



Worcestershire Health Libraries



Autumn approaches



We're excited to show you all the things we've been up to, listening to your feedback and working to improve our services and facilities for this quarter.

KNOWLEDGE MANAGEMENT

We are a team of library and information professionals, here to help you find the right resources - whether it's reading for fun, academic, clinical, or research work - we're here to support you.

We also house the **Registration Agents** (Smartcard team) and operate the **Education Centre @ Kidderminster Treatment Centre**.

HELPING YOU WITH



RESEARCH SUPPORT



WELLBEING



READING FOR FUN



www.worcsacute.nhs.uk/libraries

Service Updates

Improvements & Projects this quarter

As we are heading into the Autumn and Winter months, our team has a lot of developments and projects on the go - all aiming to better our service and facilities - but we understand that restraints and dealing with changes can be challenging - so we ask for your patience whilst we are making some changes.

Looking at our services and offerings

We are working with colleagues across the foundation group to review our service and offerings to all of our users.

Whilst we conduct this review, keep an eye out for any feedback opportunities, if one of our services is helpful to you - we'd like to know and make sure we add your voices to our review.



Collaborating with the wider Education Teams

There is work going on to produce a Trust-wide Education Strategy - your library team are involved and working with various teams to make sure you're represented.



Did you know?

You can access more than just one library!

We have **four libraries** we operate and manage, but being a part of the HeLM consortium, means we can also **lend and borrow items between 50 other health libraries in the Midlands.**

If you don't see what you want in our stock - check out our website or ask one of our team how to get what you need.



Library Team Updates



Team Highlights



Awards & Achievements

Shophie Uddin (Library Assistant & RA Agent), has recently completed a **Level 4 Mindfulness for Stress and Wellbeing course with distinction**. Well done Shophie!



Starters & Leavers

We are saying goodbye to our previous **Knowledge and Library Services Manager David Chamberlain**. We wish you well with your new endeavors after 25 years with the Trust.

We are welcoming our new **Knowledge and Library Services Manager Shiaraz Mohammed**. Previously our Clinical Librarian, Shiaraz takes the role on from 1st September 2026. We look forward to working with him.

What are we reading?

Our latest reads...



You can find a selection of fiction titles at each library or via the catalogue.



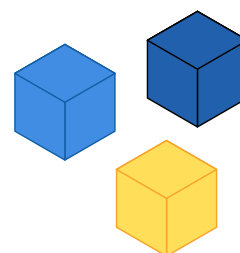
Smart Card Updates



What is a smartcard and what does an RA Agent do?

We can help you with the following:

- Obtaining a smartcard
- Adding Worcestershire Acute Hospitals access to a card issued elsewhere
- Renewing your smartcard
- Unlocking a forgotten passcode
- Replacing lost or stolen cards
- Linking your smartcard with an alternative authenticator (should services/systems allow)
- Troubleshoot access issues
- Signpost to other departments who could help



Just email us at wah-tr.Smartcards@nhs.net

Who are we?

The **Registration Authority** or **Smartcard Team** as we are more widely known are also library staff members who have dual roles.

Registration Authority Manager: Emma Gibbs

Registration Authority Agents:
Carly-Anne, Helen, Paul and Shophie.

Operating for Worcestershire Acute Trust across 3 library sites - Worcester, Redditch & Kidderminster

Smart Cards/Registration Authority - Worcestershire Acute Hospitals NHS Trust



Staff Development Day



UNIVERSITY OF
BIRMINGHAM

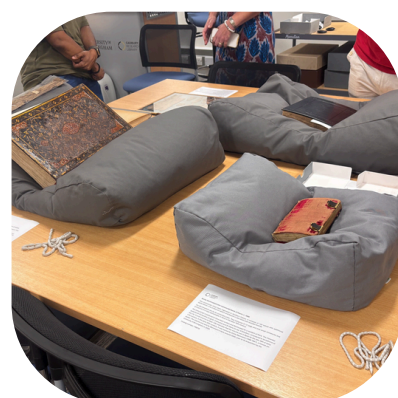
In July 2026 we met with several Knowledge and Library Services professionals across the University of Birmingham teams.

We started by meeting the Knowledge and Evidence Service team, then hopping over to UoB main library for a tour of their facilities and a final stop at Cadbury Research Library with insights across their work, training, and careers.

Our team were impressed by all three areas, the staff giving the tours, and to all the ongoing project work and initiatives they shared with us.

Some highlights were experiencing the ergonomic and acoustic furniture, the accessibility and wellness initiatives as well as the connection to their students and external communities - preserving but also opening up access to resources and alternative income streams.

It was also interesting to hear the challenges each team has faced and how they had adapted their services to succeed.



Staff Development Day

The day of our tour was also Graduation Day! So we got to experience the wonderful atmosphere on campus staff, students and alumni all there to celebrate.



What's next?

Our team is now taking all we learned on the day and looking at our own ways of working and areas for development. We swapped contact information with the teams involved and hope to keep the networking and knowledge sharing relationship going strong into the future.

We would like to extend a huge thanks to the UoB staff involved in the day and the co-ordination of hosting us and answering all of our questions - with particular thanks to Claire Browne, Rachel Posaner and Phil Tromans.

We look forward to hearing from you in the near future.

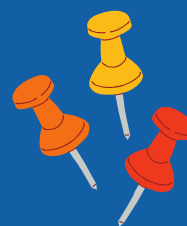
The Library Team



www.worcsacute.nhs.uk/libraries



Spotlight on: Learning Zone



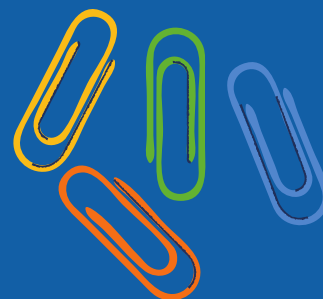
What is it?

The Learning Zone is a section on our library webpages where we collate the latest information to help our staff and students get started with their studies and research.

How can it help you?

We have information and guides for various subjects, from starting to search our databases, health literacy, to critical appraisals, referencing and citations.

Check it out and get in touch should you need further support.



More Information





We want to hear from you

Feedback

We would love to hear from you, our users.
What are we doing right? What might we improve?

Suggestions?

We always welcome suggestions, new resources; books, journals etc. or perhaps there's some ideas for study areas; furniture, equipment you'd like to see... please let us know.



www.worcsacute.nhs.uk/libraries



Worcestershire
Acute Hospitals
NHS Trust



Herefordshire and Worcestershire
Health and Care
NHS Trust



Primary Care and ICB Staff
In Worcestershire