

**LIBRARY AND
KNOWLEDGE SERVICES
ANNUAL REPORT**

2024-2025

By

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**Library and
Knowledge Services
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Coventry and
Warwickshire Partnership
NHS Trust



Compassion



Respect



Excellence



Collaboration



Integrity



People at
our heart

Executive Summary

From April 2024 - March 2025 the Library Team 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 changes 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 2025-2026', 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%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)

Library Assistant (0.6 wte)

Library Assistant (0.48 wte)

Library Assistant (1.0 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.

You have always been incredibly responsive to my requests, and supported me to deliver evidence-based approaches across many years

I am very grateful for how quickly the journals are sourced by the library and have said so on the feedback link

You always surprise me at the library with the willingness and speed at finding just what I need!

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 2024-2025

A new full time library assistant joined the team in November 2024. A report on health literacy hotspots in the Coventry and Warwickshire area was produced, which informed a new presentation on Health Literacy. This has been added to the training offer. Outreach work was extended to Wayside House. A comprehensive weed and stocktake of books commenced. Discussions on providing library services to our ICB resulted in a 6-month trial. Quality Improvement Outcome Framework (QIOF) interviews took place. Manager joined the new 'Team Learn'.

New developments:

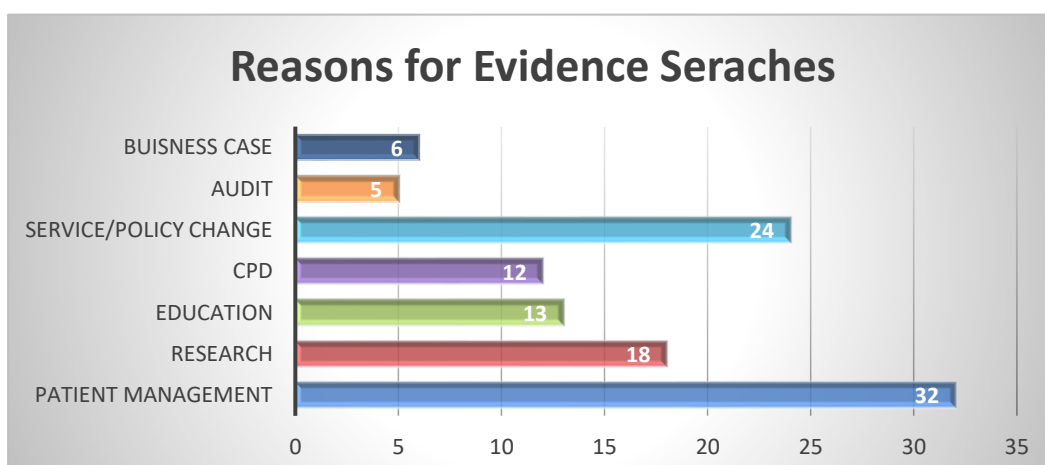
- The appointment of a full-time library assistant has meant we have been able to expand our hours of cover in all 4 libraries.
- Manager joined 'Team Learn', which aims to make learning and development accessible and desirable across the Trust.
- Outreach was extended to Wayside House and will be a monthly visit in 2025. Stratford Healthcare was readded as an outreach location.
- A report on health literacy hotspots in the Coventry and Warwickshire area was produced, which informed a new presentation on Health Literacy. This

has been added to the training offer. The report was circulated to some interested managers within the Trust and ICB.

- The service had its QIOF interviews with KLS at NHSE. This resulted in a very positive report, which also included some advice for areas of improvement.
- In December, the team began a weed and stocktake of the whole book collection. The work is ongoing and will result in more relevant and current collections.
- In January 2025, the library was able to purchase a new journal database. Health Business Elite, which focusses on management and leadership in both clinical and non-clinical roles.
- In September, the service partnered with Midlands Partnership University NHS Foundation Trust for a 'Random Connections' Teams event. This was a knowledge mobilisation exercise for staff across the 2 Trusts to volunteer to be partnered randomly for a chat about their work and knowledge. Whilst the uptake was not high, it enabled the manager to understand how this might work within the Trust.
- A project was undertaken at St Michael's and Brooklands library to evaluate the historical material held there. This resulted in some of it being requested by the local records office and some being put on display in the libraries.

