

Library and Knowledge Services Annual Review 2015/16

Table of Contents

Library and Knowledge Services Annual Review 2015/16	1
Summary.....	2
1. Aim of this review	2
2. Review of LKS activity and its contribution to Trust activities	2
2.1. Supporting access to and use of the evidence base	2
2.1.1. <i>Books and e-books</i>	3
2.1.2. <i>Online resources</i>	4
2.1.3. <i>Interlibrary Loans and Article Request Service</i>	4
2.2. Information consultancy	5
2.2.1. <i>Literature searches and enquiries</i>	5
2.2.2. <i>Outreach/clinical librarian</i>	6
2.3. Supporting Trust staff's continuing development.....	6
2.3.1. <i>Information skills training</i>	6
2.3.2. <i>Helping staff keep up to date</i>	7
2.4. Library anywhere, anyhow, any time.....	8
2.4.1. <i>Library as place</i>	8
2.4.2. <i>Library User Engagement</i>	8
2.4.3. <i>Digital by default</i>	9
2.5. Library services for service users and carers	9
2.6. Library management	11
2.6.1. <i>Staffing</i>	11
2.6.2. <i>Finances</i>	11
2.6.3. <i>Quality assurance</i>	11
2.6.4. <i>Impact</i>	12
2.6.5. <i>Annual Delivery Plan and Library Strategy 2013-2016</i>	12
2.7. Working in partnership	13
2.8. Review of LKS performance standards 2015/16	13
3. Action points and priorities for forthcoming year	14
4. Conclusions.....	14

Summary

The Library and Knowledge Services (LKS) aim to improve patient care, and to promote evidence based practice, decision making, research and lifelong learning by providing all staff and teams with access to the information and knowledge they need to carry out their work, and the skills to make best use of it.

During 2015/16 the LKS enjoyed a more stable year staffing-wise and service usage levels within SSSFT increased for most library services, in particular information literacy training. Use by SSOTP staff varied more, reducing further in some areas but increasing in others. The LKS continued to deliver high quality services, meeting all but one of their performance standards; and maintained its 99% compliance level against the national Library Quality Assurance Framework standards. Feedback from LKS users continued to be very positive. The LKS made a lot of progress in the way it uses technology, enabling remote access to further services; and improved the way it supports service users and carers. The LKS started to consult on its 2017/20 Strategy, and action points for the coming year will fit in with the new strategy's broad aim of easier access to information.

1. Aim of this review

This report aims to review library service developments, achievements and challenges over 2015/16, as well as providing a picture of who is using what aspects of LKS services and how that usage is supporting Trust activities. This overview also provides analysis to identify areas for future development and issues to be addressed in future LKS strategies and delivery plans. For more detailed statistics and analysis, please see the appendices and additional documents.

2. Review of LKS activity and its contribution to Trust activities

This section reviews the main successes, challenges and statistics for the various services provided by the LKS during 2014/15 and shows, through quotations and examples, how the specific services support NHS values, such as high quality patient care and well-informed staff. For more detailed statistics, see Appendix 1.

2.1. Supporting access to and use of the evidence base

"To continually drive up the standards of healthcare, clinical decision making must be supported by the best available evidence and good practice" [Health Education England Mandate 2015/16]

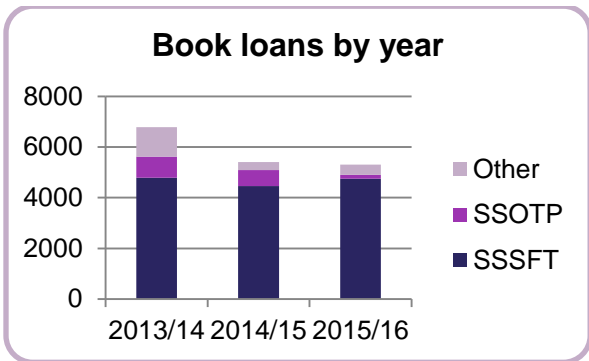
One of the library's key roles is to provide access to the 'best available evidence and good practice' that Trust staff need to keep delivering high quality healthcare. It does this through making available both print and electronic resources procured nationally and locally.

2.1.1. Books and e-books



How does this support Trust values?

