



Providing an NHS Trust with the confidence to reach a wider audience with a fully managed, cloud based LMS.

MERSEY CARE NHS FOUNDATION TRUST USE SOUTRON LIBRARY MANAGEMENT SYSTEM FOR LIBRARY, EVIDENCE REVIEWS AND NICE GUIDELINES

CHALLENGE

Mersey Care NHS Foundation Trust provides specialist mental health services in North West England and beyond.

With clinical services provided across 36 sites in the North West of England. They have over 5,000 staff and serve a population of almost 11 million people.

Mersey Care's Knowledge and Library systems were failing to meet staff and user expectations. They were unhappy with the old Heritage system they had at the time, it just failed to work for them as they had hoped.

They searched for a new LMS provider, found Soutron and were very impressed with the versatility the software offered.

SOLUTION

Soutron's new fully-integrated web-based library management system required no hardware investment or capital expenditure, so it could be funded from Mersey Care's existing annual budget for library and information services.

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Andrew Cheney,
Evidence Services Lead

Mersey Care

NHS Foundation Trust

“We wanted to take ownership of the LMS and were looking for a fully supported system we could rely on. With previous systems heavily relying on our internal IT departments who were busy and lacked the necessary expertise it could take hours and sometimes days to get issues resolved. This was impacting our service and ability to serve.”

RESULTS

The project was completed in less than one month with training provided on-site. The Mersey Care team particularly appreciated Soutron's open lines of communication, the speed at which the system was installed and the flexibility they now have in their database.



The cost included conversion and training with no need for internal IT support. The new system was not only affordable but could also be installed much sooner than Andrew Cheney, Evidence Services Lead, had hoped.

Andrew Cheney says, “the impact of Soutron on our library service has been overwhelmingly positive and the benefits felt immediately by library staff and users alike. Library users appreciate the easy-to-use front-end, the live catalogue and time-saving ownership over their own library accounts with the facility to request and renew items online.”

“The cloud based Library Management Solution from Soutron provides us with fantastic support, peace of mind and has given us confidence to reach a wider audience as a result.”



Andrew goes on to say, “We have made huge savings in a short time, now we can catalogue centrally rather than from each of our three libraries.”

“We have expanded the use of the Soutron Library Management System which started as our core book collection. We now store staff evidence reviews and more recently the addition and distribution of NICE guidelines. This is really allowing us to get even more value from a fully supported, single LMS.”

They also use the Clio Inter Library Loans (ILL) software, provided by Soutron. It allows them to access the British Library via the new British Library API.

The software also allows library users to submit requests, check the status of requests, register for ILL, manage their own details and so much more.

Staff are no longer tied to desktop computers because cloud-based Soutron LMS allows them to carry out work amongst the book stock via Wi-Fi enabled laptops. All of this means library staff can get more done in less time.

Andrew concludes “With Soutron hosting our data, we know we always have the most up-to-date version of Soutron LMS supported by a direct line to an

exceptional help desk. Emails and phone calls are quickly answered and staff suggestions seriously considered for inclusion in future upgrades. All of which has given us the confidence to undertake major stock work including the reclassification of more than 3,000 items.”

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To learn more about the Mersey Care NHS Foundation Trust and the services they provide, visit their website: www.merseycare.nhs.uk



To find out how you can migrate to a cloud based and affordable library management system to support your organisation, start a conversation with Soutron today: www.soutron.com