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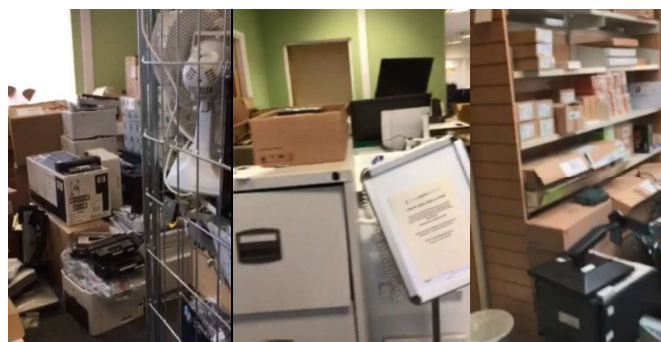
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## COVID-19: How we are delivering library and knowledge services remotely?

Kerry Booth, Library and Knowledge Services, University Hospitals of Morecambe Bay NHS Trust

From Wednesday 18th March 2020 the University Hospitals of Morecambe Bay NHS Foundation Trust (UHMBT) Library and Knowledge Services (LKS) team have been working remotely and operating a reduced service. The library at Barrow (FGH) has remained open with staff being able to access the library collection and computer suite. However, the library space at Lancaster was undergoing a £70,000 refurbishment in March 2020, with the funds provided by NHS England, and as such has not reopened. However, the space has been occupied by the UHMBT IT computer engineers who needed a "temporary" new home when their base was reopened as a ward for patients. Hopefully, we will have our site back soon as discussions are underway to relocate IT. In addition to operating and maintaining the library services remotely, members of the library team have also volunteered to support the community and other UHMBT departments during the pandemic. These placements were located primarily in the scrub exchange and participating in the 'Meals on Wheels' programme.



Still images taken from a video of RLI library space – 16.04.20.

### CHANGES TO THE PROVISION OF SERVICE

Some of the services have been affected as a result of the lockdown, the book request and inter library loans (ILLs) service were temporarily suspended; books borrowed from other Trust library services were returned but the LKS team are not able to process any new ILLs.

Whilst library staff are unavailable for face to face enquiries; staff are able to answer enquires using Microsoft Teams and email. The library staff are also available to provide article, literature and information requests as usual and any staff training sessions, such as database searching, have taken place using Teams.

In terms of books out on loan; the decision was taken to renew all items currently borrowed until 1st July; this has been extended until 1st September, therefore staff and students have not needed to renew their loans. Staff and students have been able to return their books to the Barrow library as usual, with Lancaster library calling in a favour with the education centre team, who have agreed to temporarily store any returns.

### BUSINESS AS USUAL ... REMOTELY

The LKS also continues to support the UHMBT policy team by undertaking the standard corporate document reference checks received, alongside providing information searches for the number of new policies arising as a result of the COVID-19 pandemic.

The LKS team have been heavily involved in the UHMBT Urology Inquiry since September 2019 and this work has continued throughout the lockdown period. The LKS team have been at the centre of information collection for the Inquiry team. Designated library staff

have participated in regular meetings and worked towards the set deadlines in conjunction with carrying out their usual roles within the LKS.

The LKS has continued to produce and distribute a number of publications during the lockdown period; the Practice Education Facilitators (PEF) bulletin has continued to be published, with an additional issue covering COVID-19. The PEF bulletin is predominantly catered towards UHMBT facilitators involved with the education of nursing, allied health and healthcare students.

The Governance bulletin was relaunched in June 2020. This bulletin was created in 2017 to support the UHMBT Governance Hub. The purpose is to highlight any new information in the areas such as governance, patient safety, compliance and assurance.

## WHAT'S NEW?

The new LKS website launched in April 2020 and the LKS team have been restructuring it. This involves reviewing all of the information on the website; including the e-resources and publications; this information has then been updated or replaced accordingly. This process is ongoing and will continue in the coming months. The LKS website also includes new additions; principally the link to the new journal site and the COVID-19 resource page.

Prior to lockdown, the LKS had started creating a new platform for the online editions of the Morecambe Bay Medical Journal (MBMJ). This platform will host the electronic copies of the MBMJ from volume one up to the current edition. This work has continued as dedicated members of the library team work remotely to upload each edition of the MBMJ as well as each of the individual articles onto the platform. The platform is now available to access from the LKS website.

