 7 days a week via your swipe card where PC access and self-issue facilities will be available. If you do come into the library, we strongly encourage you to follow social distancing guidelines and use the provided wipes to clean computer keyboards, mice, photocopier and self-issue machine before and after use.

Your library team are here to support you virtually, so please don’t hesitate to contact us for journal article requests, renew your books, current awareness, OpenAthens queries, literature searches or anything else you may need.

Below are some of the questions we frequently get asked:

Q I need some information regarding COVID-19

We have a dedicated online Coronavirus Knowledge Resource Centre which is available to access both from work and home [https://buckshealthcare.nhs.libguides.com/coronavirus/home](https://buckshealthcare.nhs.libguides.com/coronavirus/home)

If you need to check the evidence around any aspect of COVID-19 you can ask us to look into it using the contact details below.

Q. How can I get in touch?

Email us at bht.library@nhs.net

Call us on 07866172090

Chat online to us - go to [https://buckshealthcare.nhs.libguides.com/library](https://buckshealthcare.nhs.libguides.com/library) and click on Ask a librarian icon in the bottom right hand corner if the pop up doesn’t automatically open

Request items via our online forms [https://buckshealthcare.nhs.libguides.com/library/request](https://buckshealthcare.nhs.libguides.com/library/request)

We will respond to any enquiries between 9am - 5pm, Monday to Friday.

Q. Which resources can I access?

- You can access all our e-resources as usual. Our key resources including the library catalogue (SWIMs), EBSCO Discovery, UpToDate, BMJ Best Practice, Healthcare Databases, ClinicalKey, e-journals, e-books and BMJ Learning. If you need access to the 3D4 Medical Anatomy app, you will need to be on the Trust network so set up first time access.

- Visit our Libguides homepage for quick links. If you need any help, click on the ‘Get help with’ tab or contact us directly [https://buckshealthcare.nhs.libguides.com/library](https://buckshealthcare.nhs.libguides.com/library)
Q. I want to register with the Library and become a member, how do I do this?

- You can fill out the online registration form https://buckshealthcare.nhs.libguides.com/library/join
- Please note that there may be a delay in sending a library card to you

Q. I would like to request an article

- Please email your request to bht.library@nhs.net or request online https://buckshealthcare.nhs.libguides.com/library/reqarticles and we will get back to you.
- We might not be able to get your item but we will stay in contact with you and try our hardest to get the information you need.

Q. Can I still borrow books?

- You can borrow books using the self-issue machine located near the library entrance if you bring your library card with you. Please note we are working on a fault with the self-issue machine that might set the alarm off as you leave the library even if your books are correctly issued – please ignore.
- Many libraries are withdrawing their book interlibrary loan service during this period so unfortunately its unlikely we will be able to obtain books from other libraries for you.

Q. How do I renew my books?

- All library books currently on loan (as of 24th March) have been automatically renewed to 30 June 2020. Any books issued via the self issue machine will be given a due date of 3 months.

Q. How do I return my books?

- If you are on site at Stoke, you can return using the self-service machine. You can leave the books on the trolley.
- If you are not based at Stoke, you can return the books to us in the internal mail but would ask that you email us to confirm they are on their way. Please note that there may be a delay in discharging them from your record but no fines will be incurred.

Q. How can I find a book in the library?

- Try searching our online library catalogue www.swims.nhs.uk
- Enter your search topic and use the location filter on the right hand side (we are listed under Stoke Mandeville rather than Aylesbury)

Q. Are you still charging fines?

- All fines will be waived during this period. We are working with a new Library Management System so if your account is showing fines, please bear with us. Contact us if you have any issues.

Q. I would like to request a literature search

- Your library team are available to carry out literature searches on any topic whether COVID related or business as usual, please contact us, as above.

Q. I’m having problems with my OpenAthens account / I would like to register for OpenAthens

- There is a guide that can show you how to register for OpenAthens, the link to register is https://openathens.nice.org.uk but if you have any questions or issues, please contact us.

Q. I’m a junior doctor, can I still get access to online exam resources?
You can access the application form [http://swanlive/staff-resources/trust-library-services/online-exam-resources](http://swanlive/staff-resources/trust-library-services/online-exam-resources) - if you can’t access the intranet, you can ask us to email it to you. Once the form is completed, please scan and email it back to us.

Q. I need some library-related training, where can I get help?
- If you need help with literature searches, you can access these e-learning modules aimed at healthcare staff [https://www.e-lfh.org.uk/programmes/literature-searching/](https://www.e-lfh.org.uk/programmes/literature-searching/)
- For other types of training, please let contact us and we will endeavour to offer some remote support.

Q. I’m signed up to Knowledge Share and/or at least one of your current awareness bulletins. Will I still receive these?
- Yes we will continue to provide current awareness services as normal.

Q. Can you still help with online surveys?
- We will carry on this service as normal.

Q. I’m having IT issues whilst working in the library?
- Please contact the IT service desk 01296 315904

Q. Can I change the temperature control in the library?
- The heating and air conditioning controls on the wall on the in the 121 area which is just behind the main desk. Contact us if there are any problems.

Q. How do I turn on/ turn off the lights?
- The light switches are on the wall to the right of the self-service machine (opposite the enquiry desk).

Q. There is no paper in the photocopier machine, what do I do?
- During this period, we have left a supply of paper behind the enquiry desk. If the supply has run out let us know but in the meantime, please try the photocopier on the ground floor of the Education Centre.

For any other questions, issues or concerns please contact email bht.library@nhs.net or call us on 07866172090. You can also visit our external site [https://buckshealthcare.nhs.libguides.com/library](https://buckshealthcare.nhs.libguides.com/library)

We apologise for the inconvenience this might cause you and will do our best to ensure our service continues as usual.