

LKS Library and Knowledge Services

Library Services Annual Review 2012/13

Summary

The Library and Knowledge Services (LKS) aim to improve patient care and 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 2012/13 the LKS continued its emphasis on moving towards greater support for day to day Trust activities in the workbase in two main ways:

- More library activity in the workplace, through outreach and clinical librarian roles
- Reconfiguration of physical library facilities to allow more librarian time to be spent on professional level work outside the library

The outreach approach, where a librarian visited teams in their workbases to discuss their information needs and how the library could support these, continued to generate take-up of library services such as literature searches and search skills training sessions. Impact surveys demonstrated the link between these services and effects on patient care, guideline development, service redesign, formal and informal development and research. The clinical librarian role, where a librarian regularly attended Rapid Review meetings on an inpatient ward, encouraged the team visited to query its practice and request searches of the evidence base.

Reconfiguration of the site libraries included moving the Shropshire library from Shelton to the new Redwoods site, and changing to an e-library facility at Lichfield with the book collection split over two sites (Redwoods and Stafford). The IT facilities in all three libraries were reviewed and much equipment updated.

Library performance standards were largely maintained throughout the year. The library survey showed a high level of satisfaction with library services. The annual Library Quality Assurance Framework self-assessment showed an increase in compliance from 83% to 98%, and this was verified following a visit by the Strategic Health Authority. There was a drop in usage of several services, but demand for searches and search skills training was maintained.

While use of traditional information sources dropped, the library survey provided a snapshot of Trust staff accessing information through mobile as well as desktop devices, in a growing range of formats, with a preference for websites with easy-to-use interfaces and instant access to full text. The impact work showed that, nevertheless, there was still a need for librarians' skills in effective, in-depth searching and the library's ability to source information from a wide range of resources not immediately available online. The challenge for library services moving forwards will be to respond to users' changing preferences whilst still promoting the need to critically appraise information used and to identify when it is essential to consider the best quality and most relevant information even when it is less immediately available.

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1. Aim of this review

This report aims to review library service developments and achievements over 2012/13, as well as providing a picture of who is using what aspects of library 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 library strategies and delivery plans. For more detailed statistics and analysis, please see the appendices and additional documents.

2. Key achievements, developments and challenges

Main library achievements and developments 2012/13:



New library at Redwoods

- Opened the new Redwoods Library to replace that at Shelton
- Helped more staff to keep up to date on a regular basis through forwarded bulletins and weekly e-mail alerts on a range of topics
- Continued to supply material rapidly by meeting whole-year performance targets for article request and literature searching services
- Participated in a pilot 'Evidence into Action' project involving a clinical librarian approach (librarian attending weekly clinical meetings and taking away questions arising from discussions to provide evidence based answers); and a service user

information component

- Continued to develop outreach visits to teams in their workbases, with particular emphasis on health visiting teams. These led to the library providing information to inform changes in clinical practice, service design, guideline development and professional development.
- Developed the Mobilise! project to raise staff awareness of mobile devices and information sources available through them
- Converted the Lichfield site library into an e-library (involving the disposal of library archives at all three sites and the redistribution of book stock to Stafford and Redwoods)
- Reviewed opening hours in Lichfield and Redwoods libraries to free up library staff time for outreach and clinical librarian work
- Continued to work to improve the efficiency of library services through developing a more systematic approach to the centralisation of internal processes
- Negotiated a service level agreement to formalise the delivery of library services to Staffordshire and Stoke on Trent Partnership Trust staff in South Staffordshire, working with the North Staffordshire NHS library staff to provide library services across the Trust
- Continued to work in partnership with other health libraries, with benefits including collaborative purchasing and document supply, to maximise resources available to library service users within budgetary constraints (see Appendix 5)
- Improved compliance from 2012 to 2013 against the Library Quality Assurance Framework self-assessment from 83% to



Mobilise! photo competition winner by Eddy Gould

98%, and justified that self-assessment at an SHA visit; submission on 'Mystery Shopper' was recognised as innovative

- Completed work on the 2009 – 2012 library strategy. Gained approval for 2013 – 2016 Strategy and began work on implementing it
- Sought library users' opinions on a range of aspects of the library service and investigated staff's information seeking habits and preferences through the 'Making the Most of Information Survey'

Main challenges:

- Workload associated with reducing the library book stock to fit in two libraries whilst simultaneously developing outreach and clinical librarian work outside the libraries
- Ever-increasing costs of books and journals, along with cost pressures across the NHS, led to a fall in quality of the library's book and journal collections
- LQAF requirements led to an increased management workload, taking time away from service delivery
- Encouraging staff to make the effort to use library services and evidence based online resources as opposed to going to Google and rarely looking beyond what is immediately available
- Reduced staffing levels at library assistant level for part of the year in Shropshire affected opening hours there, and the capacity of the librarians to carry out professional level work across the service
- Developing library services and staff knowledge to encompass new forms of information and technology, whilst maintaining the 'traditional' book collections and facilities that are still in demand

For a full review of progress against the library strategy and annual delivery plan, see Appendix 4.





3. Review of library activity and its contribution to Trust activities

This section provides some 'headlines' of trends in library usage during 2012/13. For a more detailed analysis, see Appendix 1.

3.1. Usage of library services

3.1.1. The figures

These figures cover all library usage (i.e. by both Trusts served).

Service area	Usage		Trend	Notes
Library membership	1383		8% drop	
Book loans	7773		4% rise	Includes a lot of administrative transactions, without which there would have been a 7% drop.
Document supply	2065		6% drop	Includes article requests and books borrowed from the British Library
Literature searches	231		2% drop	

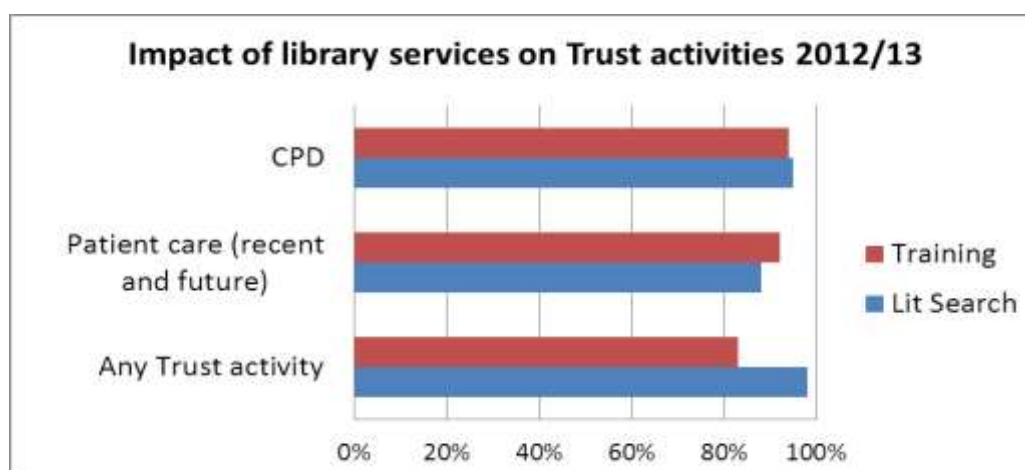
Service area	Usage	Trend		Notes
Search skills training (staff no.s)	100	↑	4% rise	Figure includes formal training only – 82 library users also provided with ad hoc training
Be Aware weekly e-mail update subscriptions	1918	↑	82% rise	Still a relatively new service
ATHENS (e-resource) current accounts	1007	↑	18% rise	Partly linked to need for ATHENS password for BNF app
E-resource (via ATHENS) usage	8199	↓	13% drop	CF 3% drop overall across Staffordshire

3.1.2. Key points

- Demand for literature searches remained stable: a higher proportion are now being requested to inform patient care and service design
- New ways of working, including outreach visits and clinical librarian work with teams, led to increased uptake of services, including 53 requests for literature searches and 30 formal or ad hoc training sessions
- Increase in use of a range of library services among groups receiving outreach visits (particularly health visitors)
- 652 members of staff received library inductions, via 99 individual sessions and 36 group sessions (including library attendance at corporate inductions)
- Usage of ATHENS authenticated electronic resources dropped more amongst SSSFT and SSOTP staff than across Staffordshire as a whole, with a particularly significant fall in usage within SSOTP
- Heaviest users of most services are psychological therapies staff

3.2. Impact of library services

The impact of library services on day to day Trust activities during 2012/13 was demonstrated by surveys investigating how staff used information gained from literature searches and from library search skills training. The chart below illustrates the impact on patient care and a wide range of Trust activities, as well as formal and informal learning.



Aspects of patient care influenced ranged from care of an individual (e.g. choice of treatment, diagnosis) to service wide impact (e.g. development of guidelines and pathways and service redesign). The most common use was guideline and pathway development, service redesign and advice to service users and carers. Other Trust activities influenced by search results included research, service development, cost effectiveness initiatives and audit.

In addition, more detailed case studies were developed illustrating how library supplied information had informed specific instances of patient care or other Trust activities. The case study below provides a brief example of how a team made use of library services to carry out a service review, leading to improved patient care, staff skill levels and better informed dealings with stakeholders.

