

# Library and Knowledge Services case study

# *UCL Great Ormond Street Institute of Child Health Library: EndNote software and EndNote training for GOSH staff at home because of remote working during the pandemic.*

Date *1st June 2021*

## Reason for enquiry

*3 years ago, we negotiated and implemented an EndNote licence for the whole Trust in order to make the EndNote software available to each member of staff at work. We also created a training programme for GOSH staff which included EndNote. Every time a member of staff needed the EndNote software for their department IT would add it overnight on their work computer upon request. And they would sign up and come to one of our training sessions. EndNote is essential for GOSH researchers, however access to the software was only possible on site.*

*With the pandemic most of the GOSH research staff were asked to work remotely so they would not be able to access EndNote any more unless they purchased it as a home licence, which even with the discount cost over £90, and we had to stop the face-to-face training.*

## What the knowledge and library specialist did

*We swiftly responded to feedback and to the need of GOSH staff and asked the EndNote providers whether it was possible for GOSH staff to access EndNote from their home computer. They responded affirmatively and this became possible very quickly. The Librarian was allowed to send GOSH staff a code to download EndNote to their home computer, for both PC and MAC. This meant that GOSH staff could carry on doing their research from home and it saved each of them over £90, thus saving the Trust so far about £28890. Since this has been implemented, 32 licences have been shared with incredibly positive feedback from the Trust. Also, following the introduction of restrictions due to the pandemic, we introduced EndNote online training to support our users through a combination of bespoke, live group sessions, as well as individual training and online guides. The online group sessions are all on Zoom and individuals have the choice of Zoom, Facetime, MS Teams or Skype.*

# Impact of input from the library and knowledge service

## Immediate Impact

*EndNote and EndNote training is a key service to GOSH staff and we needed to be agile to deliver this at such a demanding time for NHS staff.*

*GOSH staff have been able to carry on doing research remotely using EndNote as well as being trained on it.*

*Some comments from GOSH staff*

*“That is such an amazing news about EndNote on my home computer thanks so much for sorting this out so quickly”*

*“EndNote for my computer? This is fantastic news”*

*“Grazia this is great! Please send me the licence asap”*

*“I can now finish my paper’*

*“You are a star! Thank you, this is fantastic, I have just downloaded it”*

*“I’m really impressed (and relieved) at the how quickly this has been resolved, my paper has been submitted”*

*“it looks fantastic and I am so grateful because with all of the other commitments we have I would never have had time to go into work and do this at my desk”*

## Probable future Impact

*We will still be able to send EndNote licences to GOSH staff at home as this is now normal practice coming with the yearly payment of the EndNote licence. We will still carry on paying the EndNote licence for the Trust thus enabling each member of staff to have it at home too.*

## Submission by:

*Grazia Manzotti*

*UCL Great Ormond street Institute of Child Health Library*

## For further information on how you can get similar support contact your local NHS library and knowledge service.