
Library Services Annual Report

April 2020 – March 2021

Report prepared by Claire Bradley, Acting Library Services Manager

May 2021

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Executive Summary

From April 2020 - March 2021, the Library Service responded and adapted to the challenges and opportunities resulting from the Covid-19 pandemic.

This meant that some planned development was put on hold and some was accelerated. It also meant that new strategies needed to be devised and enacted at short notice.

Our biggest priority became the need to adapt and expand our remote service delivery and we were able to fully utilise our electronic resources and switch to delivering training and outreach services online.

Throughout this period, we kept the core values of the NHS, Coventry and Warwickshire Partnership Trust and the Library Services at the heart of our decision making. Namely, the need to provide quality care to patients with respect, dignity and compassion by 'delivering the right resources, to the right people at the right time' (Library Charter).

We also used the HEE Quality and Improvement Outcomes Framework as a continual benchmark to ensure our service was underpinned by best practice and delivered clinical excellence at all times.

Section 2, 'How we deliver our services', sets out the guiding principles that sit at the core of our service and underpin our work on a daily basis.

Section 3, 'Key areas of activity', outlines the steps we took to adapt and continue to meet the needs of our users and support the Trust, as it negotiated the challenges arising from the pandemic. Here, we also highlight some specific tasks the service undertook over the course of the year, including examples of collaborative working across the Trust and the region.

The positive impact and value of the Library and Knowledge Service on delivering clinical excellence and evidence-based support for patient care, service development, research and continued professional development is demonstrated in Section 4, 'Quality Standards and Performance'.

This includes statistics and feedback gleaned from user surveys, inserts and emails. It also includes information on how our literature search service informed Trust activities and research. These highlight the LKS's role in mobilising high-quality evidence and knowledge and ultimately improving our patients' experience.

Section 5, 'Priorities and Developments for 2021-2022', discusses developments, challenges, opportunities and aspirations for the LKS over the coming year and identifies areas for continued improvement and adaptation.

Finally, in the Appendix, statistics on membership breakdown are presented.

'NHS bodies, their staff, learners, patients and the public use the right knowledge and evidence, at the right time, in the right place, enabling high quality decision-making, learning, research and innovation, to achieve excellent healthcare and health improvement.' (Health Education England)¹

<https://www.hee.nhs.uk/sites/default/files/documents/HEE%20Knowledge%20for%20Healthcare%202021-26%20FINAL.pdf>

How we deliver our services

- Provide personalised services tailored to the individual's information needs
- Ensure digital and mobile access to evidence-based resources is available 24/7
- Promote Evidence Based Practice in the workplace, working outside the traditional library space
- Apply our specialist skills to support service improvement and patient care
- Deliver information skills training, to enable clinicians to access the most appropriate resources
- Provide support for research and innovation

Key areas of activity during 2020-2021

In April 2020 the Library Team had already been working remotely for 2 weeks. This trend continued for the rest of the 12-month period, with the team maintaining physical services once a week in the libraries themselves, going up to 3 times a week by the year end.

We identified the need to expand and promote our e-book and e-journal collections and between April and July purchased new collections of e-books and produced 'new local and national resources' and 'how to access' material.

New staff and student inductions moved onto MS Teams; therefore, the Library Service produced an automated 'Welcome to the Library Services' Powerpoint slideshow for the Training Team to include.

In September the service began a subscription to KnowledgeShare, in order to streamline and target our current awareness and table of contents service better. The library staff all underwent training and produced promotional literature. This new service has proved popular. As of 31st March, there are 88 Trust staff receiving current awareness and table of content alerts and growing. From January 2021, KnowledgeShare is also being used to record training statistics.

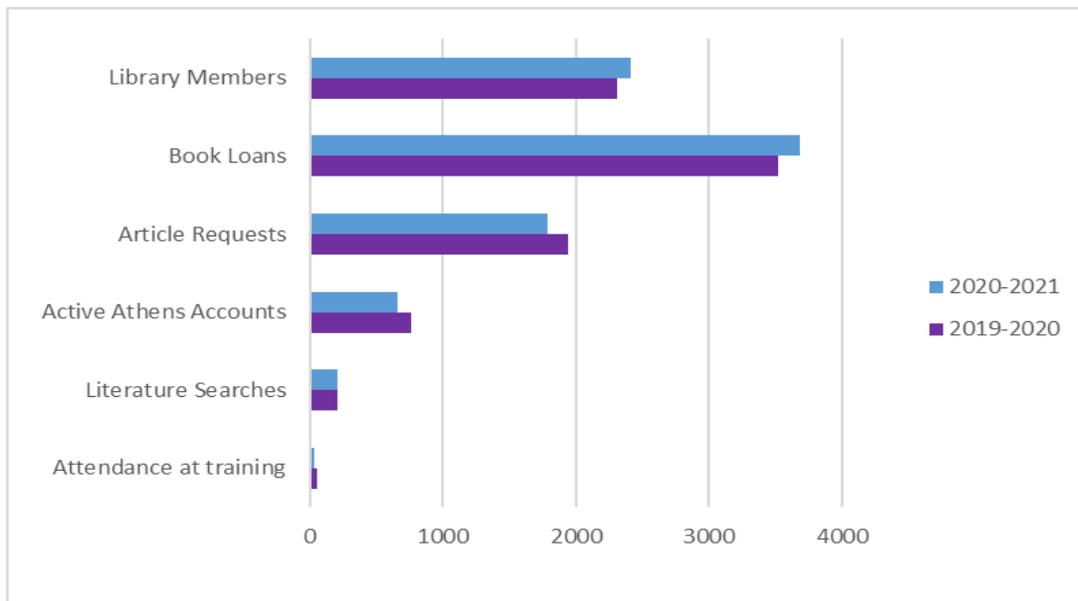
Throughout April, May and June, Communications asked the Library Service to produce a weekly current awareness bulletin around COVID-19 as it related to Learning Disabilities, Autism and Mental Health. These were distributed to heads of service across the Trust.

At the end of February, Wendy Townsend, the Library Manager retired. This introduced some flux to the service, while her position waits to be filled.

'The article/book supply service has been invaluable across both my clinical and research role. In particular, it has allowed me to carry out a thorough standardised assessment to support clinical diagnosis and inform the best care pathway for one of our patients. In addition, the library team have been assisting me with retrieving some articles for a systematic review which were not otherwise accessible, and this has saved a lot of my time. Their response is always prompt, kind and efficient. I am most grateful for this service!' User Feedback

Below are statistics for some of our core library services and also some specific areas that we have supported in 2020/2021

Comparisons of the last 2 years activities



Activity

- Over 200 evidence information searches to help patient care, health service development, education and research have been provided to users
- Promotion of BMJ Best Practice Point of Care Tool
- Review of the Library Strategy 2018-2021 for approval
- Work with the Communications and Training Departments on bulletins and induction material
- Training and promotion of KnowledgeShare
- Participation in a remote Health Information Week
- Knowledge Management work to share CWPT research publications
- Further development of remote library outreach work (see further details below)

(E-books accessed and also any enquiries received from the Library drop-in clinics are recorded separately and not included in the above figures).

Training and Outreach Work

We continued to develop our library outreach work remotely, this included:

- Promoting and conducting 'drop-in' sessions on Teams to a variety of working groups embedded during their regular meetings
- Inductions on Teams e.g. Corporate Induction, Doctor Induction, Medical and Nursing Student Inductions

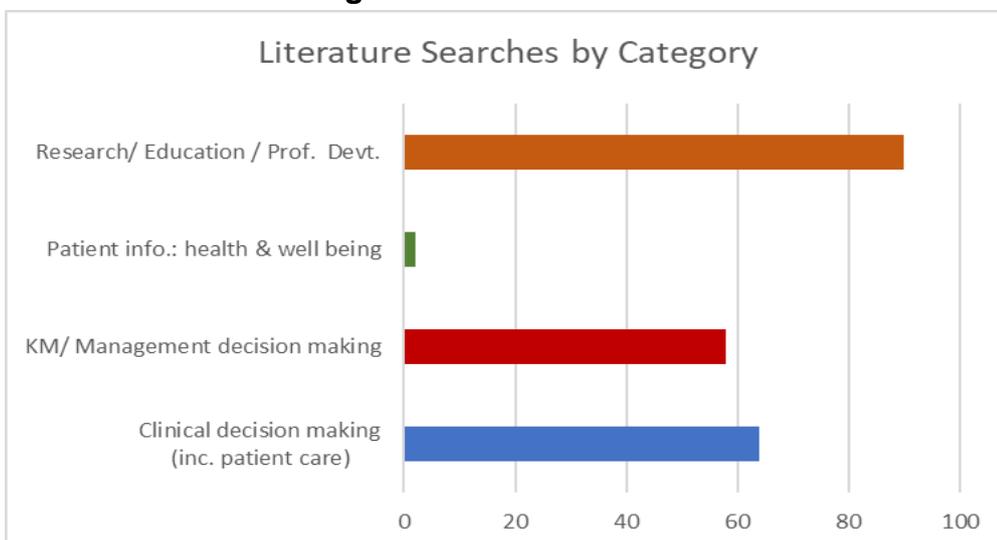
- Remote Health Information week event
- We also offered a selection of training sessions, available as group or 1-2-1 on MS Teams and after January 2021, occasionally in person. Our core training sessions; 'Finding Evidence (Literature Searching)', a 'Brief Introduction to Critical Appraisal' and 'BMJ Best Practice Taster', was joined by an 'Accessing E-books Taster', which has been very popular



Quality Standards and Performance

Library Services are required to provide evidence for the Library Quality Improvement Outcomes Framework showing the impact and value of library services. Below are a few examples of how we achieve this based on the feedback of our users and statistics from our Literature Search Service.

Literature Searching



Impact Case Studies



Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

To inform treatment of a patient with Anti-social personality disorder recovery

The Librarian conducted a literature search on whether a person with an anti-social personality disorder diagnosis can lose that diagnosis over time and regain empathy.

Evidence was found on improvement and contributing factors, which helped the case doctor ascertain that the improvement in his patient was not an anomaly but perhaps a sustained improvement.

“ I found some of the articles very useful, as they corroborated my thought that under certain circumstances, recovery can be sustained. i.e. if the patient is married or has not spent long periods in prison. ”

Associate Specialist Psychiatrist
Working with Claire Bradley, Library Assistant
Coventry and Warwickshire Partnership Trust



Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

Evidence to inform the creation teaching package for nurses incorporating spirituality and religion

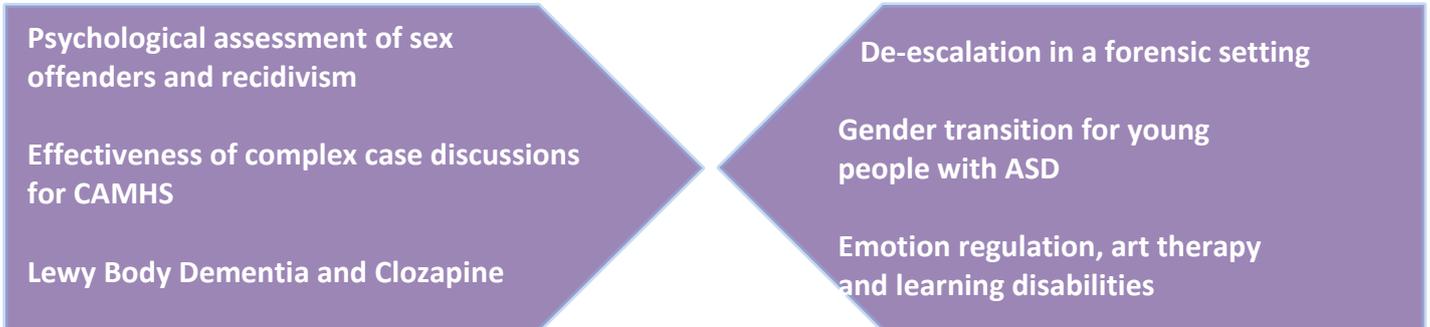
The librarian conducted a literature search on spirituality, as it relates to self-harm, that would form part of a teaching package for nurses on mood, self-harm and depression and anxiety. Four sessions for mood management have been completed and further training sessions will be introduced on the topics of self-harm, depression and anxiety

“ I am really pleased with the support the library is affording me. I work with very sick people and staff with a variety of skills. I am not great at research and the library service is key in what we as a team aspire to achieve. The library work has saved me hours of work and this is allowing me to reflect on findings and draw down to the core issues that I need to address. ”

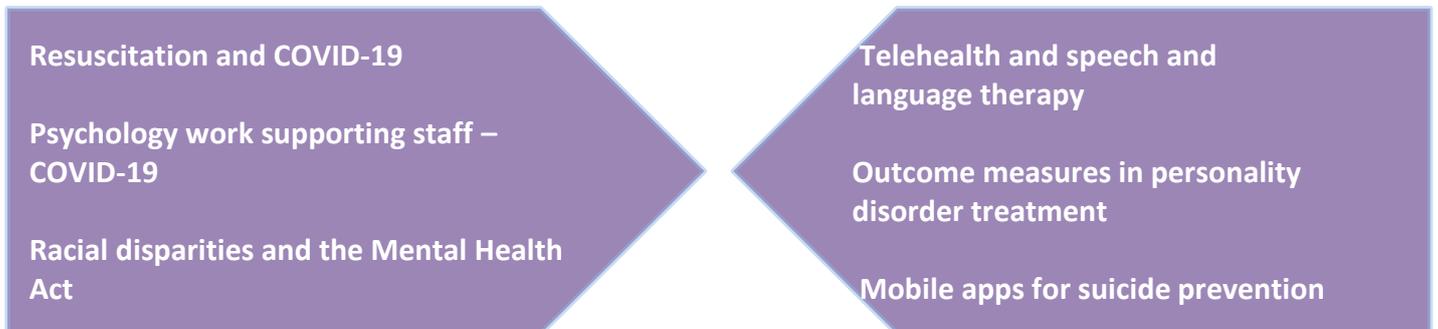
Community Psychiatric Nurse
Working with Janine Patrick, Library Assistant
Coventry and Warwickshire Partnership Trust

Below are some examples of literature searches the library has carried out for healthcare professionals within the last year

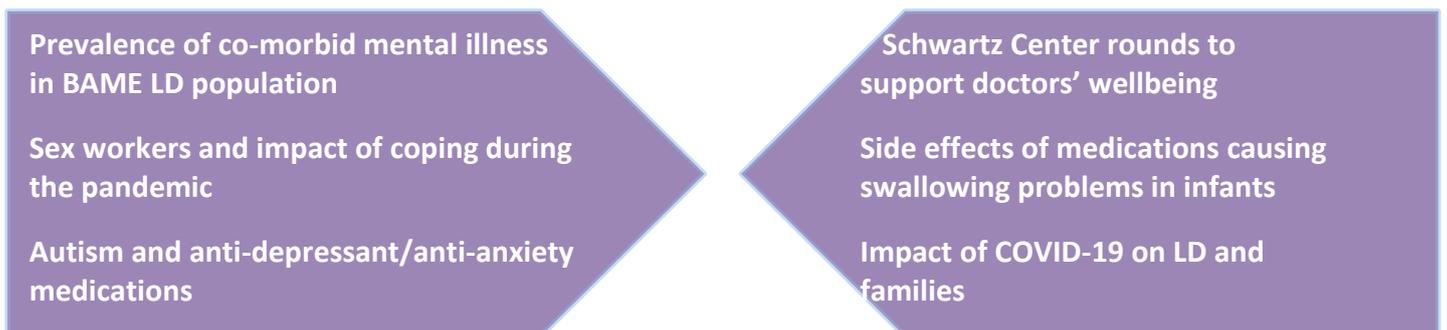
Patient Management



Service Change/Guidelines/Policies



Research/Publication



Teaching/Presentation



A selection of Feedback/Comments from Users of the Service

"Your legendary literature searches are now well known in CAMHS! Please could I ask you to do one for me" - Junior Doctor

I really appreciate this service; it's so hard to find time to do literature searches but is so important for providing evidence-based interventions etc. So, thank you

I retired as a Community Psychiatric Nurse and now work part-time as a porter. I love reading and only borrow fiction books now! The library at St Michael's has been a lifeline since other libraries closed due to Covid.

Thank you to staff providing library services; an invaluable service that saves time and contributes to seeking excellence in the work that we do helping to keep up to date with research, excel in service delivery and be informed clinically.

"Thank you for all your help and no problem at all – such a valuable service and we should all encourage one another to make use" - Principal Clinical and Forensic Psychologist

Excellent service and would recommend to staff, this helped me learn search strategies and found papers I had not been able to identify myself

I find the library service invaluable for gaining quick and efficient access to the most up to date research which directly informs our patient treatment program.

Very appreciative of our kind, resourceful librarians.

Priorities and developments for 2021-2022

- Procurement and promotion of more e-resources including journals and books.
- Development of remote training sessions for searching skills and library promotion.
- To continue the subscription to KnowledgeShare (Evidence based Current Awareness database) and promote further.
- Work in collaboration with the local patch libraries (UHCW, Warwick Hospital and George Eliot), to join the BASE (Broader Access Supporting Education) Library to share our Library Management System or a region wide LMS.
- Development work to integrate the new National Discovery Service into local practice.
- Conduct a thorough weeding of Library stock and bring selected collections more up to date.
- Manage the fluid situation and reduced hours resulting from the Library Manager's retirement.

Appendix

Breakdown of Library Membership for 2020-2021

There are currently **2413** users registered with the Library Services. A breakdown showing the staff categories of our users is below:

