Library Services Annual Report 2016-2017

1. About the library service

The library is based in the Postgraduate Centre at Stoke Mandeville Hospital and provides a multidisciplinary service to all Trust staff. Our service sits within the wider Education, Learning & Development Department within the Trust.

Our vision

To deliver highly effective, proactive and embedded services that promote a knowledge sharing culture and enable all Trust staff and other users to access the best evidence when and where it is needed for learning, research, clinical and organisational decision-making to achieve safe and compassionate care

Library services are closely aligned to Trust values

Our clinical outreach librarians work closely with Trust divisions to foster evidence-based practice for example through attending ward rounds.

We promote best practice, learning, research and innovation by identifying quality evidence through our expert literature searching and horizon scanning services.

Our services are tailored to meet the needs of individuals and teams whatever their role, speciality or workbase. Examples include our subject-based libguides sites, Knowledge Share and survey development

To enable staff to easily access the evidence base, we offer a range of e-resources and our document supply service can obtain information that is not available online

We deliver training in literature searching, critical appraisal and study skills to help staff to effectively locate and review information required for work or learning.

“We are so impressed with your service, thanks so much for supporting Spinal Research”

NISC

“I have used this service several times and found it valuable. I would not have had time in work hours to do this research myself”

Anon – feedback from Literature search impact survey

Safe & compassionate care, every time
2. Helping to deliver the BHT way

During 2016-2017, we expanded our resources and services to support the delivery of the Trust’s strategic priorities. Key themes included improving mobile access to information such as UpToDate, upgrading library facilities to newer technology, raising awareness of resources through increased training and promotion and a focus on demonstrating the impact of our services on organisational outcomes.

Quality

We will offer high quality, safe and compassionate care in patient’s homes, the community or one our hospitals

- Increased our LQAF (Library Quality Assurance Framework Score) to 98%
- UpToDate mobile app launched to improve access to evidence at point of care
- Improved process for demonstrating impact of our literature search service
- UpToDate desktop icon installed on all Trust PCs and training rolled out to departments
- 153 literature searches for patient care including guideline development
- 13 literature searches for service development
- Launched Immunization libguides page for quick access to relevant resources
- Delivered monthly bite-sized critical appraisal sessions at the general medical journal club
- Continued to attend 3 weekly ward rounds in support of evidence-based practice
- Created 6 intranet forms for Trust teams to streamline processes e.g. excellence reporting

“I have asked for a few survey monkeys to be produced and they are turned around really quickly. This really helps us and the clinical teams as this survey is being used to gain feedback from the ...team prior to their away day... All of the information will hopefully improve their staff survey results for next year in line with the trusts organisational priorities”

Leadership Development Team

“Your library staff are second to none. The service is one that you and your team should be proud of”

Practice Development Sister
People

We will be a great place to work where our people have the right to skills and values to deliver excellence in care

- Facilitated access to Internurse collection to support nurses and revalidation
- Made online exam resources available for junior doctors – survey showed 100% found resources very useful or useful
- Set up 35 online surveys for Trust-wide projects e.g. leadership, retention, health and safety, randomised coffee trials
- Expanded resources to support coaching, leadership, careers development and wellbeing, advanced practitioners
- Delivered regular training for Cancer Care Module, Essentials in SCI and Infection Control Link Practitioners
- Began attending monthly Rheumatology education meetings
- 80 literature searches to support continuing professional development
- 23 literature searches to support teaching
- Submitted an impact case study on a search that resulted in clear outcomes on recruitment and retention (see section 4)
- Supported Itchy Feet week and the Trust nursing conference with information stands

Money

We will be financially sustainable, will make the best use of our buildings and will be at the forefront of innovation and technology

- Upgraded library PCS to meet increasing demand
- Upgraded library self-issue and security system to benefit from the latest RFID technology
- 34 literature searches for research and audit
- Joined several consortia purchasing schemes to get best value for money
- Claire Coleman published as co-author in World Journal of Surgery
- Trialled the Medhand mobile app as an online alternative to print Oxford Handbooks
3. Performance and activity

3.1 Library services

Activity shows a mixed picture overall with substantial increases in numbers of people trained, enquiries and surveys whereas there are some significant falls in relation to new library members, books and articles supplied. A recent refresh of the library book stock may help to stem the decline in loans going forward but the general pattern suggests more needs to be done to promote library services and increase participation in inductions for new staff.

<table>
<thead>
<tr>
<th>Library activity</th>
<th>2015-2016</th>
<th>2016-2017</th>
<th>Performance</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Trust staff who are library members</td>
<td>63%</td>
<td>64%</td>
<td>1%</td>
<td>Increase among medical staff and HCAs.</td>
</tr>
<tr>
<td>New library members</td>
<td>844</td>
<td>758</td>
<td>-11%</td>
<td></td>
</tr>
<tr>
<td>Visits to the library</td>
<td>36,241</td>
<td>37,223</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>Enquiries</td>
<td>7274</td>
<td>10,972</td>
<td>51%</td>
<td>Estimate based on 2 week sample.</td>
</tr>
<tr>
<td>Book loans (own stock and ILL)</td>
<td>5234</td>
<td>4186</td>
<td>-20%</td>
<td>Refresh of stock Dec 2016 resulted in 11% increase Jan-Mar 2017 compared to Jan-Mar 2016</td>
</tr>
<tr>
<td>Articles supplied</td>
<td>1093</td>
<td>908</td>
<td>-16%</td>
<td>Reflects national trends</td>
</tr>
<tr>
<td>Literature searches</td>
<td>377</td>
<td>351</td>
<td>-7%</td>
<td>Less capacity due to reduction in COL staffing levels</td>
</tr>
<tr>
<td>No of people trained</td>
<td>216</td>
<td>368</td>
<td>70%</td>
<td>Improved recording of ad-hoc sessions and UpToDate roll-out</td>
</tr>
<tr>
<td>No of people subscribed to current awareness services</td>
<td>Data not collected</td>
<td>315</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>No of surveys created for Trust projects</td>
<td>17</td>
<td>35</td>
<td>105%</td>
<td></td>
</tr>
</tbody>
</table>

Library membership

The profile and size of library membership largely reflects that of the previous year. There were small increases in membership among allied health staff, HCAS, medical and nursing staff. However there was a slight drop in the numbers of students and admin staff.
3.2 E-resources

The launch of the UpToDate mobile app in December 2016 was accompanied by a promotion campaign and roll out of training to medical staff across the Trust resulting in 35% increase in usage.

Despite improvements in the proportion of Trust staff with an NHS Open Athens account, statistics show a decline in the use of other online resources, particularly ClinicalKey. Some of the activity data for ClinicalKey was not counted due to technical issues but usage will need to be monitored and more work needs to be done to raise awareness.

<table>
<thead>
<tr>
<th>E-resources usage</th>
<th>2015-16</th>
<th>2016-17</th>
<th>Performance</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Trust staff with NHS Athens account</td>
<td>30%</td>
<td>37%</td>
<td>23% ↑</td>
<td>This is the highest % in Thames Valley &amp; Wessex</td>
</tr>
<tr>
<td>Total access of online resources with NHS Open Athens</td>
<td>17691</td>
<td>13813</td>
<td>-22% ↓</td>
<td>Decline is less than regional trend. Athens no longer required to access UpToDate / Loss of national collection of Finch Journals / Issues with relaunch of national Healthcare Databases Advanced Search</td>
</tr>
<tr>
<td>Average number of accesses per user</td>
<td>11</td>
<td>7</td>
<td>-27% ↓</td>
<td>Decline is less than the regional trend and also in part explained by increase in number of new accounts</td>
</tr>
<tr>
<td>UpToDate</td>
<td>11875</td>
<td>16221</td>
<td>35% ↑</td>
<td>Launch of new app and roll out of training</td>
</tr>
<tr>
<td>ClinicalKey</td>
<td>15233</td>
<td>9223</td>
<td>-39% ↓</td>
<td>Elsevier reported that some statistics were not being counted</td>
</tr>
<tr>
<td>BMJ Case Reports</td>
<td>42</td>
<td>39</td>
<td>-7% ↓</td>
<td></td>
</tr>
<tr>
<td>Internurse (since October 2016)</td>
<td>Data not available</td>
<td>428</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Online exam resource accounts used</td>
<td>Data not available</td>
<td>37</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

“Thanks - this is a very valuable resource for trainees”
Anon - feedback from exam resource survey among junior doctors

“UpToDate is an invaluable resource. I couldn’t do my job without it”
Anon - feedback from survey
4. Focus on literature search service: organisational impact

From January 2017 we started to routinely collect impact data from those who had requested a literature search. From the data collated so far, our searches are most likely to have an immediate impact on decision-making, professional development and collaborative working and are most likely to have a probable future contribution on improving patient care, service delivery and risk/safety.

Recruitment and retention literature search - impact case study

Who: Divisional chief nurse

Reason for request:

- addressing shortage of band 5 nurses by adjusting the skill mix and up skilling Band 3s and 4s.
- implementing 12 hour shifts (vs 8 hours)

What the library did:

- discussed requirements
- ran a comprehensive literature search
- sent the most relevant evidence by email

Benefit and impact:

- Creation of HCA posts and reduced reliance on agency and bank staff
- Overall the project saved Trust approximately £100,000
- Risks to patient care were mitigated by increasing the number of staff available
- Saved the project team at least a week’s worth of indepth literature searching and sourcing papers

“We would recommend that Trust staff use the library for change management or wherever evidence-based research would assist in the development of healthcare services. We will be back!”
5. Staffing

**Library Services Manager** – Sarah Lewis (1WTE)

**Clinical Outreach Librarians** – Claire Coleman, Noureddine Kenssous, Gill Rose (2WTE)

**Senior Library Assistants** – Chris Barnett, Phil Ruston (2WTE)

6. Finance

The majority of library expenditure focussed on making e-resources available (databases, ejournals and ebooks) including the point of care tool UpToDate (plus mobile app) and ClinicalKey. We were able to join a couple of consortia purchasing schemes which enabled us to secure discounts on some products. Necessary investment to upgrade library PCs, security gates and self-issue machine account for the higher than usual spend on IT.

![Library expenditure 2016-2017](image)

- Books (5.80%)
- E-resources (72.98%)
- Other resources (5.62%)
- Document supply (0.23%)
- Marketing and stationery (0.25%)
- IT and other equipment (14.72%)
- Maintenance charges (0.38%)

7. Looking ahead to 2017-2018

We will look to continue to build on progress made in 2016-17 by:

- Raising the profile of the library service and extending outreach
- Increasing awareness and usage of e-resources
- Capturing more impact data
- Expanding services to support patient / public information and organisational knowledge sharing
- Developing support for research and innovation
- Seeking further opportunities for collaborative working both within the Trust and among wider NHS and other library network

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