

Library and Knowledge Services Annual Review 2017/18

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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 2017/18 the LKS carried out fewer transactions overall than in 2016/17, but increased its involvement in supporting activities such as information and reading for service users and carers and a staff publications list; and collaborated with other teams to hold the Pride in Our Practice Innovation Expo. The range of online resources to Trust staff increased with the piloting of a clinical evidence summaries tool and access to a much larger e-book library. A series of New Book Alerts covering 20 topics made it easier for staff to find out about new library books. Work also began on preparing for the planned merger with SSOTP.

The LKS kept its 99% compliance against the national Library Quality Assurance framework and met four of its five streamlined performance standards. Challenges included the decision of

SSOTP not to renew its SLA for library services and reduced levels of library assistant staffing for prolonged periods. This made it harder to finish some of the planned development work.

1. Aim of this review

This report aims to review library service developments, achievements and challenges over 2017/18, as well as providing a picture of how library services 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 2017/18 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 and syntheses
- Clinical Evidence summaries
- Books, e-books, journal articles and databases

Helping clinicians remain up to date and competent through:

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

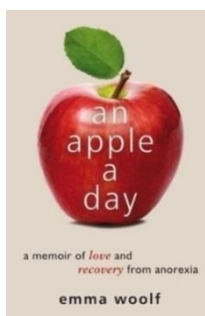
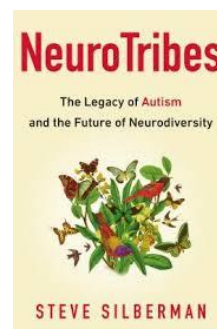
How does this support Trust values?

“[used library books] to develop my understanding of young people I’m working with, such as Attachment. It has definitely improved my practice and helped me feel more confident in the service I deliver to families.”

“Books relating to improving the patient experience used to inform patient experience projects and methods of involvement”

[Book Impact Survey 2018]

“Well written review and insight into ASD by a journalist – better understanding of the condition which I often find confusing and difficult to detect in milder forms”



“An informative memoir on anorexia which gave a good insight into living with the illness”

[Book Impact Survey 2018]

Action Points 2018/19

- Expand Be Aware updates to cover more physical healthcare topics
- Promote library services to support clinical practice across the new organisation and make them as easy to use as possible
- Continue to trial Virtual Journal Club
- Trial 'brief search' service

Challenges

- Poor uptake of some outreach initiatives
- Poor uptake of Clinical Evidence Summaries app (Dynamed Plus)
- First online Journal Club went live in April 2018 – struggling to get people to take part
- Big drop in demand for journal articles

Progress 2017/18

- Clinical evidence summaries now available through menu link within RiO
- Pop-up library event at George Bryan Centre
- CAMHS book stock reviewed and some titles relocated to Redwoods to make it more accessible to staff from 0 – 25 Emotional Wellbeing service
- Be Aware update bulletins reviewed and changes made to improve individual bulletins

Clinical Librarian work

- LKS staff went to SSOTP's Musculoskeletal CAT group and SSSFT's Sleep Hygiene meetings

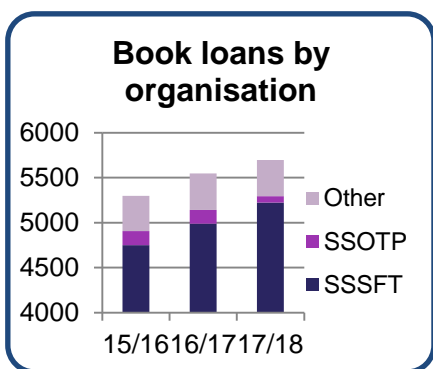
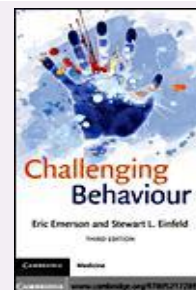
Quick statistics

- 5698 book and 293 e-book loans – both increased from 2016/17
- 567 articles supplied, 95 literature searches, 13 synthesised searches and 33 lengthy enquiries answered – all lower than 2016/17
- Main users of search and enquiry service were psychologists, doctors, managers and OTs

