



BaseDoc

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BaseDoc

Web-based Article Request Service

www.basedoc.co.uk

BaseDoc

bin/index.cgi



BaseDoc
Request Management System

User ID

Password

Go

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

Login

[Forgot your password?](#)

Help

- **I don't know my User ID**
Your User ID is the 7 digit number on the back of your library card. Your Home Library can help with this.
- **I'm a Library member but I don't have a password**
Library members need to register before using the BaseDoc system. Fill out the form opposite to join.
- **I registered but I still can't login to the system**
Your account needs to be validated by your Home Library before you can use the system. This should be done within a couple of days, after which you will be emailed to say your account is ready.

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

BaseDoc

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

BaseDoc

- 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

BaseDoc

- 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

BaseDoc

Sample spreadsheet used pre BaseDoc

		Customer Details					Source Details					BL Only Details				Article Details	
Status	Date In	Request Tel	Email	Department	Location	Deliver	Ref	Source	Date Sent	Date	Copyrig	Contact	Due Back	Fee Paid	Journal / Book	Reference	
complete	16.09009		global	Rehabilitation	WMRC, OTLC, Selly Oak	post		online	16.09.09	16.09.09					Cochrane Library	Nicholas RS, Friede T, Hollis S, Young CA Anticholinergics for urinary symptoms in multiple sclerosis. May 2003; vol 23(3), p481-99: Post traumatic stress disorder	
complete	12/08/1990		global	Learning Disabilities	Greenfields	Email	216847	WF(REA)	12/08/2009	13/08/2009					Clinical Psychology Review	Archives of Disease in Childhood	
complete	23/05/2006		global	Childrens	Springfield Centre, Raddlebarn Rd, Selly	email		online	n/a	23/05/2007					BMJ	June 2004: vol 89(6), p526-29: First UK survey of paediatric...	
complete	23/05/2006		global	Childrens	Springfield Centre, Raddlebarn Rd, Selly	email		online	n/a	23/05/2007					Diabetes Care	June 2001: vol 322, p1428: Prevalence of type 2 diabetes in children...	
complete	23/05/2006		global	Childrens	Springfield Centre, Raddlebarn Rd, Selly	email		online	n/a	23/05/2007					RCN	2003: Apr 2003: vol 26(4), p : Bryden: Poor prognosis of young adults...	
complete	23/05/2006		global	Childrens	Springfield Centre, Raddlebarn Rd, Selly	email		online	n/a	23/05/2007					Royal College of Paediatrics and Child Health	2006: Specialist nursing services for children and young people lw ht diabetes	
complete	23/05/2006		global	Childrens	Springfield Centre, Raddlebarn Rd, Selly	email		online	n/a	23/05/2007					Royal College of Paediatrics and Child Health	2006: A guide to understanding pathways and implementing new orks	
complete	07/02/2007		global	Community Services	Ward 9 MHH	post	txkdt125 2	BL	07/02/008	12/02/2008	sent	29/01.08		yes	Cortex	Efficacy of visuo-spatial training in right-brain damaged patients w th spatial hemineglect and attention disorders. , 2006 Oct, vol. 42, no. 7, p. 973-82, Piccardi-L, Nico-D, Bureca-I, Matano-A, Guariglia-C.	
complete	07/02/2007		global	Community Services	Ward 9 MHH	post	txkdt125 3	BL	07/02/008	11/02/2008	sent	29/01.08		yes	Occupational Therapy Journal of Research,	Unilateral neglect and functional significance among patients w th stroke. 2001 Fall, vol. 21, no. 4, p. 223-40, Chen-Sea-M.	
complete	07/02/2007		global	Community Services	Ward 9 MHH	post	txkdt125 4	BL	07/02/008	08/02/2008	sent	29/01.08		yes	Scandinavian Journal of Occupational	Development of a standardized occupational therapy screening tool for visual perception in adults. ,	
complete	07/02/2007		global	Community Services	Ward 9 MHH	post	txkdt125 7	BL	07/02/2008	08/02/2008	sent	29/01.08		yes	Topics in Stroke Rehabilitation	Dynamic assessment and multicontext treatment of unilateral neglect. Topics in Stroke Rehabilitation, 1998 Spring, vol. 5,	
complete	07/02/2007		global	Community Services	Ward 9 MHH	post	txkdt125 6	BL	07/02/008	08/02/2008	sent	29/01.08		yes	Topics in Stroke Rehabilitation	The lighthouse strategy: improving the functional status of patients w th unilateral neglect after stroke and brain injury using a visual imagery intervention. Topics in Stroke Rehabilitation, 2001 Summer, vol. 8, no. 2, p. 10-8, Nemeier-JP, Cifu-DX, Kishore-R.	
complete	07/02/2007		global	Community Services	Ward 9 MHH	post	txkdt125 5	BL	07/02/008	08/02/2008	sent	29/01.08		yes	Topics in Stroke Rehabilitation	Two approaches to treating unilateral neglect after right hemisphere stroke: a preliminary investigation. , 2003 Winter, vol. 9, no. 4, p. 22-33, Cherney-LR, Halper-	
complete	18/02/2007		global	Nursing and Therapies				online		20/12/2007					Mental Retardation	Year=2006; vol=44; part=3; pages=189-202; author=Heller; title=Supporting ageing care givers and adults w th developmental	
Complete	22/05/2007			nursing and Therapies	Lansdowne Health Centre	Post	185290	BURN	25/05/2007	30/05/2007					Developmental medicine and child neurology (DMCN)	Year=2000; vol=42; part=?; pages=228-234; Author=Elason; Title=Impaired force coordination	

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 :**

Source	Pre spreadsheet (time per request in minutes)	Post spreadsheet (time per request in minutes)
UHB	18.5	5.5
West Midlands NHS Libraries Network	23.5	11
BL	55	16, this change also benefited from reducing the number of library services consulted

BaseDoc

- 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

BaseDoc

- 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

BaseDoc

- 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

BaseDoc

- Already proving leaner with one Trust reporting average turnaround times have moved from
 - 3.6 days to 0.6 days per order

BaseDoc

- Benefits for users
 - Available 24/7 from any pc, tablet or phone with internet access
 - Can monitor progress of order
 - No paperwork
 - Quicker turnaround

BaseDoc

- 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

BaseDoc

If anyone is interested in having a trial of BaseDoc in their library please contact

Chris Hand on 0121 466 6282 or
email

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