Due to the level and speed of COVID-19 related information and guidance being created and published; the LKS have also taken a role in supporting the creation and maintaining of two COVID information sites. One website is for UHMB and another for the Bay Health and Care Partnership (BHCP). The information on both of these sites is regularly checked, maintained and updated by the LKS team; providing up to date timelines, information and resources.

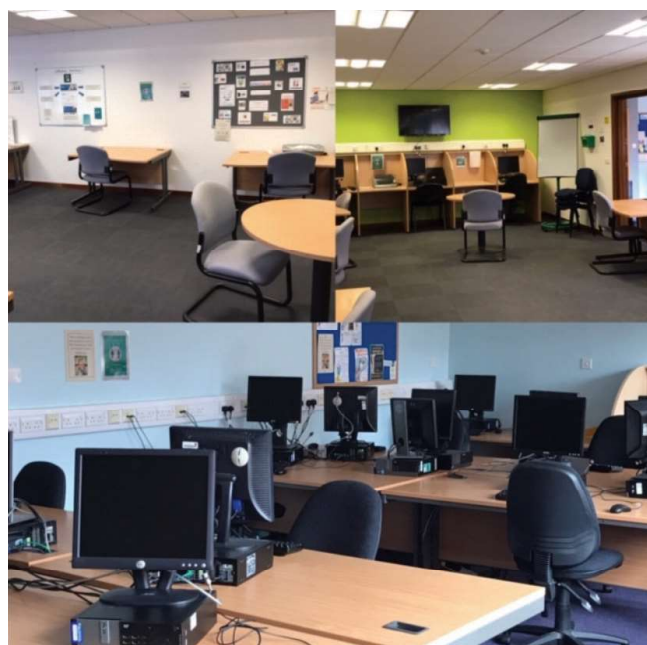
The Trust also requested an information search from the LKS recently; an official COVID-19 timeline. The LKS team worked together to locate local and national guidance collectively with information from Trust communications and policies in order to create the timeline. The LKS team are maintaining this COVID timeline; reviewing and updating on a daily basis. This is being used by the CEO to cross reference all decisions made during the pandemic

The LKS Twitter page has remained active, although the way it is being utilised has been altered to reflect COVID-19. The Twitter feed operated pre-lockdown as a tool to promote the LKS; during the lockdown period it has been utilised to signpost followers to the most up to date information hubs dedicated to COVID-19 advice, guidelines and news. Resources such as the Cochrane Library or Health Service Journal and the online point of care tools DynaMed and BMJ Best Practice all have relevant COVID-19 topics that are reviewed daily. Also, a new daily edition of a 'Library Team Twitter Diary' was introduced from May – June 2020. These entries gave an insight into the work and collaborations the LKS are involved with at UHMBT and what tasks are undertaken in the LKS.

## WHAT WILL A POST COVID LIBRARY AND KNOWLEDGE SERVICE LOOK LIKE?

The library team are currently conducting a large scale review of LKS policies and procedures; which will include a number of changes to how the LKS operates, such as ensuring that the library spaces adhere to social distancing guidelines. The number of LKS staff on site will also change once the team returns to work in the libraries. A possible 'isolation' period of 72 hours for any returned books may also be in place to further protect staff. The 'self-service' option for borrowing books, which is usually an out of hours process will remain in place full time; this will reduce the amount of contact between staff and library users. In line with official guidance library staff will wear masks whilst working and interacting with other staff for face to face enquires.

The infection prevention and estates teams have installed hand sanitisers at Barrow library for staff to use before and after entering the library. Barrow library has recently been rearranged to adhere to social distancing guidelines and is open with limited computer access.



The new rearranged library space at Barrow.

The Lancaster library space has three phases to undergo before it can be reopened:

- The IT team need to vacate the space
- A deep clean and appropriate sanitiser dispensers etc. installed
- LKS team return to the site and rearrange the stock and space.

The library service continues to be available even though our physical spaces are disrupted. The majority of our routine tasks have been undertaken whilst using our specialist knowledge skills to support the organisation and staff during this challenging time.

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