

Library and Knowledge Services Annual Review 2016/17

Table of Contents

Library and Knowledge Services Annual Review 2016/17	1
Summary.....	1
1. Aim of this review	2
2. Review of LKS activity and its contribution to Trust activities	2
2.1. Supporting clinical decision-making	2
2.2. Supporting management decision-making	4
2.3. Supporting information for service users and carers	5
2.4. Supporting training, education and CPD	5
2.5. Supporting Knowledge Management	6
2.6. Working in partnership	7
2.7. Demonstrating the impact of what the library does	7
2.8. Library management	8
2.8.1. <i>Staffing</i>	8
2.8.2. <i>Finances</i>	9
2.8.3. <i>Quality assurance</i>	9
2.8.4. <i>Library User Engagement</i>	10
2.8.5. <i>Digital by default</i>	11
2.8.6. <i>Annual Delivery Plan and Library Strategy 2017-20</i>	11
2.9. Review of LKS performance standards 2016/17	12
3. Action points and priorities for forthcoming year	12
4. Conclusions.....	12

Summary

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

During 2016/17 the LKS was busier than in the previous year in almost every respect and met all its performance standards whilst maintaining 99% compliance level against the national Library Quality Assurance Framework. However, reduced levels of library assistant staffing for most of the year made it harder to develop the service as planned in the annual Delivery Plan. Nevertheless progress was made against all 11 strategic objectives. Important service developments included the launch of the 'Easy Evidence Search' (a Google-like search box to encourage easy access to the evidence base), extension of the Service User Book Trolley service to Stafford and more user-friendly presentation of search results through expansion of our synthesised search service.

1. Aim of this review

This report aims to review library service developments, achievements and challenges over 2016/17, as well as providing a picture of who is using what aspects of LKS services and how that usage is supporting Trust activities. This overview also identifies areas for future development and issues to be addressed in future LKS strategies and delivery plans. For more detailed statistics and analysis, please see the appendices and additional documents.

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

This section reviews the main successes, challenges and statistics for the various services provided by the LKS during 2016/17 and shows, through quotations and examples, how the specific services support NHS values, such as high quality patient care and well-informed staff. For more detailed statistics, see Appendix 1.

2.1. Supporting clinical decision-making

“The workforce is educated to [have] ... knowledge about best practice, research and innovation, that promotes adoption and dissemination of better quality service delivery to reduce variability and poor practice” [Health Education England Mandate 2016/17]

How does the library support clinical decision-making?

Providing evidence on which to base practice through

- Searches
- Books, e-books and journal articles
- Online resources

Helping clinicians remain up to date and competent through:

- Regular Be Aware and other e-mail bulletins
- Search skills training
- Workplace visits

How does this support Trust values?

“I was able to become familiar with the latest research [on diet and dementia] which gave me confidence to answer my patient's questions.”

“[Search results helped] Formulate an idea on how to relieve the burden of families that have children with neurodevelopmental anomalies, and that have subsequently undergone genetic testing to obtain a diagnosis.”

[Lit Search Impact Survey, 2016/17]



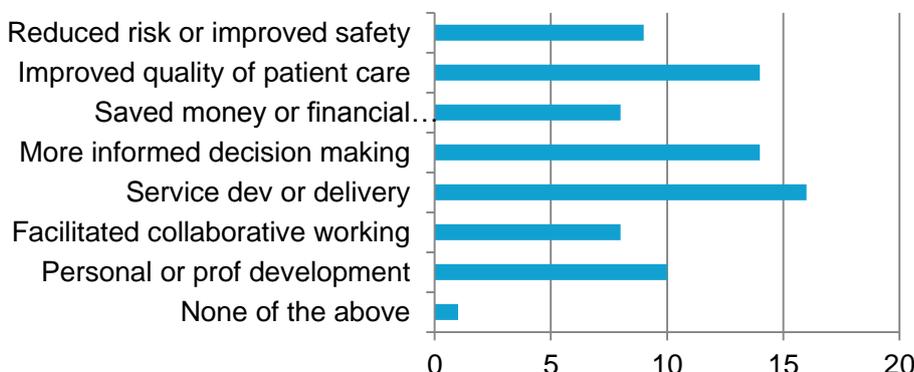
Most popular search topics 2016/17

<p>Action Points 2017/18</p> <ul style="list-style-type: none"> • Easier access to clinical knowledge summaries by implementing new 'Point of Care' resource • Develop system to contact new services to find out their library needs • Support proposed Nursing Council 	<p>Challenges</p> <ul style="list-style-type: none"> • Poor uptake of some outreach initiatives • Access to some online resources, particularly journal articles, is getting harder and less reliable. This is leading to an increase in article requests 	<p>Progress 2016/17</p> <ul style="list-style-type: none"> • Flexible ways of accessing library services (re)introduced, including remote search skills training sessions and web-based forms • Awareness raising work carried out with Specialist Services (ongoing) • Pop-up library events in Lichfield and Severn Fields • Book stock reviewed and updated to reflect new/updated NICE guidance • 'Easy Evidence Search' facility introduced
<p>Clinical Librarian work</p> <ul style="list-style-type: none"> • LKS staff went to SSOTP's Musculoskeletal CAT group and SSSFT's Assistive Technology and Physical Healthcare meetings • Led to 10 searches, 5 extended enquiries, and training sessions 	<p>Quick statistics:</p> <ul style="list-style-type: none"> • 1291 articles supplied, 5547 books lent, 130 literature searches and 57 lengthy enquiries answered – all increases from 2015/16 • Main users of search and enquiry service were psychologists, OTs and mental health nurses 	<div data-bbox="906 712 1214 1155" data-label="Image"> </div> <p>'Maudsley Prescribing Guidelines in Psychiatry' was the most popular e-book during 2016/17: 57 loans and 113 browses</p>

2.2. Supporting management decision-making

“Using both the library and Athens services I have been able to obtain the necessary books/information to prepare myself for becoming a Certified Leader in the Virginia Mason Production System ... [this] will enable me to lead on Quality improvement initiatives”
[Library Survey, 2016]

Search results' contribution to service performance



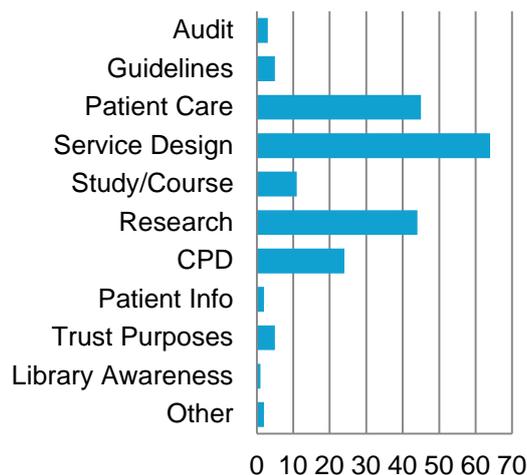
How does the library support management decision-making?

- Synthesised searches, searches and enquiries
- Books, e-books and journal articles
- Keeping up to date e-mail bulletins, including weekly leadership and Mental Health Services updates
- E-mail bulletins from other organisations forwarded, e.g. King's Fund Health Management Alerts and NHS Managers' Bulletins

Progress 2016/17

- 19 synthesised searches carried out to support service redesign and guideline development
- Information on what other Trusts are doing now included in Be Aware bulletins
- More leadership and informatics books and e-books added to the library

Primary Purpose of Searches 2016/17



Challenges

- Incorporating a wider range of information sources and greater distilling of information means it is taking longer to do searches
- Time pressures on staff at all levels makes it easy to overlook library support

Action Points 2017/18:

- Improve quality of management searches by broadening range of sources and improving synthesis skills

Case Study

The Trust's strategic Health Records lead was reviewing the way the Health Records team handled subject access requests. The library provided objective search results, including a summary, that acted as an evidence base to underpin the proposal put before the Trust's Quality Governance Committee.

2.3. Supporting information for service users and carers

“Ensuring that people are able to access, understand, appraise and utilise health information effectively is the cornerstone for their active and informed engagement in healthcare and in decisions relating to this.”
 [‘Health literacy and health information producers’, Patient Information Forum, 2013]

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



How does the library support information for service users and carers?

- Supports Trust staff in providing information to service users and carers
- Computers and printers for service users within libraries
- Book trolley service round wards

Good News Stories

“This search has helped to inform content of the recovery college course Food and Mood, ensuring that the advice given is up to date and accurate.” [Lit Search Impact Survey, 2016/17]
 Reminiscence Materials:
“Great materials, used for a drop-in group at Telford Library. Very useful, and would use again”
“services users on [X Ward] particularly like the ‘At the Seaside’ items”

Progress 2016/17

- Reminiscence materials, including memorabilia boxes, now available from library and borrowed 22 times during year
- Library helped run Human Library at Wellbeing and Recovery College Open Day, November 2016

Impact Survey

- Both training and literature search impact survey results 2016/17 showed that clinicians use information from the LKS to better inform service users and carers.

Action Points 2017/18:

- Continue to try to involve volunteer in Redwoods book trolley
- Complete pilot of Stafford book trolley and, dependent on evaluation, extend the offer to other wards
- Revise Service User and Carer leaflet

2.4. Supporting training, education and CPD

“It is ... essential that all involved in the delivery of mental health services have the knowledge and skills required to deliver high quality care and have access to education and training” [Five Year Forward View for Mental Health – One Year On report, 2017]

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

How does the library support training, education and CPD?

- Guided searches and search skills and critical appraisal training to enable people on courses to find the evidence they need
- Books, e-books and journal articles
- Search results and resources support Trust staff developing and delivering training

How does this support Trust values?

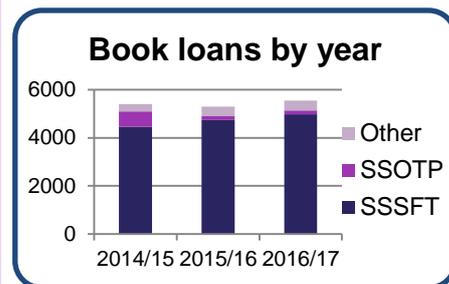
“The literature search showed us that there is no real evidence of working with domestic violence and IPT and therefore highlights a gap in the research ... potential to develop a modification of our training course to address this area...”

“intending to share [search skills learnt] with supervision group and roll out the training. Hope this will cascade knowledge and impact on patient management”

[Lit Search/Training Impact Surveys, 2016/17]

Quick Statistics

- 131 people received search skills or information literacy training from the library during 2016/17
- Most popular topic covered during training was literature searching



Action Points 2017/18

- Encourage ongoing professional reading by trialling virtual journal club
- Create series of bite sized screencasts on how to access e-journals and e-books, in conjunction with other libraries

Challenges

- Poor take-up of new training initiatives: remote search skills training and ‘Book a Slot’ training sessions
- Reduction in demand for 1 to 1 and ad hoc training sessions during 2016/17

Progress 2016/17

- Carried out 8 searches for trial Funding Search Request service
- Developed capability to deliver search skills training remotely
- Developed systematic approach to offering library support for courses run within the Trust

2.5. Supporting Knowledge Management

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

How does the library support KM?

- Providing synthesised search results
- Working with Research and Innovation to create system to store and disseminate details of staff publications

Progress 2016/17:

- Contributed to Assistive Technology collaboration Sharepoint site
- 19 synthesised searches carried out by three members of staff

Challenges:

Action Points 2017/18:

- Help Trust use current awareness and knowledge management capabilities within Sharepoint
- Investigate capability of new data lake tool to analyse qualitative data to improve internal knowledge use within organisation

- | | |
|---|---|
| <ul style="list-style-type: none"> • Working with IM&T on non-technical side of Sharepoint | <ul style="list-style-type: none"> • Changing IM&T priorities across organisation • Showing library has skills to offer outside the library |
|---|---|

2.6. Working in partnership

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

Ongoing partnerships

- Further joint working with library service in North Staffordshire to deliver a unified service to SSOTP
- LKS staff continue their roles in West Midlands-wide library groups
- Internally working with IM&T on Sharepoint and with Research and Innovation on various initiatives to ensure people undertaking research get the appropriate support from both teams

Progress 2016/17

- The library manager contributed to a national Knowledge for Healthcare project to produce a toolkit of resources to encourage collaboration with other libraries outside the NHS
- The library is now part of a library network covering much of the South and Midlands, providing articles to other libraries within copyright constraints.
- Worked with other teams within the Trust, including Learning and Development on a project to try to identify funding sources for staff training
- Discussions with other Staffordshire NHS libraries about increasing collaboration and how best to support the STP process

Challenges

- Ensure that any shared and standardised processes still meet the needs of local users

Action Points 2017/18:

- Continue to work with other Staffordshire libraries to enhance collaboration and support the STP
- Investigate ways of collaborating with the Trust-run Community Libraries
- Work with other local library services to develop a series of bite-sized screencasts and mini-videos on how to access evidence-based information

2.7. Demonstrating the impact of what the library does

The LKS carried out three service-specific impact surveys during 2016/17, covering the Be Aware updating service, literature searches and training. All showed that the services supported the Trust's main activities, in particular CPD and patient care.

How does the library demonstrate the impact of its services?

- Regular surveys of search

How people use Be Aware information

- "We share it during peer reviews or team

Progress 2016/17

- Used new national Impact Survey questions for the literature search impact survey; set up

- and training service users
- Timetable of surveys to get feedback on and find out about impact of other library services
- Case studies of specific instances to follow up on how library information has been used

meetings. I use it as evidence based to assure good treatment outcomes”

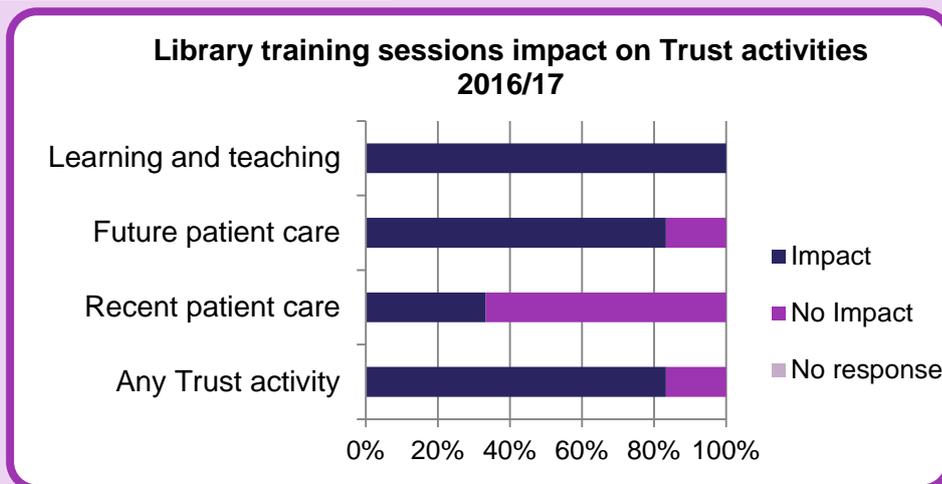
- *“Share in horizon brief with all directorate”*
- *“reading articles that change/update treatment/info/assessment for patients”*

[Be Aware survey 2017]

- mechanisms to use same questions for Training Impact Survey during 2017/18
- Developed impact case studies using the new national Case Study template
- Carried out Be Aware [updating service] Survey to gauge its effectiveness and impact

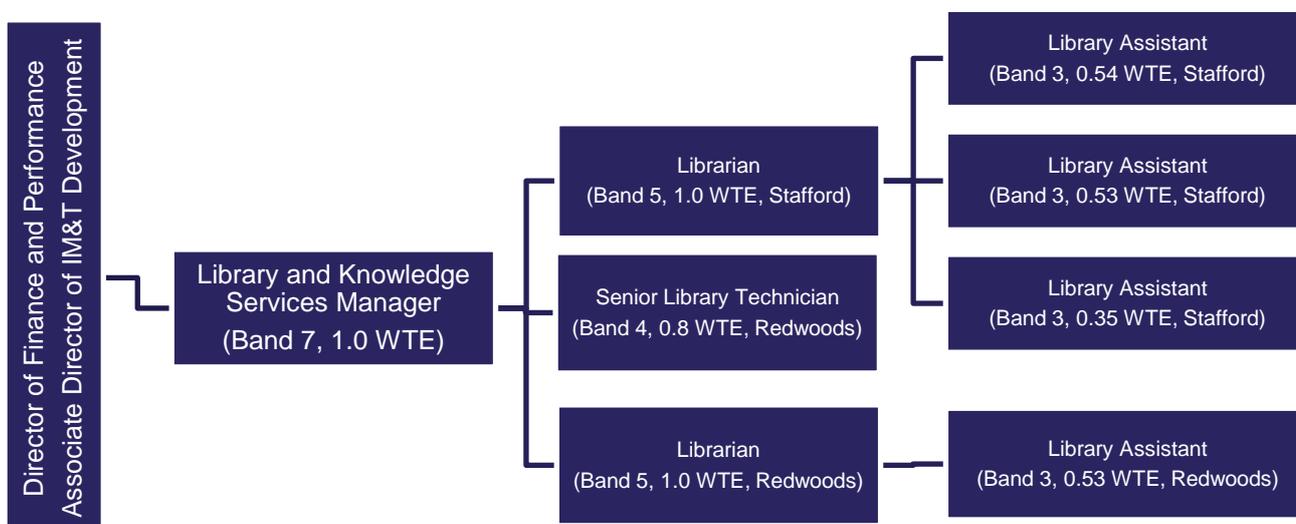
Action Points 2017/18:

- Carry out surveys to demonstrate the impact of the library’s book lending and article request services
- Increase the number of impact case studies developed
- Ongoing review of individual library services to ensure we can demonstrate their impact and effectiveness



2.8. Library management

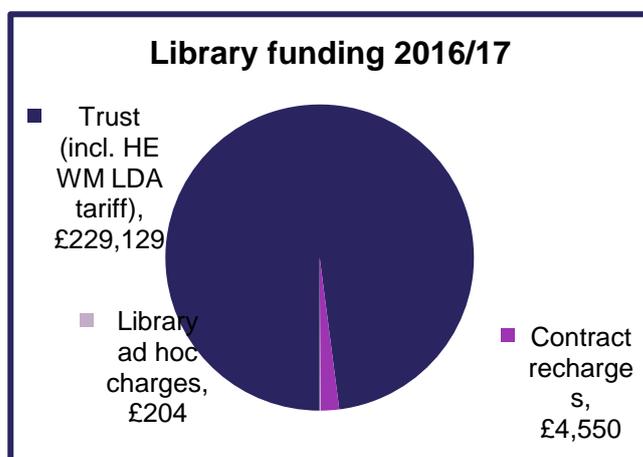
2.8.1. Staffing



- Permanent LKS staffing remained unchanged during 2016/17 at 5.75 WTE. However a 0.53 Library Assistant post was vacant for much of the year and there was also substantial staff absence due to personal circumstances amongst the other library assistants. This had a knock-on effect on the more senior library staff’s workload and ability to continue developing the library service.
- All three librarians are active in regional LKS groups, including initiatives to support the national Knowledge for Healthcare library strategy.
- The Senior Library Technician was a finalist in the Rising Star category of the Trust POD Awards.
- Again, each member of the team led on at least one project within the annual Delivery Plan.
- All members of staff received a KSF review and updated their mandatory training

2.8.2. Finances

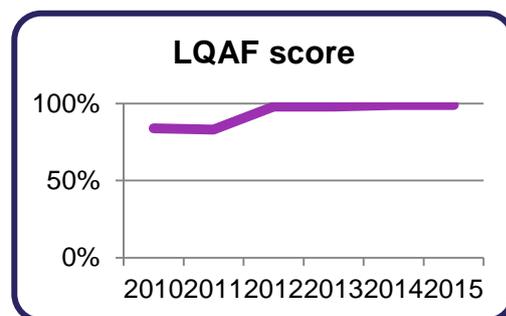
- The LKS is funded from two main sources: the Trust and educational tariff monies from Health Education West Midlands (HEWM).
- The LKS also has a service level agreement with Staffordshire and Stoke on Trent Partnership NHS Trust for the provision of LKS services to their staff in South Staffordshire
- 73% of library funding was spent on pay, and 27% on non-pay during 2016/17.
- The majority of non-pay expenditure was on online resources, including journals, databases, e-books and a new clinical summary tool
- On non-pay expenditure, the LKS maximised its purchasing power for journals, books and other information sources through national purchasing framework agreements and local consortia. It continued to use Skype and Lync to reduce staff travel between sites for meetings. A major upgrade of the library management system has allowed some routine procedures to be automated, again saving staff time.



2.8.3. Quality assurance

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

In 2016 the Trust again submitted a self-assessment score of 99% against the 48 criteria. This rating was confirmed via a desktop verification exercise (including peer review) by Health Education England West Midlands office. The library received positive feedback for the clarity of the layout of last year’s Annual Review and for the arrangement of the Resources section of the library website. The Library Manager acted as a peer reviewer for two other Midlands submissions and was a member of the assessment panel for another library’s assessment visit.



2.8.4. Library User Engagement



Library Survey 2016: 'You said, we did'
 Made several changes including:

- content of Be Aware bulletins
- extended e-book loan periods
- bought suggested books
- started sending welcome e-mails to new staff members
- made it easier to suggest a new update topic

Progress 2016/17

- Got website forms back up and running – these are proving popular for registering with the library and requesting articles
- Timetable now in place to seek feedback on library services, to avoid bombarding users
- Postcards to gain comments and suggestions now available in both libraries, along with display boards to show what action the library has taken
- 'Health App of the Month' screensavers, newsletter articles, and tweets helped raise awareness of high quality mobile resources
- Took part in national 'A Million Decisions' campaign to highlight role of health libraries in informing healthcare decisions every day
- 68000 Twitter impressions, 104 new followers

Action Points 2017/18:

- Further pop-up libraries
- Develop process to let new services joining Trust know about library
- Carry out 'Mystery Shopper' exercise with other local health libraries



2.8.5. Digital by default

Progress 2016/17

- Library management system updated allowing faster access (and so more efficient service to library users). Some processes also automated, freeing up staff time for direct customer care
- 'Easy Evidence Search' tool added to library web pages – quick way to find full text evidence based information
- Health apps webpage and leaflet updated
- Started using knowledge-sharing capabilities within Sharepoint on Assistive Technology collaborative site and library team's own site

Why are we doing this?

"We have carried out numerous literature reviews using library / online / Athens resources to inform homegrown research projects that have resulted in the publication of empirical papers that are subsequently used to improve and inform future practices." [Library Survey 2016]

Assistive Technology: recent publication

SSSFT Library and Knowledge Services

A randomized controlled trial of a web-based, personalized normative feedback intervention for problematic alcohol use. However, they are unlikely to seek care at a controlled trial tested a very brief alcohol intervention delivered over the full article, log in using your NHS OpenAthens details. [More...](#)

Digital communication between young people and clinicians- Mental Health. Wednesday, April 26, 2017 - Victoria Betton reports on the LYNC study. [More...](#)

JMIR-Readiness for Delivering Digital Health at Scale: Lessons From the Kingdom | Lennon | Journal of Medical Internet Research. Wednesday, April 26, 2017 - Conclusions: Although there is receptiveness to national and local infrastructure, implementation of guidelines for training investment in upskilling of professionals and the public would help. [More...](#)

JMIR-The Benefit of Web- and Computer-Based Interventions for Stress-Related Mental Health Problems on a Community Level. Wednesday, April 26, 2017 - Conclusions: These results provide evidence of the potential to reduce stress-related mental health problems on a community level. [More...](#)

JMH-Use of Online Forums for Perinatal Mental Illness, Stigma, and Social Support. Wednesday, April 26, 2017 - Findings suggest that forums have the potential to increase disclosure of symptoms to health care providers. [More...](#)

Keeping up to date via Sharepoint

Easy Evidence Search



Action Points 2017/18:

- Promote use of clinical summaries tool, Dynamed, and investigate whether it can be linked into RiO

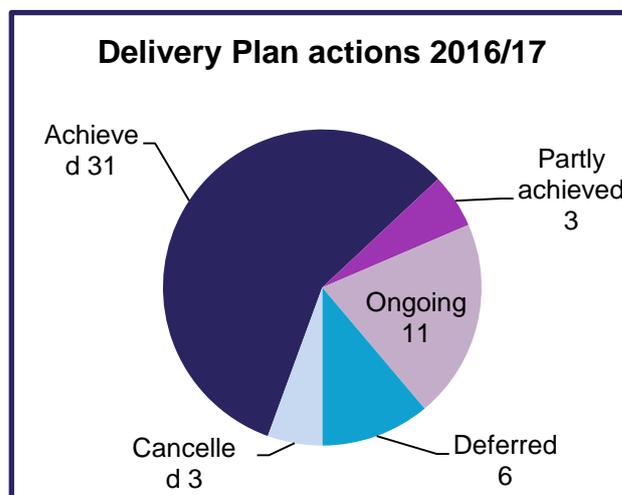
Challenges

- Access to journal articles has become more difficult due to software and publisher issues. New national software may help some of these issues during 2017/18

2.8.6. Annual Delivery Plan and Library Strategy 2017-20

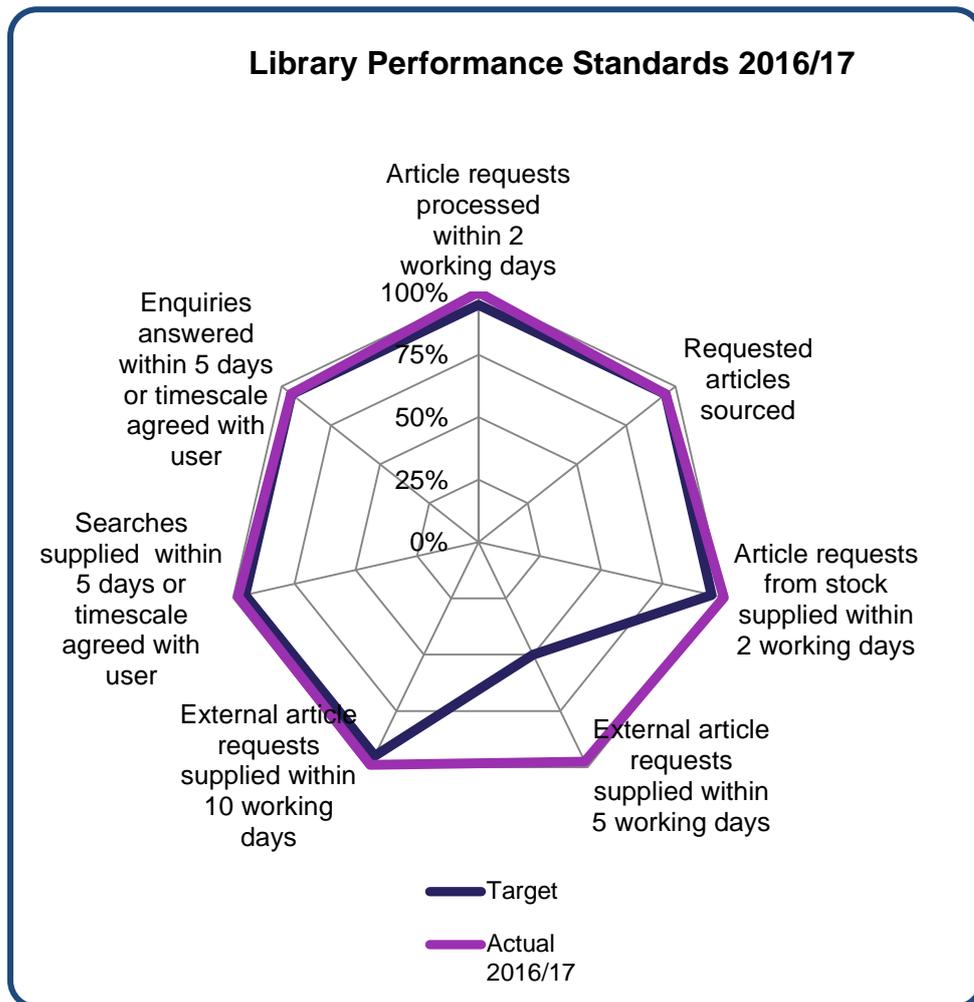
The library's new 2017-20 strategy was finalised and approved within the Trust by the Finance and Performance and Quality Governance Committees, then ratified by the Trust's Board.

The library's 2016/17 Delivery Plan was based on the 2013-16 strategy. Progress was made against all eleven top level objectives, though the proportion of individual actions achieved was lower than in 2015/16, due to lower staffing levels within the service and hold-ups with some of the technology required.



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

2.9. Review of LKS performance standards 2016/17



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

The LKS service met or exceeded its performance standards in every area during 2016/17.

Performance standards will be reviewed during 2017/18 with a view to streamlining them to reduce administration.

3. Action points and priorities for forthcoming year

Action points have been highlighted throughout the report and these and other priorities have been incorporated into the 2017/18 Delivery Plan.

4. Conclusions

2016/17 was very challenging within the library service because of lack of library assistant time, which had a knock-on effect on the librarians’ workloads. Although the library met all of its operational performance standards, it didn’t make as much progress as hoped in developing the service.

On the positive side, demand for library services increased and information supplied was used to inform patient care, service design, CPD and other areas. Library staff were involved in local and national work to support HEE’s national ‘Knowledge for Healthcare’ strategic framework; and internally the team are starting to work on implementing new electronic resources and tools which should make staff’s access to the evidence base easier in the future.