

**LIBRARY AND  
KNOWLEDGE SERVICES  
ANNUAL REPORT**

**2022-2023**

**By**

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**Library and  
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Manager**

**May 2023**

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**NHS**  
**Coventry and**  
**Warwickshire Partnership**  
NHS Trust



Compassion



Respect



Excellence



Collaboration



Integrity



**People at  
our heart**

## Executive Summary

From April 2022 - March 2023, the Library and Knowledge Service (LKS) continued hybrid working, with in person and remote meetings, training and service delivery. This has allowed us to save some travel time to help alleviate staff shortages.

Throughout this period, we kept the core values of the NHS, Coventry and Warwickshire Partnership Trust and the LKS 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). This aligns with the Trust's vision of creating 'an innovative, forward-thinking, and inclusive teaching organisation, enabling us to provide consistently high quality, safe, and compassionate care'.

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 1, 'Our library sites and staff', gives current and coming status of the team.

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, 'Values and Strategy', gives the core values that interconnect NHS, Trust and Library values, which in turn feed into the library core strategy.

Section 4, 'Key areas of activity', highlights specific developments the service underwent, as well as ongoing activity over the course of the year. Training and outreach activity is also highlighted as an important part of the service.

Current and near future staff shortages are explained in Section 5 'Issues affecting the service', as this has a direct impact on what the team can achieve and develop.

The positive impact and value of the LKS on delivering clinical excellence and evidence-based support for patient care, service development, research and continued professional development is demonstrated in Section 6, '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 7, 'Priorities and Developments for 2023-2024', discusses 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)<sup>1</sup>

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

## Our Library Sites and Staff

Caludon Centre, St Michael's Hospital, Manor Court, Brooklands

Library Manager (0.8 wte)

Training and Outreach Librarian (1 wte) *Becoming vacant in June 2023*

Library Assistant (1 wte) *Reducing to 0.6 wte in June 2023*

Library Assistant (0.48 wte)

Library Assistant (0.8 wte) *currently vacant*

## 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
- Apply our specialist skills to support service improvement and patient care
- Deliver information skills training, to enable clinicians to access and assess the most appropriate resources
- Provide support for education, research and innovation

## Values and Strategy

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](#).

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

### Coventry & Warwickshire Partnership Trust Vision and Values

#### Our Vision

To become an innovative, forward-thinking, and inclusive teaching organisation, enabling us to provide consistently high quality, safe, and compassionate care.

## Our Values



**The eight key themes within our library 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.

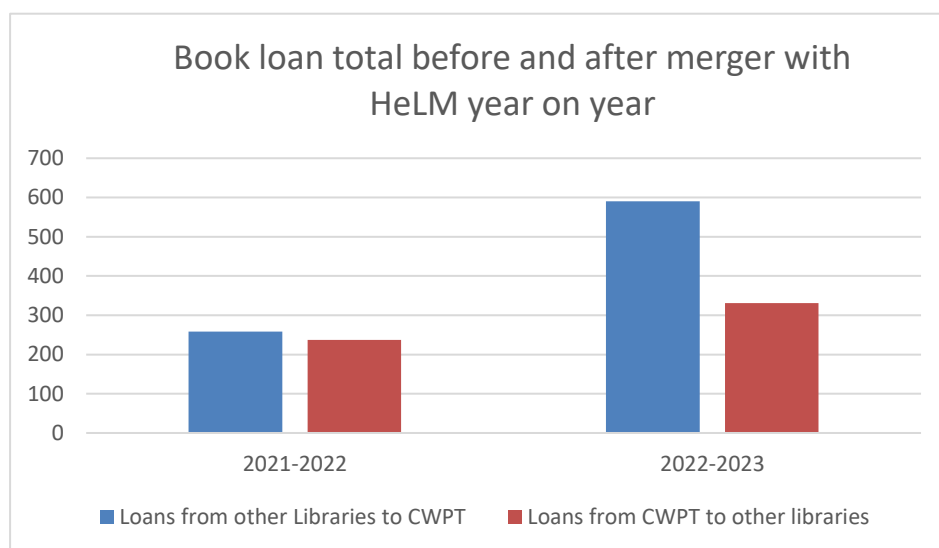
## Key areas of activity during 2022-2023

A hybrid work pattern continued with staff splitting their time between the 4 library sites and remote working. Most meetings and trainings were carried out on MS Teams by default. Although from January, there has been a noticeable rise in demand for these to be in person, which the team has accommodated and will monitor.

### New developments:

- In April 2022, the combined HDAS database was replaced by a new [Knowledge Hub](#) and searching via the native interfaces. This resource expanded throughout the year and now carries links to all our print books, eBooks and ejournals. It also connects to databases and other eBook collections. To complement this new system, Health Education England acquired a suite of tools from Libkey for all NHS Library Services. These were Libkey Link, [Libkey Io](#), [Libkey Nomad](#) and [Browzine](#). All of which are designed to facilitate faster access to journal articles. The team has been active in testing these changes and promoting the resources to staff.
- A merger of the Trust's library catalogue with 15 others across the Midlands went live in mid-April 2022 and was called [HeLM](#). Throughout the year more libraries joined, so by March 2023 HeLM contained 45 libraries with access to more than 250,000 books. As a result, the amount of loans CWPT made to

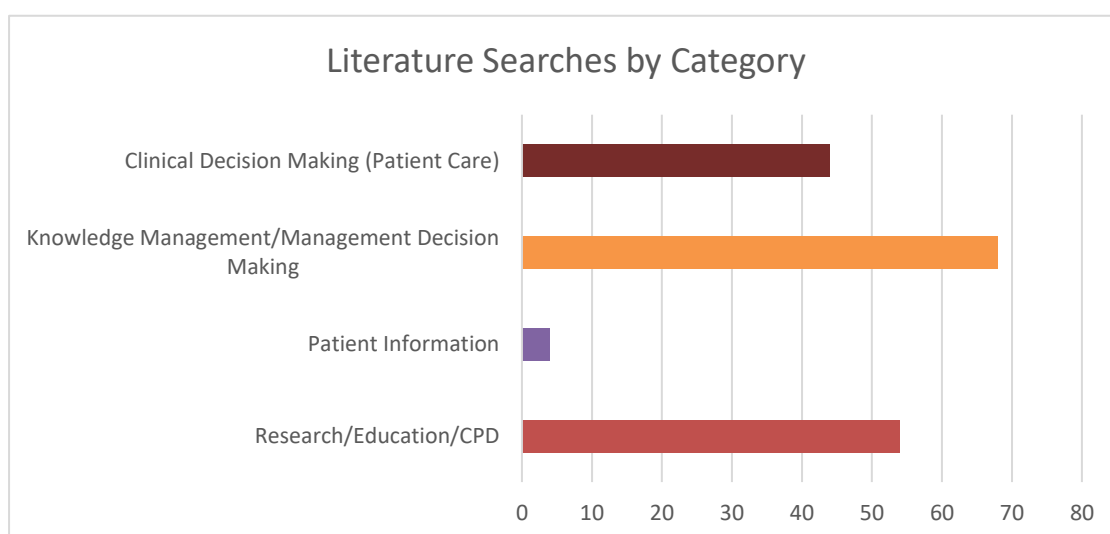
other libraries increased by 40% year on year, while the amount of loans CWPT received from other libraries increased by 129%.



- Following a requirement by Health Education England (HEE) to submit a wide-ranging report on our service, including evidence for what we include (Quality and Improvement Outcomes Framework), a new baseline for service outcomes was established in November 2022. Based on this the service has a new action plan, which will be reviewed by HEE (Date TBC)
- In July 2022 the Medline journal collection was upgraded to Medline Ultimate following a 2-month trial. This resulted in a large increase of access to peer-reviewed journals.

### Ongoing Activities

- The service carried out 137 evidence searches throughout the year. This represents a 42% decrease on the year before. The searches covered a variety of areas including patient care, health service development, teaching and research.



- We oversee OpenAthens access for the Trust, ensuring that all our subscribed content is available to staff. As of 1<sup>st</sup> April 2023, there were 609 active accounts. This is a 11% decrease on last year.
- In July 2022 the library service marked Health Information Week by running a series of remote and in person information sessions and the training librarian gave a talk on it at Mel's Brief that week. The talk was successful and generated several follow-up questions. However, the information sessions were sparsely attended, and we will look at how to publicise them better for next year. In January 2023 the training librarian was invited to share his experiences of Health Information Week at a meeting for other librarians nationally, who were considering running a campaign in their services.
- Throughout the year we have been undertaking a major overhaul of our [website](#), in a bid to make it a true one-stop-shop for all our services. This has involved rethinking every page, making it simpler to use and creating new pages to reflect the new Hub and Libkey products. This work is ongoing into next year, but when it is finished it will be much easier to update, delete and expand content.
- We previously identified the need to expand and promote our e-book and e-journal collections and this year, we purchased dozens of eBooks and upgraded our Medline ejournal collection to Medline Ultimate.
- We continued to weed and update books in sections of our physical collection, particularly at Caludon and St Michael's. Those subject areas now have more concise and up to date content. The ambition is to identify further areas and extend to Manor Court and Brooklands. But staff capacity is an issue for this.
- In March 2023, we identified the print journal duplicates across the 4 libraries and intend to remove the duplications to create more space for a growing collection.
- The library collates a document to capture research carried out by CWPT staff. This is placed on our website and communication via the InBrief twice a year.
- In November 2022 the Library Strategy was reviewed and updated to reflect the new developments and ongoing service changes
- KnowledgeShare continues to be well used for current awareness and table of content alerts. As of 31st March, there are 184 Trust staff receiving alerts.

Thank you so much for the recent search you completed it was extremely helpful and has saved me so much time.

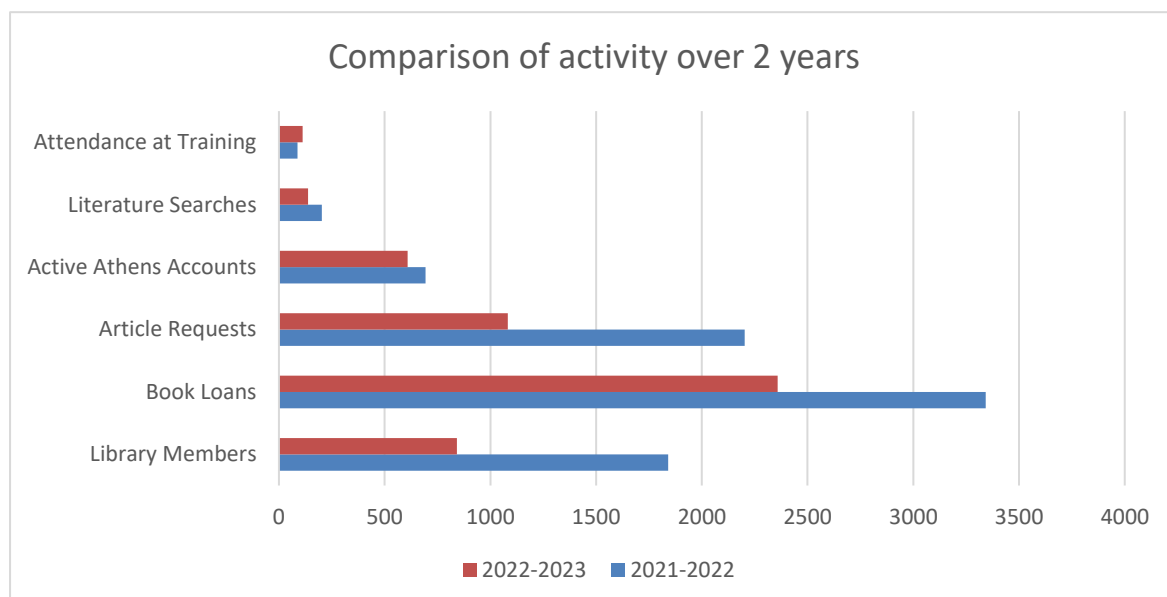
Thank you so much for this – it is extremely helpful! Very thorough and hit perfectly what I was looking for, I can't thank you enough!



## Comparisons of the last 2 years activities

(E-books accessed are not included in the below figures).

N.B. The fall in member numbers year on year is due to a new system of dealing with expired members after joining HeLM

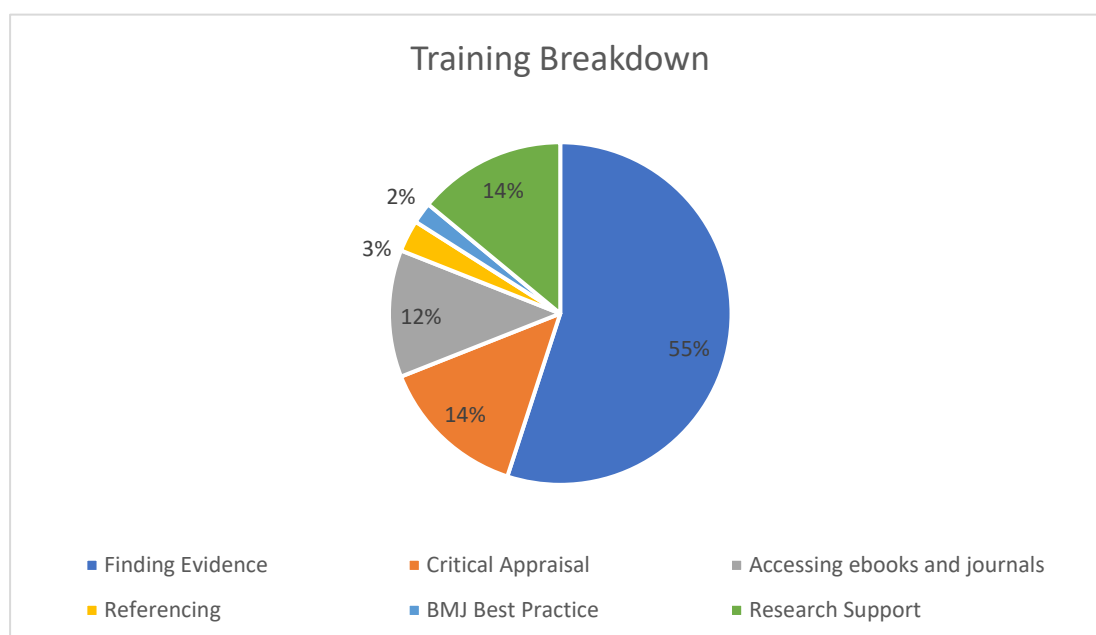


## Training and Outreach Work

- There were 65 training sessions delivered to 112 people in 2022-3. This represents an 6% decrease in trainings delivered and a 22% increase in attendees compared to last financial year.
- The training and outreach librarian continued to deliver evidence search training for each of the platforms that the databases can now be found on (Ebsco, Ovid and Proquest), as well as critical appraisal sessions. All training is a mix of scheduled and bespoke meetings.
- He also conducted induction sessions to promote and explain the suite of digital tools and e-resources available to the Trust (Nomad, Io, Browzine and the Hub) This includes how to access our e-books and e-journals and information on OpenAthens. The team carried out 208 inductions in 2022-2023.
- An attempt was made, from September 2022 to January 2023, to restart physical outreach sessions, but uptake was very low with many staff still working from home. There was a capacity issue with the time it took due to a staff shortage. So, it was decided that all outreach work would be via MS Teams and a reassessment would be made in September 2023.
- The Training and Outreach Librarian carries out trainings and inductions with a variety of teams across the Trust. However, in 2022 – 2023, he

strengthened ties with the Nurse Preceptorship team, RISE, Professional development and pharmacists in particular.

- In general, promoting and conducting 'drop-in' sessions on Teams to a variety of working groups during their regular meetings has worked very well.
- We continued to develop our library outreach work remotely, this includes: Corporate Induction, Doctor Induction, Medical and Nursing Student Inductions.



### Activity

- 137 evidence searches. A 42% decrease on the year before. (see above)
- Promotion of HeLM consortium, [Libkey Nomad](#), [Libkey Io](#), [Browzine](#) and the [Library and Knowledge Hub](#)
- Review of the Library Strategy 2021 – 2024
- Closer working with RISE, Nurse Preceptorship, Professional Development and pharmacists (see details below)
- Launch of Library and Knowledge Hub (see above)
- Participation in a remote and in person Health Information Week (see above)
- Knowledge Management work to share CWPT research publications (see above)
- Establishment of new Quality Improvement Outcome Framework baseline with HEE (see above)



## Staffing issues affecting the Service

- As of 31<sup>st</sup> March 2023, the 30-hour library assistant role remains vacant since February 2021. This has led to a staff shortage and increased workload for the remaining 4 members of the team. A hybrid way of working, involving in person and remote meetings, training and service delivery has allowed us to save some travel time to help alleviate staff shortages.

In March 2023, the full time Clinical Training and Outreach Librarian resigned due to the role being under banded when compared to similar roles locally and nationally.

In May 2023, the full-time library assistant will retire and return on 22.5 hours a week.

Please see the embedded report for a more detailed explanation of the issues here:



Library Service  
Business case May 2

- Due to the ongoing staffing issues, we have had to make changes and reductions. These include:  
Increasing the lead time for completions of evidence searches  
Halting all individual current awareness bulletins  
A reduced marketing roll out  
A halt on the development of new tools and resources (continuing into 2023).
- From June 2023, all training and service promotion will have to be frozen until a new training librarian comes into post. The literature searching service will also be reduced, due to the manager being the only qualified member of staff to carry them out.

Thank you so much for completing this search, the results are excellent and very valuable to the work we are completing. We really do appreciate your help!

I just wanted to say that I appreciate you doing this search for me. It will save a lot of time that I can put into clinical work, supporting my team. I think the library is such a great resource and we are very lucky to have it and your support.

Thank you so much. I've looked at the information, it is very clear and helpful. I look forward to using the service and now know where to come with questions if I have them.

Thank you so much for your speedy action, the info is very helpful... this will

## 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 examples from our Literature Search Service.

### Impact Case Studies

**Below are examples of the impact the Library's literature searches had for healthcare professionals last year**



**Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions**

#### Evidence Base for Dialectical Behaviour

The Library Services conducted a literature search to help with the following enquiry:

To gather evidence base for Dialectical Behaviour Therapy as an effective treatment for trauma with our client group, to aid client in providing evidence to external agency

“Extremely helpful service which I was not aware of fully prior to a colleague recommending. The turnaround was quick and communication excellent.

Within a short time the patient was able to provide evidence required and it gave our service access to useful information on the evidence base for this component of the treatment which is up to date and relevant.

We are currently undergoing service restructure and this information may also be used to evidence the effectiveness of this treatment and shape the way in which the restructure progress

Stacey Littlejohn  
Dialectical Behaviour Therapist  
Coventry & Warwickshire Partnership Trust



**Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions**

#### Children's Therapy Solutions

Considering potential future service expansion into inpatient neonatal units and looking at opportunities to suggest/support small changes to impact neonatal development

Literature Searches were carried out on the role of Occupational Therapy in Neonatal Units and on the subject of Sensory environments in Neonatal ICUs

“Very helpful to have expert resources and advise in the Library service, helps prioritise clinical time and support evidence-based practice when considering expanding into new areas

Evidence helped demonstrate a role for OT in units and how we could impact on developmental potential for babies. Helped consider 'quick wins' in adapting neonatal environments to be more developmentally supportive and improve outcomes

The neonatal critical care review recommended increased roles for AHPs in Neonatal Units. Increasing knowledge and evidence base will help us demonstrate to inpatient services/MDTs that our specialist advice could add to care in the neonatal ICUs and help meet best standards of care in line with NCCR recommendations.

It will be helpful when liaising with trusts responsible for commissioning inpatient services regarding the potential commissioning to increase the role for AHPs into inpatient setting and if successful would support ICS ways of working across trusts.

Sarah Willis  
Clinical lead for Children's Occupational Therapy  
Coventry and Warwickshire Partnership Trust

## Literature Searching

Examples of evidence searches the library carried out for Trust Staff in 2022-2023

### Patient Management

The relationship between functional neurological disorder (FND) and Long COVID

Cognitive compensatory strategies for Long COVID and associated brain fog

Communication Difficulties or Needs experienced by Adults with Autism

Body Dysmorphic Disorder following Plastic Surgery

### Service Change/Guidelines/Policies

Impact of waiting lists on mental health and wellbeing of Children and Young People

Reducing Mental Health Act detentions for people from Black Asian and Minority Ethnic Backgrounds

Referral pathways for eating disorders for children and young people and the timeliness factors

Health Service models for Trauma Informed Care with Homeless People.

### Research/Publication

Advanced Clinical Practice/Advanced Practitioners in Allied Health/Speech & Language Therapy/Occupational Therapy working with Individuals with Learning disabilities

Experiences of BAME users of Mental Health Services

Video Surveillance in Mental Health Patients Bedrooms

### Teaching/Presentation

Effect of Cannabis use and Psychosis

Cross-Sectional research studies on Dementia, focusing on risk factors, pharmacological and non-pharmacological management.

Experiences of BAME users of Mental Health Services

Selective Mutism in Adults with Autism and Speech and language Therapy

### Priorities and developments for 2023-2024

- Bring library staffing back to capacity and ensure correct training for new staff.
- Procurement and promotion of more e-resources including journals and books.
- Further development of remote training sessions for searching skills and library promotion.
- Promotion and marketing of new and existing e-resources: KnowledgeShare, Libkey products, Knowledge Hub.
- Collaborate with the regional libraries to improve HeLM Consortium operations.
- Implement Quality Outcome Framework improvement plan.
- Endeavour to develop quality service assessment tools to ensure we are offering optimum value in our work. E.G. Knowledge Mobilisation tools and User Profiles.

## Appendix

### Breakdown of Library Membership for 2022-2023

There are currently **841** users registered with the Library Services. A breakdown showing the staff categories of our users is below:

