

LIBRARY AND
KNOWLEDGE SERVICES
ANNUAL REPORT

2023-2024

By

Claire Bradley

Library and
Knowledge Services
Manager

May 2024

Contents

Executive Summary	Page 2
Our Library Sites and Staff	Page 3
How we deliver our services	Page 3
Values and Strategy	Page 3
Key Areas of Activity	Page 4
New Developments	Page 4
Ongoing Activities	Page 5
Outreach/Training	Page 7
Our Team	Page 8
Quality Standards and Performance	Page 9
Priorities and Developments	Page 10
Appendix	Page 11
Breakdown of Library Membership	

@CoventryandWarkwickshirePT @CWPT_NHS
www.covwarkpt.nhs.uk

Coventry and
Warwickshire Partnership
NHS Trust



Compassion



Respect



Excellence



Collaboration



Integrity



People at
our heart

Executive Summary

From April 2023 - March 2024, the Library and Knowledge Service (LKS) continued hybrid working, with in person and remote meetings, training and service delivery.

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 status of the team and library areas.

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.

Staff shortages are explained in Section 5 'Our Team, and the impact it has had on what the team can achieve and develop. Staff CPD is also highlighted.

The positive impact and value of the LKS on delivering clinical and non-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 feedback, as well as 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 2024-2025', discusses opportunities and aspirations for the LKS over the coming year and identifies areas for continued improvement and adaptation.

Finally, in the Appendix, a membership breakdown by staff group is 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%20021-26%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)

Library Assistant (0.6 wte)

Library Assistant (0.48 wte)

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 to all staff
- Promote Evidence Based Practice in the workplace
- Apply our specialist skills to support service improvement and patient care and decision-making.
- Deliver information skills training, to enable staff to access and assess the most appropriate resources for themselves
- 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.

Thank you so much for all your hard work in identifying these resources for me

Thank you so much for this training. It was brilliant! I actually look forward for working on my assignment after I see clients today. :)

Thank you so much. I love this service it's so quick and great that we can access so many journals/papers and articles.

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 2023-2024

In August 2023, Library and Knowledge Services moved out of Nursing Professional Development and into the People's Directorate, sitting with Organisational Development and Learning. Since then, the Manager has joined the Education Group Committee. 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. Although from November, there has been a noticeable rise in demand for these to be in person, which the team has accommodated where possible and will monitor.

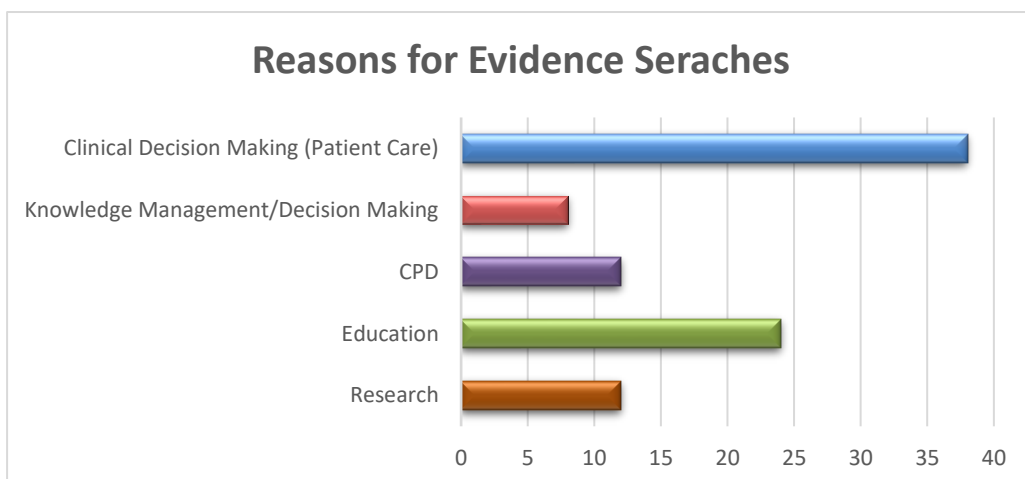
New developments:

- In September 2023 CWPT joined 8 other Trusts in WMER (West Midlands Evidence Repository). This platform enables library staff to upload metadata for all CWPT staff publications. As an Open Access site, this allows CWPT to showcase its research to a wider audience. It also facilitates collaborative working by seeing what other researchers are working on, finding common threads and encouraging discussion across the region and beyond. This platform is funded 50:50 between the Research department and Knowledge and library services.
- In May 2023, our full time Library Assistant retired and returned at three days a week. This has meant longer lead times for the completion of some work.

