

*NHS Trust Libraries join together to benefit from improved library services and cost savings from Soutron*

## COUNTLESS OF CHESTER HOSPITAL NHS TRUST USE SOUTRON FOR THEIR LIBRARY MANAGEMENT SOLUTION



**Countess of Chester Hospital**  
NHS Foundation Trust

The Countess of Chester Hospital NHS Foundation Trust is a 600-bed large district General Hospital located on the Countess of Chester Health Park with a 64 bedded Intermediate Care Service at Ellesmere Port Hospital.

The Trust has almost 4,000 employees and provides a range of medical services to more than 445,000 patients every year, across Western Cheshire, Ellesmere Port, Neston and North Wales areas.

The Education and Training Centre Library at the COCH provides support to clinical and non-clinical staff to aid their decision making, evidence-based practice, patient care and safety, research, and life-long learning.

### CHALLENGE

The Library Management System used (Heritage) until 2015 was a local system and not cloud-based and the annual service fee was about to be increased, so it was time to look at the marketplace for a new solution.

After asking other library services in the area for recommendations based on their experiences, the Librarian at Warrington and Halton NHS Hospitals NHS Foundation Trust suggested considering Soutron as they were very happy with this product and the support they receive. Warrington and Halton NHS Hospitals NHSFT had been using the Soutron LMS since they moved away from Heritage in 2011 and never looked back.

In addition, by merging the catalogues both Trusts could potentially benefit from further cost savings by sharing their print collection, avoiding duplication of book purchases.

### SOLUTION

After the initial demonstration of Soutron and their cloud based, fully managed Library Management System, it was decided that a combined system would be a perfect fit for the needs of all library users, as well as the library staff.

Virginia Jordan, Acting Librarian at the EdTC Library said "Soutron is a very user-friendly product and easy to get to grips with. We took Soutron onboard as an extension to the service that both Trusts already provided as this made sense financially too."



**"Soutron LMS provides very good value and we get a lot out of it. It's such an improvement on our previous provider and solution."**

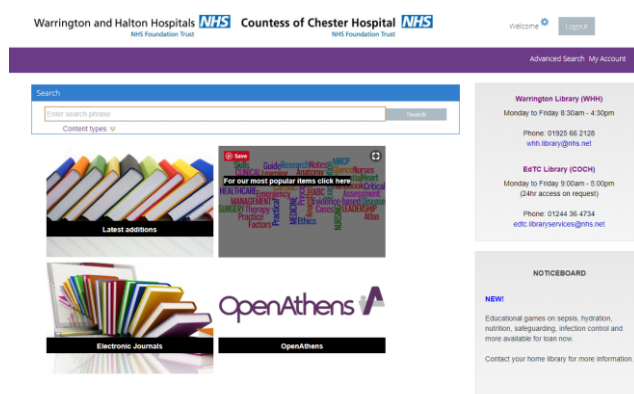
Virginia Jordan,  
Acting Librarian



## RESULTS

With such a flexible and affordable solution in place EdTC Library at COCH have found the cloud-based Soutron system helping them with day-to-day tasks within the library. Virginia says, “We love the cataloguing functions, thesaurus and reports provided, even the online tools that allow us to update the templates for overdue letters, that the system generates automatically. Our end users can renew items with just a couple of clicks; it’s all very easy to work with and it looks fantastic!”

With a new search portal in place for both NHS Libraries (Countess of Chester Hospital NHSFT & Warrington and Halton NHS Hospitals NHSFT), all users of the catalogue can carry out their own research for books and online resources offered by both library services via any internet connected mobile, tablet or desktop computer.



Virginia was also very keen to share the service experience received from Soutron’s ongoing support and helpdesk.

She says “I have never experienced such attentive help and support from a previous LMS provider, I really must praise Matt for all the help he has provided on the helpdesk, no matter how large or small my requests are!”

Virginia adds “Soutron LMS provides very good value and we get a lot out of it. It’s such an improvement on our previous provider and solution.”



To learn more about the Countess of Chester Hospital NHS Trust, visit their website:

[www.coch.nhs.uk](http://www.coch.nhs.uk)

To find out how you can migrate to a fast, cloud-based library management system to support your NHS Trust, start a conversation with Soutron today:

[www.soutron.com](http://www.soutron.com)