Case Study

Scenario: *Team leader needs evidence on effectiveness of interventions in first episode psychosis, to review the treatments provided by the team and identify training needs so that staff can develop the skills to plug any gaps in service provision*

What the library did: *Carried out comprehensive search to identify relevant evidence, sourced full text of important material, and answered further questions that arose from the initial evidence found*

Impact: *Evidence allowed the service to review interventions offered, removing those lacking a firm evidence base and identifying gaps in service provision. This led to a training plan based on specific service needs and ultimately to the provision of a more evidence-based range of interventions to service users. It also increased team members' confidence to explain treatments and choices better to service users and carers. The evidence was also useful in discussions with commissioners and stakeholders, and in preparation of tender documents*

Interviewees felt that using the library had saved them valuable time (that they could spend on further clinical activities) and that the library retrieved a wider range of information and could source material not immediately available online, thus improving the evidence base on which decisions were made.

A full report on the impact of library services during 2012/13 is in Appendix 2.

3.3. Review of library performance standards

The library service 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 detailed in the table below:

Target	Target	Year Performance	Year %	Travel (since last report)	Previous year	Notes
% Article requests processed within 2 working days	>= 95%	✓	98%	↑	99%	

Target	Target	Year Performance	Year %	Travel (since last report)	Previous year	Notes
% of requested articles supplied	>= 95%	✓	95%	↓	97%	Restricted access to journal stock at British Library
% article requests from stock supplied within 2 working days	>= 95%	✓	99%	→	99%	
% external article requests supplied within 5 working days	>= 50%	✓	96%	↑	95%	
% external article requests supplied within 10 working days	>= 95%	✓	98%	↑	97%	
% of searches supplied within 5 days or timescale agreed with user	>= 95%	✓	96%	↓	97%	Low staffing levels at one site impacted on performance
% of enquiries answered within 5 days or timescale agreed with user	>= 95%	✗	92%	↓	100%	Low number of lengthy enquiries received (only 1 missed target). All brief enquiries answered within target during sample week

Over the full year the library service met its performance standards in document supply and literature searches. Only one lengthy enquiry was answered outside the timescale: this was extremely complex. Responses from the impact survey on literature searches showed that the results always arrived in time to be of use to the respondent. Consultation with library users via the user survey showed high levels of satisfaction with the current performance standards: as a result, these will remain unchanged for 2013/14.

3.4. 'Making the most of information' survey 2013

The survey aimed to find out about Trust staff's information seeking habits and preferences, and to gather library user opinion on Trust library services. 209 responses were received. 159 respondents described themselves as library users.

In terms of types of information used for work and/or learning, the most common source was guidelines. Traditional information sources that the library holds and signposts people to (books and journal articles) are still very widely used. However, staff are making extensive use of a much wider range of material. Many are using mobile devices (particularly Smartphones) to access information online in addition to desktop or laptop computers. Respondents report preferring to use websites that have a very simple search interface, give immediate access to full text and provide a one-stop shop to a range of information. The most common ways in which respondents kept up to date was through going in search of information themselves, rather than signing up to sources that came to them regularly (e.g. e-mail updates). The results suggest that the library has a continuing role to play in signposting to quality sources of information beyond the traditional books and journal articles. It should also seek to raise awareness amongst staff about when they can afford to do a quick search and use the most easily available information and when it is worth taking the time to do (or request) a more detailed search and then wait for any information not immediately available.

Respondents who used the library service were generally satisfied with the availability of books and journals. There were very high levels of satisfaction with the library's current standards of service for supplying articles, answering enquiries and supplying search results. More than 80 respondents expressed an interest in communicating with the library by text (which was much more popular than social media routes). Most respondents preferred to receive search skills training through a one to one session or with a group of colleagues or via e-learning rather than through a timetabled course. Overall, 99% of respondents who expressed an opinion agreed (39%) or strongly agreed (60%) that they were satisfied with library services.

Most respondents reported using information from the library to support professional development, followed by patient care, study/course work, research and information for service users or carers. The main barrier to library use was lack of time.

The full report from the survey is available on the library web pages or from library staff.

4. Action points and priorities for forthcoming year

Action points arising from this review:

- Continue emphasis on services delivered outside the library, including outreach and clinical librarian approaches, as this has been shown to increase staff awareness of library services leading to better use of evidence in clinicians' practice
- Broaden the library's approach to the range of information sources available, both in terms of inclusion in searching and search skills training and in terms of resources catalogued and signposted
- Improve awareness of library services amongst social workers and social care staff in both Trusts served
- Further develop library staff awareness and knowledge of mobile technology and 'mobile-friendly' information sources

These actions and priorities have been incorporated into the 2013/14 Delivery Plan.

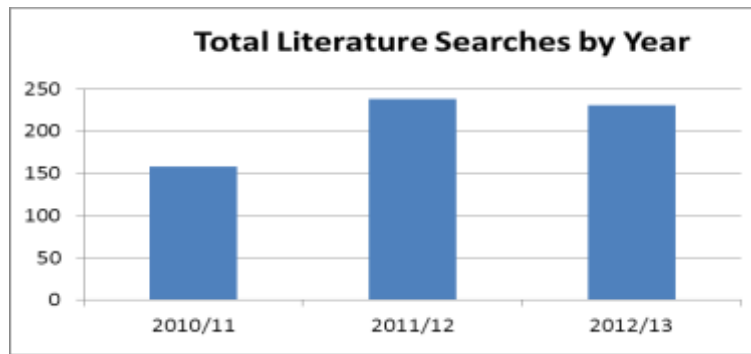
5. Conclusions

2012/13 has proved a challenging year for Library Services, with the need to reconfigure the physical library facilities and services in parallel with developing services delivered outside the library. However feedback from library users, performance measures, impact surveys and an external Library Quality Assurance Framework all showed that the library was providing high quality services that met user needs and supported the clinical, management, educational and research activities of the Trusts served.

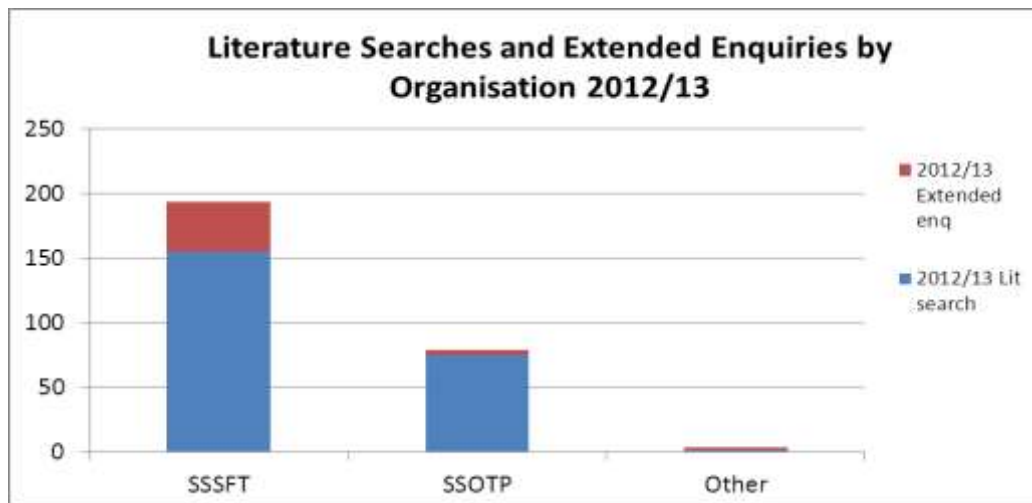
Appendix 1 – Statistical review of 2012/13

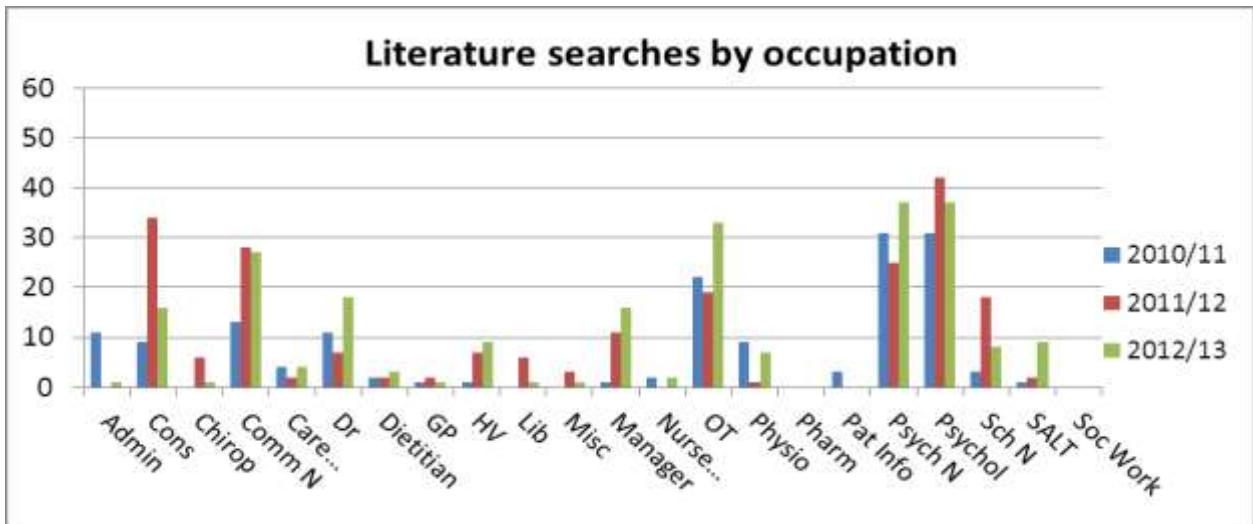
1. Literature searches

The number of literature searches carried out during 2012/13 was virtually identical to that carried out during 2011/12, showing that the increased demand has been maintained.



