

Library Services Manager

Emma Jones

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My role involves working with two other library managers in Swansea Bay to provide library services for all health board staff and students on placement. I have designated responsibility for Cefn Coed library which is the mental health collection library. My job involves typical management activities such as managing staff and a budget to undertake evidence based literature searches to support staff with patient care, education and research activities. As managers, we also take responsibility for particular areas of service provision such as user training and strategy. My responsibilities include workforce aspects such as library recruitment and retention and leading on the clinical guidelines repository for the organisation.

The Clinical Online Information Network (COIN) is where all clinical guidelines, policies and procedures are stored for Swansea Bay and my colleague and I are responsible for the whole system. As the repository contains over 5,000 documents and receives approx. 15,000 hits a week it is a vital information source for the organisation. The growth and development of COIN is something that I am hugely proud of.

I love the variety in my role as no two days are ever the same. We are very lucky as we get to work with such a wide range of people. As library services are multidisciplinary, we have regular contact with doctors, nurses, allied health professionals, pharmacists, scientific staff, domestics, management, and medical students to name a few. Everyone has a different need for accessing the service. One day, I can be undertaking a complex literature search, assisting with a systematic review, and the next day, I can be helping someone use ESR or looking for a particular book. It is certainly not a mundane job.

I completed my BA (Hons) in Library & Information Studies at Loughborough University back in 1995. As part of the course, I took a module on health information, which I thoroughly enjoyed. It was then that a visit to Queen's Medical Centre in Nottingham sparked my interest to work in the health environment. Luckily, four months after graduating I saw a job advertised for an Assistant Librarian at Singleton Hospital and I immediately applied. I got the job and I have worked for the same organisation ever since.



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Addysg a Gwella Iechyd
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Improvement Wales (HEIW)

I feel very proud to work for the NHS and knowing that the work we do as library staff contributes towards patient care is hugely rewarding. We are very privileged in the UK to have the NHS and everything that it has achieved over the last 75 years. It is vital that everything possible is done to protect it for our children and future generations.