

## Empowering Healthcare Professionals: NHS Blood & Transplant Doubles Library Engagement with Soutron

### INTRODUCTION

The NHS Blood and Transplant Library and Knowledge Services support a complex, distributed workforce across the UK, including nurses, clinical scientists, hematologists and healthcare managers.

Under the leadership of Jane Gray, Knowledge and Library Services Manager with over 15 years in post, the organization has relied on Soutron's Integrated Library System (ILS) for even longer.

With a mission of providing knowledge and evidence to inform clinical and management decision making, providing easy access to collection materials is required, given NHBST's goal of enabling staff to save and improve even more lives and the geographically dispersed nature of their workforce.



### CHALLENGE

The NHS library provides library services to NHBST leadership, nurses, scientists, doctors, healthcare managers and more.

The organization has a unique operational model characterized by:

- 700 people at the main site and 5,000+ healthcare professionals located across multiple sites nationwide, unlike the typical NHS hospital
- Limited physical access to the main library
- A growing need for digital and remote resource discovery
- Diverse user groups, from clinicians and scientists to nurses and managers, each with distinct information requirements.



### Blood and Transplant

Historically, staff could only browse physical shelves in the library. With no centralized digital access, remote staff struggled to:

- Discover available resources.
- Access textbooks and organizational publications.
- Stay informed about new materials.

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**“Soutron is like a shop window really for the people who can't come into the library and browse.”**

Jane Gray  
**Knowledge and Library Services Manager,**  
NHS Blood and Transplant

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This challenge intensified with the rise of remote work, making a robust, accessible catalog essential.

As Jane described, “People can't just pitch up at the library and look at the shelves, so our catalog has to do far more.”

### OBJECTIVES

NHSBT required a library system that could:

- Provide easy, intuitive discovery for remote users
- Serve diverse professional groups with different information needs
- Integrate seamlessly into existing NHBST digital environments
- Support both print and electronic resources
- Scale and evolve over time

## SOLUTION:

### A Long-Term Partnership with Soutron Global

For nearly 20 years, the Soutron Integrated Library System (ILS) has provided a customizable, user-friendly library solution to NHSBT, demonstrating Soutron's adaptability and long-term value.

The NHSBT library platform has evolved alongside the organization's needs, growing from a basic text catalog to a sophisticated, visually engaging discovery portal built directly into NHSBT's SharePoint intranet ensuring quick access, meeting the demands of a modern, distributed healthcare workforce.

Key capabilities delivered:

#### Remote Access Discovery Tools

- Staff browse new titles, subject collections and cataloged resources visually, including book jackets and automated new-item carousels

#### Collection Trees / Subject Browsing

- Semantic metadata tags make browsing intuitive for unfamiliar users

"We can just click nursing... or transplantation... or transfusion science... and it lists all the current books. It's so much easier to browse and be inspired," states Jane.

#### Seamless Circulation for Distributed Staff

- Remote users request books for delivery through an internal logistics system

#### Integrated Print + e-Resources

- EBSCO eBooks and others improve access to high-demand textbooks across the organization

#### Customized Library Portal Branding

- Clear labelling as "Library Catalog" (instead of "Soutron"), improving recognition and ease of use among staff

## RESULTS

NHS Blood and Transplant's implementation of Soutron's ILS demonstrates how the right integrated library system can transform service delivery for distributed organizations.

### KEY OUTCOMES

- Library engagement **doubled**
- Remote staff gained equal access to critical knowledge resources
- Discovery improved across all professional groups
- The library became a visible, accessible service, not a physical location

The longevity of the partnership highlights Soutron's ability to **adapt, scale and continue delivering value** as organizational needs evolve.

"Soutron is like a shop window really for the people who can't come into the library and browse." Jane Gray, Knowledge and Library Services Manager, NHS Blood and Transplant.



To find out more about NHS Blood and Transplant and the range of NHS services available, visit their website for details:

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

To find out how you can migrate to a fast, secure, cloud based Integrated library system to support your healthcare organization, start a conversation with Soutron Global today:

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