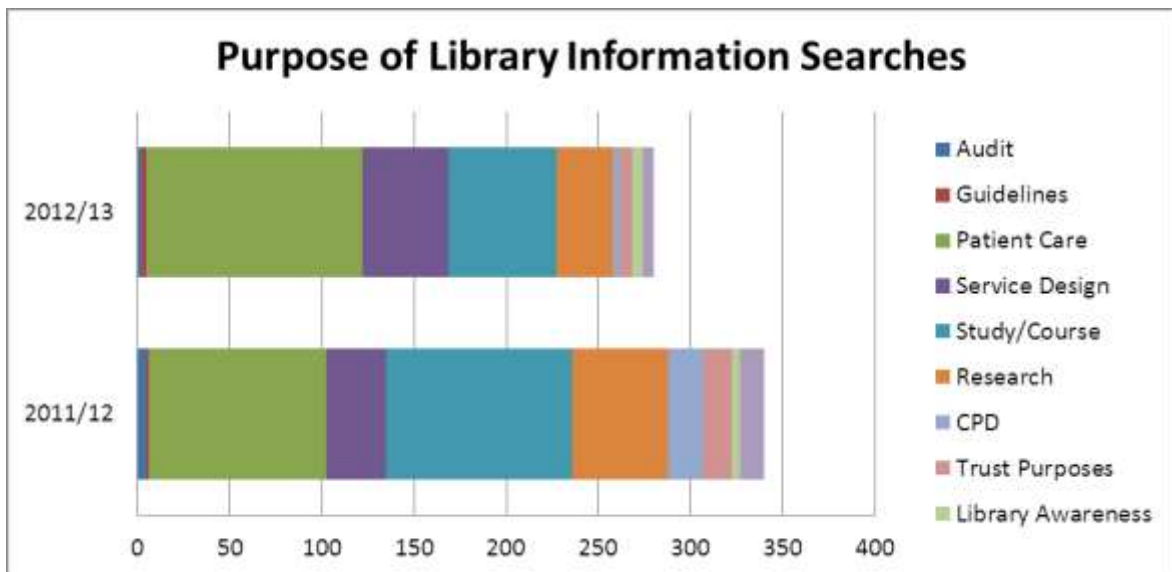
The majority of both literature searches and extended enquiries (longer enquiries or searches not involving a traditional literature search) were requested by SSSFT staff.





The main occupations requesting literature searches were mental health nurses, psychological therapies staff, OTs and community nurses.

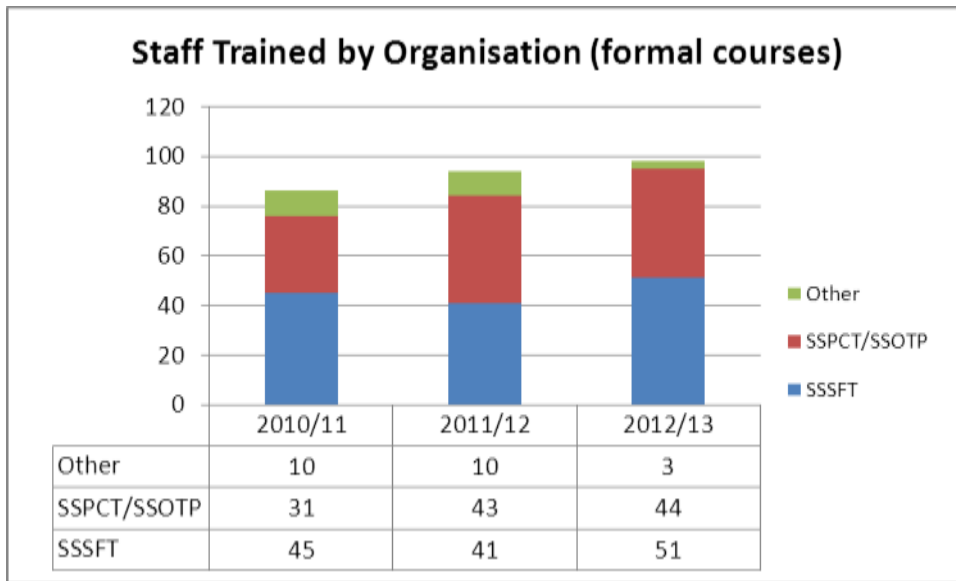
The chart below shows the principal purpose for requesting literature searches and extended enquiries: compared to 2011/12, more searches (particularly those arising from outreach and clinical librarian work) are primarily to inform patient care and service design, with fewer being requested to support audit, coursework, research and CPD.



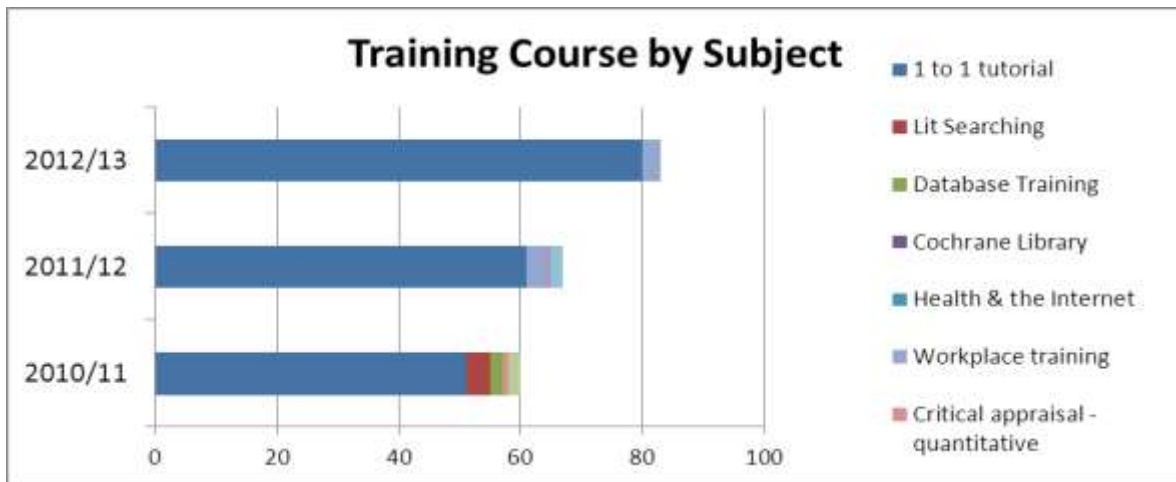
2. Search Skills Training

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

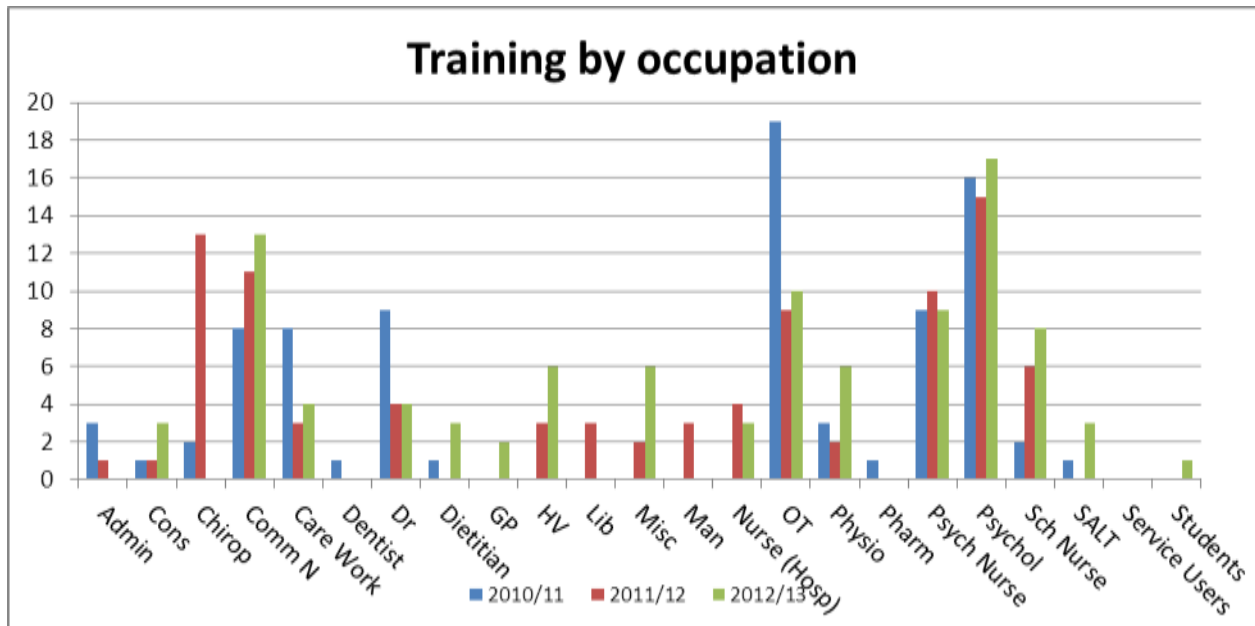
The total number of staff trained by the Trust library service increased slightly during 2012/13, continuing the upward trend of the previous three years. These figures cover formal training sessions only – 82 library users also received ad hoc training when they visited the library.



The total number of courses provided also increased, from 67 in 2011/12 to 83 in 2012/13. Each training session took an average of 2.14 hours of library staff time, including preparation and travel. The chart below shows that almost all search skills training is now provided by 1 to 1 tutorials.



Because of the low numbers of staff receiving training on an annual basis, the number from each occupation tends to vary substantially with few clear patterns emerging. The higher number of community nurses, school nurses and health visitors receiving training was due to group sessions arranged for teams as part of the outreach work and/or groups of staff on SSOTP's specialist practitioner courses. Otherwise the main recipients of training continue to be psychologists, psychiatric nurses and OTs.

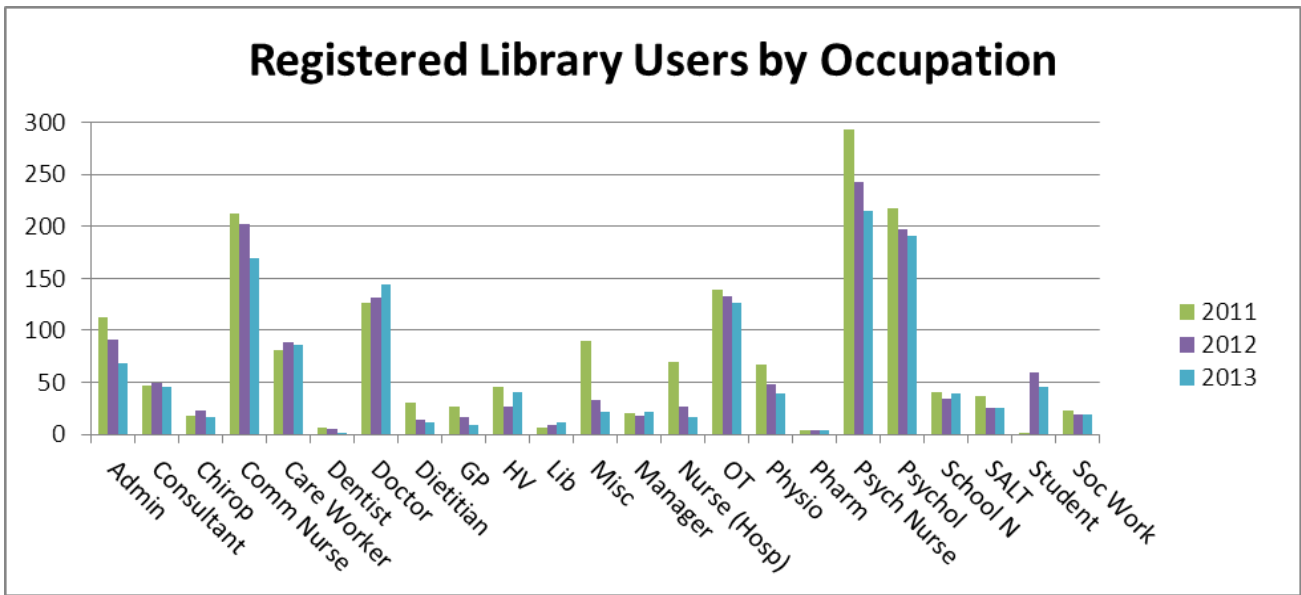


3. Library membership

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 dropped by 8% during 2012/13 (from 1507 to 1383 registered members). 65% of members are SSSFT staff, and 26% SSOTP.

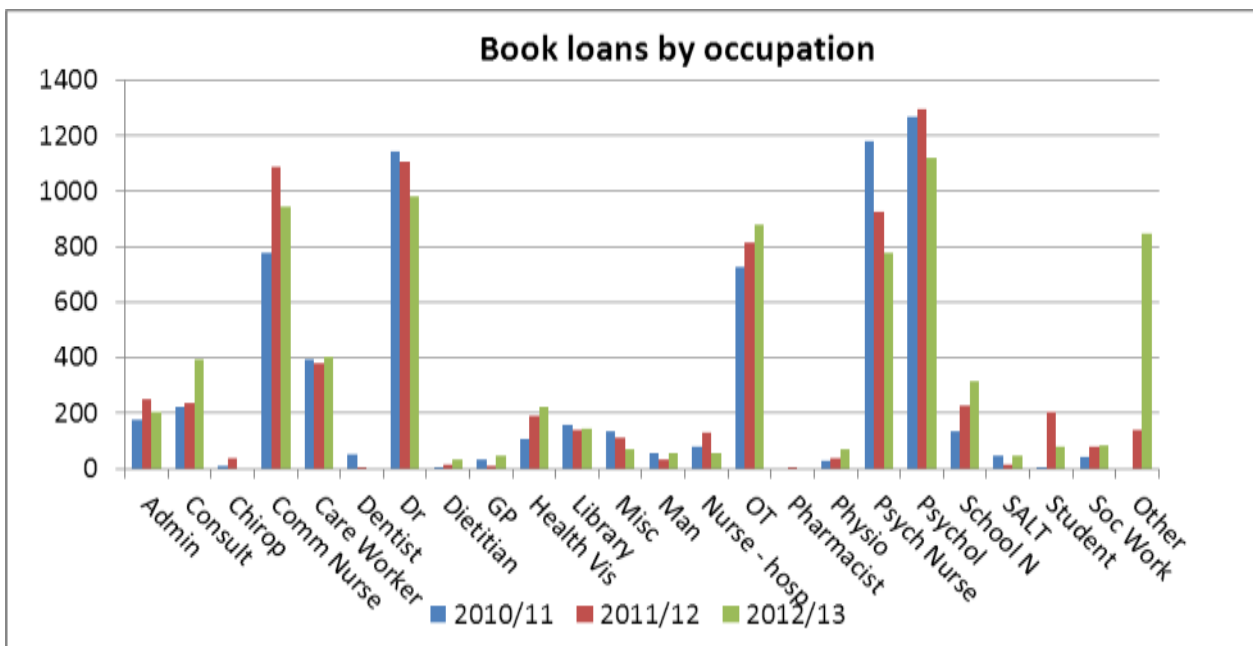
The chart below shows library membership broken down by occupation. This shows a drop in membership in several categories, including mental health nurses, community nurses, admin staff and students. There has also been no increase in the number of social workers belonging to the library, despite a large number of these joining SSOTP during the course of the year. Examining promotion of the library service to some of these groups will be an action for the library during 2013/14.



There were 314 new registrations during the year: 139 from SSSFT, 94 from SSOTP and 28 from Keele University. The overall total was virtually identical to that during 2011/12, suggesting that the drop in membership is due to existing members not renewing their membership rather than a failure to attract new members.

4. Book loans

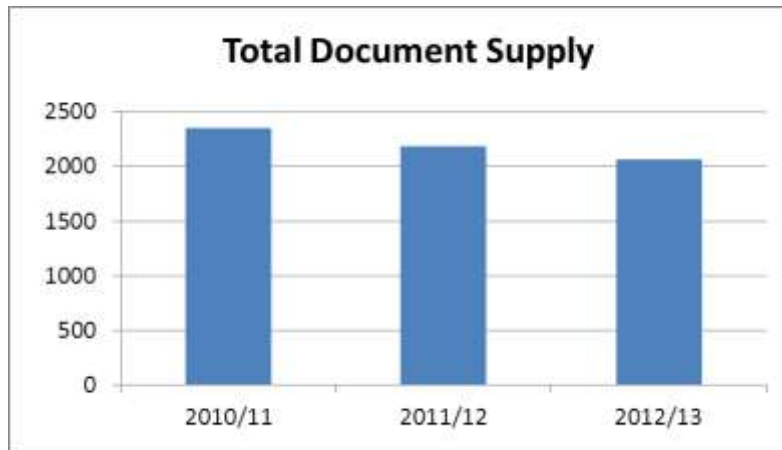
Loans from Lichfield, Shelton and Stafford libraries increased during 2012/13 to 7773 (including renewals). However, this included a large number of 'in transit' transactions as stock was moved between sites. When these transactions are removed, there was a drop in loans from 7475 to 6938. 65% of loans were to SSSFT staff, with 19% being borrowed by SSOTP staff.



The chart above shows book loans by occupation over the past three years. There was a growth in usage by consultants, care workers, health visitors, OTs and school nurses (the 'other' category includes the administrative transactions). There were drops in usage by several groups including

students, doctors, psychologists and mental health nurses. The increase in usage by consultants could be linked to the greater visibility of the library at Redwoods. It is hoped that the planned outreach visits to mental health teams during 2013/14 will raise awareness of the library and increase usage.

5. Document supply including article requests

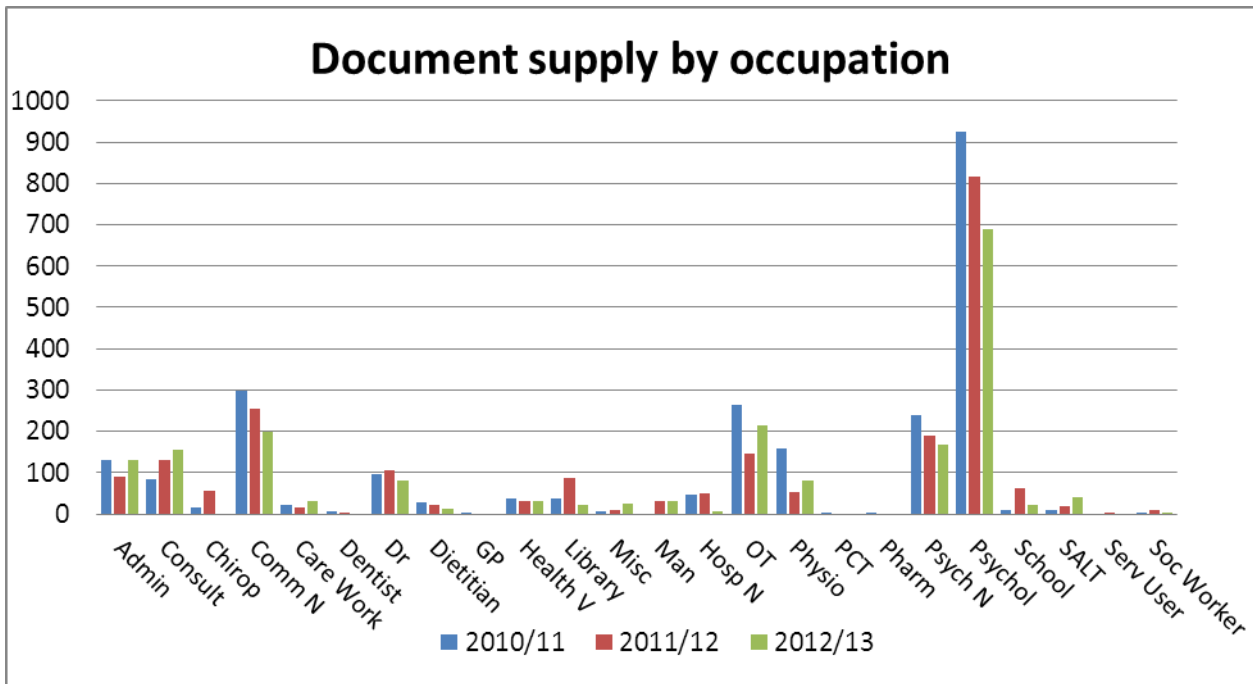


The library uses a range of networks to obtain articles and books required by library users that are not immediately available within the library. The article request service also supplies scans or photocopies of articles from library stock.

The chart above shows that demand for this service has dropped slightly during 2012/13 compared to previous years. There has been a significant increase in the number of books borrowed from other local libraries (not included in the total above), which has reduced the number of books borrowed from the British Library (a far more expensive option). This could possibly be due to the success of the regional lending scheme within Shropshire and Staffordshire health libraries that was introduced during 2011/12.

55% of article requests were supplied from the library's own stock or online resources, an increase from 45% in 2011/12. Many articles supplied could have been sourced directly by library users online. It is hoped to try to improve staff awareness of the electronic resources directly available to them whilst keeping the library ethos of a friendly, helpful service. Fewer articles were obtained from other health libraries in regional and national networks, reflecting the drop in journal subscriptions and resources available generally in health libraries.

As in previous years, by far the highest level of usage of this service came from psychological therapies staff followed by OTs, community nurses and psychiatric nurses (see chart below). 79% (1442) of document supply requests came from SSSFT staff, and 19% (352) from SSOTP staff. The figures above include only requests the library was able to satisfy. The library was unable to source 91 requests for articles and 25 requests for books. This represents an increase in unsupplied articles (partly due to asbestos problems at the British Library that prevented access to some of their journal stock) but a decrease in unsupplied books.

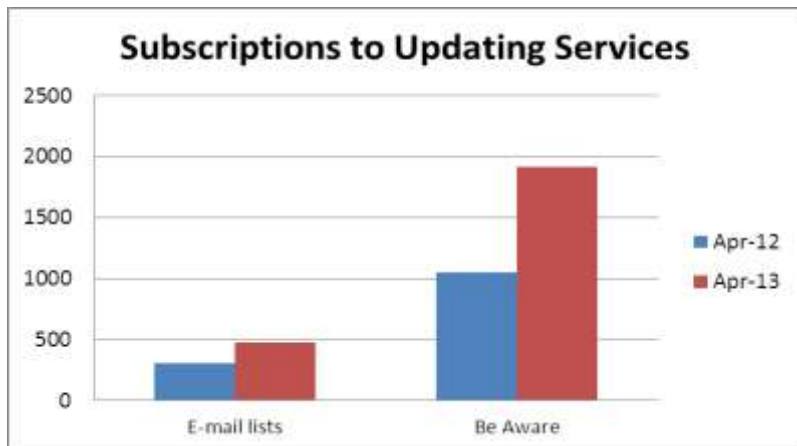


6. Library induction

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. Overall 652 members of staff received library inductions in 2012/13, via 99 1 to 1 sessions and 36 group sessions.

7. E-mail updating services

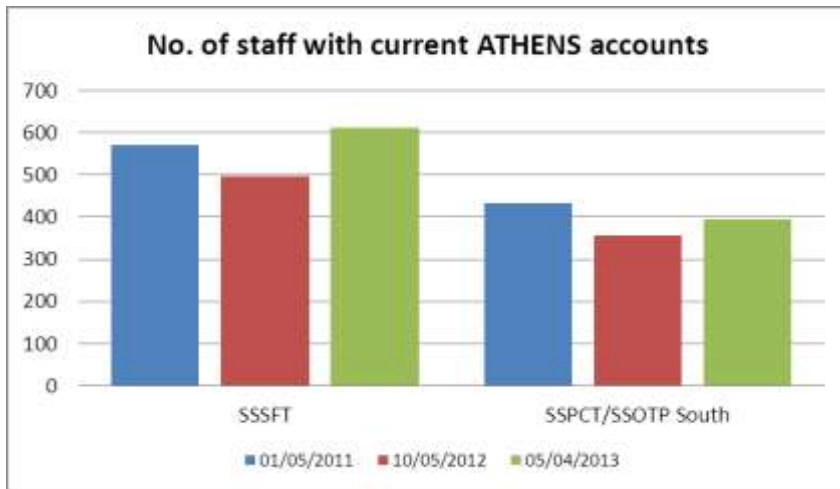
The library offers a range of regular updating services, including external e-mail bulletins circulated to Trust staff, and an internally compiled series of about 60 weekly e-mail updates called 'Be Aware'.



There was a steady growth in sign-ups for both the external e-mail bulletins and the Be Aware e-mail updates during 2012/13. Some of the external e-mail bulletins ceased publication during the year, but a new NHS Employers Line Managers' Bulletin was added to the service. The most popular 'Be Aware' bulletins in terms of number of subscriptions were depression, anxiety and stress, leadership, dementia and self-harm.

8. Electronic resources usage

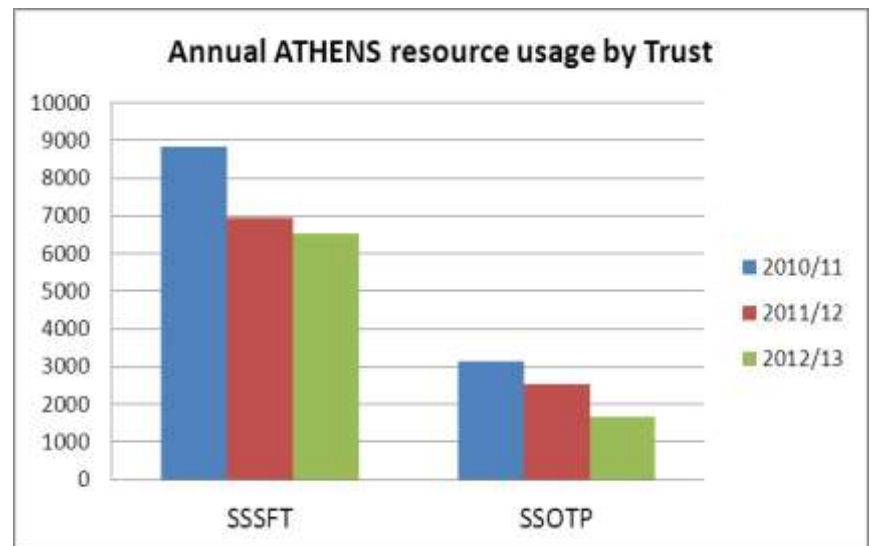
8.1 ATHENS membership



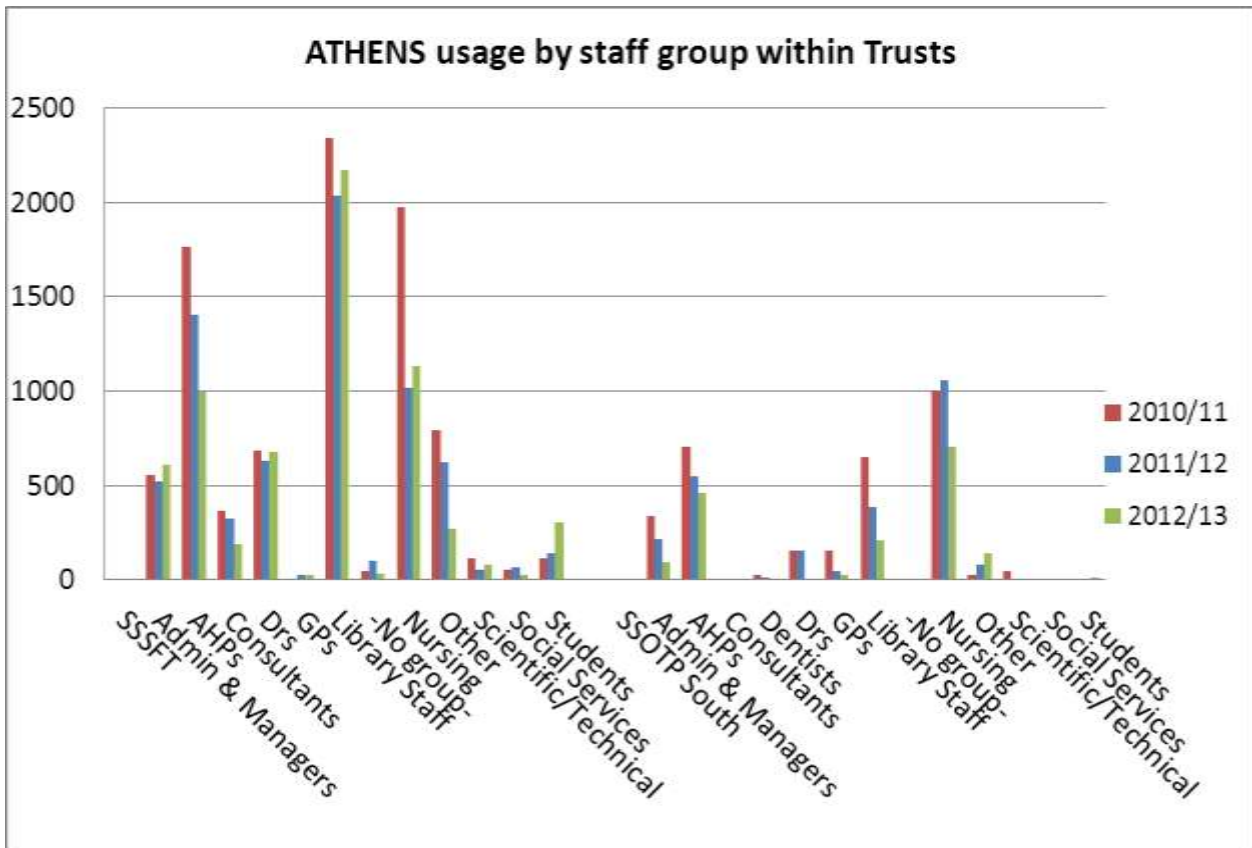
The number of staff with current ATHENS accounts (enabling access to locally and nationally procured electronic resources) increased during 2012/13 in both Trusts served.

8.2 ATHENS usage

As the chart shows, usage of electronic resources authenticated by ATHENS dropped in both Trusts in 2012/13 compared to 2011/12. There was a particularly significant drop of 33% within SSOTP. In comparison, overall usage across Staffordshire fell by 3% in 2012/13. The chart below shows that within SSSFT there was a particularly significant drop in usage by AHPs and consultants. In SSOTP the reduction in usage was by admin and managers, AHPs, library staff and nursing.

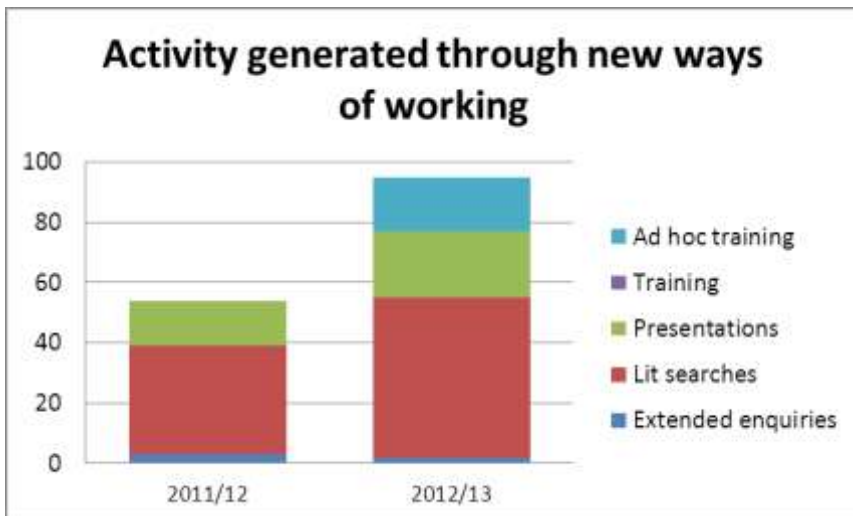


The drop in usage by library staff can be attributed to the move of Public Health to the local council. The most likely explanation for the fall in use elsewhere is general reorganisation and the transfer of the community hospitals to Burton Foundation Trust. There was also no increase in use by social care staff despite the great increase in their numbers within SSOTP. This is a group of staff with which the library staff need to work during 2013/14 to gain a better understanding of their needs and increase awareness of what is available to them from the library services.



9. New ways of working: outreach, clinical librarian and Mobilise!

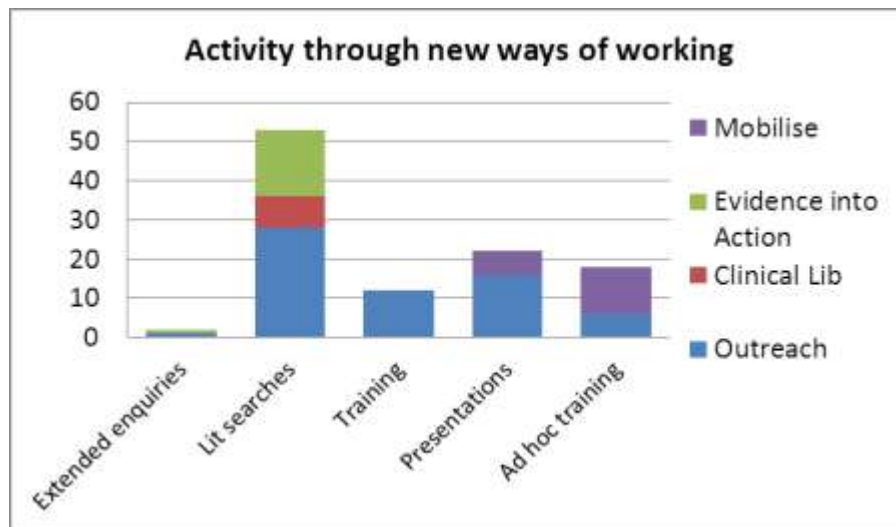
To respond to changing user needs, the library staff have been trialling new approaches that involve their becoming more involved with teams and staff in their workbases, in order to increase awareness and use of the evidence base and library services by staff in their day to day practice. During 2012/13 the library staff continued with the outreach and clinical librarian work (including the 'Evidence into Action' project with Brocton Ward) and also became involved in raising awareness of



new forms of technology through the Mobilise! project. The chart to the left shows that the amount of work generated through these new ways of working increased significantly during 2012/13.

The chart below breaks down the activity by initiative: the 'clinical librarian' work covers work generated by librarian attendance at meetings such as the Physical Healthcare Group and Core Nurses Group, whereas 'Evidence into Action' refers to work carried out as

part of that specific project with Brocton Ward. More detail about the different strands of work is given in the chart below.



a. Outreach

Outreach work during 2012/13 was focused on health visiting staff in SSOTP and mental health teams in SSSFT, as well as visiting other groups on request or as opportunities arose. The work with health visiting teams benefitted from management support within SSOTP that resulted in teams being asked to contact the outreach librarian to arrange a visit. Almost all health visiting teams were either visited during 2012/13 or had a visit arranged for early 2013/14. Work on the rearrangement of the physical libraries took away time from the outreach work and so it was not possible to take a similar systematic approach with visits to mental health teams: most of the visits that did take place were linked to the Mobilise! initiative or promotion of the newly opened Redwoods Library in Shrewsbury.

Once again, the outreach visits took an interactive approach – seeking to find out about a team’s information needs and providing tailored follow-up support to meet them, rather than simply talking about what the library has to offer. Follow-up work with teams included:

- Group and individual training to improve staff search skills
- Literature searches on particular topics, to inform patient care, service delivery plan etc
- Identification of images for use in teaching sessions with school children

The priority for 2013/14 will be to make more visits to mental health teams across SSSFT.

b. Clinical librarian

This approach involves a librarian working more intensively with a small number of teams, attending meetings on a regular basis. The short term aim is for the librarian to take away questions arising from discussions on individual service users or general issues around care delivery, carry out a search and provide evidence based responses within a short enough timescale for that evidence to be fed back into clinical practice. The long term aim is to promote a culture of questioning and evidence seeking within the team that will hopefully continue beyond the period of the librarian’s intensive involvement with the team.

During 2012/13 work continued on the ‘Evidence into Action’ project on Brocton Ward in Stafford. The project was reviewed part way through the year and the timing of librarian visits changed

(from Monday to Thursday) so that they took place during a less time-pressured meeting. The project continued to lead to literature searches and enquiries to support patient care and/or provide information for service users. A report is being written on the project and it has now moved into a second phase with a greater emphasis on embedding a culture of evidence seeking and greater sharing of results across clinical teams.

A second strand to this work included the investigation of a patient information resource on the ward. The initial idea was to improve the range of leaflets available to service users but structured interviews with a number of inpatients suggested that, in most cases, they preferred to receive information verbally from ward staff, due to reduced concentration demands and preference for a personalised approach. A report is currently being written on this project.

Apart from the 'Evidence into Action' project, the same librarian has also continued to attend the Core Nurses Group and Physical Healthcare group on a regular basis. This has also led to a number of literature search requests from members of the groups, and the addition of a Physical Healthcare update to the library's range of weekly e-mails.

c. Mobilise!

The Mobilise! project aimed to provide opportunities for Trust staff to try out a range of mobile devices and information sources and to generate ideas as to how they might use them in their work. The devices included Android and Apple devices including iPads, iPod Touch (to replicate an iPhone), Google Nexus and Asus

Transformer tablets, and were made available within the three site libraries, at drop-in events arranged by library staff and on visits to teams in their workbases. Resource lists, instructions and 'treasure hunts' were developed to meet needs ranging from complete beginners to those already familiar with mobile technology wanting to find out more about how to use devices to find information. A photo competition was also held.

Feedback from 65 participants in the Mobilise! events showed:

- Ways in which attendees envisaged using mobile devices in the workplace included:
 - Apps for clients and apps for clinicians to use to work with clients
 - Accessing external information sources (e.g. BNF, NICE) either through the internet browser or through apps
 - Access to e-mail and files whilst on the move
 - Tools for non-clinical work, including electrical drawings and catering/cleaning documentation
- Favourite devices were the larger ones – the Asus Transformer and the iPad
- Participants thought the Mobilise! events had improved their awareness of mobile devices, taught them something new and had been enjoyable. Some also reported that they had discovered new ways of finding information

From a library point of view, working with the devices improved library staff skills and also improved their awareness of the range of apps available as information sources. They have since used this knowledge to help Trust staff download apps such as the BNF to work and personal devices. During 2013/14, the library staff will continue to take the Mobilise! devices to events on request, and will also have them available in the library to keep themselves and library users up to date with new apps and information sources.

Appendix 2: Impact of Library Services on Patient Care and other Trust Activities in SSSFT and SSOTP South Division 2012/2013

Background

During 2012/13, 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 2012 – March 2013)
- 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	26	11
SSOTP	16	15
Other	1	0

All the main clinical groups were represented amongst the respondents (AHPs, medical and dental, nursing and psychologists).

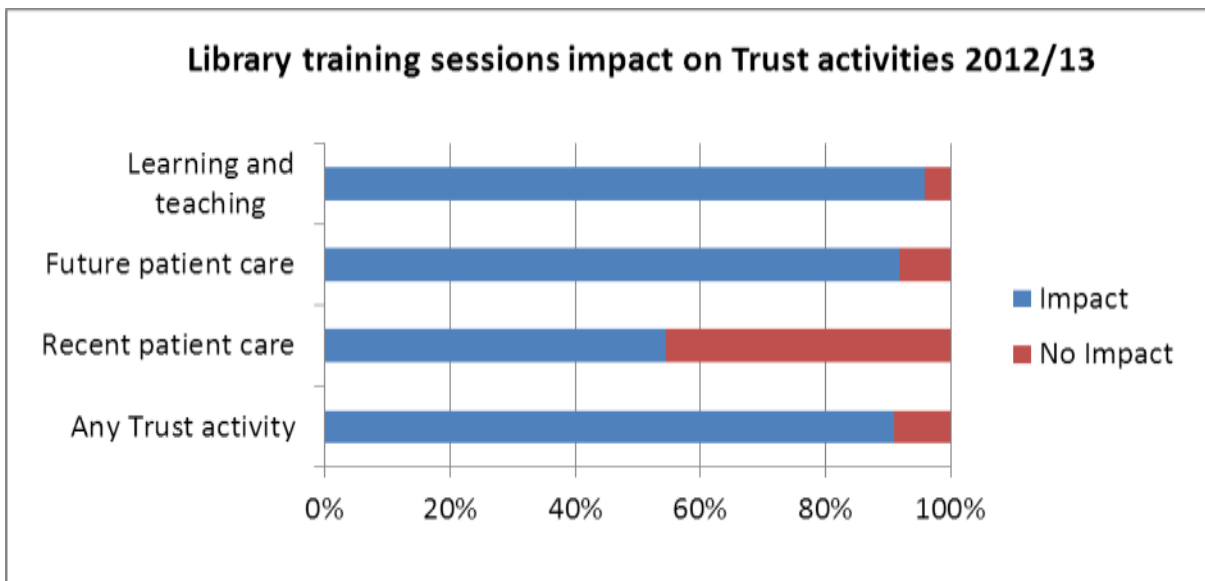
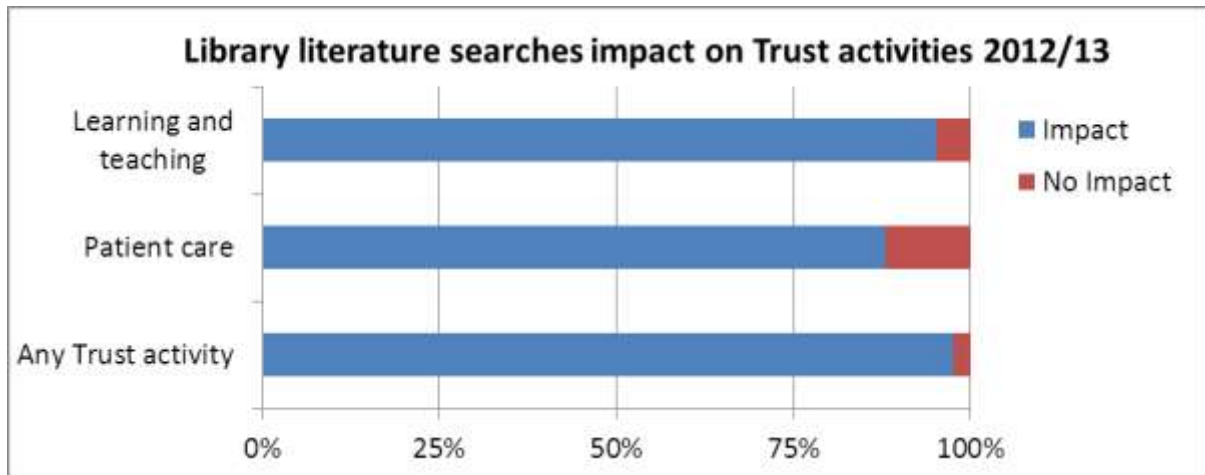
Quality of library services

98% of respondents to the literature search questionnaire stated that the results were what they asked for, and 98% were able to make effective use of them (i.e. received in time, manageable number of results). Lack of time was the most common reason why recipients could not make effective use of search results. No-one commented that the results had arrived too late to be of use.

"[The search skills training] has allowed me to view guidelines and policies to confirm that the delivery of service by the team is to the correct standard and requirement"

Impact of services

Respondents reported that almost all 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:

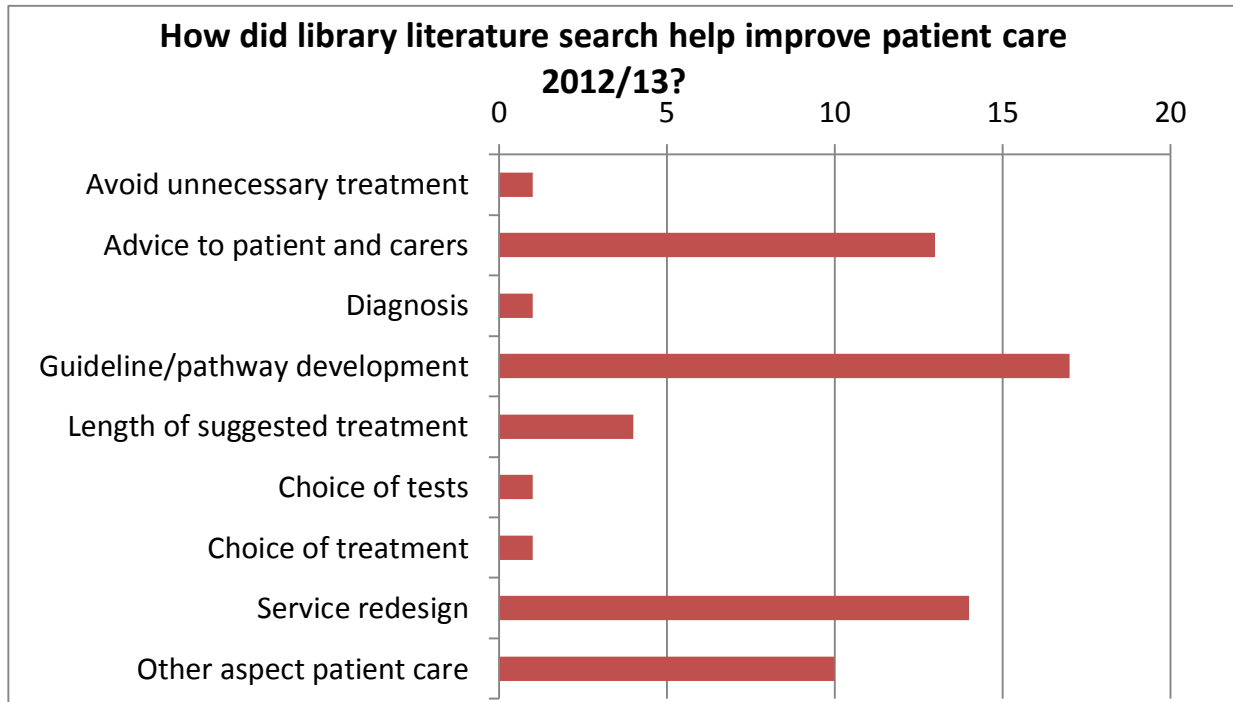


Impact on patient care

The chart below 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 diagnosis, length of treatment and choice of tests or treatment.

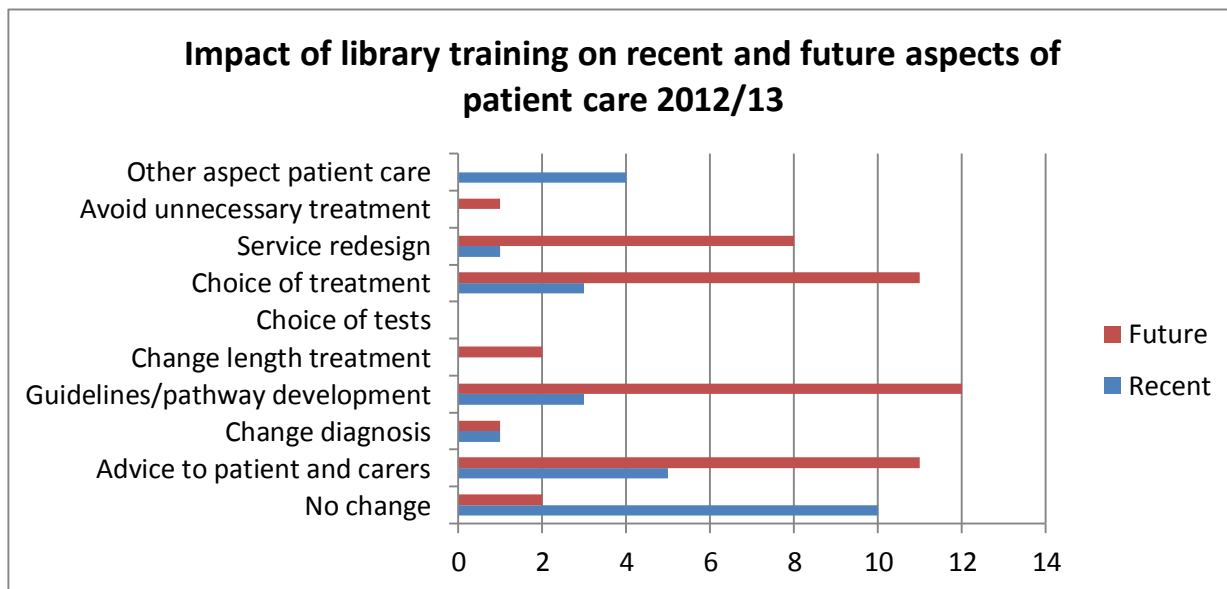
“[The information provided meant] I was able to reassure parents on a point they were anxious about “

The results from the training impact questionnaire 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 from literature searches to the development of guidelines and service redesign shows that the library’s impact extends far beyond those who use it directly.

The chart below shows a similar pattern: information gained through library search skills training has an impact on many aspects of patient care:



“I am planning delivery of a sex and relationship education session in a high school with high ethnic minority and will be adapting presentation [in the light of search results] to address diversity”

Impact on CPD, research and other Trust activities

In many cases literature search results were also used to inform teaching and supervision, and information gained from them was frequently shared with colleagues, 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 (10 cases), audit (4 cases), and cost effectiveness projects (6 instances) (results taken from literature search questionnaire).

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:

“We used the search to choose a new measure which helps to identify psychological difficulties in people with dementia”

Trust	Example
SSSFT	Developed process map and care pathway for children who display challenging behaviours
SSOTP	Redesign of rheumatology service
SSSFT	Informed the development of a stress management group work intervention with inpatients including rationale for implementing such a group and its approach, length and content
SSOTP	Influenced shaping of service specification for public health

Conclusions

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 is clearly shown by these results.

Appendix 3 - Library Evaluations and Consultations

Library evaluations and consultations carried out during the year included:

- General library user survey
- Impact survey to assess effectiveness and usefulness of literature search results (including separate identification of those arising from outreach and clinical librarian activity)
- Impact survey to assess the effectiveness and usefulness of search skills training
- Impact/service improvement interviews including adequacy of library standards for article requests, enquiries and literature searching
- Impact of outreach and clinical librarian projects tracked by flagging up of additional activity (e.g. training, literature searches or extended enquiries) known to have been triggered by an outreach visit or clinical librarian work
- Book stock reviews linked to three areas of NICE guidance, with consultation via an online survey form
- Work with OD consultant on book stock to support leadership development
- Evaluation of projects including Evidence into Action and Mobilise!

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

- Development of the library Delivery Plan for 2013/14
- Review of the library performance standards
- Development of book stock in selected areas

Appendix 4 - Progress against annual delivery plan and library strategy

a. Annual Delivery Plan 2012/13

The table below shows that almost all actions from the 2012/13 Delivery Plan, that implements the library strategy, were achieved or on target at the end of 2012/13.

Action no.	Action for Delivery Plan	Deliverables (<i>implemented by actions on Detail sheet</i>)	Progress	Status
12.01	Improve compliance with national standards for the delivery of NHS library services	Improved performance against current LQAF standards and initial self-assessment against new KM domain	LQAF submitted showing improved performance against criteria. Self-assessment confirmed by Assessment visit in November 2012.	DONE
12.02	Ensure that Trust LKS continue to meet current and future stakeholder needs by developing a new Trust Library and Knowledge Services strategy and Mission Statement and supporting processes	Updated LKS Mission Statement and new LKS Strategy	2013 - 2016 Library and Knowledge Services strategy formally approved within Trust; linked in with Delivery Plan and Annual Review	DONE
12.03	Improve alignment of LKS services and resources with needs of Trust, its staff and stakeholders	Completed Customer Engagement Plan 2012/13 and implemented actions; improved library services for remote users		DONE
12.04	Work with partners within and outside the Trust to improve the quality of information available to service users and carers	Improved facility for patient information on Trust website	Policy on library services for service users and carers drafted; work continued on patient information leaflet database interface for Trust website and patient information project on Brocton Ward. All actions included in 2013/14 Delivery Plan	In progress
12.05	Improve quality and value for money within the LKS by re-examining the efficiency of processes and ways of working	More systematic approach to centralised delivery of services; process mapping of registration and re-registration from users' perspective followed by any required redesign of library processes	Plans for updating of IT facilities on all three sites developed and at least partially implemented; registration processes updated; books moved from Lichfield to Stafford and Redwoods sites; all sites disposed of their book archives; centralisation of back-office procedures continued	DONE
12.06	Continue to develop new ways of working within library team to improve engagement with clinical staff	Piloting and evaluation of Clinical Librarian model of working; increased amount of outreach activities and use of library services arising from these	Clinical librarian model piloted and evaluation underway; increased amount of outreach activities and use of library services arising from these	In progress

12.07	Evaluate and, where desirable, implement and exploit new technology to improve the delivery of library services	At least two additional forms/applications of new technology used/supported by library services	Mobilise! project improved library support for staff using apps as information sources, and also gave staff opportunity to get hands on experience of a range of mobile devices	DONE
12.08	Continue to work to develop replacement library facilities for Shropshire following the closure of Shelton Hospital	New Redwoods Library up and running and delivering library services; library promoted to current and potential new users	New Redwoods Library up and running; library promoted to current and new users and targets set for usage met	DONE
12.09	Work with partners to identify the best way to deliver library services to the new SSOTP	SLA (including service specification) secured with SSOTP for delivery of library services to their staff in South Staffordshire	SLA signed off with SSOTP for delivery of library services to South Division	DONE
12.10.	Ensure that Trust library staff continue to develop to maintain professional competence and develop required new skills to support new ways of working	Team and individual development undertaken linked to changes in role and workload	Range of development activities undertaken, by both librarians and library assistants	DONE
12.12	Encourage greater use of the evidence base and related library services by Trust staff and teams	Increased take-up of search skills training	Procedures developed to improve access to NICE documentation via library catalogue; 'Mini Info MOT' developed as tool for inductions, brief training etc; investigation into user training needs led to decision to stop promoting timetabled courses	DONE
AT.F&P .PR May 2011.	Produce a statistical analysis of the impact of selected library services on Trust activities	Statistical analysis of the impact of selected library services on Trust activities	Report demonstrating positive impact of library services on patient care, CPD, research and service development produced	DONE

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 planned in library strategy	No work scheduled in library strategy
Work scheduled in Delivery Plan 2013/14	Work deferred
Work completed	

	Activity	2012/ 2013	2013/ 2014	2014/ 2016
1. Supporting the clinical workflow				
i.	Outreach work			
ii.	Clinical librarian – more intensive working with a limited number of teams/groups			

	Activity	2012/ 2013	2013/ 2014	2014/ 2016
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.	Change Lichfield library to e-only provision			
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 6.i 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 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			
11. Working in partnership				
i.	Formalise arrangements with SSOTP for the delivery of library services			
ii.	Work with North Staffs library service to provide co-ordinated library service to SSOTP			

Appendix 5 – Partnership Working

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

Activity	Partners	Outputs
Document Supply networks for journal articles	West Midlands; NULJ; PLCS	Improved access to evidence base within budgetary constraints for users of our library and those of other libraries in the networks
Shropshire and Staffordshire health libraries book lending	Shrops and Staffs Health Libraries	Improved access to book stock and so evidence base within budgetary constraints for users of our library and those of other libraries in the networks
Shropshire and Staffordshire Journal Clubs and shared learning events (e.g. West Mercia Awayday on sharing expertise)	Other NHS libraries in Shropshire and Staffordshire	Improved use of the library evidence base within local service development; joint initiatives including 'Mystery Shopper' reciprocal visits between SSSFT and other libraries in Shropshire and Staffordshire, which led to improvements in SSSFT libraries
Sharing of best practice through regular meetings	Shrops and Staffs Health Libraries	Improved performance against the Library Quality Assurance Framework
Collaborative working to provide library services to SSOTP	North Staffordshire Health Library	Less confusing and easier access to library services for SSOTP staff across Staffordshire and Stoke on Trent
Regional projects (local administrators for ATHENS passwords and West Midlands document supply network; representatives for Shropshire and Staffordshire on regional groups)	Other West Midlands health and HE libraries	SSSFT library service contribution to regional initiatives to improve access to the evidence base through shared resources; and projects to share expertise and use a DOAS approach in areas such as development of search skills training and library staff training

