Web-based Article Request Service

www.basedoc.co.uk
Welcome to the BaseDoc Request Management System

BaseDoc allows registered Library members to submit online article requests and track order progress

**Login**

If you're already registered, enter your login details below:

- User ID
- Password

Forgot your password?

**Register**

Register below for access to the online article request service:

- Home Library
- User ID
- Title
- Name
- Trust/Site
- Department
- FULL Work Address
- Post Code
- Work Phone
- Mobile
- Work Email
- Confirm Email
- Choose a Password
- Confirm Password

I agree to abide by the BaseDoc Terms & Conditions

Register
Any NHS library service aims to:

- Use the best evidence to help staff provide the best patient care
- Provide resources and services to keep staff up to date in their practice, and obtain best evidence
- Help with essays and dissertations for those studying while with their Trust

• So document delivery needs to support all of these aims
• BASE is a consortium of NHS libraries in Birmingham, Solihull and the Black Country (Walsall, Dudley, Sandwell and Wolverhampton)
• We share an LMS system and share our book stock through an ILL arrangement catered for by the LMS system
• There is no document delivery module in the LMS
• History of how we processed Article Requests
  ➢ 1999-2005 Completely paper based
    • All requests needed a copyright form to be completed
    • Kept in request file
  ➢ 2005-2012
    • CLA agreement NHS England no form
    • Outside area or non NHS required form
    • Information on requests in spreadsheet

Moving to this meant leaner working, better record keeping
<table>
<thead>
<tr>
<th>Date</th>
<th>Customer Details</th>
<th>Source Details</th>
<th>BL Only Details</th>
<th>Article Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/02/2007</td>
<td>global Community Services Ward 9 MHH</td>
<td>post txd/l25 2</td>
<td>BL</td>
<td>07/02/2008</td>
</tr>
<tr>
<td>07/02/2007</td>
<td>global Community Services Ward 9 MHH</td>
<td>post txd/l25 3</td>
<td>BL</td>
<td>07/02/2008</td>
</tr>
<tr>
<td>18/02/2007</td>
<td>global Nursing and Therapies</td>
<td>online</td>
<td>Mental Retardation</td>
<td>20/12/2007</td>
</tr>
<tr>
<td>22/05/2007</td>
<td>nursing and Therapies Lansdowne Health Centre Post</td>
<td>185290 BUJIN</td>
<td>25/05/2007</td>
<td>Developmental medicine and child neurology (DMCN). 2006, vol. 42, no. 4, p. 223-34. Author: Smith, T. Title: Impaired fine coordination</td>
</tr>
</tbody>
</table>

---

**BaseDoc**

Sample spreadsheet used pre BaseDoc

---

• Similar spreadsheet used in library at University Hospitals NHS Foundation Trust (UHB)
• They have found moving to spreadsheet from paper based system and reducing number of libraries proved leaner:

<table>
<thead>
<tr>
<th>Source</th>
<th>Pre spreadsheet (time per request in minutes)</th>
<th>Post spreadsheet (time per request in minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>UHB</td>
<td>18.5</td>
<td>5.5</td>
</tr>
<tr>
<td>West Midlands NHS Libraries Network</td>
<td>23.5</td>
<td>11</td>
</tr>
<tr>
<td>BL</td>
<td>55</td>
<td>16, this change also benefited from reducing the number of library services consulted</td>
</tr>
</tbody>
</table>
• Why we did it and for whom

  – We wanted to move to a leaner system yet
  – Web based system suggested by Jennie Cooke, UHB NHS FT
  – BCHC had relevant expertise to develop the site
  – Invited other Trust in BBC region to join
  – Joined by Heart of England NHS FT Trust (2 libraries) and Walsall Healthcare NHS
  – Met several times to work on requirements
Prime Requirements

- Paperless
- E-signatures
- Copyright compliant
- Searched collections
- Told users when available electronically
- Users used system to make requests 24/7
- Would have reporting functionality

- Need to have forms available
• Allowed 6 months for development
• Took 12 months
• Had many meetings around copyright and searching capabilities that required changes
• Drew line in the sand, leave more developments for version 2
• Launched between September 2012 and December 2012, depending on Trust
Already proving leaner with one Trust reporting average turnaround times have moved from:

• 3.6 days to 0.6 days per order
• Benefits for users

  – Available 24/7 from any pc, tablet or phone with internet access
  – Can monitor progress of order
  – No paperwork
  – Quicker turnaround
• Benefits for library staff
  – Can pick up requests very quickly
  – Pre-search saves time
  – Can be used by any member of staff
  – Have immediate reports on activity by user and usage of titles
  – Have audit trail for copyright enquiries
If anyone is interested in having a trial of BaseDoc in their library please contact Chris Hand on 0121 466 6282 or email christopher.hand@bhamcommunity.nhs.uk