

Library Services Annual Report

April 2016 – March 2017



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Introduction

The 2016/2017 Library Services Annual Report highlights the key developments, achievements and activities during the year. Development plans and priorities for 2017/2018 are also shown.

The Library Services continues to facilitate access to both physical books/resources and electronic resources. To ensure the Library Services are accessible to community based staff, we encourage remote access. This includes 24 hour availability of the library catalogue and electronic access to both locally and nationally purchased journals, e-books and databases including Medline, Cinahl and PsycInfo, via NHS Evidence and Point-of-Care tools, DynaMed and Royal Marsden Manual of Nursing Procedures.

If community based staff are unable to visit the library in person we are happy to send books/articles to their work base, via the internal postal system and articles are delivered electronically where possible. A good proportion of the library work is carried out via email/telephone communication.

Our Outreach/Training Services extends the library facilities to staff at their workbase, by taking the services out to them, including training, group induction sessions, books and support accessing electronic resources.

Core Services offered by the Library Services:

- Physical and electronic access to evidence based information resources
- Literature Search Service
- Information Searching training sessions
- Facilitators for the Athens Account Administration to enable healthcare professionals to access electronic resources
- Stock selection and management
- Current Awareness Services
- Support for evidence based practice and research

Key areas of activity during 2016/17

- Literature Searches – There has been a slight decrease in the number of searches, but there has been an increase in the demand for more complex searches to support evaluation of guidelines, services and patient care.
- Support for the Clinical Academic Research Program - Nursing and AHPs Bronze Award Programme (CARP-NAHP). This involved providing teaching material for the course and individual follow up support for candidates.
- Development of Training/Outreach activity including new training sessions and development of Library drop-in clinics.
- Work with the Communications Team on Patient Information leaflets as part of the Publications Scrutiny Panel.
- Work with local Public Libraries to provide support for evidence based patient information.
- Collaborative work with University Hospital Coventry & Warwickshire, George Eliot and Warwick Hospital Library Services to share our book collections.
- Continued support for the Nurse Revalidation Programme.
- Development and promotion of our Mood Boosting, Books on Prescription and Quick Reads collection to support the Health & Wellbeing of Staff.

Literature Searches

The library services carry out many literatures searches to support patient care, research, CPD and article publications. Our involvement in this work is usually during the early stages of the process and it is difficult to follow up on the eventual outcome of this work and the impact our contributions have made. Systems are being developed to try and capture this impact and below are some projects that we have supported.

Library Impact Evaluation Feedback Studies

Feedback from: Dr. Andy Owen, Consultant Psychiatrist

Reason: Evaluation of new Trust service incorporating the “FACT” model.

Service provided by the Library: It was necessary to carry out a comprehensive literature review in relation to the model which we were adopting and which had not previously been evaluated in this way in the UK. The library greatly supported carrying out this review and obtained all necessary papers arising out of it.

Summary of Outcome/Impact: We went on to publish our findings in the British Journal of Psychiatry Bulletin. High profile report for the Trust in a journal which goes out to all members and fellows of the RCPsych. Request for visit from psychiatrist in New Zealand has been received and expected this will be helpful in sharing ideas. Other services in the UK may look to implement the model which we have adopted.

Feedback from: Dr Nisheela Baxter, Clinical Psychologist

Reason: To gather relevant data to assess need for service and put forward evidence for business plan if needed for the neuropsychological/cognitive profile/needs of children with foetal alcohol syndrome/foetal alcohol spectrum disorder.

Service provided by the Library: The library provided an extensive literature search and emailed this back to me together with full-text of papers that were available.

Summary of Outcome/Impact: The information provided has been excellent and extremely time saving for me as a full time clinician. It has allowed me to assess the information and evidence to present to the service and consider offering a service to a vulnerable group of clients.

This service has enabled me to fit a useful bit of work into my work schedule. This has allowed me to bring together relevant, evidence based information to present to service leads and perhaps contribute to a business plan.

It is hoped that a business plan will be produced to consider a service for a vulnerable service user group which can then be presented to commissioners.

Library Impact Evaluation Feedback Studies

Feedback from: Anna Reid, Community Children's Nurse

Reason: To review two clinical guidelines for children and young people under the age of 19.

Service provided by the Library: Wendy did two literature searches for me, one around pulse oximetry in the community and the other around home oxygen delivery for children with chronic lung disease.

Summary of Outcome/Impact: Wendy was very quick to reply to me with the literature search results and was also able to do further searches for me for additional articles that I had read the abstract for and wanted the full article for. The speed in which Wendy was able to respond to my request gave me a very helpful amount of time in which to process the literature review before the policies were due for renewal.

These literature searches were then used to review two clinical guidelines for children and young people under the age of 19 and helped maintain best practice based on the most recent evidence base.

Feedback from: Judi Hibberd, Speech & Language Therapist

Reason: A comparison of Neuromuscular Electrical Stimulation (NMES) versus Traditional Therapy for Dysphagia.

Service provided by the Library: Over the past 2 years we have been carrying out a research project for the trust and I have needed lots of articles and often with poor title information or where it can be found. The Library have found every one of them for me and very quickly.

It's a really impressive service and I am very grateful they are there both for articles and for help with searches.

The Library is instrumental in future trust research projects.

Summary of Outcome/Impact: Publication of the research on evaluation of the effectiveness of NMES and feedback of results to NICE. Results of the study show significant improvements with the use of combined NMES and traditional therapies. The study supports the use of combined traditional therapy and NMES for the treatment of subjects with long standing dysphagia in whom traditional therapy has not been successful.

Outreach/Training Work

The Outreach/Training service continues to be developed with improvements to existing training and introduction of new sessions following feedback and consultation with stakeholders. Below is a brief summary of some of the outreach/training work:

Drop-In Library Clinics

Currently Library Drop-in Clinics are held at Paybody Building (Coventry), The Railings (Rugby) and at Stratford Health Centre (Stratford upon Avon), providing an outreach service for staff and students working in the community. During the year, we have held 23 clinics in total and have dealt with 134 enquiries. The Library Clinics have enabled health professionals to access library support at a location close to their workplace, saving time, expense and offering flexibility. The clinics are offered as drop-in sessions where staff and students on placement can access the library service via the visiting librarian. Examples of services offered at the clinics are: dedicated subject enquiry service, bite-size resource sessions, Athens support, training and library membership enquiries.

In an effort to maximise the initiative, we have recently switched the Paybody clinic to a Thursday morning, previously an afternoon session, in an effort to meet more staff members. This has been successful and will be rolled out at the other clinics over the coming months.

Further Outreach Library Activities

The library service has also delivered 14 library support sessions to 162 nursing professionals as part of the Nurse Revalidation workshops held at sites across CWPT. The library input to the session is a concise informative presentation on the benefits of using the resources available from the libraries. The library briefing focuses on finding appropriate clinical information and how to access the latest evidence to support patient care.

Library Service Awareness visits have also been delivered at **Tile Hill Health Centre, Coventry, Yew Tree House, Leamington Spa and Longford Health Centre, Coventry**, meeting 58 staff/students. Visits to other service areas are planned for the coming year.

Report for CWPT Library Training Activities

During the previous year the Library Services offered a selection of training sessions including: **“Finding Health Information”, Introduction to literature searching; “Information Skills Workshops”, Navigating health resources and locating clinical evidence and “An introduction to Critical Appraisal”**. All sessions are available either to groups or on a 1-2-1 basis.

“Finding Health Information” was re-introduced as a scheduled session to coincide with the release of the new Healthcare database interface from NICE. Library support and training for nursing revalidation is still offered.

The purchase of a subscription to the **“Point of Care Tool”; DynaMed** created an opening for the delivery of a bitesize session; **“DynaMed Tasters”**. The Tasters have been well attended.

Strategically we provide the option of a programme of schedule sessions or a “Training on Demand” session which has proved successful as staff/students appreciate the flexibility of delivery.

Statistics - Core Library Services

	2015-2016	2016-2017	Notes
Library Members	1798	2250	<i>There continues to be a steady increase in library members and this is encouraging.</i>
Book Loans	4700	4835	
Article/Book Requests	2179	2155	<i>These figures only show articles that the library staff have supplied to users; they do not include articles that users have accessed themselves.</i>
Enquiries	2253	1959	<i>These figures do not include the day-to-day activities of issuing/renewing/reserving books etc, they also do not take into account the actual number of people using the libraries for other reasons, such as – using PC's, studying, reading journals/books.</i>
Athens Accounts	884	899	<i>These fluctuate as staff join/leave the Trust and accounts expire and need renewing.</i>
Literature Searches	276	258	<i>There was a small decrease of 6% in the number of literature searches carried out this year, but there was a higher % of more in- depth searches.</i>
Number of people attending library training	60 plus 117 Nurse Revalidation	76 plus 162 Nurse Revalidation	

Targets for Core Library Services 2016-2017

Targets – 2016-2017	Performance 2016-2017	Notes about 2016-2017 targets	Targets for 2017-2018
Increase Athens and e-resources usage by 10%	Accounts 899 Athens Sessions 8109	There was a 6.5 % increase in active Athens Accounts, and no significant difference for the figures of access to electronic resources. However not all electronic access figures are recorded via the Athens system.	Increase e-resource access and incorporate figures from other sources to obtain more comprehensive statistics.
Increase Literature Searches by 10%	258 Searches	There was a small decrease of 6% in the number of literature searches carried out this year, but there was a higher % of more in- depth searches	Maintain the number of literatures conducted for Trust staff with an emphasis on conducting more complex searches for patient care/guidelines.
Increase Dynamed usage	920 sessions of activity and 486 full text downloads	New subscription from March 2016	These figures are encouraging and work will continue to promote the resource and increase usage.

Targets/Quality Standards and Performance

The Library Services are required to annually complete an assessment of services under the Library Quality Assurance Framework for NHS England (LQAF).

From the last assessment, which was completed in August 2016, we achieved a verified compliance of 97.73 % which was the same as last year. We will work to maintain and improve on this compliance over the coming year.

The Service Standards are set out in our Library User Charter and the table below shows the performance against these Standards.

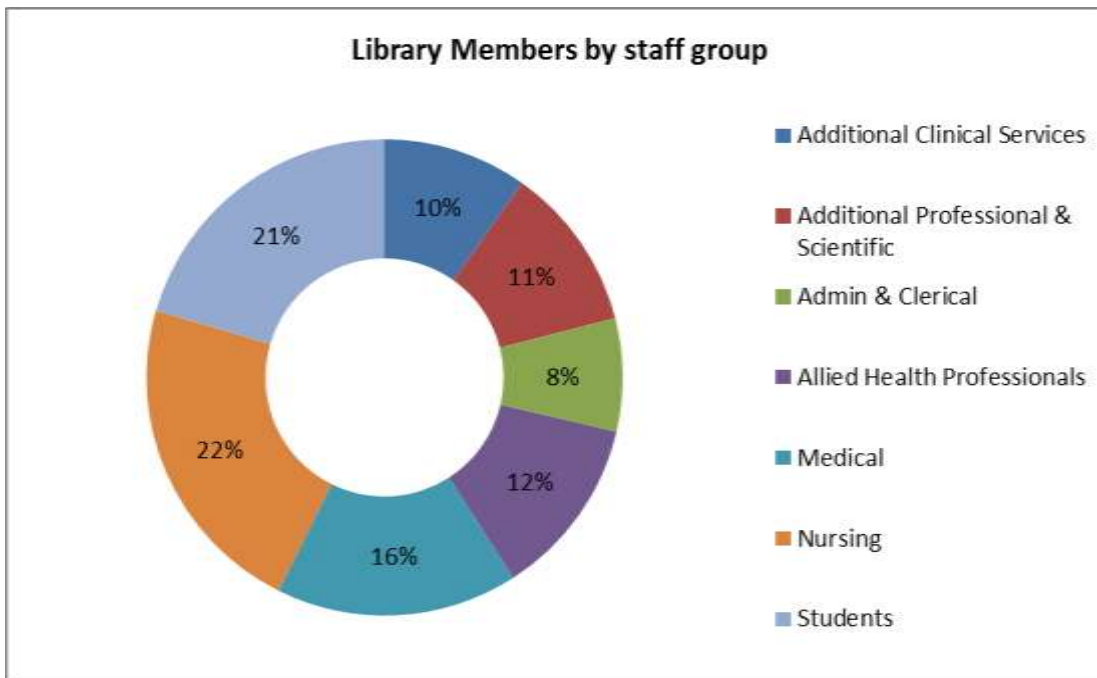
Service Standard	Performance 2016-2017	Notes	Targets for 2017-2018
All article/book requests to be processed within 2 working days	Fully Met		100% of article/book requests to be processed within 2 working days
All articles from stock will be despatched within 2 working days (or requested notified)	Fully Met		100% of articles from stock will be despatched within 2 working days
Articles not available from stock - 80% of articles will be despatched within 5 working days	Fully Met		80% of article/book requests delivered to users.
100% of articles despatched within 15 working days or explanation for delay provided	100%		100% of articles delivered or explanation for delay.
All enquiries will be acknowledge within 1 working day and actioned within 3 days	98%		100%
Athens account requests to be dealt with as soon as possible and within 2 days of receipt of request	98%	Due to patterns of work by Library Staff, the request for Athens Accounts are not always actioned within this timeframe. Ways to address this will be looked at.	100%
All Literature Search requests will be processed within the timeframe requested by the User	100%	All literature searches results are sent to the User by the date they requested. Many results are delivered quicker than the stated date.	100%

Priorities and developments for 2017-2018

- Continue to deliver the core library services, ensuring that all staff have access to our resources both in person and remotely, via a variety of platforms.
- Continue to develop the Outreach Service, introducing new training/information sessions in consultation with Trust staff.
- Develop the database for Coventry & Warwickshire Partnership staff publications.
- Support for CARP course.
- Identify and pilot new electronic resources to meet the needs of staff and offer value for money.
- Discovery Service.
- Continue to develop partnership working with Public Libraries, to facilitate access to quality patient information.
- Develop and implement a procedure for summarising literature searches for clinicians where appropriate.
- Impact studies to show value of library work.
- Support for Vanguards and STP work.
- Explore ways to work with Wards/Clinicians to support facilitation for patients to activity/self-help resources.
- Work with national and local work groups to implement the *“Knowledge for Healthcare: a development framework for NHS.”*

Appendix

Library Users -There are currently **2250** users registered with the Library Services. A breakdown showing the staff categories of our users:



Quotes from emails referring to articles/books and literature searches:

Thank you so much this is brilliant you're a life saver

Thank you very much for your very prompt response. This is what I needed, and you've made my weekend

Thank you so much, that's really helpful

That's absolutely brilliant, thanks so much for your help. A great service

That's brilliant, really interesting

OMG that's amazing..... In the time it took me to eat yoghurt you found that article!