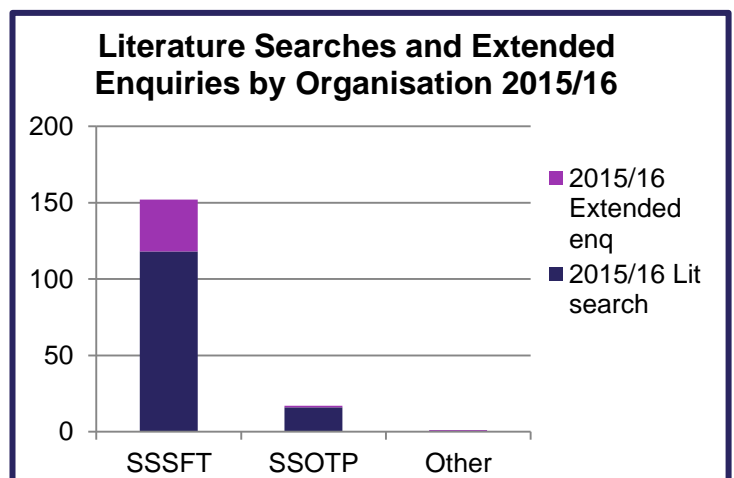
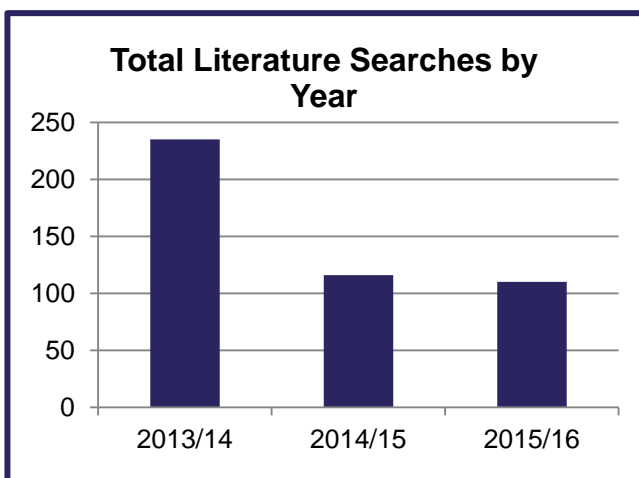


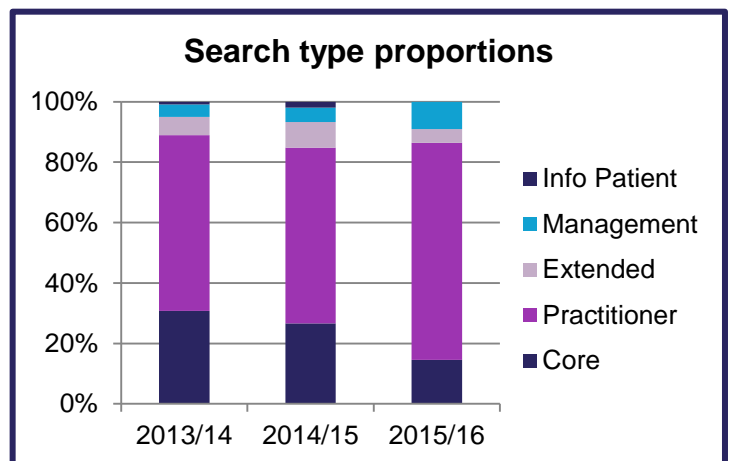
Appendix 1 – Statistical review of 2015/16

This appendix provides more detail on the services covered in the main Annual Review.

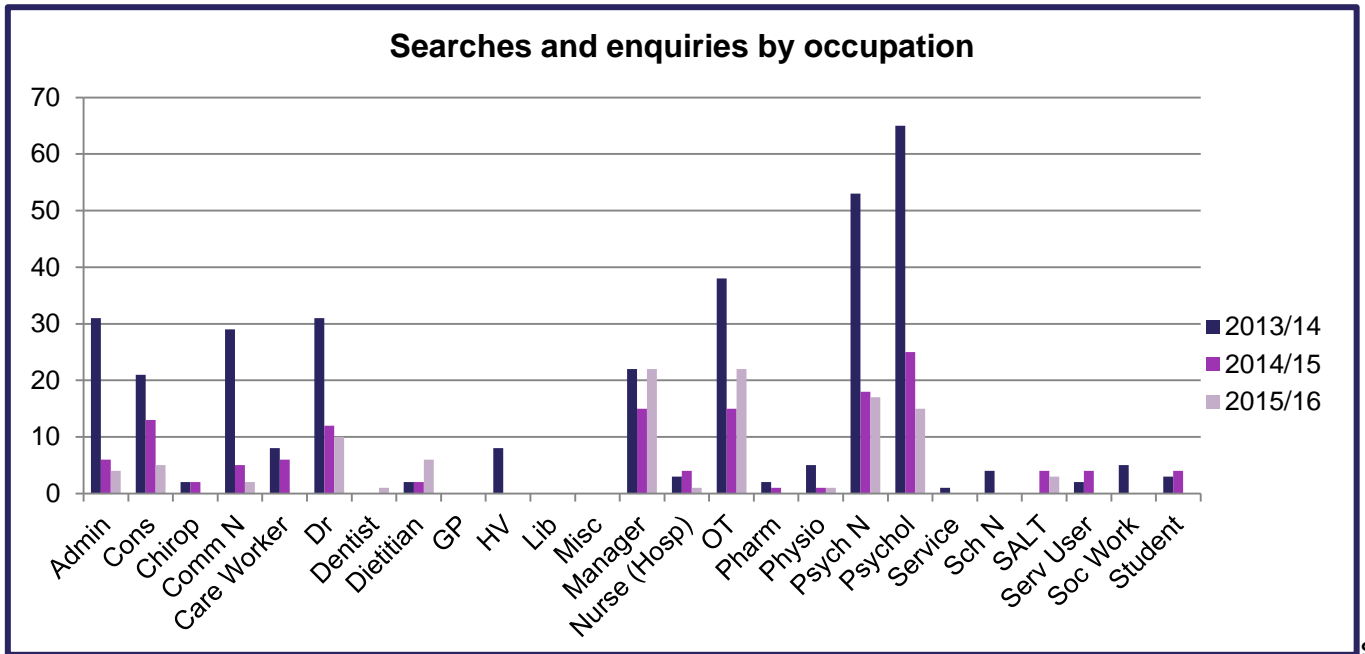
1. Literature searches



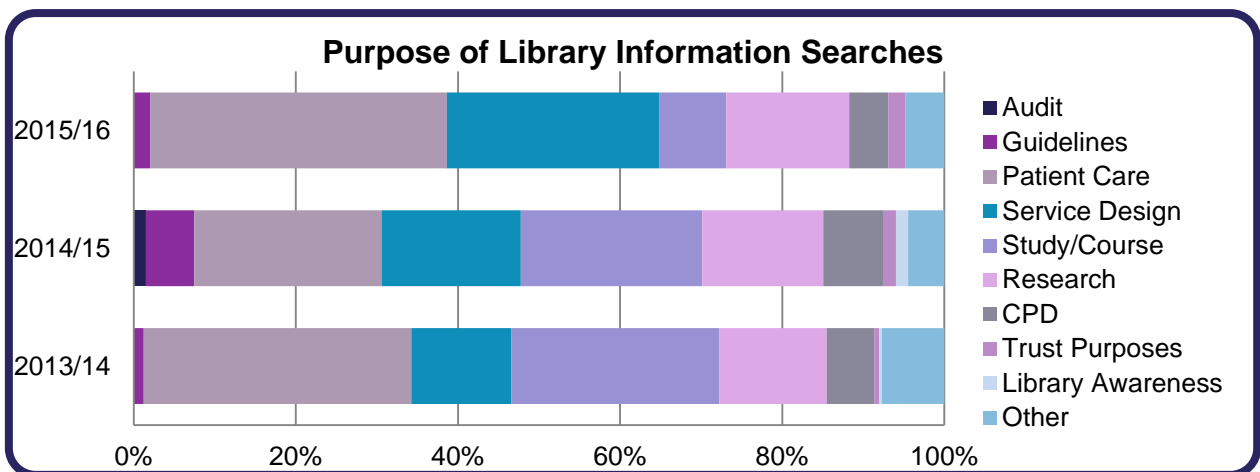
- Small drop in the number of literature searches carried out. This was largely down to a drop in the number of core searches, following on from the change in literature search policy (doing searches with people doing courses rather than doing searches for them). There was a corresponding increase in the amount of training.
- Slight increase in the average length of search carried out from 5.2 to 5.7 hours, as practitioner searches are now taking longer. This was partly due to technical problems with the nationally provided search tools towards the end of the financial year
- Most literature searches and extended enquiries (longer enquiries or searches not involving a traditional literature search) were requested by SSSFT staff

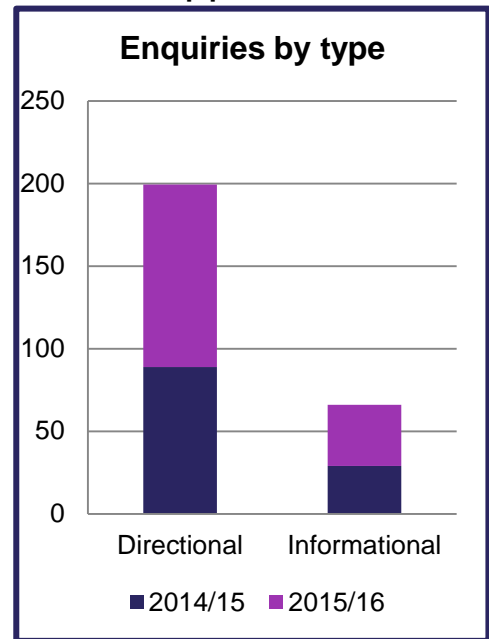
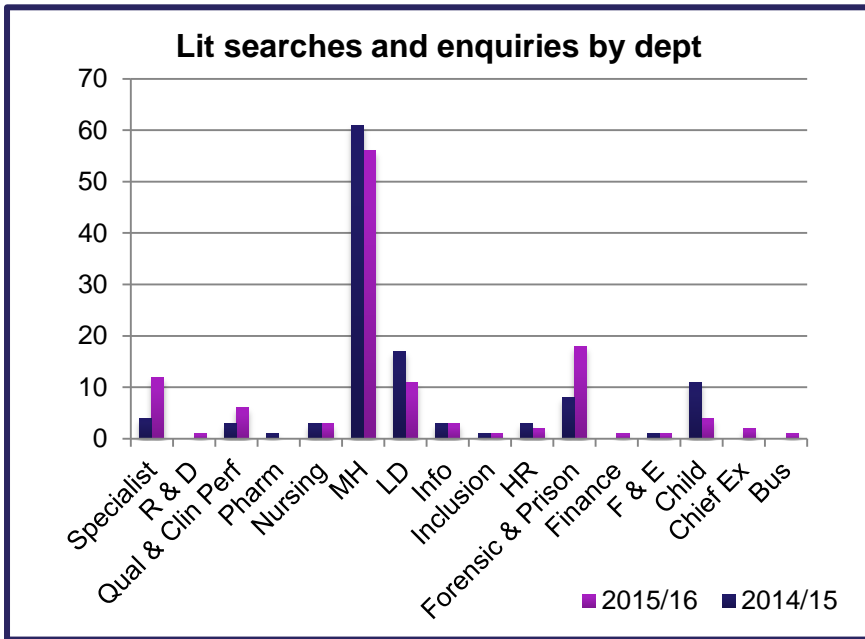


- Principal purpose for requesting literature searches and extended enquiries: compared to 2014/15, a higher proportion of searches was carried out to support patient care and service redesign, with fewer carried out to inform guidelines and studies/courses (this was due to the change in policy in literature searches – some extended enquiries were carried out to support studies).
- Use by SSSFT departments: the majority of the searches were carried out for Mental Health staff, followed by Forensic, ‘Specialist Services’ (including Eating Disorders and Mother and Baby), Learning Disabilities and Quality and Clinical Performance



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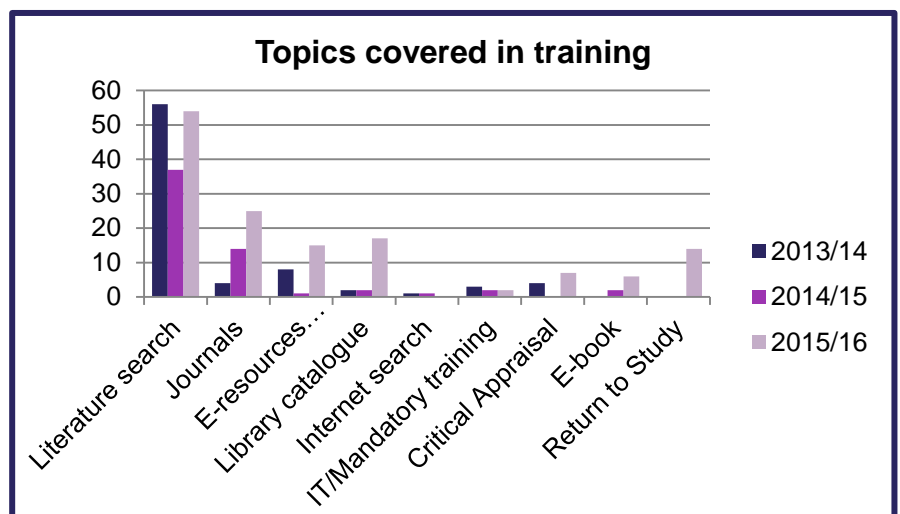
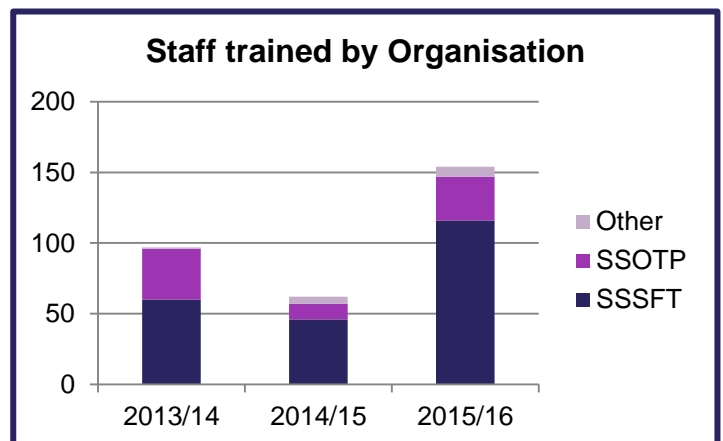


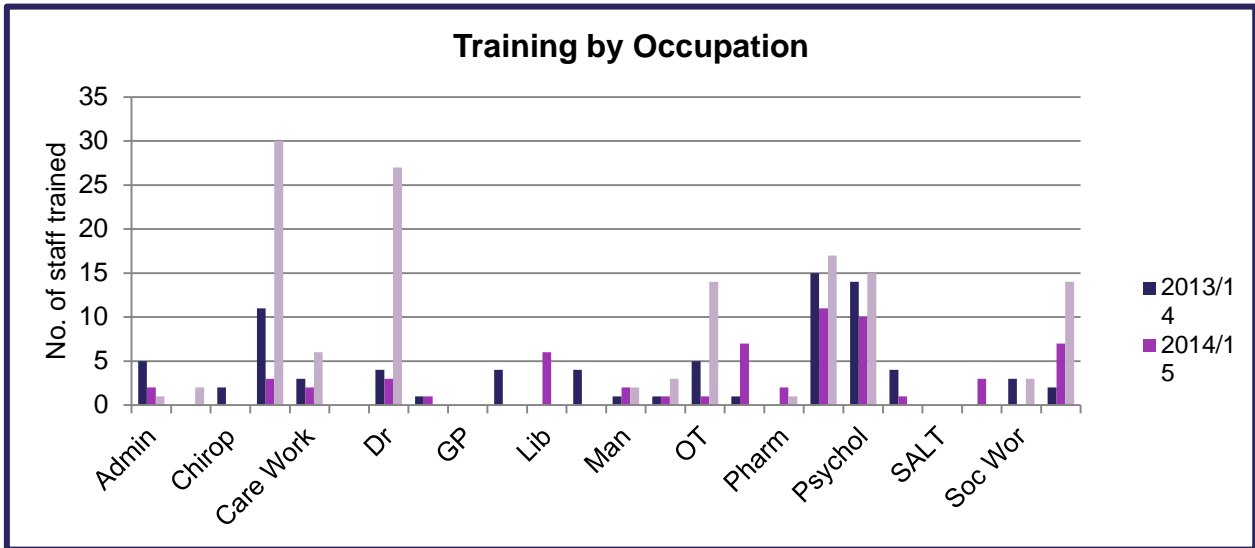


2. Search Skills Training

Search skills training develops the ability to identify and appraise quality health information and so is an important skill to support evidence based practice.

- Total number of staff trained by the Trust library service increased substantially during 2014/15.
- Total number of courses also increased substantially. Most training was provided through 1 to 1 sessions, but more group training was also provided than previously
- Average length of time spent on a training session (including preparation and travel) fell from 1.8 to 1.49 hours
- A wider range of topics were covered in training sessions, partly due to the introduction of a 'Return to Study' session and more Critical Appraisal group sessions

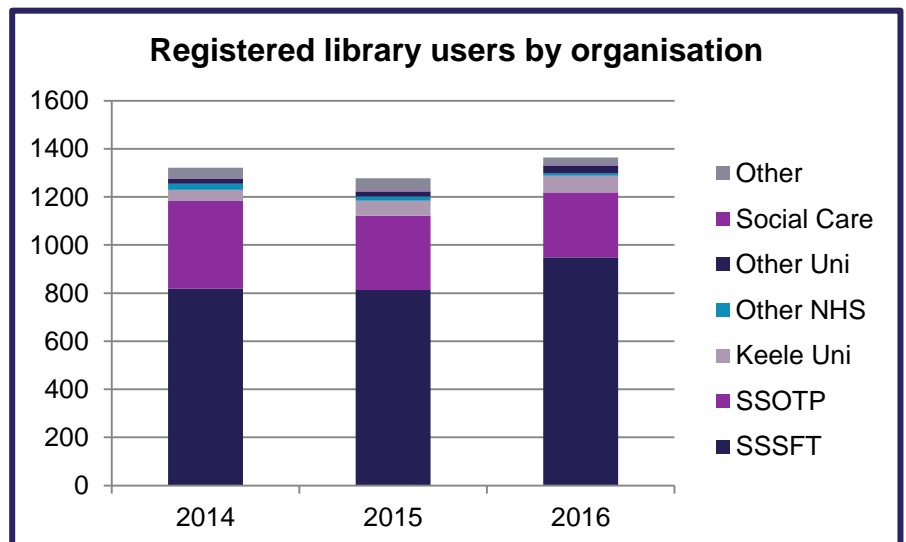




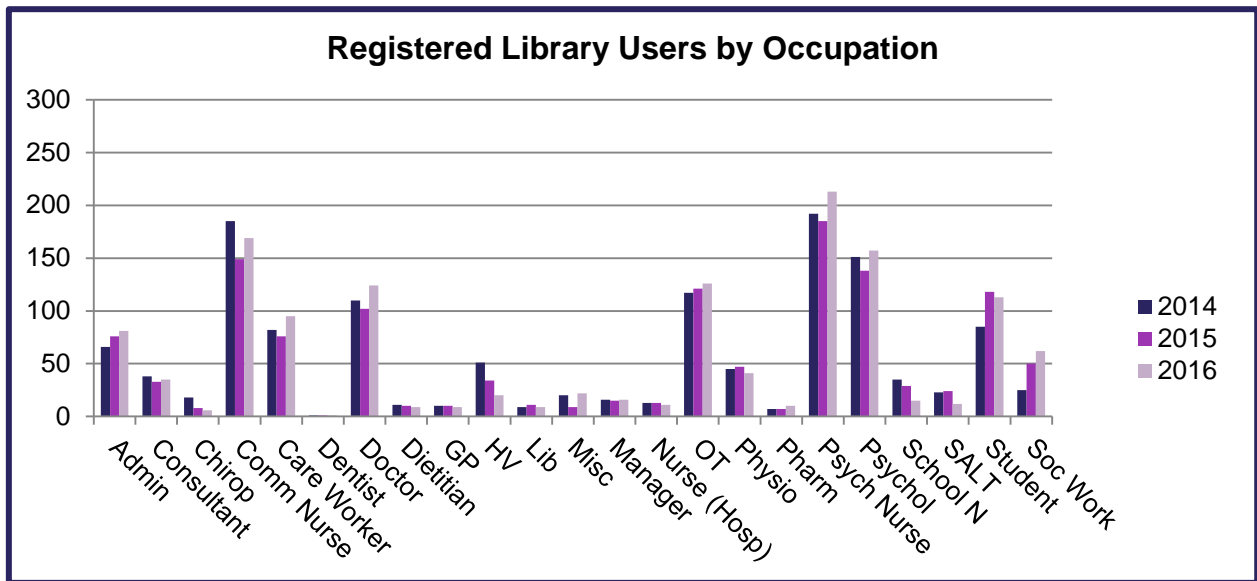
3. Library membership

This refers only to members of staff who have registered to join the library and borrow books – members of staff do not need formally to join the library to use services such as the e-mail update services or electronic resources.

- Library membership increased during 2015/16 overall – SSSFT membership increased and SSOTP membership decreased.
- Library membership by occupation: increase in membership in most categories, but a fall in the number of school nurses and health visitors.

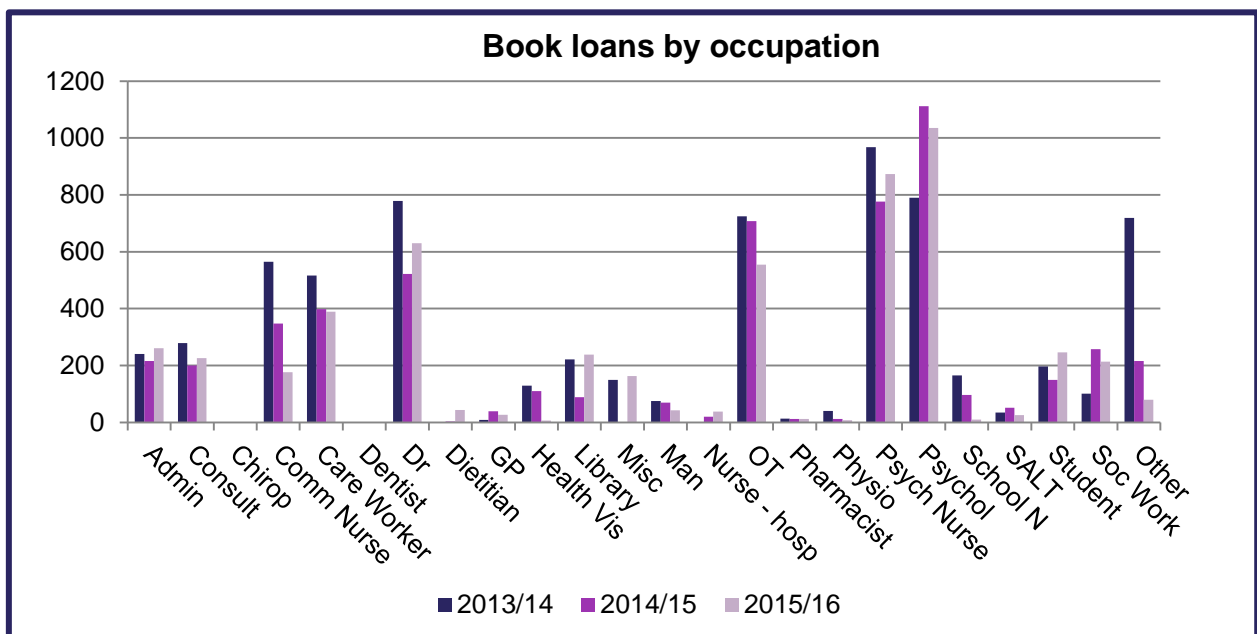


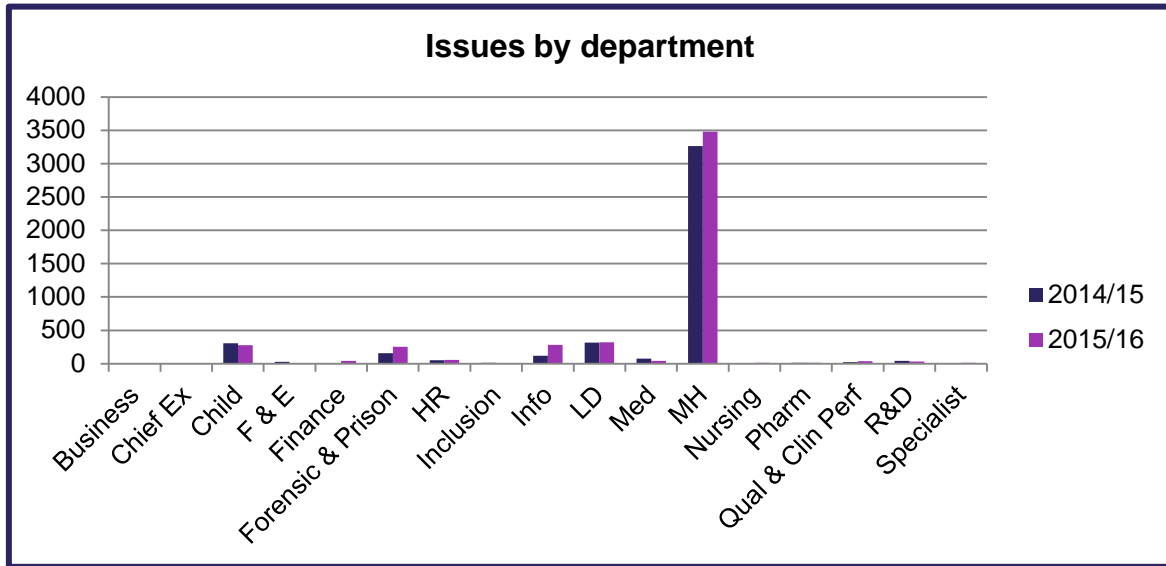
- 391 new registrations (CF 264 in 2014/15): large increase in people joining from SSOTP and Staffordshire University



4. Book loans

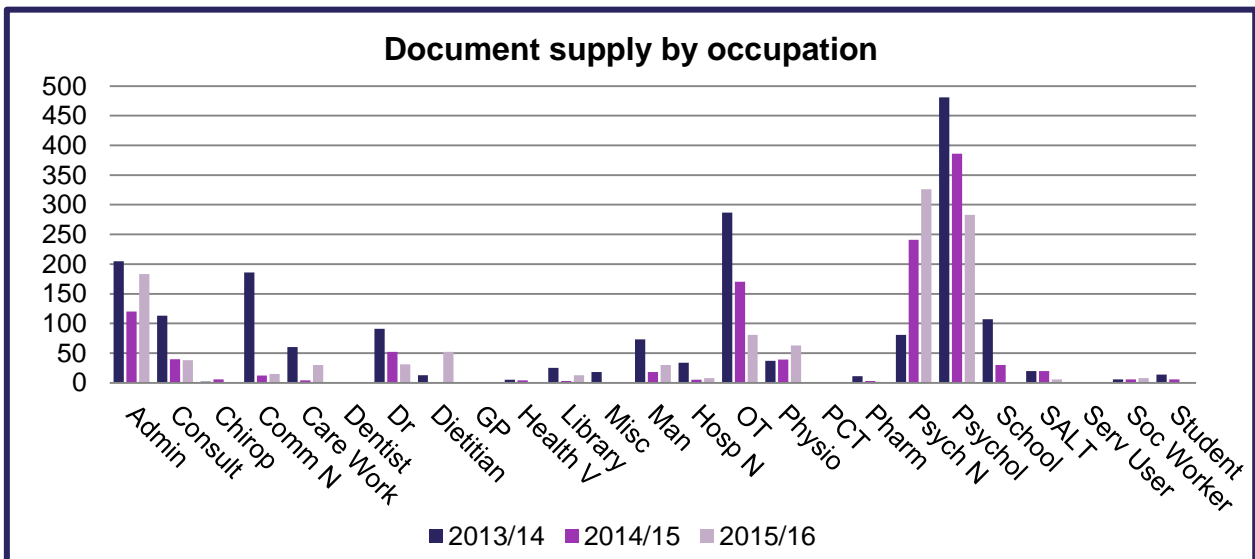
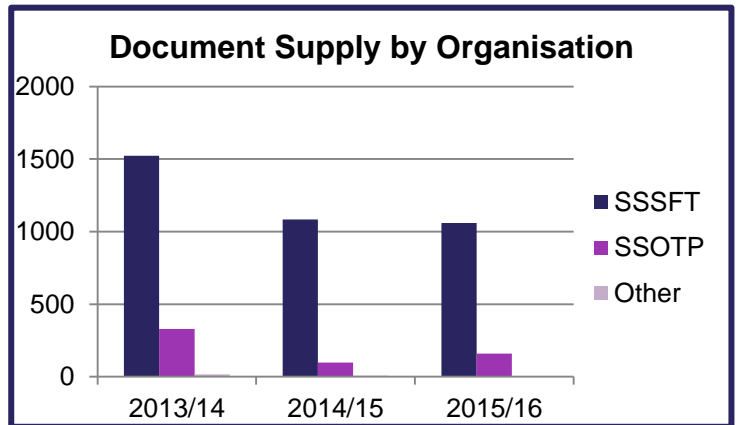
- Slight decrease in loans overall
- Loans to SSSFT staff increased but loans to SSOTP staff fell from 639 to 157
- Increase in usage by doctors and psychiatric nurses, but large drop in use by community nurses, health visitors and school nurses

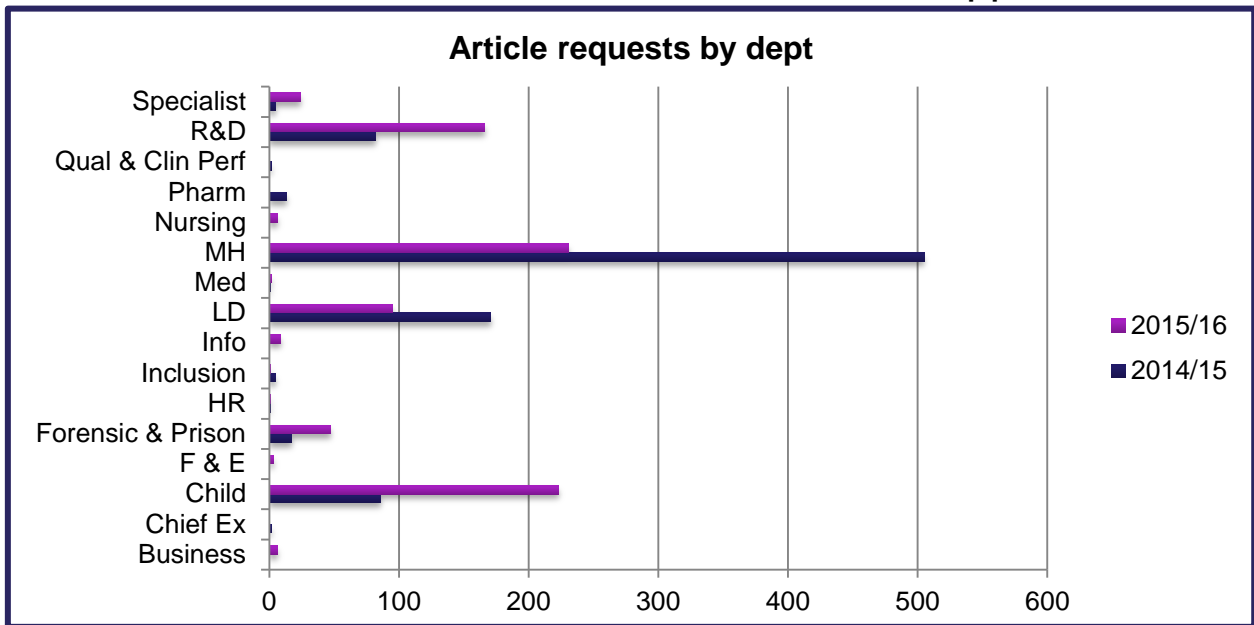




5. Document supply including article requests

- Small increase in use from 2014/15, due to increase in use by SSOTP
- In addition to 960 article requests satisfied, 208 books were borrowed from the British Library and other local libraries
- More use by psychiatric nurses, physiotherapists and admin staff; big decrease in use by psychological therapies staff, OTs and doctors
- Use by community nurses, health visitors and school nurses is now extremely low
- Library was unable to source 66 articles and 14 books

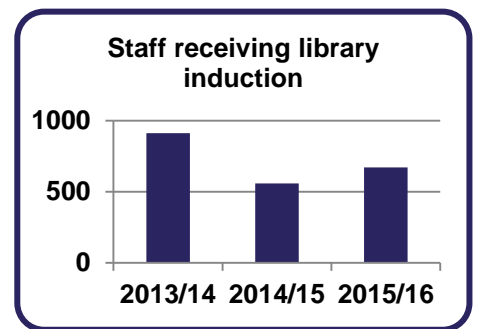




6. Library induction

All new members of staff of both Trusts receive information about library services via the main Trust inductions, with a librarian attending sessions. In addition, library staff deliver induction sessions for groups of new students and junior doctors.

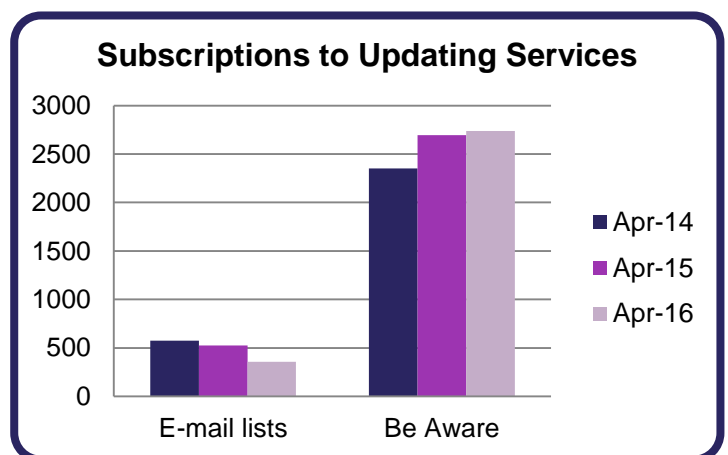
- 672 members of staff received library inductions in 2015/16
- 45 1 to 1 sessions and 33 group inductions



7. E-mail updating services

The library offers a range of regular updating services, including external e-mail bulletins circulated to Trust staff, and an internally compiled series of about 60 weekly e-mail updates called 'Be Aware'.

- Growth in sign-ups for Be Aware
- Fall in number of people signed up for external e-mail bulletins – due to a 'spring clean' of the mailing lists during which people were invited to re-sign up for bulletins of interest
- Several new bulletins circulated, including several table of contents and some additional social care content



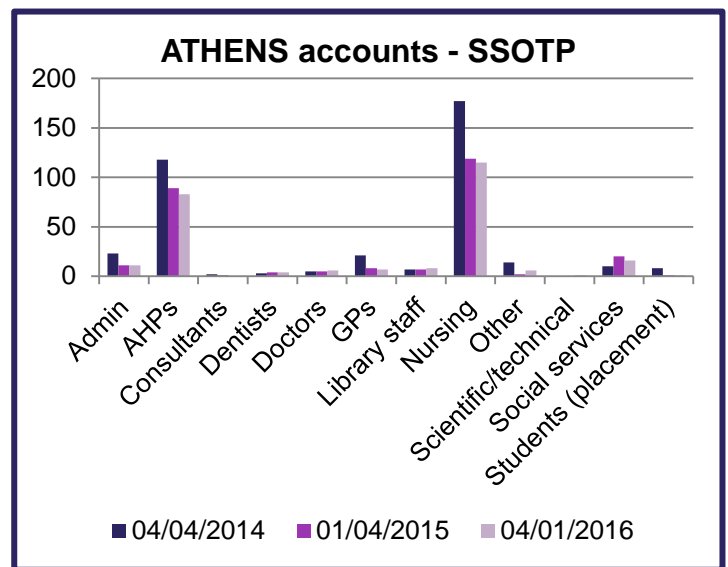
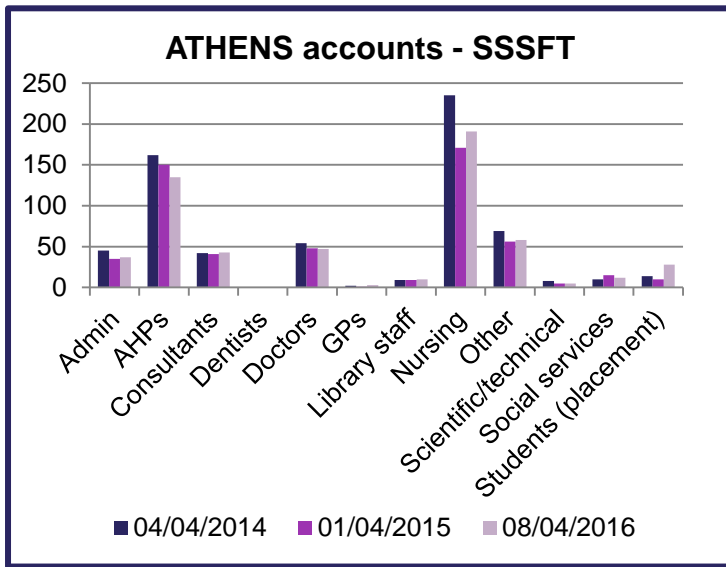
8. Electronic resources usage

Access to almost all the library’s online subscriptions is via ATHENS passwords, hence the use of ATHENS statistics to measure use of online resources.

8.1 ATHENS membership

NB Due to the merger of ATHENS memberships for North and South areas of SSOTP, SSOTP account figures in this report were taken on 04/01/2016 whilst SSSFT figures were taken on 08/04/2016.

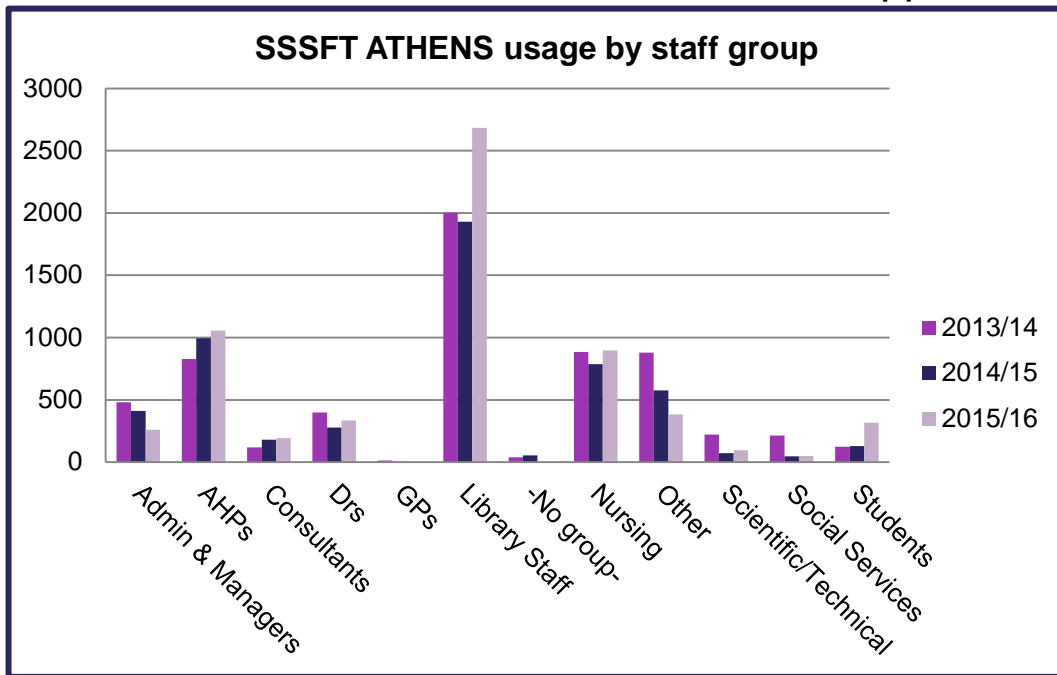
- Small increase in SSSFT staff with ATHENS passwords (569 from 544), and small drop in SSOTP staff with passwords (258 from 267)
- Little change in accounts held by different professional groups



8.2 ATHENS usage

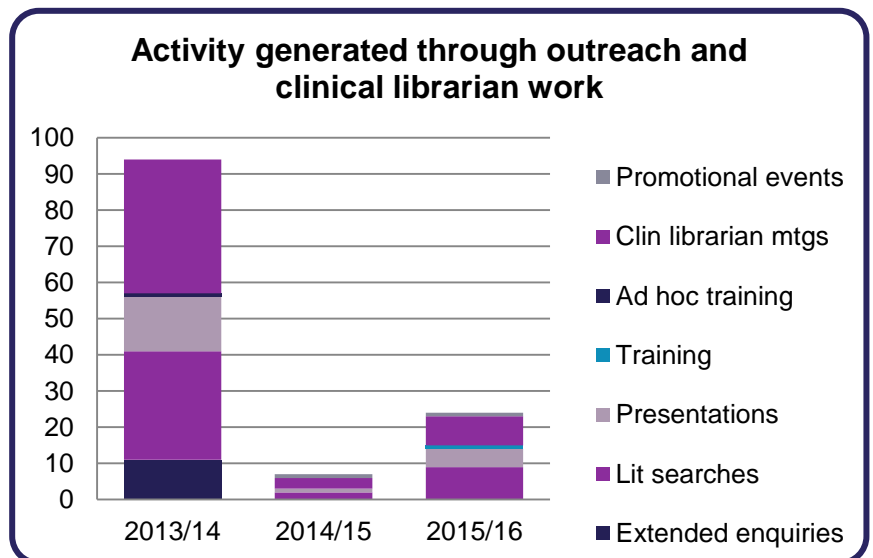
NB. The breakdown of usage by resource suggests that the way that ATHENS usage is calculated has changed since 2014/15, making it hard to identify trends reliably.

- During 2015/16 access to online resources for SSOTP South and North was merged, so a comparison of usage figures for SSOTP South for the last three years is largely meaningless. Usage fell from 1214 in 2014/15 to 767 in 2015/16. Usage for SSOTP North/North and South also fell overall for the year, despite the increase in user base from early January.



9. Outreach and Clinical Librarian activity

- More outreach and clinical librarian work was carried out during 2015/16 with a consequent rise in the number of literature searches carried out.
- Outreach and clinical librarian work levels are still well below those of 2013/14: while there is room for improvement, it would be unrealistic to match the 2013/14 figures that included weekly attendance at Brocton ward rounds.



10. Performance standards

Standard	Target	Actual 2015/16
Article requests processed within 2 working days	95%	100%
Requested articles sourced	95%	94%
Article requests from stock supplied within 2 working days	95%	100%
External article requests supplied within 5 working days	50%	97%

Standard	Target	Actual 2015/16
External article requests supplied within 10 working days	95%	100%
Searches supplied within 5 days or timescale agreed with user	95%	96%
Enquiries answered within 5 days or timescale agreed with user	95%	100%

Appendix 2 - Impact of Library Services on Patient Care and other Trust Activities in SSSFT and SSOTP South Division 2015/16

Background

During 2015/16, Library and Knowledge Services carried out surveys to find out how their work contributed to patient care, continuing professional development and other Trust activities:

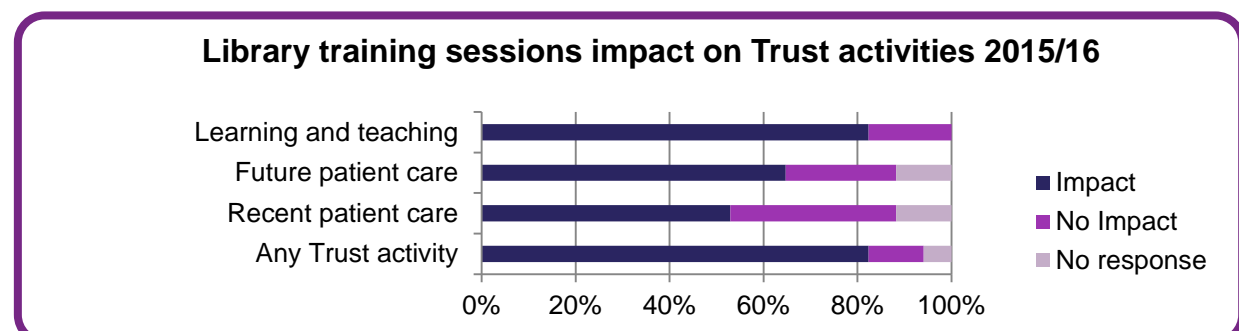
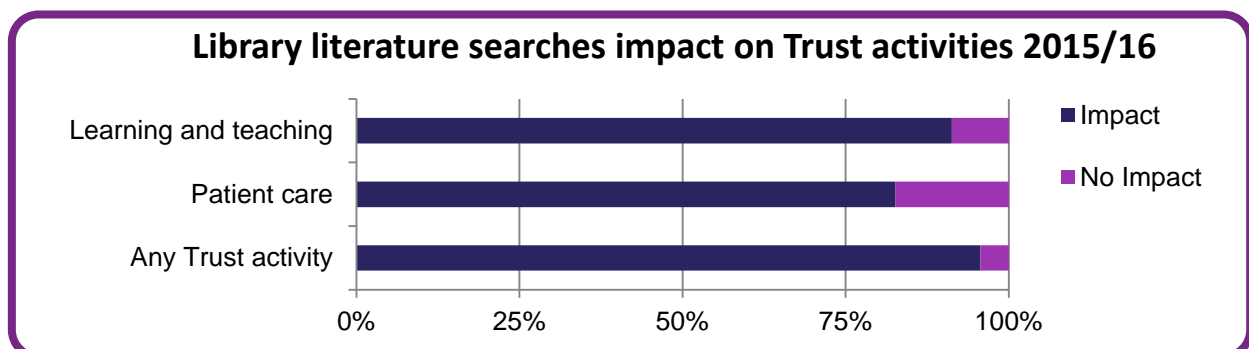
- Recipients of literature searches were sent questionnaires between two and four weeks later asking them how they had used the results of the search (run over a six month period: October 2015 – March 2016)
- People who had received search skills training from the library were sent a questionnaire two to four weeks later to find out how they had used the information they had retrieved using their new/improved search skills (run over whole year)

Breakdown of responses

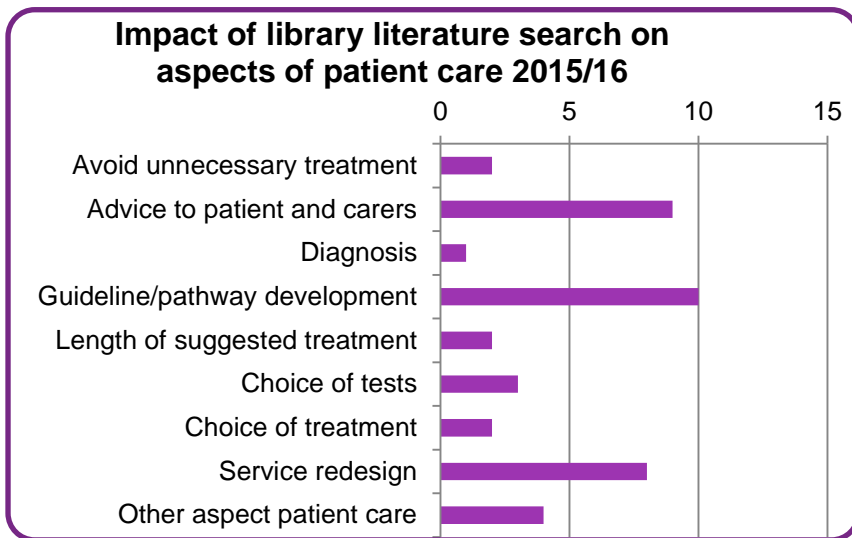
Organisation	Lit Search Responses	Training Responses
SSSFT	21	9
SSOTP	2	7
Other	0	1

Impact of services

Respondents reported that most literature searches and training sessions provided by the library services had an impact on some aspect of patient care, learning and teaching or other areas of Trust activities. This is demonstrated by the charts below:



Impact on patient care

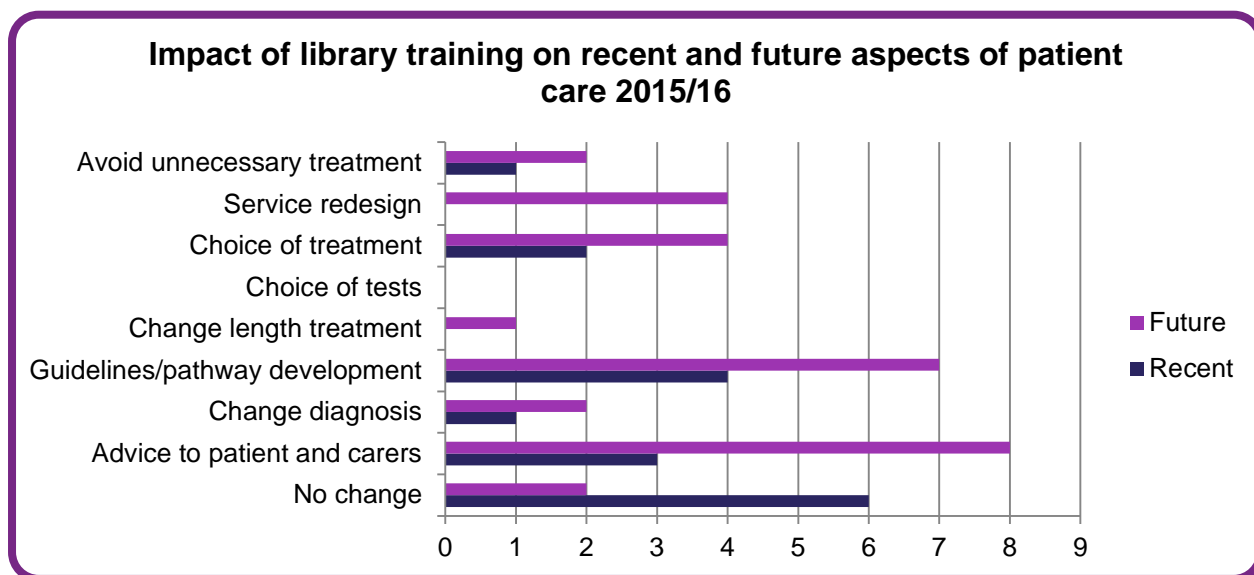


The chart (left) shows how literature search results informed many aspects of patient care, from overall issues such as guideline development and service redesign, to aspects of an individual patient’s treatment, such as length of treatment and choice of tests or treatment.

The results from the training impact questionnaire (see chart below) showed that the search skills training had both immediate impact in terms of aspects of patient care

already influenced within a month of the session; and longer term impact in that it would contribute to further changes in the future.

The strong contribution of evidence gained from both literature searches and training sessions to the development of guidelines, service redesign and advice to patients and carers shows that the library’s impact extends far beyond those who use it directly.



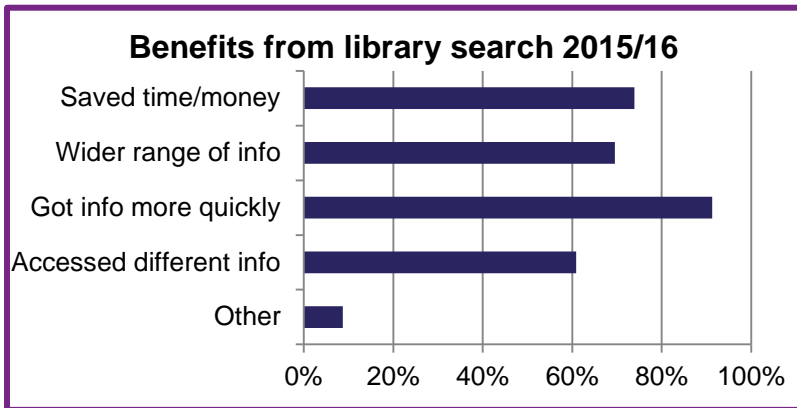
Impact on CPD, research and other Trust activities

“Am now able to focus my learning/practice around current evidence as I know how to get at most current articles.”

In many cases literature search results were also used to inform teaching and supervision, and information gained from them was frequently shared with colleagues (12 responses from combined questionnaire responses), again showing that many more staff benefit from library services than use them directly.

Results also showed that library services had an impact on other areas of Trust activities including research (15 instances) and audit (2 instances).

General benefits from using the library



For the first time, respondents to the literature search survey were asked about more generic benefits from asking the library to carry out the search.

91% of respondents felt that using the library had meant they got information more quickly and 74% reported that they had saved time or money and used a wider range of information than they would have found for themselves.

Examples of changes to practice

Many respondents provided comments or examples to illustrate how they were using the information and/or search skills gained from the library. A selection is listed below:

Example
Able to discuss available current evidence with 2 GPs in order to augment treatment and implement a new approach to dementia treatment
The patient has a chronic life threatening illness and we want to explore all treatment options and DBS is uncommon but could be a potential for this person
Developed an evidence based psycho educational session for service users, staff and carers
Contributed to discussion around service remodelling - potential service redesign

Conclusions

These results clearly show the impact of library services on the most important NHS activities, from individual patient care through to overall service management, as well as their contribution to research and staff professional development. In addition they show other benefits such as time and/or money saved and faster access to a wider range of evidence to support decision-making.

Appendix 3 - Library Evaluations and Consultations

Library evaluations and consultations carried out during the year included:

- Impact survey to assess effectiveness and usefulness of literature search results
- Impact survey to assess the effectiveness and usefulness of search skills training
- General library and information use survey
- Book stock reviews linked to three areas of NICE guidance (depression, challenging behaviour in people with learning disabilities and violence and aggression), with consultation via an online survey form
- Book impact survey (to find out how users were using information from the library book stock)

The results of these were fed into the relevant service reviews and planning processes, including:

- Development of the library Delivery Plan for 2016/17
- Development of the library Strategy 2017-2020
- Review of the library performance standards
- Development of book stock in selected areas

Appendix 4 - References

Health Education England Library and Knowledge Services (2014) *Knowledge for healthcare: a development framework* [online] Available from <http://hee.nhs.uk/wp-content/blogs.dir/321/files/2014/12/Knowledge-for-healthcare-framework.pdf> [accessed 17/08/2015]

Royal College of Nursing (2011) *Finding, using and managing information: nursing, midwifery, health and social care information literacy competences*. London: RCN. [online] Available from http://www.rcn.org.uk/data/assets/pdf_file/0007/357019/003847.pdf [accessed 22/04/2016]

Appendix 5 - Progress against annual delivery plan and library strategy

a. Annual Delivery Plan 2015/16

The table below shows that almost all actions were completed; and substantial progress was made on the other two. This means further progress was made towards implementing the 2013-2016 library strategy.

Action no.	Library Strategy Objective	Deliverables	Timescale	Progress	Status
15.01	Improve library support for the clinical workflow	Improved support through overall increased activity in core library services	31/03/2016	Overall activity in core library services increased	Complete
15.02	Improve library support for lifelong learning and research	Improved information literacy training offer; better processes in place to let staff on courses/students know about resources and services available to them	31/03/2016	Improved range of information literacy training, significant increase in take-up and better processes in place to let people studying know about facilities available	Complete
15.03	Work with other Trust functions to improve the use of knowledge within the Trust	Library input to metadata and taxonomy use within Sharepoint, to improve retrievability of corporate information; improved alerting services for external information and knowledge sources	31/03/2016	Some delay to corporate projects making it hard for library to input fully. Library updating service reviewed and improved	Partially complete
15.04	Work with other partners to improve the provision of information for service users and carers	Improved service user awareness of library service support; library involvement in wider initiatives to improve service user wellbeing through reading and books	31/03/2016	Ward book trolley service successfully set up at Redwoods; library support for service user reading groups; new poster on library service availability sent to wards	Complete
15.05	Redesign the provision of physical library services to balance the changing needs of library users and conflicting demands on the service	Improved use of technology in Stafford and Redwoods libraries, linking in with digital strategy across Trust	31/03/2016	Library users now have self service options to borrow, renew and return books using Smartcards; printing facilities updated to Trust standard in both libraries	Complete
15.06	Reconfigure resource provision to respond to changing user needs, physical library provision, cost pressures and technological developments	Improved staff access to and awareness of quality-assured online resources, including when using mobile devices	31/03/2016	Library health app guide updated and details of reliable apps added to web pages; range of e-books available increased, as did usage	Complete

Action no.	Library Strategy Objective	Deliverables	Timescale	Progress	Status
15.07	Improve remote access to library services and resources	Improved online access to at least one library service; wider range of ways for library users to communicate with library	31/03/2016	Improved online access to article request service, literature searches and book renewals; library Twitter and Skype accounts introduced, increasing ways for library users to communicate with the library	Complete
15.08	Keep up to date with developments in new technology	Introduction of at least one new technology/service to keep staff up to date with the latest evidence; library user education updated in light of new habits in technology use	31/03/2016	New display screen introduced at Stafford library with changing slides featuring the latest evidence; library web pages updated; attempts to procure e-learning modules unsuccessful	Partially complete
15.09	Adapt ways of working within the library team to meet changing service demands and resources	At least two library processes streamlined for library staff and/or users; library staff skills updated to meet changing user expectations	31/03/2016	Overdue reminder letters and texts reduced in number; some library meetings carried out via Skype/Lync; greater use of online forms for library services; librarians updated skills to carry out synthesised searches	Complete
15.10	Seek to continually improve the quality of library services	Current level of performance against national standards maintained; library users' and stakeholders' views on future direction of library services obtained	31/03/2016	Maintained 99% compliance level with national standards for libraries; consultation for new library strategy began	Complete
15.11	Continue to work in partnership with other local libraries and organisations	Improved service to other organisations buying into library service	31/03/2016	Improved access to electronic resources for SSOTP	Complete

b. Library Strategy 2013 – 2016

The chart below summarises progress against the main activities in the library strategy. For further details, please see the library delivery plan.

Key:	
Work completed for overall library strategy	No work scheduled in library strategy
Work completed	Work deferred/in progress
Partially completed	Change to strategy objective

	Activity	12/13	13/14	14/15	15/16
1. Supporting the clinical workflow					
i.	Outreach work				
ii.	Clinical librarian – more intensive working with a limited number of teams/ groups				
iii.	Increased support for management work within Trust				
iv.	Formatting of literature search results				
2. Support for lifelong learning and research					
i.	Re-examine provision and promotion of training				
ii.	Review library support for researchers				
iii.	More systematic links between training and library				
iv.	E-learning				
3. Improve the use of knowledge within the Trusts					
i.	Input into new clinical system, linking in evidence base				
ii.	NICE guidance				
iii.	Maximise use of internally generated knowledge sources within SSSFT				
4. Provision of information for service users and carers					
i.	Wi-Fi internet access for service users in libraries inc via Trust-owned devices				
ii.	Policy re library role in provision of library services to service users and carers				
iii.	Other actions to be determined as opportunities for partnership working arise				
5. Redesign provision of physical library services					
i.	Close Lichfield library				
ii.	Re-examine provision of IT facilities in all three libraries				
iii.	Re-examine arrangements for provision of photocopying and printing facilities for library users				
6. Resource provision					
i.	Development of an e-book collection				
ii.	Signposting of users towards wider range of quality resources				
7. Improve remote access to library services					
i.	Investigate development of an online 'Ask a Librarian' service				
ii.	Development of an e-book collection	See 6i above			

	Activity	12/13	13/14	14/15	15/16
iii.	Investigate making more library services available electronically	Green	Orange	Green	Green
8. Keep up to date with developments in new technology					
i.	Evaluate aspects of new technology and implement where useful	Green	Green	Green	Green
ii.	Keep abreast of best information sources regardless of format	Green	Green	Green	Green
iii.	Library online presence up to date with way users want to access services	White	Orange	Yellow	Green
iv.	Promote need for evaluation of information sources before use	White	Green	Orange	Orange
9. New ways of working within library team					
i.	Continue the centralisation streamlining of library processes where possible	Green	Green	Green	Blue
ii.	Team building to develop single library team	Green	Green	Green	White
iii.	Development of library assistant skills to meet new ways of working	Green	Green	Green	Green
iv.	Development of librarian skills to meet new ways of working	Green	Green	Green	Green
v.	Encourage library users to access journal articles for themselves where these are directly available online	White	Green	Green	Green
10. Provision of a quality library service					
i.	Improve performance against LQAF	Green	Green	Green	Blue
ii.	Develop framework and timetable for seeking user input/views on library services	White	Orange	Green	Green
11. Working in partnership					
i.	Formalise arrangements with SSOTP for the delivery of library services to their staff	Green	Green	Green	Blue
ii.	Work with North Staffs library service to provide co-ordinated library service to SSOTP	Green	Green	Yellow	Green