

Library Services Strategy 2016-2019

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1. Introduction

This document provides a strategic framework for the delivery and development of library and information services for Coventry & Warwickshire Partnership Trust (CWPT) over the next three years. It identifies the aims, the background and justification and actions necessary to achieve them. The objectives will be reviewed annually and progress on the actions will be reported in the Annual Report. It has been written by the Library Manager following consultation and feedback from library staff, users and stakeholders.

2. Mission Statement

The library aims to support staff in improving standards of healthcare by enabling equitable access to quality evidence based information resources and by promoting and facilitating their effective use. The service and resources should reflect the multidisciplinary nature of healthcare. The library will support staff in their continuing professional development, research, clinical effectiveness and decision making and developing their knowledge and skills for efficient information seeking. The library service works toward the standards documented in the NHS Library Quality Assurance Framework (LQAF) England (2010)ⁱ and the Knowledge for Healthcare 2014.ⁱⁱ

3. Vision

The Library and Knowledge Services aim to provide:

- A multidisciplinary service accessible to all staff and students to support patient care and meet organisational objectives.
- A responsive and efficient enquiry service to support clinical governance, evidence based practice, education and training and research.
- A relevant and current collection of materials, in print and electronic format, complemented by an efficient document supply service.
- Support for education, training and continuing professional development of all staff.
- Training in information skills required to make full use of online resources.
- To provide a welcoming and conducive physical working environment for library staff and users.
- To maintain and promote co-operation with other libraries locally, regionally and nationally.

4. Strategic Context

The Library Service operates within the context of key drivers from national, regional and local visions, values and objectives.

Values and objectives directly supported by the Library Services are shown below:



To improve the **wellbeing** of the **people** we serve and to be recognised for **always** doing the **best** we can



The Trust's strategic objectives

- To deliver exceptional patient experience first time, every time
Supported by Strategic Aim – 5.1, 5.2, 5.3, 5.4, 5.7, 5.8
- Delivery of integrated care, ensuring effective person centred clinical outcomes
Supported by Strategic Aim – 5.1, 5.3, 5.4, 5.7, 5.8
- Driving sustainability through innovation, collaboration and transformation
Supported by Strategic Aim – 5.2, 5.5, 5.6, 5.7, 6

National objectives

On the 31st December 2014, Health Education England (HEE) published '*Knowledge for healthcare: a development framework for NHS library and knowledge services in England 2015-2020*'. In his preface, Professor Ian Cumming, the Chief Executive of HEE, states that

"Healthcare library and knowledge services are a powerhouse for education, lifelong learning, research and evidence-based practice. Our ambition is to extend this role so that healthcare knowledge services become business-critical instruments of informed decision-making and innovation".

The following pages outline our support against these areas.

An Annual Operational Plan will be drawn up to implement the strategy. It will be monitored and reviewed by the Library Services team at their regularly meetings and progress will be reported in the Library Annual Report.

5. Strategic Aims and Actions

5.1. Access to all services and resources has to be as easy and convenient as possible (K4H)

How we plan to achieve this

- Ensure that our resources are available 24/7 on a variety of platforms.

- Troubleshoot access issues as soon as identified.
- Access to online resources via Athens authentication, where possible.
- Procure resources based on user requirements/ feedback.
- Signpost users to appropriate resources, providing guidance and training.

Measure of achievement:

- Feedback from users on accessibility of resources
- Statistics of online resources accessed and where possible from which platforms.

5.2 Services must be digital and mobile by default (K4H)

How we plan to achieve this

- Continue to subscribe to 'point of care resources', e.g DynaMed, ensuring easy access via Athens authentication both from PCs and mobile devices.
- Research and test access to Health Resources via mobile apps.
- Continue to provide access and guidance to other bibliographical databases.
- Increase our subscriptions to more full text databases, moving funding from print journals to online journal access where viable.

Measure of achievement:

- Statistical information showing numbers of people using the resources, so that value for money can be demonstrated.

5.3 Clinical and outreach librarian models should become standard practice (K4H)

How we plan to achieve this:

- Market the service directly to individual departments to maintain and develop our existing contacts and become more integrated within Clinical Teams, to support them in their search for evidence based information for patient care.
- Continue to develop the outreach approach, taking our services to where they are needed.

Measure of achievement:

- Records of meetings attended, training facilitated and evidence searches conducted.

5.4 Information skills training programmes should continue to be developed to ensure healthcare professionals have the skills to access and appraise evidence (K4H)

How we plan to achieve this:

- We will ensure that our training programmes are appropriate to the needs of users, by actively seeking user feedback and adjusting our training accordingly.
- Ensure that users are able to access training at a time and in a location that is best suited to them.
- Develop e-learning modules for information skills training.

Measure of achievement:

- Evaluation of feedback from users.
- Successful implementation of e-learning modules.

5.5 Partnership working (K4H)

How we plan to achieve this:

- We will work with local/regional NHS Libraries to secure consortium packages to ensure that print and online textbooks and e-journals are value for money.
- Continue to work collaboratively with Health libraries both locally and nationally to enable resource sharing.
- Strengthen links with other Trust Departments to ensure that 'information skills' training is embedded as an organisational learning opportunity.

Measure of achievement:

- Record of databases/resources that have been purchased as part of a consortium.
- Record of work undertaken with other departments.

5.6. Library Workforce Development (K4H)

How we plan to achieve this:

- Identify appropriate learning and development opportunities to enable Library staff to enhance and develop their skills to provide a relevant and effective service to users. Concentrating on the following areas:
 - ❖ Synthesising evidence
 - ❖ Knowledge Management
 - ❖ Identify courses or resources using the on-line learning zone for all health Library and Knowledge Skills staff – <http://kfh.libraryservices.nhs.uk/learning-zone/>

Measure of achievement:

- Record of Library staff participation in courses/training and evaluation of how the skills learnt have been deployed in work practices.

5.7 Quality improvement, Research, Innovation and Impact (K4H)

How we plan to achieve this:

- Increase the number of literature searches undertaken to support these activities.
- Expand and improve our Current Awareness Bulletins and tailor these and alerts more to individual requirements.
- Continue to maintain contact with the Research and Development Department and support this work with evidence based searches.
- Explore ways of demonstrating the impact the Library Service has on patient care and Trust objectives.

Measure of achievement:

- Statistics and details of literature searches conducted.
- Impact on patient care can be demonstrated.
- Database of Current Awareness and Alerts for individual staff.

5.8 Marketing and Promotion: Services need to be highly visible, pushing quality assured information tailored to specific user needs (K4H)

How we plan to achieve this:

- Publicise the library at every available opportunity via, emails, posters, displays, web pages, Library newsletters, attendance at Trust and other appropriate events.
- Review and update our Marketing and Promotional strategy to show a plan of regular activity.

Measure of achievement:

- Records and statistics kept of publicity events and promotions, showing impact on levels of library activity following these events.

6. Service Evaluation

How we plan to do this:

- Carry out periodic impact surveys/studies to demonstrate the role the Library Service plays in supporting the Trust's objectives and patient care.
- The Library will be measured on an annual basis against the National LQAF standards. This framework "enables a robust quality assessment" (HEE, 2014, p.4)ⁱⁱ
- Use the LQAF to maintain and improve quality and identify service developments.
- Annual statistics will be collected for the NHS Library Services Annual Statistical Return.
- The Library will continue to obtain user feedback via a variety of methods, including surveys, questionnaires and evaluation forms for specific services such as training, literature searching and document supply. The user feedback will inform service development.
- An annual report will be produced showing an overview of the year's performance and activity.

Measure of achievement:

- That compliance to the LQAF is maintained with at least 90% compliancy achieved.
- Annual statistics are collated and submitted each year.
- User feedback is obtained and used to develop the Library Services.

Conclusion

The implementation of this Strategy over the next three years will ensure that the Library Services are high quality, cost effective and fit for purpose. The strategy and action plan will be reviewed regularly to make sure current local and national developments are reflected in the Library Services Strategy.

ⁱ http://www.libraryservices.nhs.uk/document_uploads/LQAF/LQAF_Version_2.3_May_2014.pdf

ⁱⁱ <https://hee.nhs.uk/sites/default/files/documents/Knowledge%20for%20healthcare%20-%20a%20development%20framework.pdf>