Library Services Strategy 2020-2023

Author: **Claire Bradley**
Designation: **Library Services Manager**
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Executive summary

This strategy seeks to provide Coventry & Warwickshire Partnership Trust Libraries Services (CWPTLS) with the vision and direction required over a three year period (2020-2023) enabling CWPTLS to support evidence based patient care, clinical and management decision making, as well as research and development, life-long learning and patient/public information support.

The eight key themes within the strategy are: Easy and convenient access to resources; digital and mobile by default; outreach library service, information skills training; partnership working; library workforce development; marketing and promotion; quality assurance and improvement.

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.

Introduction

This document provides a strategic framework for the delivery and development of library and information services for Coventry & Warwickshire Partnership Trust (CWPT) over a three-year period. It identifies the aims, background, 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.

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; as well as developing their knowledge and skills for efficient information seeking. The library service works toward the standards documented in the NHS Quality and Improvement Framework and HEE Knowledge for Healthcare 2021-2026.

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, 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.

- A welcoming and conducive physical working environment for library staff and users.

- An environment of co-operation with other libraries locally, regionally and nationally.

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:

Coventry & Warwickshire Partnership Trust Vision and Values

National objectives

In January 2021 Health Education England's national Knowledge and Library Services team published *Knowledge for Healthcare: Mobilising evidence; sharing knowledge; improving outcomes. A strategic framework for NHS Knowledge and Library Services in England 2021-2026.*

At its launch, Dr Navina Evans, Chief Executive for Health Education England, states

"Applying knowledge into action is the currency of a successful healthcare organisation. Taking the 'heavy lifting' out of getting evidence into practice to improve the quality of care, NHS Knowledge and Library Service teams offer the 'gift of time' to healthcare professionals."

Our Challenges

Trust staff and potential users of the library service work in geographically dispersed locations, are highly mobile and have busy workloads. Although our library services are used and valued by many, for others it is difficult to visit a physical library. Regular promotion of the library service highlights our outreach and online facilities; however there still remains a number of staff that are unaware of the library services and resources available to them.

As with other departments and services, financial constraints mean that the library services must do more with less, despite constant increases in the cost of library resources and especially electronic journals/databases.

The Library Services are currently understaffed. This means an increased workload per staff member, as well as some constraints in enabling service development.

The library services, like many departments within the NHS, needs to look at working differently and more collaboratively with library services at other Trusts and also the Public Libraries. The service also needs to continue to adapt to a more flexible way of working, combining a physical presence in the libraries with remote working.

The following outlines our strategy to support the Trust objectives, the Knowledge for Healthcare Framework themes and collaborative working.

Strategic Aims and Actions

1. Easy and convenient access to resources

How we plan to achieve this:

- Ensure that our resources are available 24/7 on a variety of platforms.
- Support staff to make the best use of the resources.
- 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.

2. Digital and Mobile by Default

Healthcare staff need access to information and knowledge at all times:

How we plan to achieve this:

- Continue to promote nationally acquired 'point of care resources', e.g. BMJ Best Practice, ensuring easy access via Athens authentication both from PCs and mobile devices.

- Promote, maintain and increase functionally of the library webpages.

- Increase our subscriptions to more full text journals, moving funding from print journals to online journal access where viable.

- Expand access to more e-books.

Measure of achievement:

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

3. Outreach Library Service

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 and service development.

- 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.

4. Information Skills Training

Healthcare staff need the skills to access information and the ability to evaluate information for their own purposes, whether for patient care, research, service development or patient information**.**

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 following changes on a national and local level and adjust our training accordingly.

- Ensure that users can access training at a time and in a location that is best suited to them.

- Further develop e-learning methods for delivering teaching, using nationally developed resources.

Measure of achievement:

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

5. Partnership Working

Collaboration and partnership working is beneficial for libraries and NHS staff.

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.
- Continue to work with local Public Libraries to support Patient Information.
- Develop a Knowledge Management Strategy in support of partnership working and skills sharing.

Measure of achievement:

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

6. Library Workforce Development

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. Including:
  - Synthesising evidence
  - Effective use of databases
  - Identify courses or resources using the on-line learning zone for all health Library and Knowledge staff
  - Enhanced IT Skills
- Participate in regional network groups.

- Where appropriate, support chartered membership of CILIP (the Chartered Institute of Library and Information Professionals).

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

7. Marketing and Promotion

How we plan to achieve this:
- Publicise the library at every available opportunity via, emails, posters, displays, web pages, Intranet, Inductions, Library newsletters, attendance at Trust and other appropriate events.
- Further develop tailored current awareness alerts.
- Investigate methods of further tailoring library services to the specific needs of users.

Measure of achievement:
- Records and statistics kept of publicity, events and promotions, showing impact on levels of library activity following these events.
- Feedback from inductions and events

8. Quality Assurance and Improvement

Quality assurance and improvement is essential to underpin this strategy and to ensure that we continue to provide the best service to support our users.

How we plan to achieve this:
- Continue to meet the standards required by the NHS Quality and Improvement Framework and HEE Knowledge for Healthcare 2021-2026.
- Run impact surveys throughout the year to assess the direct impact on patient care of the services and resources that we offer.
- Submit high quality impact case studies to the HEE's national database
- Seek the views of our users to improve services and continue to meet their needs.
- Monitor access to resources to ensure relevance and value for money.

Measure of achievement:
- NHS Quality and Improvement Framework Outcome

- Impact studies accepted to national database

- Impact on patient care can be demonstrated.

- User feedback is obtained and used to develop the Library Services statistical analysis of usage of resources.

- An annual report will be produced showing an overview of the year's performance and activity.

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.