“I borrowed some books on leadership, which gave me some useful insights into how teams work and different ways to think about how you get different people working together” [Book Impact Survey 2016]



Action Points 2016/17

- Lengthen e-book loan periods
- Broaden range of e-book titles available by introducing ‘demand driven acquisition’
- Promote book stock more to SSOTP staff

Challenges

- Finding balance between print and e-books – most users prefer print, but e-books are more easily accessed by community based staff and those outside Staffs and Shropshire
- While SSSFT staff borrowed more books than in 2014/15, use by SSOTP staff fell dramatically

Progress 2015/16

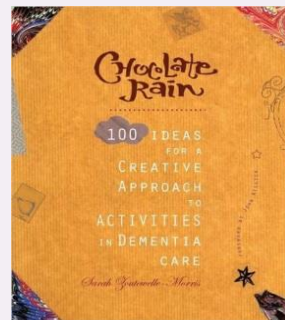
- Users can now borrow, renew and return books out of hours using Trust Smartcards
- Users can change their user number to make it more memorable and easier to renew and request books online
- New books display at Stafford library
- 3 areas of book stock were updated in line with new/revised NICE guidance
- 634 new print books and 150 new e-books added to stock

Good News story:

Book impact survey showed library book stock was being used to support CPD, patient care, study, advice to colleagues, service users and carers and service redesign

Quick statistics:

- Registered LKS users increased to 1364 from 1277
- 391 new registrations
- E-books: 235 loans, 111 downloads and 312 browses
- Most regular borrowers were psychological therapies staff and psychiatric nurses



[Book Impact Survey, 2015]

“Chocolate Rain - activities for advanced dementia sufferers, useful for our team for ideas to advise users and carers that we meet in the home setting or in care homes”

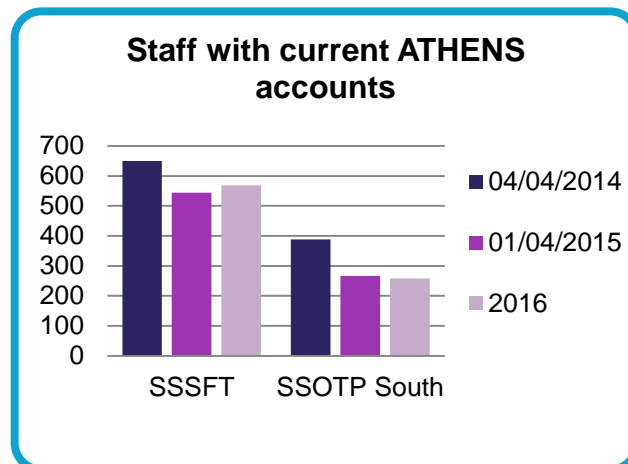
2.1.2. Online resources

Progress 2015/16

- Tables of contents for four Children’s and Social Care journals added to e-mail bulletins service to try to increase awareness and usage
- SSOTP e-resources for North and South merged to provide equal and improved access to the evidence base across the Trust at lower cost

Why online resources?

“helped me to refine my practice according to the evidence base so that clinical time is not spent on approaches that are not likely to be productive” [Library Survey 2016]



Challenges

- Making online resources easy enough to access to entice people away from general web searches
- More key journals disappeared from national content during 2015/16 creating further cost pressures

Action Points 2016/17:

- Make online resources easier to discover using a discovery service tool

Quick statistics:

Changes in behind-the-scenes statistics gathering makes it hard to compare usage from previous years

- Favourite resources for SSSFT staff were NHS Evidence (databases, journals, BNF) and other e-journals
- Largest group registered for ATHENS resources in each Trust were nurses
- Increase in resource use within SSSFT (hard to measure within SSOTP)

2.1.3. Interlibrary Loans and Article Request Service

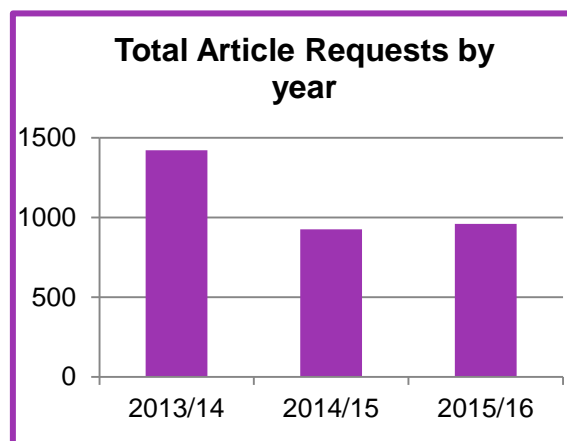
No NHS library can subscribe to all the information sources its users may need. Therefore it is important that the LKS sources, in a timely and cost-effective way, any book or article that Trust staff need to consult to inform their practice.

Why do we provide this service?

“The ability to request and receive articles in a very efficient manner ... directly impacts upon the care I am able to provide to my patients and the advice I provide to the rest of the service” [Article Request survey 2015]

Challenges

- Online article request form well received but technical challenges mean it is currently unavailable
- Failed to meet one performance standard: only 94% of requested articles sourced (standard: 95%)



Action Points

2016/17:

- Get the article request form back up and running
- Better understand reasons behind article requests that could not be sourced

Performance Standards Met

- 100% of article requests processed within 2 working days
- 100% of articles from stock supplied within 2 working days
- 100% external requests supplied within 10 working days and 97% within 5

Quick statistics:

- 87% of requests came from SSSFT, 13% from SSOTP
- Psychiatric nurses made the most requests, followed by psychological therapies staff
- 61% of article requests were satisfied from library stock or online sources
- The library supplied 120 articles to other libraries and received 244 in return

2.2. Information consultancy

‘It is through ... sharing knowledge, research evidence and best practice, that we inspire and inform innovation and improvements in patient care and safety, experience and outcomes’
[Health Education England, 2014]

2.2.1. Literature searches and enquiries

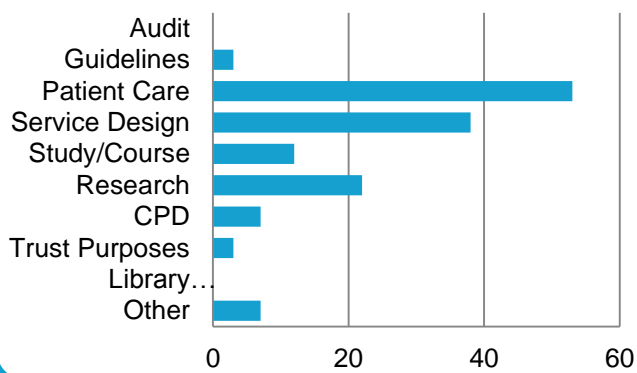
Why are we doing this?

“The information I have received from the library [has] ensured that I am drawing on solid research and evidence-based practice rather than relying on my own intuition and potentially flawed assumptions”
[Library Survey 2016]

Performance Standards:

- 96% of literature search results sent to users within agreed timeframe
- 100% of literature search results were what users had asked for

Main Purpose of Library Searches



Benefits of using search service:

- 91% of respondents got information more quickly
 - 74% saved time/money
 - 74% used wider range of evidence
- [Impact Survey 2015/16]

Action Points:

- Start to advertise synthesised searches more widely and offer on a systematic basis
- Implement new national toolkit to assess impact of searches

Search statistics:

- Number of search requests dropped from 116 to 110 in 2015/16 – see below
- Most popular search topics: eating disorders, assistive technology/digital healthcare, mindfulness, interpersonal psychotherapy and the role of occupational therapists
- The libraries answered an average of 147.5 brief enquiries per week (based on two week sample). All were answered within 5 working days

Progress 2015/16

- Librarians developed skills in synthesised searches (that contain a brief summary of search results) and carried out four syntheses for LKS users

- Slight drop in number of searches due to a change in policy meaning where requesters were doing a course, LKS staff did the search with them rather than for them. There was a corresponding rise in training, increasing users' information literacy.

2.2.2. Outreach/clinical librarian



Library stand at 'Celebrating Nursing' event in June

Why are we doing this?
 "regularly started using library services to undertake research into Assistive Technology, providing support and evidence base to evaluate prospective projects" [Library Survey 2016]

Progress 2015/16

- Revalidation – talks to groups in both Trusts about how the LKS can provide support
- Development of a journal club at Redwoods in collaboration with the Associate Clinical Director to support nurses' revalidation
- Stafford Librarian worked with the Forensic OTs and carried out several literature searches which informed practice development

Quick facts and figures:

- LKS staff continued to go to SSOTP's CAT group and SSSFT's Physical Healthcare meetings regularly
- Clinical librarian work led to 9 searches, 3 synthesised

Challenges

- Work to increase usage by social care staff and SSOTP community nurses did not lead to significant increase in usage

Action Points 2016/17:

- Take systematic approach to raising awareness of and offering LKS support to Specialist Services staff and teams
- Investigate journal club at Stafford (need senior clinician engagement)
- Investigate virtual journal club

2.3. Supporting Trust staff's continuing development

"The drive for evidence-based practice within health care, and the recent trend towards eHealth, is dependent on staff **being able to handle information effectively...**" [RCN, 2011]

"I really worried about the transition from university into practice. I was concerned about how I would stay up to date and access evidence as easily as I did while training. The library service has really helped me in my first year of practice, and I know I no longer need to worry about being able to access evidence" [Library Survey 2016]

2.3.1. Information skills training

The information literacy or search skills training provided by the LKS helps healthcare staff develop the ability to handle information effectively and to identify and appraise quality health information.

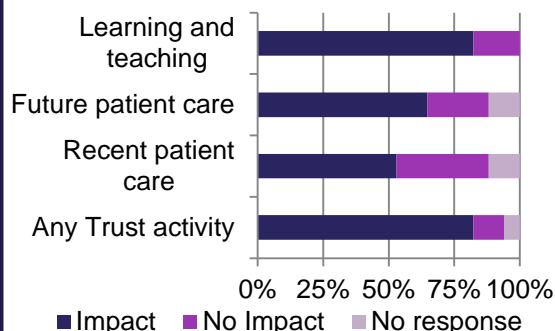
Why are we doing this?

"I have changed the way I search for information following recent search training ...I am now able to make the most of my time and reduce unnecessary reading by getting to the articles I need quicker and more efficiently" [Library Survey 2016]

Quick statistics:

- Large increase in all forms of training across all organisations during 2015/16
- 8 group courses, 68 1-to-1 and 22 ad hoc training sessions
- Most common training topics: database searching, e-journals, using the library catalogue and e-resources overview
- 4 group Critical Appraisal training sessions held

Library training sessions impact 2015/16



Challenges

Planned procurement of e-learning search skills modules was abandoned due to likely national procurement of the same product

Action Points:

- Continue to pilot remote training
- Investigate new formats for delivering training

"Learnt new and improved methods of literature searching that I have employed repeatedly since while working on a number of projects that will inform patient treatment programmes."

"Although the information I obtained may not directly involve patient care I am hoping it will have a direct impact on managing staff which will ultimately affect their performance"

[Impact survey 2015/16]

Progress 2015/16

- Trust staff on relevant courses and Staffordshire University nursing students are now receiving information about LKS support at an early stage – this has led to increase in usage by students
- Change in literature search policy meant more users received search skills training rather than having a search done for them
- 'Return to Study' courses helped prepare users for academic courses

2.3.2. Helping staff keep up to date

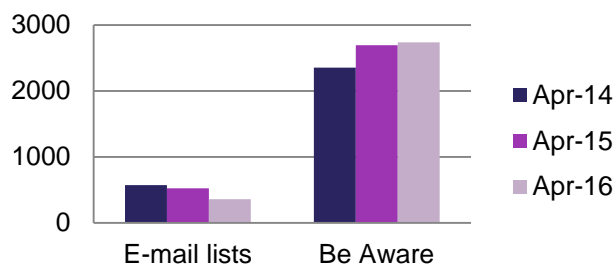
Why are we doing this?

"I work alone but these regular updates ensure I stay current and often trigger further reading"
"[I] gain a greater understanding of issues affecting service users"
 [Be Aware survey 2014]

Good News story:

Introduced new bulletins including Assistive Technology, Sexual Health, Technology Enhanced Learning, Creative Therapies and Primary Care


Subscriptions to Updating Services




<p>Action Points 2016/17:</p> <ul style="list-style-type: none"> • Improve content in weekly bulletins by incorporating shared content SSOTP now have access to • Promote new bulletins to wider range of staff to encourage take-up 	<p>Challenges</p> <ul style="list-style-type: none"> • No. of people signed up for bulletins circulated from other sources dropped significantly after circulation lists were reviewed • Need to improve content in some Be Aware bulletins 	<p>Progress 2015/16</p> <ul style="list-style-type: none"> • Successfully changed 'behind the scenes' software used to generate the weekly bulletins due to technical problems with former set-up • Re-established mailing list for bulletins circulated from other sources • Reviewed all bulletins for usage levels, stopped some bulletins and merged and/or renamed others
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2.4. Library anywhere, anyhow, any time

2.4.1. Library as place

	<p>Why provide physical libraries? <i>"The library is a wonderful environment that is conducive to my learning, my little sanctuary. Shush.... don't tell everyone or they'll all want to come"</i> [Library Survey 2016]</p>	<p>Progress 2015/16</p> <ul style="list-style-type: none"> • Changed print arrangements to Trust-contracted MFDs from LKS specific photocopiers, resulting in considerable cost savings for the Trust. Replacement arrangements being set up for non-Trust staff • Blinds replaced in Stafford Library • New books display now in place in both libraries
<p>Good News story: New security gates installed at Redwoods only sound when triggered by an unissued book, creating an environment more conducive to work and study!</p>	<p>Challenges The closure of Lichfield library is continuing to pose challenges particularly in terms of engaging with SSOTP staff</p>	<p>Action Points 2016/17:</p> <ul style="list-style-type: none"> • Get new service user computers and profiles up and running in both libraries • Promote use of self issue kiosks

2.4.2. Library User Engagement

	<p>Library Survey 2016: Excellent feedback from 2016 User Survey, including many examples of how use of the library/online resources has contributed to patient care, CPD, staff and team development</p>	<p>Progress 2015/16</p> <ul style="list-style-type: none"> • Surveys carried out – general Library/Information Use survey, Book Impact survey, Article Requests survey • New Twitter feed set up in May and Pinterest (to better promote books) in the Autumn • Display screen with news about new resources and services now in use in Stafford library
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LKS's first year on Twitter

- 331 tweets, 120 followers
- 405 engagements and > 66000 impressions
- Top topics for tweets: new evidence, LKS news and events, mental health fiction and new books

Challenges

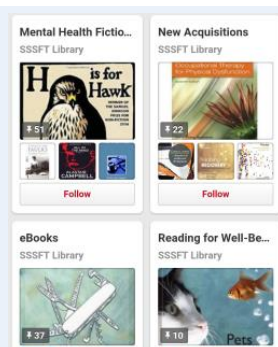
- Finding more effective ways to raise awareness of what's available from the LKS service
- Finding way to allow users to contact LKS by text

- Made greater use of LKS staff e-mail signatures to promote library services and resources
- Updated LKS web microsite to include online forms, a more interactive way of displaying e-books and links to key online resources (> 12500 page views)
- Generic LKS Skype account set up and publicised

Action Points 2016/17:

- Put in place timetable for future LKS surveys so as not to bombard users with requests for information
- Implement actions from 2016 Library Survey where feasible

2.4.3. Digital by default



Why are we doing this?

"I was able to access the resources I need anywhere and at any time because of the online material and being able to save them on my computer or iPad to read at a later time" [Library Survey 2016]

Progress 2015/16

- Signposted staff to reliable information by updating LKS app leaflet and adding contents to LKS web pages
- E-mail reminder messages for overdue books made more user-friendly

Challenges

- Current unreliable and restricted access to library management system due to IT issues
- Unreliability of web forms
- Cost of running parallel collections of print and online resources

Action Points:

- Work with Trust Communications team to get web forms back up and running
- Upgrade library management system to web-based software version
- Use Sharepoint to improve access to LKS services

Good News story:

Between Christmas and the New Year, it became clear there was a shortage of copies of an EMDR book for a course, with a long waiting list developing. The library was able to buy an e-book and make it available to users within 2 hours

2.5. Library services for service users and carers

"we will take steps to ensure that we build the capacity of all citizens to access information, and train our staff so that they are able to support those who are unable or unwilling to use new technologies"
NHS Five Year Forward View, 2014

Although the LKS's main role is to support Trust staff in obtaining the evidence they need to support their practice, it also provides some services directly to service users and carers.



Supporting Trust values

"I am using 'Food and Mood' to prepare a course which I am going to co-deliver at the Recovery College next year" [Book Impact Survey]

Service User Book Trolley:

- 180 book loans from Redwoods book trolley in first 8 months
- 'Weekly scheduled activity' on Holly ward
- Evaluation: trolley provided social interaction with service users and helped maintain their interests and stimulate new ones

Progress 2015/16

- Book trolley service set up and evaluated for the six inpatient wards at Redwoods
- 'Static' book trolley set up for service users and staff at Stafford library
- Revised poster on LKS services for service users and carers now available on Trust website and circulated by e-mail to wards

Reading for Wellbeing collection



Action Points 2016/17:

- Extend 'book trolley round the wards' scheme to Stafford
- Improve sustainability of Redwoods scheme by trying to involve a volunteer
- Add two reminiscence boxes to resources available for staff to use with service users
- Improve computer set-up for service users and carers in both libraries

Reading for Wellbeing

The Senior Library Technician worked with the Arts for Health co-ordinator to put on a refresher event on running reading groups and bought material for use in the groups for LKS stock

Facts and figures

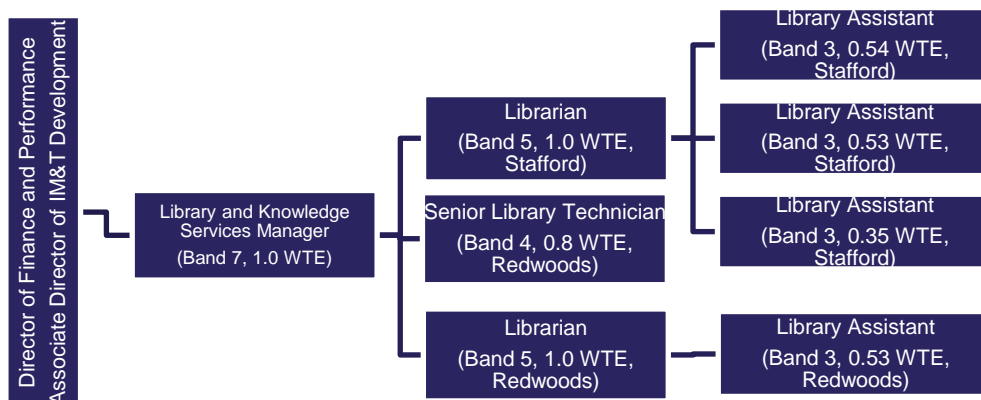
- 1082 service user computer logons in the library 2015/16
- 62 'Reading for Wellbeing' loans

Impact Survey

Both training and literature search impact survey results 2015/16 showed that clinicians use information from the LKS to better inform service users and carers.

2.6. Library management

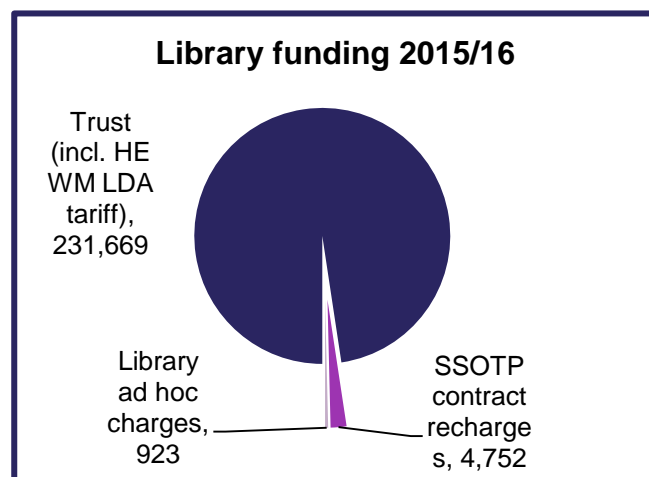
2.6.1. Staffing



- Permanent LKS staffing remained unchanged during 2015/16 at 5.75 WTE (non-recurrent funding was used to add an extra 0.20 WTE for five months).
- All three librarians are active in regional LKS groups.
- During the year the team increased the frequency of team meetings by using remote meetings in between face to face ones.
- Following on from basic project management training at the 2015 Awayday, each member of the team led on at least one project within the annual Delivery Plan.
- All members of staff received a KSF review and updated their mandatory training

2.6.2. Finances

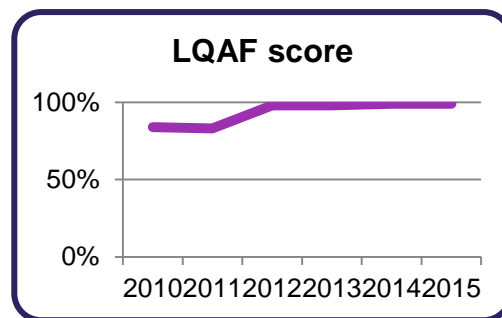
- The LKS is funded from two main sources: the Trust and educational tariff monies from Health Education West Midlands (HEWM).
- The LKS also has a service level agreement with Staffordshire and Stoke on Trent Partnership NHS Trust for the provision of LKS services to their staff in South Staffordshire: a new two year agreement was signed off for 2015/16 and 2016/17.
- 73% of library staffing was spent on pay, and 27% on non-pay.
- On non-pay expenditure, the LKS maximised its purchasing power for journals, books and other information sources through national purchasing framework agreements and local consortia. It also reduced its travel costs considerably by holding more meetings via Skype and Lync; and through the 2014 Management of Change process that led to the closure of the library at Lichfield and an increase in staffing based at Redwoods.



2.6.3. Quality assurance

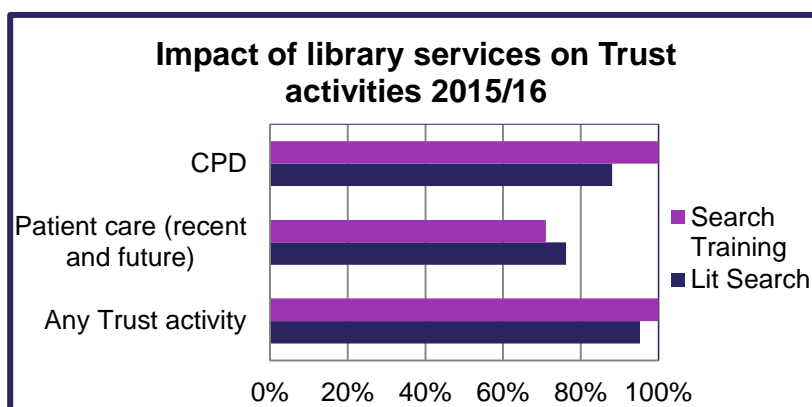
LKS services for NHS staff in England must comply with the Library Quality Assurance Framework – this is a condition of the Trust’s Learning and Development Agreement with Health Education West Midlands that links to the educational tariff funding the Trust receives.

In 2015 the Trust submitted a self-assessment score of 99% against the 48 criteria. This rating was confirmed via a desktop verification exercise (including peer review) by Health Education England West Midlands office. The Library Manager acted as a peer reviewer for four Birmingham and Black Country submissions and was a member of the assessment panel for another library’s assessment visit. The LKS’s 2014 LQAF score, also of 99%, compared favourably against a West Midlands overall average of 90.32% and West Midlands mental health average of 90.63%.



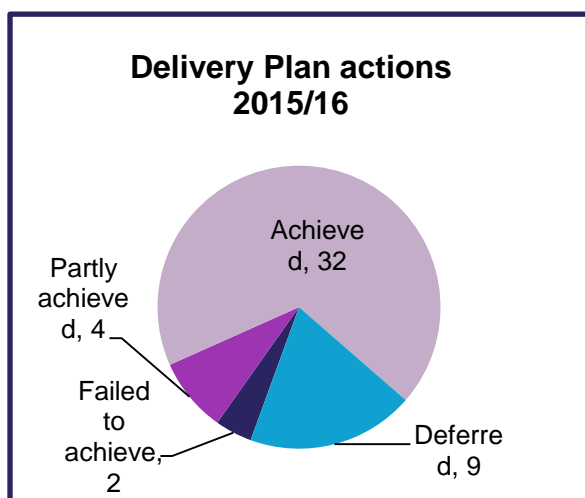
2.6.4. Impact

In addition to the main Library Survey, the LKS carried out three service-specific impact surveys during 2015/16, covering book loans, literature searches and training. All showed that the services supported the Trust’s main activities, in particular CPD and patient care. The literature search survey also showed that using the library to carry out the search had meant that, in most



cases, respondents received information more quickly, saved time and/or money and accessed a wider range of evidence. Respondents also provided examples of how they had used LKS resources in their day to day practice. See Appendix 2 for the full impact report.

2.6.5. Annual Delivery Plan and Library Strategy 2013-2016



Good progress was made against the LKS’s 2015/16 Delivery Plan. Work was completed on nine of the eleven top-level objectives, with substantial progress in the other two areas. Of the 47 more specific actions identified, over two thirds were completed and progress made on almost all the others.

The LKS’s 2013-16 strategy was flagged as an example of good practice through the LQAF assessment process. A first draft of the 2017-2020 strategy was produced, with library users consulted via the main library user survey and at the Trust AGM. This will undergo further consultation during the rest of 2016.

For a full review of progress against the LKS strategy and annual delivery plan, see Appendix 5.

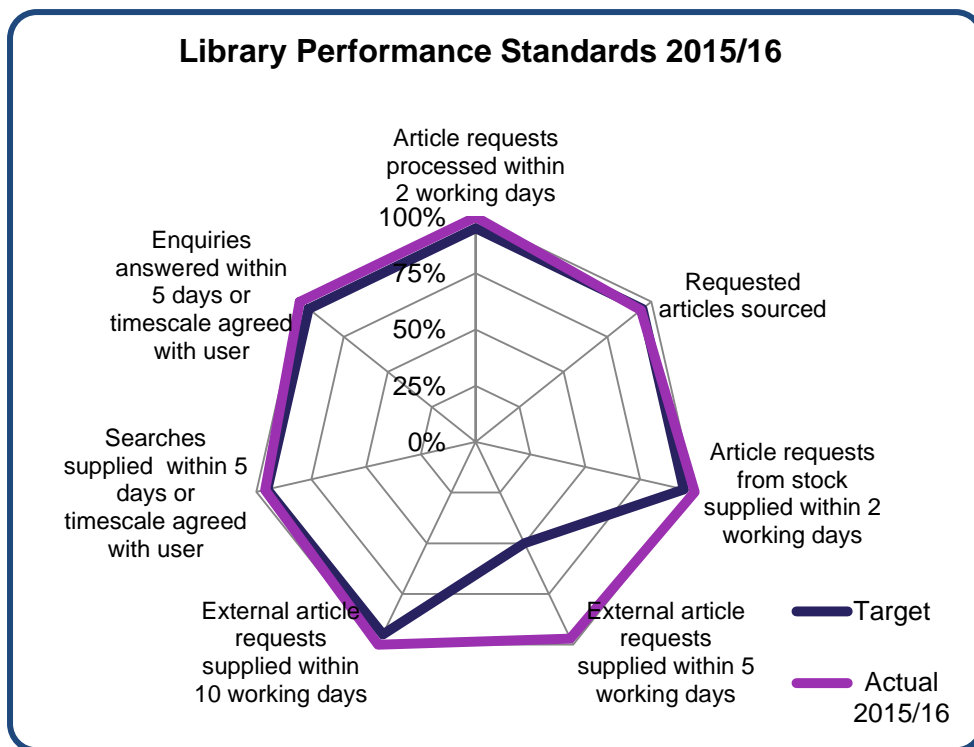
2.7. Working in partnership

The library continued to work collaboratively with partners locally, regionally and nationally to enhance access to resources and services for its users.

<p>Ongoing partnerships</p> <ul style="list-style-type: none"> • Further joint working with library service in North Staffordshire to deliver a unified service to SSOTP • LKS staff continue their roles in West Midlands-wide library groups 	<p>Progress 2015/16</p> <ul style="list-style-type: none"> • National ‘Knowledge for Healthcare’ strategy is encouraging greater collaboration and sharing between library services • Library Manager has an advisory role on the Community Libraries project group • Partnership working with Arts for Health to support ‘Reading for Wellbeing’ reading groups
<p>Challenges</p> <ul style="list-style-type: none"> • Ensure that any shared and standardised processes still meet the needs of local users 	<p>Action Points:</p> <ul style="list-style-type: none"> • Take part in regional interlending project • Use the new LKS strategy consultation process as an opportunity to investigate further opportunities for partnership working

2.8. Review of LKS performance standards 2015/16

The LKS works to a range of performance standards covering article requests, literature searches and enquiries. Performance against these is reviewed on a quarterly basis. The full year’s performance is shown in the chart below, in the sections on each service and in Appendix 1.



The LKS service met or exceeded its performance standards in all but one area: the proportion of articles supplied. There were various reasons for non-supply of articles and this will be tracked more closely during 2016/17.

Responses to the 2016 Library Survey showed high levels of satisfaction with the current performance standards: as a result, these will remain unchanged for 2016/17.

3. Action points and priorities for forthcoming year

Action points have been highlighted throughout the report and these and other priorities have been incorporated into the 2016/17 Delivery Plan.

4. Conclusions

2015/16 was a more stable year for the LKS service in terms of staffing and this allowed services to develop, with particular progress in terms of increasing use of technology and greater support for service users and carers. Performance against the main service standards improved during the year; and the three-yearly library survey showed that users were satisfied with services provided. Various surveys carried out during the year demonstrated the impact of LKS resources and services on key Trust activities including delivering high quality patient care, reviewing and redesigning services and developing new and existing staff skills. SSSFT use of almost all services increased, but use by SSOTP continued to fall in most areas. During the survey and strategy consultations, LKS users gave clear messages about their priorities for information seeking and LKS services going forward: easy access to full text information, and search results presented in a user-friendly way with syntheses of the key evidence.