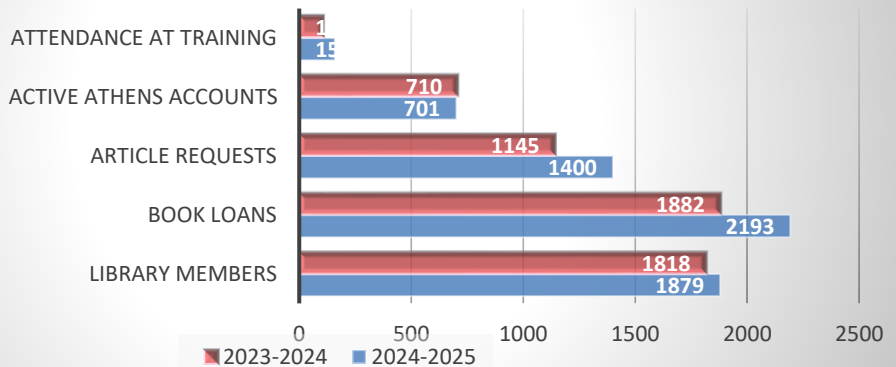
Ongoing Activities

- Closer working relationships with a number of teams, resulting in multiple induction briefings, increased registrations and Athens accounts. These teams include Nursing Preceptorship, Research for AHP CoP, Dementia Next Steps, Apprentice Programme, Child Community Health and RISE
- The service carried out 110 evidence searches throughout the year. This represents a 14% increase on the year before. The searches covered a variety of areas including patient care, health service development, teaching and research.



- The service supplied 1016 articles to CWPT and fulfilled 384 article requests from other Trust libraries. There were 2193 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 2025, there were 701 active accounts. This is broadly the same as last year.
- In January 2025, the library service marked Health Information Week by the training librarian and an assistant going along to Coventry and Leamington Spa public libraries to talk to staff and visitors about finding reliable and credible health information.
- E-resources promotions were carried out for the Knowledge Hub, KnowledgeShare, OpenAthens, BMJ Best Practice and Health Business Elite. 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.
- KnowledgeShare continues to be well used for current awareness and table of content alerts. A promotion was run using the OpenAthens user distribution list and this resulted in 30 new requests, 10 literature searches and 3 updates. As of 31st March, there are 367 Trust staff receiving alerts. This is a 32% increase on last year.
- Backlog of articles published by staff uploaded onto our instance of the West Midlands Evidence Repository (WMER). The repository subscription was renewed for another year in an agreement to pay 50% each with the Research department. We are now in a partnership with the Quality Improvement team to also upload their projects posters to increase visibility and scope.
- 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 citations and marketing. We intend to continue this learning and trial application in 2025/6.

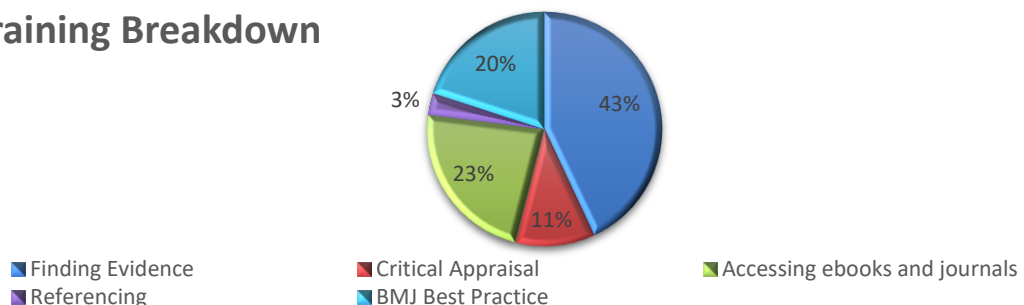
Comparison of Activity over 2 Years



Training and Outreach Work

- There were 66 training sessions delivered to 158 people in 2024-5. This represents an 15% decrease in trainings delivered and a 29% increase in the amount of attendees compared to last financial year. The decrease is likely due to comparison to a particularly high number of sessions the previous year. This year's training sessions are on par with 2022-2023 and 2021-2022. Another factor is an increase in outreach activity after the new hire.
- 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, BMJ BP Information and access to e-resources. All training is on an on-demand basis.
- He also conducted 47 induction sessions to 639 people to promote and explain how library services can support Trust staff and students. This includes how to access our e-books and e-journals and information on OpenAthens. The team as a whole carried out 385 inductions in 2024-2025.
- Physical outreach sessions were restarted at Wayside House and The Railings with plans to extend to Stratford Healthcare.
- We continued our outreach work, this includes Corporate Inductions, Doctor Inductions, Medical, Nursing and Postgraduate Student Inductions.

Training Breakdown



Our Team

In November 2024, a new full time library assistant joined the team. This meant we were able to extend in person library cover across all 4 sites and the manager and training librarian were able to spend more time on development, marketing and outreach activities. The backlog of articles published by staff waiting to be uploaded onto our instance of the West Midlands Evidence Repository was cleared.

Continued professional development is encouraged to benefit the individual, the service and the Trust. Here is the CPD carried out by library staff in 2024/5.

CILIP Workshop for Statistical Analysis Andy	KnowledgeShare Refresher Lynne	Dialog Psychinfo training Andy
Printdocs training All staff	Knowledge Mobilisation Good Practice Claire	AI Generative Tools Andy and Claire
Introduction to Knowledge Mobilisation Claire	Health Literacy CoP Beth	QSIR-V Training Claire

Activity

- New library assistant for the team
- 110 evidence searches. A 14% increase on the year before
- Successful QIOF assessment with NHSE
- New health literacy presentation as part of offer
- Purchase of Health Business Elite Journal subscription
- Closer working with Nursing Preceptorship, Research for AHP CoP, Dementia First Steps, Apprentice Programme, Child Community Health and RISE
- Participation in Health Information Week
- Increase in physical outreach clinics
- Large weed and stocktake of book collection

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.

Library services have always been very helpful in ordering resources that we need for staff. We have also had great support from literature searches you have done for us for trauma informed care.

I would just like to say that you are amazing and an absolute lifesaver. I have an assignment to write for my course and these articles will help me so much and have saved me no end of time searching

Your training helped a lot and I passed the academic test and the interview so I am starting the CBT training. Thanks to your help I managed the first step in this process

The knowledge and evidence I have gained has been used to develop and evaluate services and inform research. With the development of the Older Adult service the use of the mental health resources was key. It's informed best practice and directly impacted on improved patient care.

I have been using the library since I started an access course. I would send over my reading list and the books were found and available for me to pick up within days. Now I'm an Occupational Therapist Apprentice. I have continued to get support with books and I'm regularly informed of books that are similar to my topic area. I've also used the library to study, it's a quiet area while on my break.

What a brilliant library service you provide. I've looked at quite a few of the articles on the emails you send, and to be able to get ones like this that we otherwise can't access is even more fab.

Literature Searching

Examples of evidence searches the library carried out for Trust Staff in 2024-2025

Patient Management

- Benefits and disadvantages of day hospital treatment for patients with eating disorders
- Evidence Based Depression Screen Tools for Mental Health Assessment

Service Change/Guidelines/Policies

- Reducing missed appointments and patients who do not attend at Memory Clinics
- Facilitating access to Mental Health services for male adults from BAME communities

Teaching/Presentation

- The impact, value and effect of delivering clinical peer support groups/communities of practice on organisations
- Affects of Trauma on Brain Development

Research/Publication

- Vascular Ehlers Danlos and Mental Health Outcomes
- Evidence Base for Systemic/Group Therapy in Individuals with Learning Disabilities

Buisness case/Audit

- Evidence on using Psychological Therapies for Neurodivergent Adults
- Impact on the individual of adult diagnosis of Autism or ADHD and how it supports mental health, wellbeing and identity

Continued Professional Development

- Occupational Therapy to support mental health in a community health setting
- Effective Interventions for Autistic People presenting with Forensic Behaviour Issues

Priorities and developments for 2025-2026

- Evaluate budget and paid for resources, in light of Core Content reduction
- Further development of WMER and merger with East Midlands Evidence Repository (EMER)
- Complete stocktake and improve currency and relevance of collection
- Support Trust wide push for culture shift and accessibility to learning, development and wellbeing
- Evaluate ICB trial for extension
- 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

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 2024-2025

As of 31st March 2024, there were currently **1879** users registered with the Library Services. A breakdown showing the staff categories of our users is below:

