



Library Annual Report

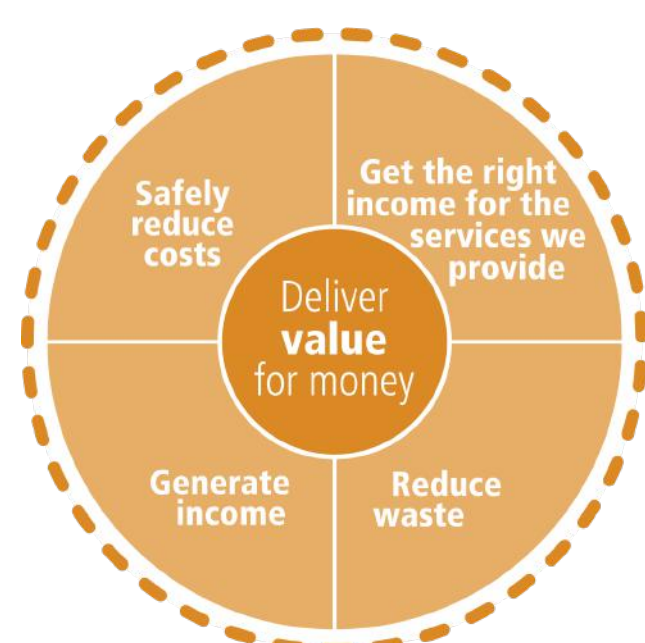
2019-2020

The conclusion of 2019-2020 has challenged all of us to make rapid changes to the way that we deliver services. Reflecting on the past year, we have made excellent progress against our strategic vision, which is embedded in the "Our People Plan" and is closely aligned to Trust and national priorities for NHS Library services. This report outlines our achievements and our priorities for the coming year.

Key achievements

- Used a range of methods to evaluate the usage and requirements of our library spaces and to inform our redesign plans
- Launched a publications database to promote and improve access to staff research and publications
- Introduced a range of training opportunities to enable staff and students to access relevant information
- Collaborated with the Youth Voice to develop a collection of books for young people who are inpatients

Despite the challenges ahead we will continue to deliver cutting edge services for staff, students and volunteers which are aligned to the Trust's 4 ambitions:



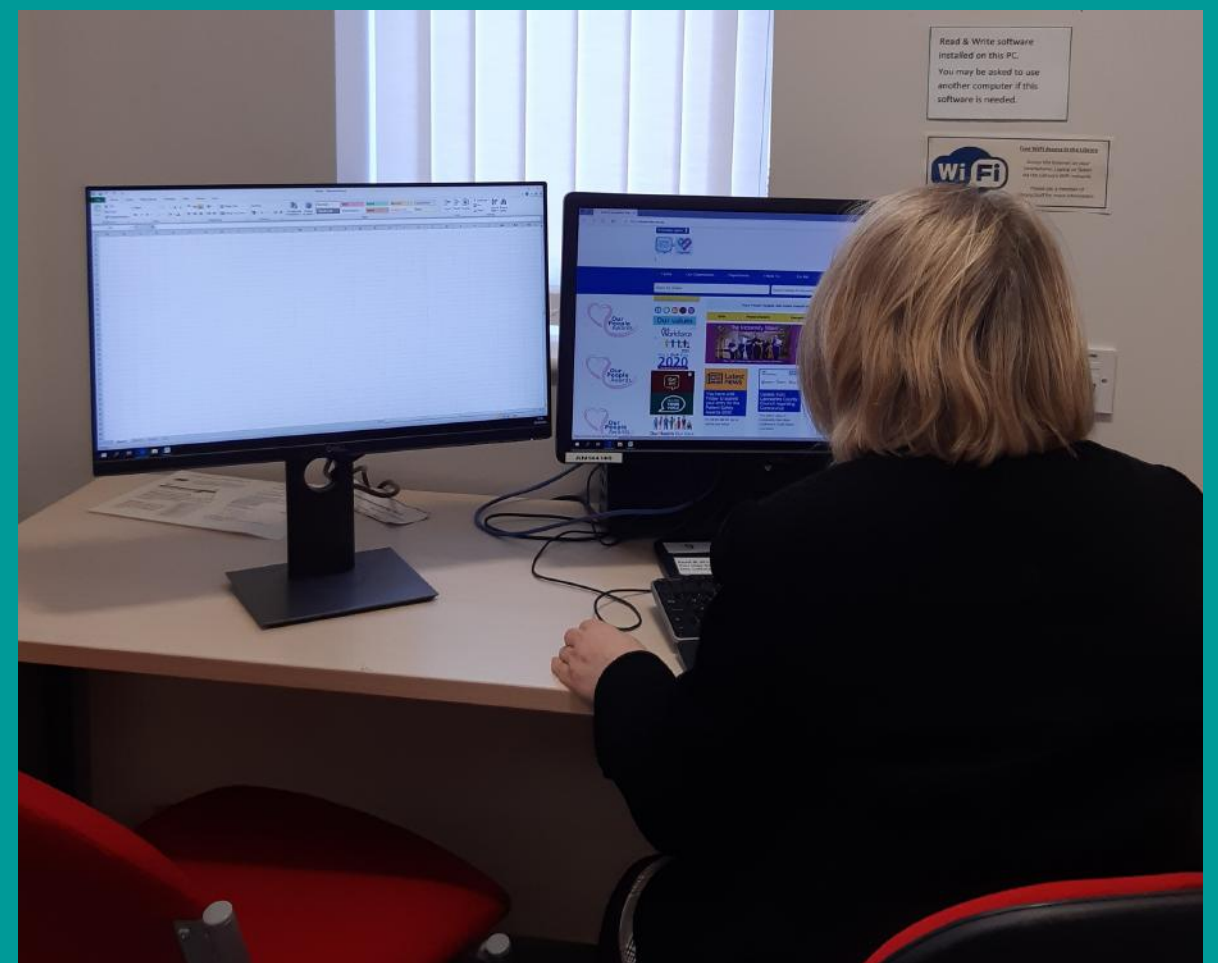


Library Spaces

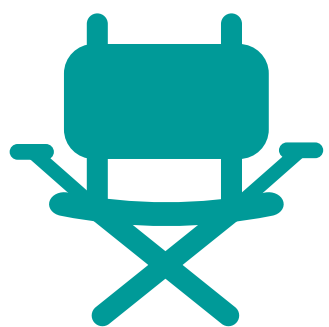
Our aim is to create library spaces which are welcoming, easy to use and support a range of interactions and requirements.

Reviewing the use of space

We have taken steps to improve the libraries, introducing a well-being area and resources, re-covering the computer chairs and adding two screens to single use rooms. Emerging themes from the space audits and survey show that our users would like more study space, group areas, private areas, PCs and books. During the coming year we will review spaces with a focus on fulfilling the requirements for social distancing.



Based on feedback from our users 2019-2020 we will:



Explore zoned areas to enable different ways of working



Provide facilities for AV connectivity



Increase our book collection and release space by purchasing more ebooks



Create more space for PCs by relocating our print journals collection

"We are very lucky to benefit from such a great resource, with staff who will always go the extra mile to support you as an individual but also to support broader service aims too"



Mobilising Knowledge

We want to fully embed the library service within organisational activities, ensuring the mobilisation of evidence and the use of internally generated knowledge.

Digital Libraries Week October 2019

We hosted a number of events to celebrate libraries' roles in delivering digital services. A representative from Ebsco joined Andrew Craig to introduce over 100 staff to Dynamed - an evidence based tool. We also provided staff and students with the opportunity to experience virtual and augmented reality with the Blended Learning Team.



Attendees felt that new technology had the potential to bring training and education to life. "Great experience to expand knowledge"

Other achievements for 2019-2020:



Capturing the experience of Talent Management programme delegates for the Leadership Team.



40 people connected through the Randomised Coffee Trial, 98% would recommend the initiative to a colleague.



1319 documents added to Heritage, the Trust documents library.



New Publications database launched in August 2019 and 219 documents added.



Health and well-being

We will deliver information services that have a positive impact on the health and well-being of patients, carers, the public and our staff.

A collection for young adult inpatients

In collaboration with the Lancashire Hospitals Youth Voice group, Lancashire County Council Library's procurement team and



with external funding secured, we developed a collection of books for young people. The collection is based on Paediatric Ward 8 and is intended to improve the experience of young people during their stay in hospital.

Other achievements for 2019-2020



Two Living Library events facilitating 48 conversations between 14 "books" and 24 "readers".



Supporting Patient Experience, Health & Well-Being and Patient Information Groups




Developing relationship with Lancashire Public Libraries through Away Day activities.



Promoted services with Lancashire Public Libraries for Health Information Week

"we are very fortunate to have such a proactive library service. The whole team is extremely helpful and friendly and they all come across as being 100% committed to offering the best possible service to the Trust."



Resources and Information

We will ensure the availability of resources, evidence and training to support the range of activities our staff and students are involved in; including research, patient care, management and clinical decision making

Developing our training offer

In September we launched a programme of training – Learn @ Lunch. We offer bite-sized training sessions at lunchtime, to fit it into the working day. Each session is an hour long and topics include literature searching, using point of care tools and critical appraisal. 24 people have attended so far and the Finding Evidence hands-on session has been the most popular.



Staff enjoying getting to grips with Critical Appraisal

Other achievements for 2019-2020:



Promotion of Dynamed and Browzine during Digital Libraries Week.



Book displays and reading lists developed to support medical students.



New Critical Appraisal course, 3 sessions, 27 attendees received excellent feedback.



Attended the AHP study day to promote our services and resources.

[The course made a] "Large difference - enabled me to confidently analyse and critique research papers to look for evidence-based practice"

In 2019 we conducted a survey to find out how our range of services impact on the work of Trust staff. We received 141 responses from a range of staff and students with 99% of respondents saying they were satisfied with the library service.

Having an
impact,
making a
difference

75%

contributed to personal development

43%

improved the quality of patient care

29%

reduced risk or improved safety

33%

saved money or contributed to financial effectiveness

53%

facilitated collaborative working

62%

assisted more informed decision making

50%

contributed to service development or delivery

Our staff

impact stories

Each year we collect impact data, here are some of the ways that library services make a difference to our staff.

"The librarians have been open to suggestions, and have even introduced new policy for long term loans of reference books to department/ locked office rather than named individual."

"Working full time in Critical Care, it took a lot of potential stress off me to find the evidence."

"One of the results was a 'traffic light' referral system from another trust. I was able to get in touch with them and obtain permission to adapt and use the referral system for our own OT and physiotherapy service on the surgical wards."

"My role as a clinical lead specifically required me to improve the quality of our referrals as KPI. One of our fundamental strategies to do this is to present at regional NSSG educational meetings across specialties. Library services have helped me prepare for these every time I've had to do one."

"Hopefully [the search] will help standardize treatment for children with granulomas. Improve patient care/experience and be more cost effective."

"Reduced time spent on updating the guideline which in turn I was able to use for clinical care."

Wide ranging impact

We have published 4 case studies in the Knowledge for Healthcare national impact collection and two were highlighted as good practice.



Impact of library services on European qualification

Irfan Ahmed, Cardiology Consultant at Lancashire Teaching Hospitals, sought the assistance of library staff in sourcing materials required to study for the European Heart Failure Accreditation Exam

Much of the material was not held in stock and required skilled negotiation with colleagues in supplying libraries to loan rare stock usually only made available for reference purposes.

Irfan successfully passed the exam and gained accreditation.



I couldn't find the books and the resources which I needed to study. But when I discussed with the library staff they helped me obtain the books and required materials



Irfan Ahmed, Cardiology Consultant, working with the library team at Lancashire Teaching Hospitals Foundation NHS Trust



Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions. Underpinning innovation; enabling knowledge transfer and collaborative working.



Connecting people through a Living Library

The Knowledge and Library Service Manager at Lancashire Teaching Hospitals proactively approached the Head of Diversity, Inclusion and Blended Learning to highlight opportunities to use the Living Library model in support of the Trust's Workforce Strategy.

The Living Library, which lends people (members of staff) instead of books, promotes conversation about lived experience. The event was well received by colleagues and quoted as good practice during the CQC inspection.



Through these conversations we can support colleagues in the workplace, share best practice and positively challenge prejudice or discrimination in a safe environment



Mandy Davis, Head of Diversity, Inclusion, and Blended Learning, working with library and knowledge specialists at Lancashire Teaching Hospitals NHS Foundation Trust



Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions. Underpinning innovation; enabling knowledge transfer and collaborative working.

We evaluate our resources to ensure that we get the most from our budget. We also deliver services to other organisations and successfully bid for external funds to supplement our income.

Getting value for money

£2.03

Per download for ejournal access, would cost £12 per download from British Library.

Tender £5k

We continue to provide Link Resolver support to NHS libraries across the North of England.

Ebooks

We are developing a shared ebook collection with libraries in Cumbria and Lancashire to get better value and provide a broader collection. Each library contributed £500 and we were awarded £3k by the Healthcare Libraries Unit.

£21,450

Generated from bid applications and contracts with Lancashire Public Health and Health Education England used to:

- Refurbish the library chairs.
- Purchase resources such as Health Business Elite.
- Install additional monitors in our single use rooms & upgrade self issue machines.

Fast Facts



22412
books
issued



28236
enquiries
answered



1939
articles
supplied



954
user
inductions



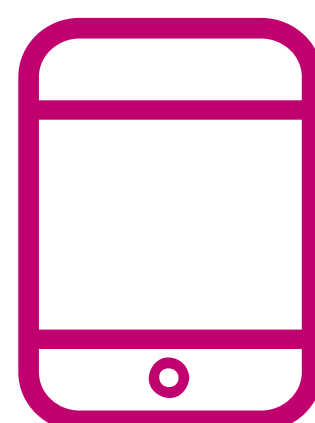
451
literature
searches



1467
new
members



268
people
trained



34533
e-journals
accessed

Delivering a quality service



A change in the way that e-resource statistics are provided shows a reduction in use, but means that we can extract more accurate data to enable us to calculate value for money in the future. There have been small reductions in the use of some traditional services, such as desk enquiries and books issues, but we have seen large increases in social media engagement, policies work, new members and literature searches. In 2020, our library services will be assessed against the Quality Improvement and Outcomes Framework, a new process for NHS libraries.

99%
satisfaction
with
services

21%
increase in
people
trained

129%
increase in
Facebook
likes

63%
increase in
Twitter
likes

20%
increase in
Literature
Searches

36%
increase in
new
members

151%
increase in
reference
checks

12%
increase in
procedural
documents

Staff news



Professional registration

Tracey was awarded her CILIP Fellowship in April 2020.

Study

Deirdre and Joanne attended a Health Literacy course about the role of library services in improving the health literacy of patients. This training was cascaded at the Library Away Day and is embedded in our training programme and Nurse degree training.

Award Winning

Sinead was awarded the best conference presentation for her session about our Health and Well Being activities at the It's Great Up North Conference in Harrogate.



Conferences

Sarah presented at the Northern Health and Well Being event in York. Tracey, Sinead and Emily all presented at the It's Great up North Conference. Tracey also presented at the NHS Wales conference for librarians.



Staff Publications



Publications

We continue to grow the literature and promote our work out by publishing in library blogs and journals below is a selection of articles published:

Hurt, E (2020) Benzos and bowel movements. HLG Newsletter, Spring 2020.

https://www.cilip.org.uk/members/group_content_view.asp?group=200697&id=687365

Mulla, Z (2019) Talk to the Hijabi! LKS North Blog- Northern Lights. <https://www.lksnorth.nhs.uk/blog/posts/talk-to-the-hijabi/>

Operational Team (2019) Summer reading leaves us bronzed in Birmingham. LKS North Blog- Northern Lights.

<https://www.lksnorth.nhs.uk/blog/posts/summer-reading-leaves-us-bronzed-in-birmingham/>

Pratchett, T (2019) A living library - where people are the books. LKS North Blog- Northern Lights.

<https://www.lksnorth.nhs.uk/blog/posts/a-living-library-where-people-are-the-books/>

Strategic Objectives 2019-2020



Our key priorities for the coming year have been adapted to enable us to continue to deliver services whilst complying with social distancing requirements.



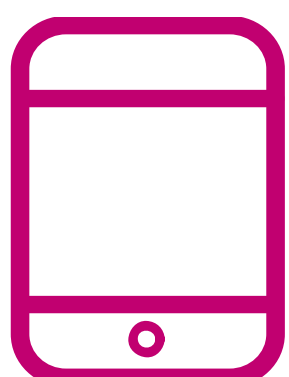
Spaces: our redesign plans will be on hold this year and our main focus will be redesigning our spaces to comply with social distancing requirements.



Mobilising evidence: continue to build our existing repositories and support the organisation to capture learning from the changes made during COVID 19.



Staff and Patient Health: we will develop new ways to deliver against our existing priorities maximising on the use of virtual communication methods.



Resources, evidence and training: our focus will be on providing digital resources, increasing our ebooks offer and providing virtual training.