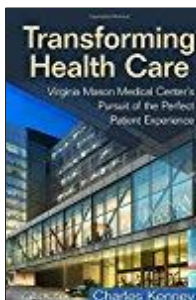


'Maudsley Prescribing Guidelines in Psychiatry' was again the most popular e-book during 2017/18 with 101 uses. Next most popular was 'CFT made simple'

followed by 'Challenging Behaviour', 'Death by Meeting' and 'Mentoring and Supervision in Healthcare'



2.2. Supporting management decision-making



"We use the Transforming Healthcare (VM) book in our QI Training and always let participants know that it is available in the library"

Training and Search results' contribution to service performance 2017/18



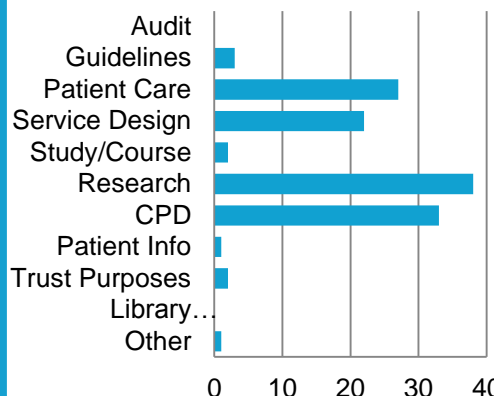
How does the library support management decision-making?

- Synthesised searches, searches and enquiries
- Books, e-books and journal articles
- Be Aware e-mail updates, 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 2017/18

- 13 synthesised searches carried out to support service redesign and guideline development
- 3 members of library staff went on training covering management search resources

Primary Purpose of Searches 2017/18



Challenges

- Making managers in new Trust aware of library services available to them and how the library can help
- Time pressures on staff at all levels makes it easy to overlook library support

Action Points 2018/19

- Investigate national Knowledge Management Board Toolkit and how best to use it in the Trust
- Investigate Mini Search service

Quotes

"The actual literature search helped to form a proposal to save nurses time and improve the patients' care and empowerment."

[Training Impact Survey 2017/18]

"I was able to evidence my thoughts on the ward environment through the research material provided which will in turn improve patient care"

[Search Impact Survey 201/18]

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.



Reminiscence materials

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

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

Reading for Wellbeing

"Arts for Health use the library regularly to support our reading for wellbeing sessions that run across the Trust at St George's, George Bryan Centre and the Redwoods Centre. The library is invaluable to us in supporting the sourcing of appropriate materials and texts/poetry/stories etc"

"We have used books from the library to facilitate reading groups with people who have reduced cognition, the library was able to supply books which met the needs of the group enabling engagement and enjoyment!!"

[Both Book Impact Survey 2018]

Progress 2017/18

- Developed and promoted new leaflet clearly stating how libraries can support service users and carers (and reviewed and updated underlying policy)
- Pilot of book trolley round limited number of Stafford wards

Impact Survey

- Both training and literature search impact survey results 2017/18 showed that clinicians use information from the LKS to better inform service users and carers.

Action Points 2018/19:

- Co-produce Recovery College course on reading for wellbeing and finding quality health information
- Continue to try to involve volunteer in Redwoods book trolley
- Develop leaflet for Trust staff about public library services that support mental wellbeing

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 the library is supporting IPT training

Marie started using the library when she moved into a new area of treatment, Interpersonal Psychotherapy (IPT), in 2010. She initially used the library’s training and literature search services to research the area and then to develop an evidence-based training course. As she developed the Training Centre, she continued to use searches and accompanying articles and books to keep up to date with the latest IPT research, incorporating references into course handbooks, presentations, funding bids and other materials. Searches and articles supplied by the library have saved Marie hours of time, ensured her teaching and course materials are evidence-based and up to date in a constantly changing field, helped her develop bids for new business and expand the range of courses she offers into specialist areas such as IPT in perinatal mental health and IPT in substance misuse. Her evidence-based approach has helped her improve her curriculum and become a leading IPT training centre. Marie valued the speed with which the library supplied literature search results and felt that the librarians contributed very specialist knowledge and expertise in framing a search question and carrying out a search.

How does the library support training, education and CPD?

- Guide searches and search skills and critical appraisal training to help people on courses to find the evidence they need
 - Books, e-books and journal articles
 - Page of useful links to potential training funding sources
- Search results and resources support Trust staff developing and delivering training

Action Points 2018/19

- Continue to trial virtual journal club
- Increase take-up of search skills and critical appraisal training
- Find out how we can work with training staff in the new Trust

Challenges

- Reduction in demand for all training sessions during 2017/18

Quick Statistics

- 53 people received search skills or information literacy training from the library during 2017/18
- Most popular topic covered during training continued to be literature searching

Progress 2017/18

- Evaluated pilot Funding Search service and decided it wasn’t worth carrying on. Page of useful links set up instead
- First Virtual Journal Club held, subject Therapeutic Lies (in dementia)

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?

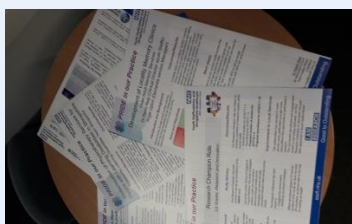
- Providing synthesised search results
- Working with IM&T on non-technical side of Sharepoint

Progress 2017/18:

- Worked with other Trust teams to hold an Innovation Expo in Telford (October 2017). This showcased over 70 posters from SSSFT staff. Feedback showed attendees valued the

Action Points 2018/19:

- Improve access to staff publications, posters and presentations by cataloguing these within a Sharepoint library
- Take part in national HEE KnowVember initiative



- opportunity to discuss good practice with other teams and took away ideas to put into practice themselves
- Devised system and compiled annual list of staff publications

Challenges:

- 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.

Make a Difference:
35,000 reasons to use your Staffordshire Health Library...

 30317 items loaned

 2160 people trained/received induction

 2005 article requests

 635 literature searches

Figures shown: 2016-17

What do our users think?

"We share [library e-mail updates] during peer reviews or team meetings. I use it as an evidence base to assure good treatment outcomes"

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

"Saved consultant time, improved finding of literature. Provided evidence for improving the post-operative care of patients. Improved patient care and experience. Reduction in length of stay or unforeseen admission following surgery."

"Patient avoided unnecessary surgery"

"I find it [bulletin] very useful so that changes in practice can be implemented and I forward to my colleagues who also are able to change practice"

- Ongoing partnerships**
- Joint working with library service in North Staffordshire to deliver a unified service to SSOTP and the new merged Trust
 - LKS staff continue their roles in West Midlands-wide library groups
 - Internally working with Research and Innovation on various initiatives to ensure people undertaking research get the appropriate support from both teams

- Progress 2017/18**
- Worked with OTs to improve access to reminiscence materials
 - Worked with Community Libraries to explore ways of collaborating, particularly around awareness raising events
 - Developed a Staffordshire wide charging scheme for external users in partnership with UHNM and Burton Hospitals library services
 - Training Funding search pilot work shared and incorporated into national Awards Bulletin project

- Challenges**
- Ending of SLA for library services to staff in South part of SSOTP and reinstatement of services in light of forthcoming merger

- Action Points 2018/19:**
- Randomised Chocolate Trials event with Research and Innovation as part of International Clinical Trials Day
 - Continued collaboration with the Trust-run Community Libraries, including Health Information Week

2.7. Demonstrating the impact of what the library does

The LKS carried out three service-specific impact surveys during 2017/18, covering the book collection, 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 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

Recently, I borrowed a couple of text books on Alzheimers and Other dementias, and Vascular Dementia specifically. I used both extensively when making several diagnoses on patients I saw in clinic. An up to date text book is a useful source of the most recent collective thinking about a very specific topic.

[Book Survey 2018]

Progress 2017/18

- Used new national Impact Survey questions for both the literature search and training impact survey; move to online format and new questions coincided with big drop in response rate
- Book Survey gave lots of examples of how people use library books
- More library staff involved in developing case studies or library 'stories'. One case study submitted to national collection

Action Points 2018/19:

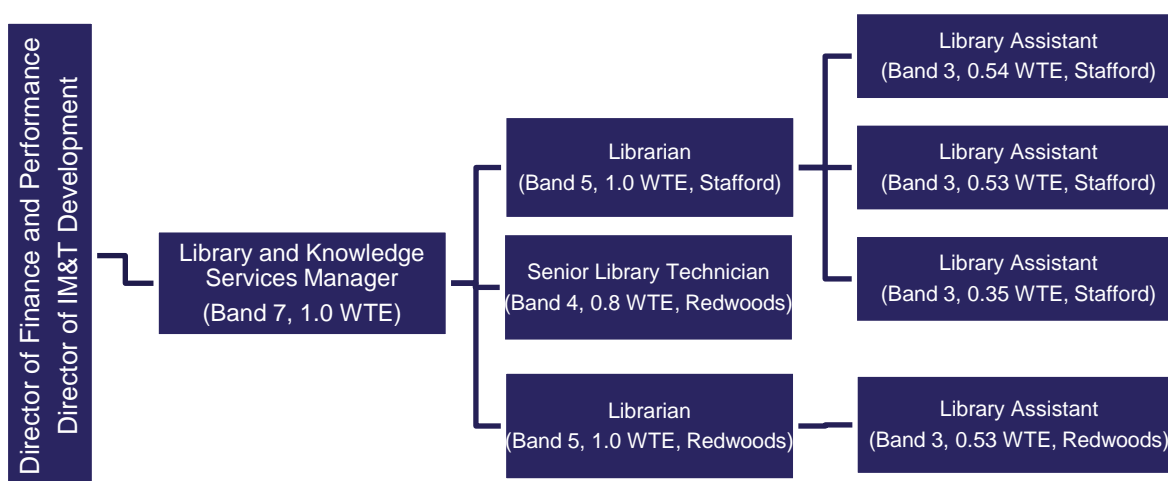
- Carry out survey to find out the impact of the library's article request service
- Ongoing review of individual library services to ensure we can demonstrate their impact and effectiveness

Search results' contribution to service performance 2017/18



2.8. Library management

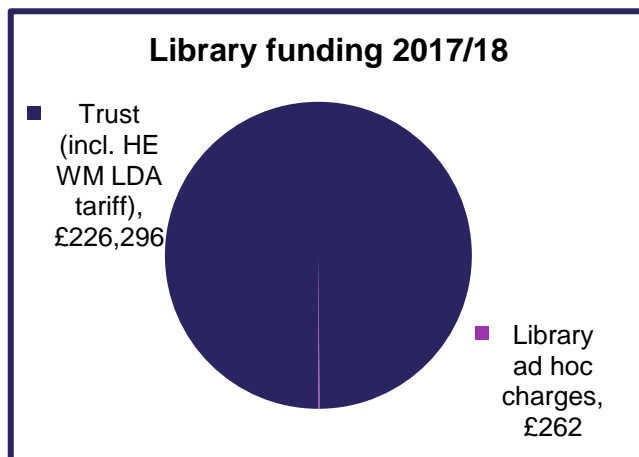
2.8.1. Staffing



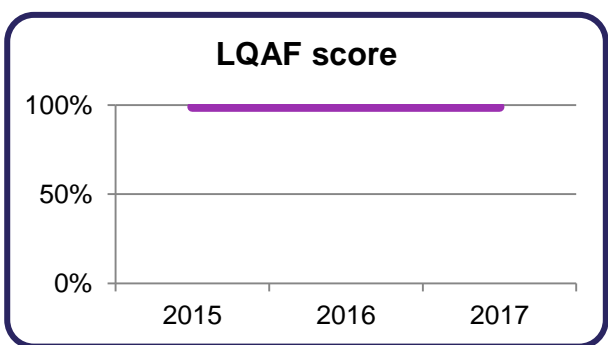
- Permanent LKS staffing remained unchanged during 2017/18 at 5.77 WTE. However a 0.53 Library Assistant post was vacant for part of the year and there was also significant staff absence amongst other team members. This had a knock-on effect on staff workload and their ability to continue developing the library service.
- All three librarians are active in regional LKS groups, including initiatives to support the national Knowledge for Healthcare library strategy.
- All members of staff received a PDC 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).
- Staffordshire and Stoke on Trent Partnership NHS Trust decided not to renew their SLA for library services during 2017/18
- Just over three quarters of funding was spent on pay costs. The majority of non-pay expenditure was on online resources
- The LKS continued to use consortia purchasing to reduce the cost of books and databases
- The LKS worked with other Staffordshire health libraries to revise its charges for external users ensuring that, where desirable, it can now recoup the full costs of providing library services.



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 2017 the Trust submitted a self-assessment score of 99% against 45 criteria, including sharing the evidence for its compliance with five prioritised

criteria. This rating was confirmed via a desktop verification exercise (including peer review) by Health Education England West Midlands office. As a change from previous years, the library had to submit evidence on five prioritised criteria. Some of the library’s work on patient and public information and knowledge management was judged ‘good practice’. The Library Manager acted as a peer reviewer for four other Midlands and East submissions.

2.8.4. Library User Engagement



'You said, we did'
 Made several changes in response to feedback including:

- docking station in Redwoods library to make it easier to use a laptop
- adding specific books to the library or book trolley

Progress 2017/18

- Added a generic library Lync account to allow people to contact library by Skype for Business
- Used a promotional calendar to support a more systematic approach to publicising new and changed services and resources
- Further newsletter and news items supporting the national 'A Million Decisions' campaign to highlight role of health libraries in informing healthcare decisions
- Pop-up library at George Bryan Centre was not well attended
- Continued to respond to user suggestions whether via Twitter, postcards or e-mail

Action Points 2018/19

- Continue to develop process to let new services joining Trust know about library
- Finish 'Mystery Shopper' exercise with other local health libraries, to get feedback on how library staff handle phone enquiries



Pop-up library at George Bryan Centre

2.8.5. Digital by default

Progress 2017/18

- ‘New Book Alerts’ service on 30 topics set up to keep staff up to date when books of potential interest are added to the library – over 100 people signed up in first three months
- E-book library based on user-driven purchasing launched, increasing access to e-books
- First meeting of Virtual Journal Club
- ‘Smart library cards’ judged innovation in national NHS library awards
- Work underway to move away from paper-based system for processing article requests
- Virtual Huddle Board currently being trialled

How New Book Alerts have helped

“The library notifies me of new books that I may be interested in, and sent me a copy of ‘Coping with trauma-related dissociation’ as soon as it was in. I used the book to inform the clinical approach I took with a service user who experienced significant levels of trauma”
 [Book Impact Survey 2018]

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- Instant 5 minute browse
- Request longer loan or recommend that the library buys the book
- Read online or download to laptop, tablet or Smartphone

Action Points 2018/19

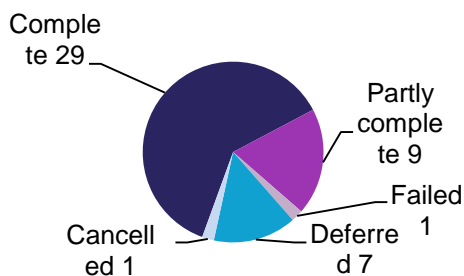
- Make sure all systems and processes comply with GDPR
- Streamlining and greater automation of library registration processes

Challenges

- ‘Teething problems’ with RFID wand that has the potential to speed up housekeeping tasks such as stockchecking
- It wasn’t possible to integrate the Clinical Summaries Tool (Dynamed) into RiO, but there is a direct menu link

2.8.6. Annual Delivery Plan and Library Strategy 2017-20

Delivery Plan actions 2017/18



In the library’s 2017/18 Delivery Plan, progress was made against all 13 top level objectives, with 11 deemed complete for the year. Progress was made against most of the more detailed objectives.

Actions for 2018/19 focus on the proposed merger, as well as further work relating to reading for wellbeing and knowledge management.

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

2.8.7. Better Together – proposed merger of SSSFT with SSOTP, June 2018

Proposed service offer:

“Everyone in the new Trust can join and borrow books from SSSFT libraries, Keele Health Library and County Hospital library. You can get books sent by post from SSSFT libraries or we can borrow them from another library on your behalf and send them out. For a literature search, training or a copy of an article, please contact library@sssft.nhs.uk or fill in the online form at <http://library.sssft.nhs.uk>”

Progress 2017/18

- Proposed model of service for library provision across the new Trust drawn up in discussion with UHNM
- Proposed staffing model to deliver library services across new organisation currently under consultation
- Out of hours entry system at Stafford library currently being updated – this will make 24 hour access easier

Priorities 2018/19

- Sign off SLA with UHNM to establish new model of service provision
- All staff in new Trust to have access to all library services from three months post-merger
- Services adapted and tailored to meet needs of most staff groups in new Trust from one year post-merger

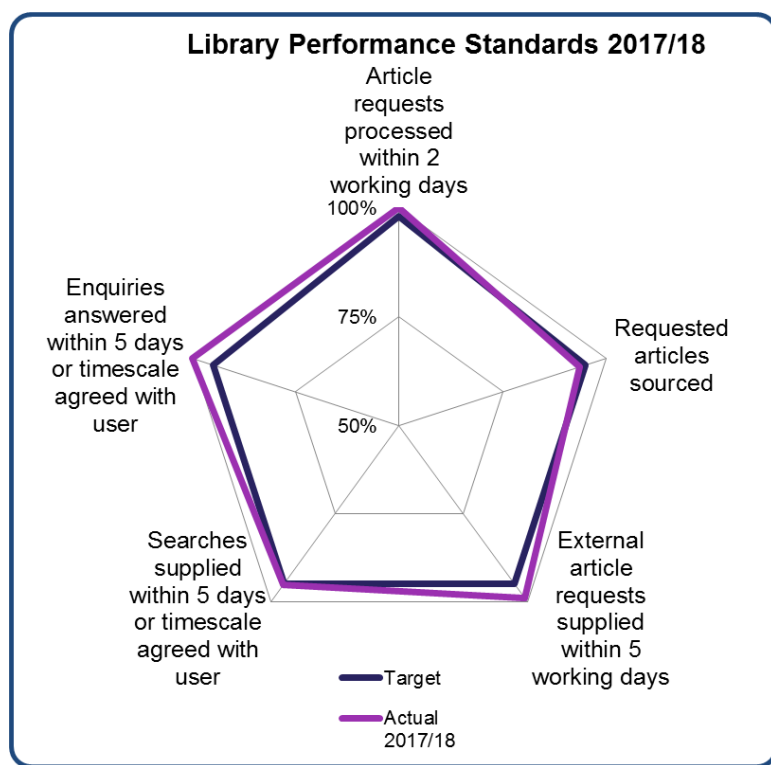
Opportunities

- Better value for money from online and print resources
- One set of leaflets, communications and paperwork across larger Trust
- More uniform, simplified library service offer that is easier to understand

Challenges

- Need to improve coverage of physical healthcare topics within library collections

2.9. Review of LKS performance standards 2017/18



The LKS works to a range of performance standards covering article requests, literature searches and enquiries. Performance against these is reviewed on a six monthly basis. The standards were reviewed and streamlined during 2017/18, to reflect improvements in service from technical developments. The full year’s performance is shown in the chart below, and in Appendix 1.

The LKS service met or exceeded all but one of its performance standards in every area during 2017/18.

The library narrowly failed to source 95% of requests (actually sourced 94%). The most common reason for failing to source an item was that it was not available from the British Library or any health library networks the library belongs to.

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 2018/19 Delivery Plan.

4. Conclusions

2017/18 was a disjointed year within the library service, partly because of the changing situation regarding the LKS services to SSOTP. On the whole service usage fell, but there were successes in developing the service, particularly to service users and carers; and in partnership working with other teams within the Trust. Work is well underway to prepare for the planned merger between SSSFT and SSOTP.

The LKS continued to meet most standards and kept its high level of compliance with national library standards.