- The Outreach Librarian produces a Reminiscences bulletin featuring BFI clips from bygone days to aid dementia memory services. As a result, he was asked to present it at their First Steps Dementia Workshop to patients and carers. He attended 3 workshops in 2023/4 and will attend more in 2024/5.
- From May to October, the team undertook a journal consolidation exercise. We disposed of duplicates and ensured that an entire journal title run sat together at one library. This resulted in less crowded shelves and the creation of more space for new acquisitions.
- In January 2024, the library was able to purchase a new journal subscription. Cinahl Ultimate is a collection of 1,781 full text journals aimed at nursing roles, including Nursing Standard, Nursing Times and other RCN titles.
- As in many other professions, Librarians are holding discussions around the benefits and challenges of AI applications. The Knowledge and Library Manager and Training Librarian attended several webinars and meetings about this, to learn how AI can improve our output and efficiency, but also what to be aware of when considering the evidence-base. There is still a lot to learn in a fast-changing environment, but some AI has been used for citation and training planning. We intend to continue this learning and trial application in 2024/5.

Ongoing Activities

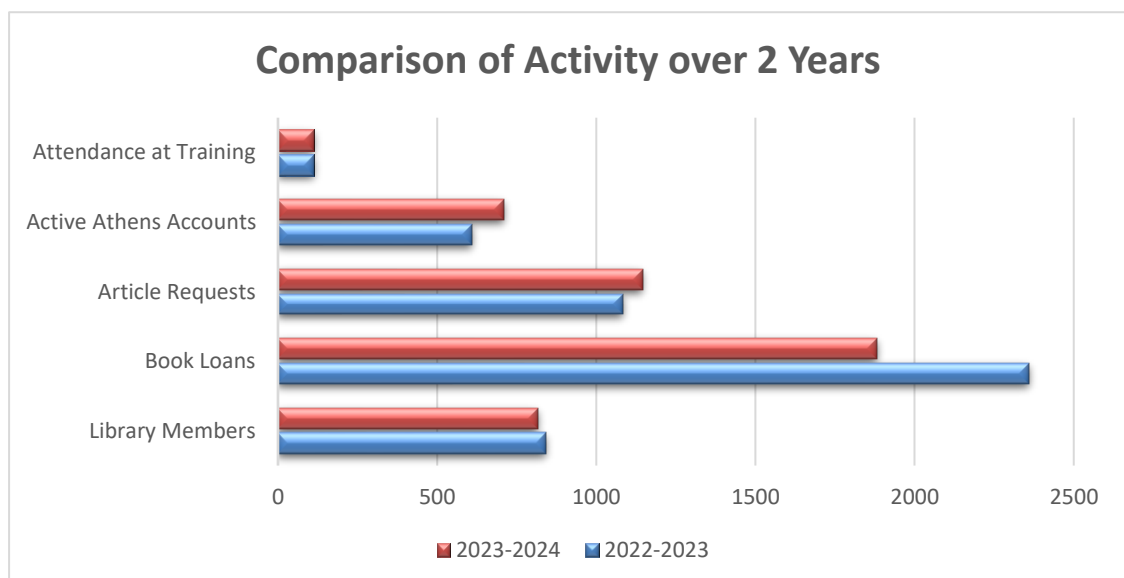
- Closer working relationships with a number of teams, resulting in multiple induction briefings, increased registrations and Athens accounts. These teams include Nursing Preceptorship, Palliative Care team, Dementia First Steps, Apprentice Programme, Social Workers, Memory Services, CAMHS RISE, Occupational Therapists and Speech and Language Therapists
- The service carried out 137 evidence searches throughout the year. This represents a 30% decrease on the year before. The searches covered a variety of areas including patient care, health service development, teaching and research.



- We supplied 772 articles to CWPT and fulfilled 373 article requests from other Trust libraries. There were 1882 book issues and renewals.
- We oversee OpenAthens access for the Trust, ensuring that all subscribed content and national content is available to staff. As of 1st April 2023, there were 710 active accounts. This is a 14% increase on last year.
- In July 2023, the library service marked Health Information Week by the training librarian giving a talk on it at Mel's Brief that week and resulted in a number of further enquiries about library services in general.
- E-resources promotions were carried out for the Knowledge Hub and Nomad browser, KnowledgeShare, OpenAthens and BMJ Best practice. Impact is hard to quantify, as we can't track how a staff member hears about a service, but usage for these resources is growing.
- We continued to weed and update books in sections of our physical collection. Those subject areas now have more concise and up to date content.
- In January 2023 the Library Strategy was reviewed and presented to the Education Group, who then ratified the strategy as reflecting Trust and NHS England aims and values.
- KnowledgeShare continues to be well used for current awareness and table of content alerts. As of 31st March, there are 250 Trust staff receiving alerts. This is a 26% increase on last year.

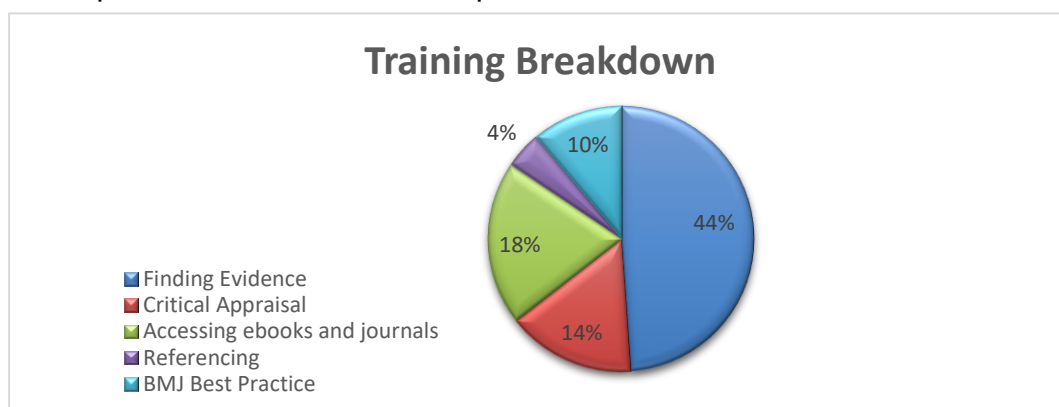
Comparisons of the last 2 years activities

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



Training and Outreach Work

- There were 78 training sessions delivered to 112 people in 2023-4. This represents an 16% increase in trainings delivered and the same amount of 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 16 group induction sessions to 252 people to promote and explain the suite of digital tools and e-resources available to the Trust. This includes how to access our e-books and e-journals and information on OpenAthens. The team as a whole carried out 347 inductions in 2023-2024.
- Physical outreach sessions were restarted at Wayside House and The Railings with plans to extend to Stratford Healthcare in 2024-2025. Remote inductions and briefings continue on Teams, as a now permanent part of the service.
- The Training and Outreach Librarian carries out trainings and inductions with a variety of teams across the Trust. However, in 2023 – 2024, he strengthened ties with the Palliative Care team, Dementia First Steps, Apprentice Programme, Social Workers, Memory Services, CAMHS RISE, Occupational Therapists and Speech and Language Therapists, 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 Inductions, Doctor Inductions, Medical and Nursing Student Inductions.

Activity

- 95 evidence searches. A 30% decrease on the year before.
- Joining West Midlands Evidence Repository
- Library Strategy approved
- Closer working with Palliative Care team, Dementia First Steps, Apprentice Programme, Social Workers, Memory Services, CAMHS RISE, Occupational Therapists and Speech and Language Therapists
- Purchase of large Nursing journal subscription
- Participation in Health Information Week
- Increase in physical outreach clinics
- Large consolidation of print journals

Our Team

- The staff shortage from the previous year remains the same. Hybrid, flexible working, involving in person and remote meetings, training and service delivery has allowed us to save some time to help alleviate time pressures. However, a number of services remain curtailed or frozen, e.g. Increased lead time for completions of evidence searches, halt on all individual current awareness bulletins, reduced marketing roll out and a halt on the development of new training, tools and resources.
- In May 2023, the full-time library assistant retired and returned on 22.5 hours
- Continued professional development is encouraged to benefit the individual, the service and the Trust. Here is the CPD carried out by library staff in 2023/4

WMER Training Claire and Janine	Helm day All staff	Regional Health Library Trainers Forum Andy	Webinar: social media and marketing in KLS Andy
EBSCO Workshop at Birmingham Library Andy	AI Generative Tools Andy and Claire	Nice Guidance developments Andy	Knowledge Hub Refresher Lynne
	Library Assistant meeting Lynne	Refworks Andy training Janine	

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.

The specialist was extremely helpful, the books I requested have been sent promptly, saving me time going to library to search. I found the service very good and supportive as I am working fulltime and also doing the top up degree

Thank you very much for the regular research articles. They are extremely valuable in that they regularly open dialogue within our team and occasionally influence/change practice – therefore positively affecting the patient experience within the community

I've been accepted by Cov uni to start the Occupational Therapy apprenticeship degree. I want to thank you for being helpful in locating these resources so that I could study my access course

So helpful as I have such limited time to fit everything in, so it reduced the stress! The link was helpful and I was able to consolidate some knowledge from a couple of the articles

We did some interviews last week for the Nursing Associates that want to go on the registered nurse degree apprentice course. I wanted to let you know that all of them mentioned the Library services and spoke positively about what a great source of support it was for them throughout their Nursing Associate training

Literature Searching

Examples of evidence searches the library carried out for Trust Staff in 2023-2024

Patient Management

- The relationship between functional neurological disorder and Long COVID
- The effectiveness of Cognitive Stimulation Therapy for people with Dementia

Service Change/Guidelines/Policies

- Access for children and Young People from BAME backgrounds to Mental Health Services
- The role of Children's Wellbeing Practitioners and their therapeutic efficacy on their patients

Teaching/Presentation

- Autistic Individuals and their experiences of eating
- An understanding of Attachment and supporting Children to feel secure

Research/Publication

- Health Inequalities in Learning Disabilities
- Individuals with learning disabilities who have experienced abuse

Buisness case/Audit

- Effective interventions for Children and Young People with Anxiety whom use Alcohol or Drugs
- Developing a Mental Health Depot Clinical in a rural community

Continued Professional Development

- Sensory Processing with Patients presenting with PICA
- Speech and Language Therapy for patients with Parkinson's Disease also presenting with Dysphagia and/or Dysarthria

Priorities and developments for 2024-2025

- Bring library staffing back to capacity and ensure correct training for new staff.
- Further development of WMER
- Procurement and promotion of more e-resources
- Development of training sessions for searching skills and library promotion.
- Attend Quality Outcome Framework assessments in June and incorporate into the improvement plan.
- Develop quality service assessment tools to ensure we are getting optimum value out of our work. E.G. Knowledge Mobilisation tools.
- Further research of AI applications and benefits for the service
- Targeted marketing to non-clinical staff

This is marvellous and will be very useful. I hope to use this to review some of our boundaries

Thank you for all of the attached. I am meeting the Global Digital Exemplar benefits lead, so this will all be very useful

The librarians are approachable and helpful. I have suggested books which have been ordered for me. Training is excellent. Whole service is excellent

Appendix

Breakdown of Library Membership for 2023-2024

As of 31st March 2024, there were currently **813** users registered with the Library Services. A breakdown showing the staff categories of our users is below:

