

Appendix 1 – Statistical review of 2016/17

The spreadsheet embedded in this appendix provides usage statistics for the main library services broken down by organisation, occupation and department.



Library Annual
Review Appendix 1 20



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Appendix 2 - Impact of Library Services on Patient Care and other Trust Activities in SSSFT and SSOTP South Division 2016/17

1. Background

During 2016/17, Library and Knowledge Services carried out surveys to find out how their work contributed to patient care, continuing professional development and other Trust activities:

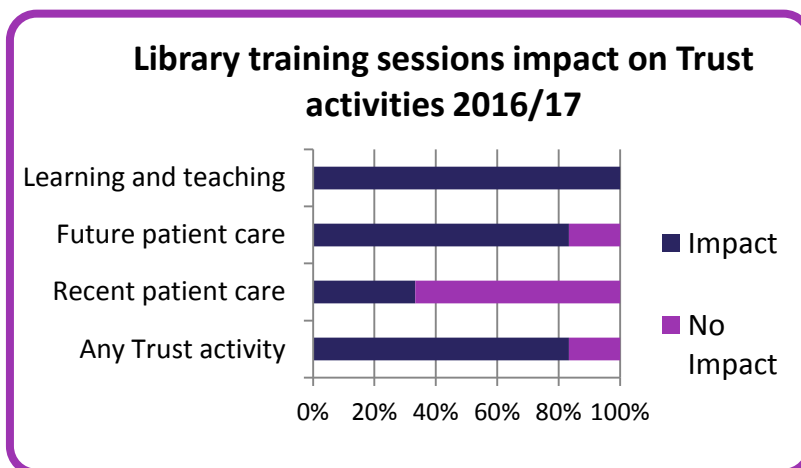
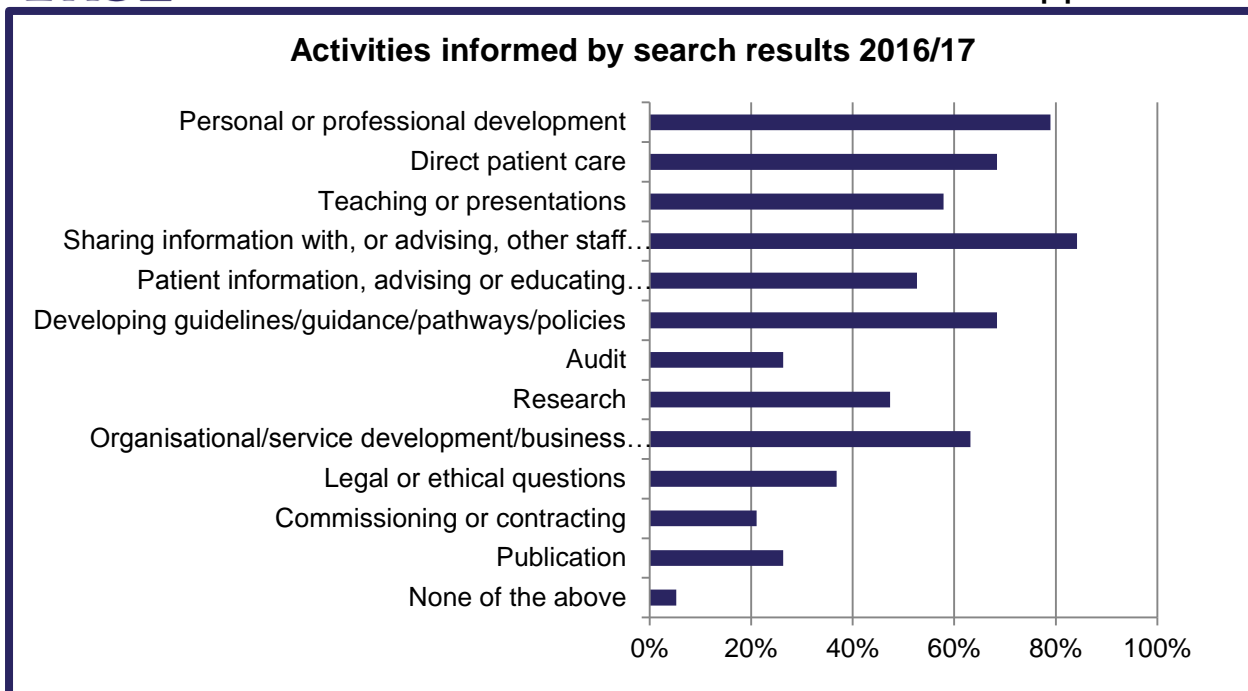
- Recipients of literature searches were sent questionnaires between one and two months later asking them how they had used the results of the search (run over a six month period: October 2016 – March 2017)
- People who had received search skills training from the library were sent a questionnaire two 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)
- Compared to previous years, the search skills training survey was carried out in the same way (questionnaire e-mailed as attachment for training recipients to complete, reattach and return), whilst the literature search questionnaire was sent out as a link to an online form based largely on questions from the national Impact Toolkit. This meant a new method of completion as well as new questions.

2. Breakdown of responses

Organisation	Lit Search Responses	Training Responses
SSSFT	15	3
SSOTP	2	3
Other/Unknown	2	0

3. Activities informed by library training and search results

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 including research and management decision-making. This is demonstrated by the charts below:

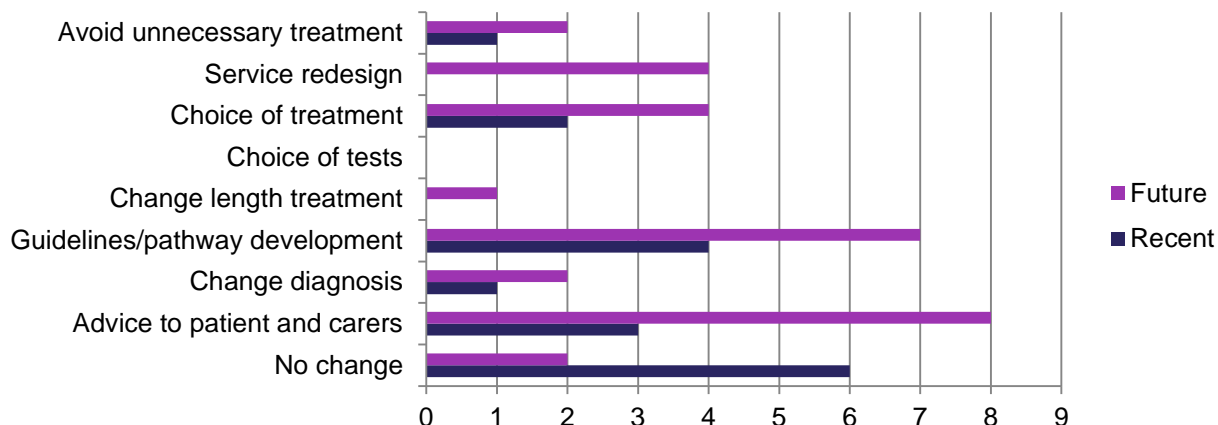


4. Impact on patient care

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.

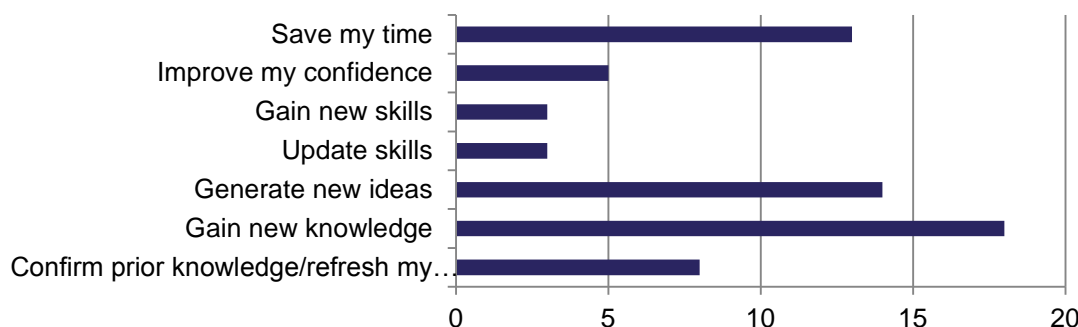
The 'Activities informed by search results' chart above shows that literature search results, in most cases, informed direct patient care and the development of guidelines etc, as well as advising and educating service users and carers.

Impact of library training on recent and future aspects of patient care 2015/16



5. Impact on personal performance and development

Search Results' Impact on Performance and Development 2016/17



Almost all respondents to the literature search survey felt that the search results had helped them gain new knowledge and most felt the results had also helped them generate new ideas and saved

them time. Several had also used the results to gain new skills or update existing ones.

The training survey respondents all felt that the session had contributed in some way to learning and teaching, with the most popular responses being 'coursework' and 'learning something new'. Some respondents also used the skills and information gained to share information with colleagues or in supervision or teaching, showing that the library does not just impact on those who use it directly.

6. Impact on service performance from using the library

84% of respondents to the literature search survey said that the search results had helped inform service development or delivery. 74% felt the results had contributed to improved patient care and also to more informed decision-making. At least 40% of respondents also felt that the information had contributed to reduced risk or improved safety, greater financial effectiveness and collaborative working. See chart in section 2.2 of the main report.

7. 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, whilst others are quoted within the main Annual Review:

Example
The literature search allowed us to make an informed decision on how the service should operate. Using the search gave the recommendation substance and an academic grounding instead of anecdotal opinion
The literature search was really beneficial and came up with some really relevant articles. The articles have encouraged me to follow up with a relevant literature search myself and has given me ideas for future research. This will eventually have an impact of patient care in relation to forensic mental health inpatient restrictive practice policies and procedures and the support psychology can offer in relation to de-briefing processes.
used to the information to understand the evidence based for completing a CFT group for people who experience psychosis
using the lit search to inform the introduction to a empirical qualitative paper on trauma and how it is interpreted on acute psychiatric inpatient wards. The impact on care has not yet occurred. Hopefully, the article will be published in a decent journal and so could be read by many hundreds or perhaps thousands of practitioners. The idea is to bring the issue of trauma and its impact on mental health very much to the forefront of staff's thinking when working with people on acute wards.

8. 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 that the library contributes to important aspects of performance, including financial efficiencies, risk reduction, patient safety and management decision-making.

Appendix 4 - Progress against annual delivery plan and library strategy

a. Annual Delivery Plan 2016/17

The table below shows that almost all actions were completed; and substantial progress was made on the other two. This was the final year that the library’s developmental work was based on the 2013/16 Library and Knowledge Services Strategy.

Action no.	Library Strategy Objective	Deliverables (implemented by actions on Detail sheet)	Timescale - end of	Progress	Status
16.01	Improve library support for the clinical workflow	Improved support through overall increased activity in core library services	31/03/2017	Presented search results in a more concise format through 19 synthesised searches; provided clinical librarian type support to two Trust groups; some outreach visits and 'pop up library' events held	Completed
16.02	Improve library support for lifelong learning and research	Increased range of training opportunities; better processes in place to support courses run within Trust	31/03/2017	Increased range of training opportunities - remote training now available; processes in place to offer library support to people running courses within Trust	Completed
16.03	Work with other Trust functions to improve the use of knowledge within the Trust	Increase library's contribution to access to information via non-library routes	31/03/2017	Integrated evidence base into a trial Sharepoint Collaboration Site	Partially completed
16.04	Work with other partners to improve the provision of information for service users and carers	Library involvement in wider initiatives to improve service user wellbeing through reading and books	31/03/2017	Pilot book trolley service now in place in Stafford as well as ongoing service at Redwoods; reminiscence materials now available and being used	Completed
16.05	Redesign the provision of physical library services to balance the changing needs of library users and conflicting demands on the service	Both libraries running smoothly with functioning systems	31/03/2017	Security gates and self service now running properly at both sites; signs audit carried out to improve clarity of signage and information in both libraries	Completed

Action no.	Library Strategy Objective	Deliverables <i>(implemented by actions on Detail sheet)</i>	Timescale - end of	Progress	Status
16.06	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 resources, including when using mobile devices	31/03/2017	Easier access to evidence base through 'Easy Evidence' search now available from library web pages; content of Be Aware bulletins improved	Completed
16.07	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	31/03/2017	Lync/Skype for Business now available as additional route to contact library and receive library training	Completed
16.08	Keep up to date with developments in new technology	Introduction of at least one new/upgraded technology/service either to keep staff up to date with the latest evidence or streamline back office functions	31/03/2017	Library management system upgraded; 'Health App of the Month' featured in ePod and corporate screensavers; library Sharepoint Team Site set up to help speed up some back office functions	Completed
16.09	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; further team development undertaken	31/03/2017	New streamlined process developed for re-registrations; some library management system processes automated where timesaving. Virtual team meetings added in between face to face meetings. Library staff skills updated.	Partially completed
16.10	Seek to continually improve the quality of library services	Current level of performance against national standards maintained; new library strategy approved	31/03/2017	99% compliance against national LQAF standards maintained; new library strategy approved	Completed
16.11	Continue to work in partnership with other local libraries and organisations	Improved service to other organisations buying into library service; updated arrangements to meet potential demand from non-NHS employers	31/03/2017	Improved service to stakeholder organisations by better updating bulletin content and book stock	Partially completed

b. Library Strategy 2013 – 2016

The 2016/17 Delivery Plan was the final one based on the 2013-16 strategy. The chart below summarises progress against the main activities in the library strategy and whether deliverables identified when the strategy was initially developed have been achieved. 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	Ongoing objective
Change to strategy objective	Objective not achieved

	Activity	12/13	13/14	14/15	15/16	Strategy end
1. Supporting the clinical workflow						
i.	Outreach work	Work completed	Work completed	Work deferred/in progress	Change to strategy objective	Ongoing objective
ii.	Clinical librarian – more intensive working with a limited number of teams/ groups	Work completed	Work completed	Work completed	Work completed	Work completed for overall library strategy
iii.	Increased support for management work within Trust	No work scheduled in library strategy	Work completed	Change to strategy objective	Ongoing objective	Work completed for overall library strategy
iv.	Formatting of literature search results	Work completed	No work scheduled in library strategy	No work scheduled in library strategy	Work completed	Work completed for overall library strategy
2. Support for lifelong learning and research						
i.	Re-examine provision and promotion of training	Work completed	Work completed	Change to strategy objective	Work completed	Ongoing objective
ii.	Review library support for researchers	No work scheduled in library strategy	Work deferred/in progress	Work deferred/in progress	Work deferred/in progress	Ongoing objective
iii.	More systematic links between training and library	No work scheduled in library strategy	Work deferred/in progress	Change to strategy objective	Work completed	Ongoing objective
iv.	E-learning	No work scheduled in library strategy	Work completed	Work deferred/in progress	Ongoing objective	Ongoing objective
3. Improve the use of knowledge within the Trusts						
i.	Input into new clinical system, linking in evidence base	Work deferred/in progress	Work deferred/in progress	Work completed	Work deferred/in progress	Ongoing objective
ii.	NICE guidance	Work completed	Work deferred/in progress	Work deferred/in progress	Ongoing objective	Ongoing objective
iii.	Maximise use of internally generated knowledge sources within SSSFT	Work deferred/in progress	Work deferred/in progress	Work deferred/in progress	Work deferred/in progress	Objective not achieved
4. Provision of information for service users and carers						
i.	Wi-Fi internet access for service users in libraries inc via Trust-owned devices	Work completed	Ongoing objective	Ongoing objective	Ongoing objective	Ongoing objective
ii.	Policy re library role in provision of library services to service users and carers	Work completed	Work completed	Change to strategy objective	Ongoing objective	Ongoing objective
iii.	Other actions to be determined as opportunities for partnership working arise	Work completed	Work completed	Work deferred/in progress	Ongoing objective	Ongoing objective
5. Redesign provision of physical library services						
i.	Close Lichfield library	Change to strategy objective	Work completed	Work completed	Ongoing objective	Ongoing objective
ii.	Re-examine provision of IT facilities in all three libraries	Work completed	Work completed	Work completed	Ongoing objective	Ongoing objective
iii.	Re-examine arrangements for provision of photocopying and printing facilities for library users	No work scheduled in library strategy	Work deferred/in progress	Change to strategy objective	Ongoing objective	Ongoing objective
6. Resource provision						
i.	Development of an e-book collection	Work completed	Work completed	Work completed	Work deferred/in progress	Ongoing objective

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