

Library Annual Report

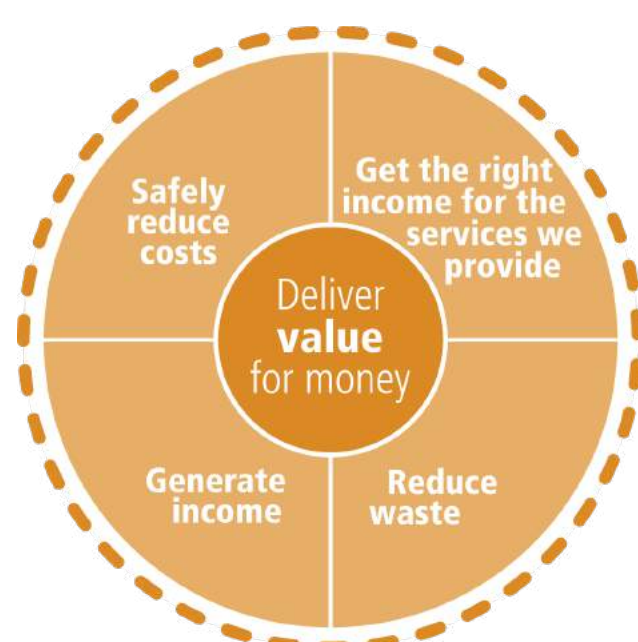
2020-2021

2020-2021 has been a challenging year for all of us. Library Services have made significant changes to the way that our services are delivered to keep staff and library service users safe whilst ensuring access to the highest quality evidence. In April 2021 we redefined our strategic priorities to ensure that we delivered evidence to support patient care, service redesign and research for the trust. This report outlines our achievements and our priorities for the coming year.

Key achievements

- Redesigned library spaces and conducted risk assessments to make spaces Covid secure
- Provided access to services via a virtual front desk
- Contributed to the Learning from Covid project to capture organisational knowledge
- Ensured that new Covid procedural documents and policies were evidence based and published promptly
- Streamlined practices and introduced a Click and Collect service

Our strategic priorities are embedded within the Trust's Workforce and Organisational Development strategy and are aligned to the Trust's 4 ambitions:



Covid Support



During the Covid pandemic, the library team supported a wide range of teams across the organisation during high pressure periods.

Support for other teams during the pandemic

Whilst we continued to deliver library services to enable staff to access the evidence and information they needed, members of the library team stepped up and assisted colleagues during high pressure times. Whether it be laminating or interviewing new recruits the library team helped other teams when they were under pressure. Some of the key areas of work that library staff supported are highlighted below.



Conducting telephone interviews for new bank staff



Providing office spaces for teams who were relocated



Proof reading new eLearning packages prior to publication



Inputting flu vaccine forms for the wellbeing team



Contacting redeployed staff to see whether they are still available



Monthly slot in Library News for Organisational Development and Learner Support



Undertaking an in-depth gap analysis of a policy for the Governance team



Admin support for the psychological wellbeing helpline

"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" Library Survey 2020



Library Spaces

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

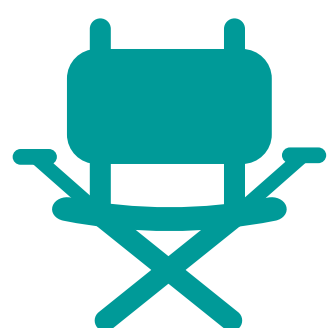
Covid secure spaces

Our priority for the past year was to ensure that our spaces were available for staff and students to use safely. We've reduced the number of study spaces available, moved our books around and introduced social distancing measures.

Books are quarantined on return and our Click and Collect service reduces unnecessary contacts. We've also made some improvements by introducing new lighting, screens for marketing and improving the speed of our PCs. We have also continued to promote our book stock through excellent book displays to support trust initiatives e.g. Pride and Black History Month.



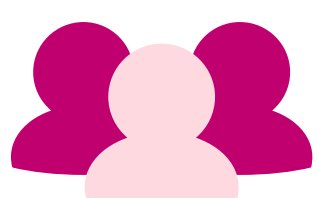
Based on feedback from our user survey in 2020 we plan to:



Update furniture to provide a more comfortable experience



Provide USB facilities for personal devices



Introduce space for group study and library training



Create more space for PCs by moving our book stock

"I really like the environment in the library. The team are obviously creative and innovative, as can be seen by the introduction of relaxation/mindfulness activities available in the library space." Library Survey 2020



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.

Learning from Covid

We contributed to a trust-wide project which involved interviewing 50 staff across the organisation to identify learning from the transformational changes that occurred in response to the pandemic. The outputs were reported to the Executive Management Team and learning about the Knowledge mobilisation techniques used was shared at the Knowvember20 Showcase. An article summarising the findings of the project has also been submitted to the BMJ Open journal.



Other achievements for 2020-2021:



New outreach work with the Continuous Improvement Team and Cancer Patient Information Group.



36 people connected through the Randomised Coffee Trial, 100% would recommend the initiative to a colleague.



Working with junior doctors to provide access to guidelines via the Induction app



Publications database procedure updated and backlog being added.

"It's always good to meet someone from outside your team. The fact that this was during COVID, and many teams are working remotely and face-to-face interactions are limited made it even better." Coffee Trial Survey 2020

Health and well-being

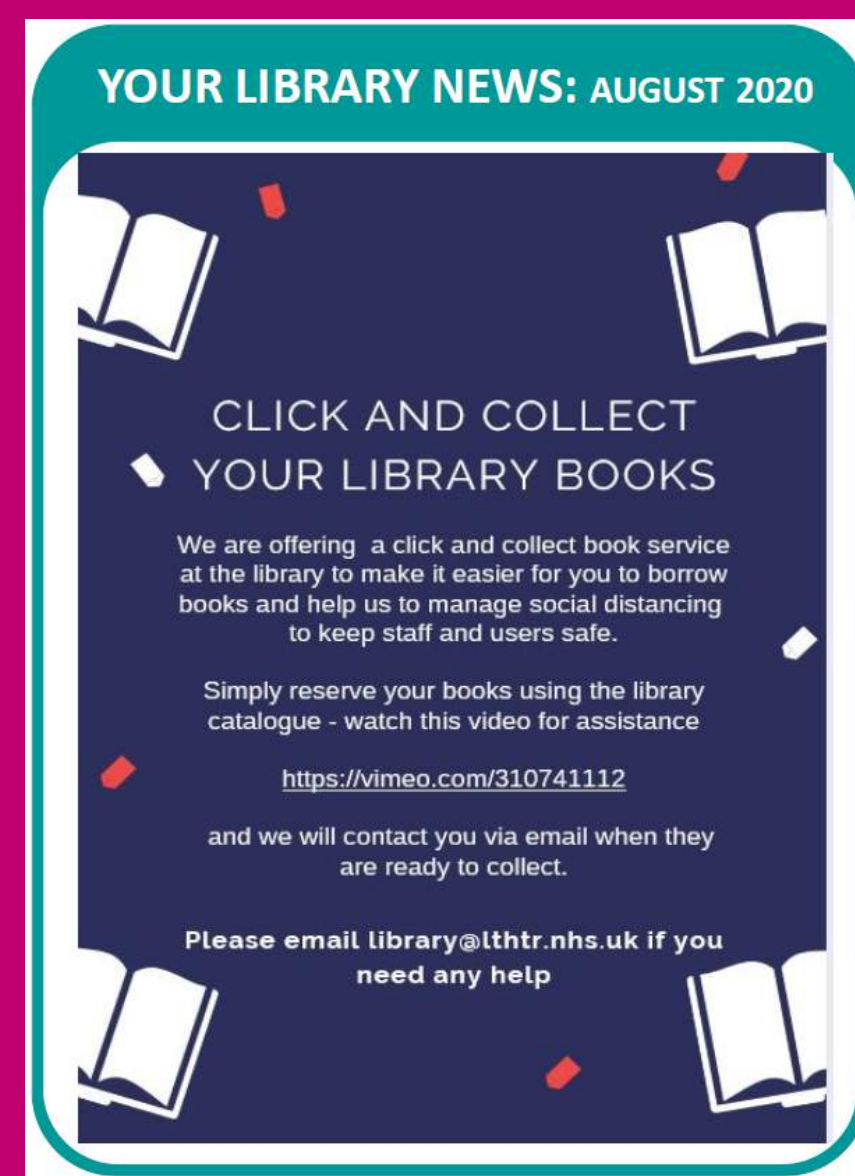


We will deliver information services that have a positive impact on the health and well-being of patients, carers, the public and our staff.

Library News

We revamped our Library News bulletin at the start of the pandemic to ensure that we provided timely information about how to access our services virtually. We increased the regularity of the bulletin to fortnightly and included games, recipes and introduced a library recommends section to keep our users engaged with the library service.

65% of respondents to our evaluation stated that Library News encouraged them to use resources or get in touch.



Other achievements for 2020-2021



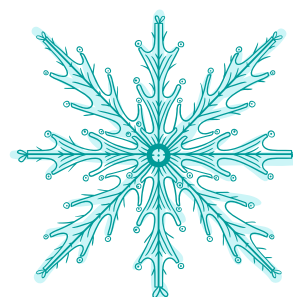
Two virtual Living Library events facilitating conversations between "human books" and "readers".



Purchased a collection of Health and Well-being e-books.



9 people participated in the Tsundoku reading challenge in April 2020.



28 people participated in the Winter Well-being event to win a hamper.

"Thank you so much for the work you are doing to support Black History Month, promoting it in your newsletter too. There are a number of books I'm adding to my list to read as a result of this newsletter!" Library News Evaluation 2021

Resources and Information

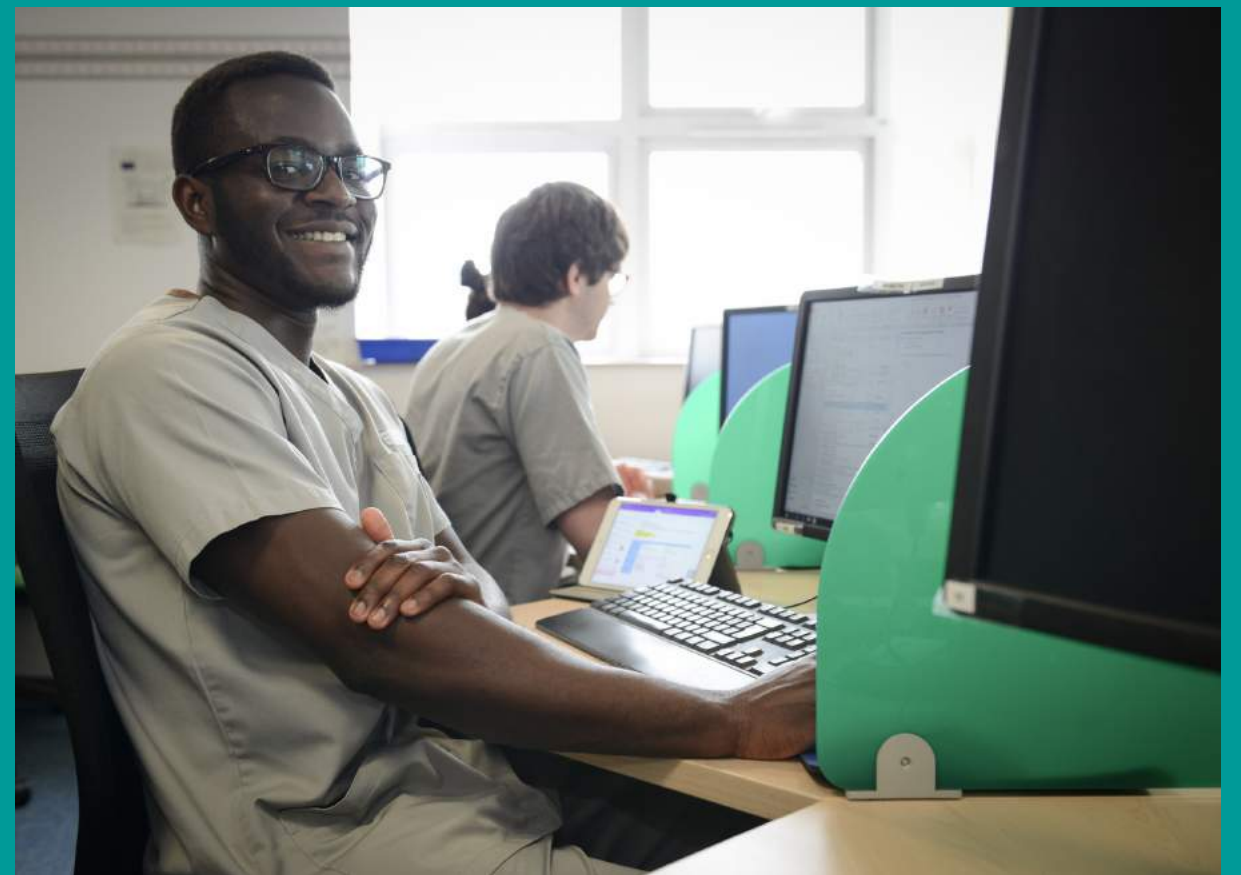


We will ensure the availability of resources, evidence and training to support the range of activities our staff and students are involved in; including research, patient care, management and clinical decision making

Developing our virtual offer

During the pandemic, we expanded our virtual library to ensure that users could access what they needed even when they couldn't visit our spaces.

We developed a virtual library of resources to support Covid-19, introduced a chat function on our web site and developed new virtual training. We also temporarily removed the need to renew books to minimise visits to our spaces.



Other achievements for 2020-2021:



Provided access to BMJ onExamination on request



Increased promotion of e-books and e-resources via our social media presence.



Signed up 100 new recipients to the Library newsletter service.



Developed a new guidelines bulletin for the Obs and Gynae team.

"Over the years, you have provided support to me for organising our departmental journal club ... the resources that you enable us to access has been helpful for updating ourselves" Newsletters Impact Case Study 2021

In 2020 we conducted a survey to find out how our range of services impact on the work of Trust staff. We received 215 responses from a range of staff and students with 100% of respondents saying they were satisfied with the library service. Based on the services provided respondents:

Having an
impact,
making a
difference

71%

reported a contribution to
personal development

45%

reported improvement to
the quality of patient care

26%

reported a reduced risk or
improved safety

41%

reported savings or a contribution to financial
effectiveness

51%

said the service facilitated
collaborative working

62%

reported that the service assisted more
informed decision making

50%

reported a contribution 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.

"Thanks for providing the guidance specific to flexi working and also the more extensive examples of how it has been applied – this is really what I need to guide our thinking."

"Thank you for sending me the Library attachment it will be very useful to me and all domestic service staff who used the Library."

"Just wanted to say thank you for sending these alerts, I do read them and find the content really relevant to my work, I appreciate that you have been able to filter down the mass of information that's out there and present things that are key to my work."

"Thank you for your time and assistance. This is much appreciated and helps greatly with putting together a study for intensive care. I will definitely be in contact as I have found your service very helpful."

"Thank you for this excellent search. The articles are very interesting and the lack of themes classification confirms this as an area of potential research."

"that is absolutely fantastic!! It is exactly the Likert scale at the bottom there that I'd been looking for but just couldn't find it in the article I had attached!! Thank you so much and for your speed!"



Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

We published 4 case studies in the Knowledge for Healthcare national impact collection.

The Impact of Library News During Covid-19 Pandemic

During the pandemic the Library News increased the regularity of the bulletin, added new content and shared learning from other teams.

“The introduction by the Library of virtual support channels has also inspired me to recommend that my work area may benefit from the chat room facility and improving ways to hold our own information. In fact this month’s newsletter has made me think if a similar publication would work for my department” Emma Glynn, OD team administrator

Introducing Hospital Passports into the Trust

A literature search was conducted to provide evidence about how hospital passports would improve patient care.

“The hospital passport has now been made available on the Quadramed system, which means that all members of staff have access to it and can use it with patients in the future. This improvement also ensures that the Trust complies with national standards.” Katie Birch, Learning Disability and Autism Practitioner



Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

Supporting Journal Clubs with the Newsletter Service

A daily newsletter is emailed including the latest research and news on Breast cancer, Colorectal and Anal Cancers, Urological Cancer, and Thoracic Cancers.

“The library newsletter service has truly been helpful in providing article titles in a timely fashion. These are selected and discussed at our journal club sessions. This enables excellent building on knowledge by experienced Oncologists and timely educational training for our registrars. This, I believe, enables us all, “to move with the times”. Dr Falalu Danwata, Associate Consultant

Hygiene factors and staff engagement

The evidence suggested that prioritising hygiene factors can have a significant impact on staff engagement, motivation and consequently, the care of patients.

Using the evidence provided, Fiona was able to produce a report for the Trust board containing recommendations on improving hygiene factors and the impact that this could have on staff...recommendations were fully approved and short term actions for the introduction of improvements to hygiene factors have already been signed off. Fiona Yates, Head of Engagement, Recognition and Retention

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

£1.81

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

Tender £5.5k

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

£27,700

Generated from the contract with Lancashire Public Health to deliver library services and a Health Education England project to deliver leadership programmes. The funding enabled us to:

- Install iPad library catalogues on both sites.
- Purchase team laptops to support agile working.
- Install new networked screens within the libraries.
- Upgrade the library PCs to improve logging on speed.
- Purchase resources such as Martindales to support patient care.

Fast Facts



4935
books
issued



14768
enquiries
answered



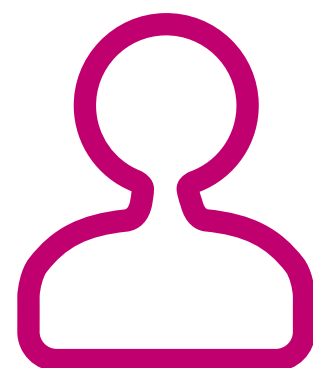
1113
articles
supplied



988
user
inductions



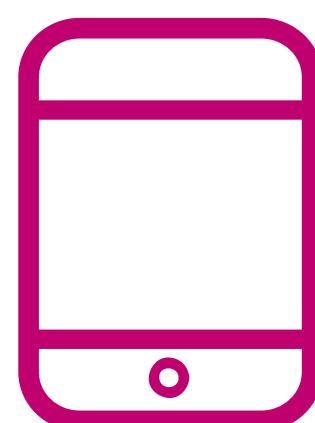
322
literature
searches



841
new
members



23
people
trained



45892
e-journals
accessed

Delivering a quality service



Whilst library users stayed away to comply with social distancing we transformed the way that we delivered library services to stay relevant and connected to our users. We provided a crucial evidence service to support the development of guidelines to manage Covid-19 and saw a 57% increase in demand for support for trust documents. Our enhanced virtual offer provides evidence and access to library staff and we redesigned our spaces to make them safe for everyone.

100% user satisfaction with library services

“*Very pleased to still have access to the library during these very trying times (Survey 2020)*”

Despite the reduction in service use, we had the largest response rate ever to our annual survey with 100% of respondents reporting that they are satisfied with our services. This valuable feedback will feed into our plans for 2021-22 where we will focus on re-establishing and expanding traditional services, embedding our virtual offer and transforming our physical spaces. With an eye on continual improvement, we will submit our first report to the Quality Improvement and Outcomes Framework in September 2021 to benchmark our services and identify areas for innovation.

Knowledge and Library Services take the “heavy lifting” out of getting evidence into practice and give the “gift of time” to healthcare professionals HEE (2021) Value Proposition

”



Staff news



New team member

In September we welcomed Flora Chatt to the as a library assistant, providing key frontline support for trust staff and administrative assistance to the Clinical Librarian team.

Study

Library staff developed their knowledge and skills to continually improve library services and have attended a range of courses including: Library assistants study day, Adapting to virtual delivery, Leadership sessions, CILIP marketing excellence conference, HEE discovery service workshop and LIHNN Study Day.

Award Winning

Congratulations to Eva, Assistant Clinical Librarian who was awarded the Director of Health Libraries Annual Prize at the LIHNN Study Day in December 2020 for her contribution to the library profession and the wider network.



National Projects

The library team contribute to a number of national projects on a voluntary basis and via Service Level Agreements:

- Eva is a member of the expert search panel for the COVID-19 search bank
- Joanne is a member of the Health Information Week group
- Joanne and Tracey are members of the Evidence4QI group
- Emily is seconded to HEE to support the transition from HDAS to publisher interfaces
- Tracey was commissioned by HEE to deliver leadership programmes for Library staff
- Andrew is the regional Link Resolver administrator, supporting the transition from OVID Link Resolver to EBSCO full text provider.
- Sarah is on the working group for the development of a regional collection of e-books created and chaired the first Operational Group meeting.

Inclusion Ambassador Forums

Zareena is a BAME Inclusion Ambassador and attends regular forums.

Staff Publications



Publications

We continue to contribute to the literature and promote our work by publishing in library blogs and journals.

Hurt, E (2020) Expert Search Early Adopters Pilot Update.

<https://kfh.libraryservices.nhs.uk/expert-search-early-adopters-pilot-update/>

Hurt, E (2021) Expert Search Early Adopters pilot – pre-switch search data.

<https://kfh.libraryservices.nhs.uk/expert-search-early-adopters-pilot-pre-switch-search-data/>

Hurt, E (2021) Expert Search Early Adopters pilot – training evaluation.

<https://kfh.libraryservices.nhs.uk/expert-search-early-adopters-pilot-training-evaluation/>

Hurt, E (2021) Facilitating research amongst radiographers through information literacy workshops. Journal of the Medical Library Association 109 (1)

<http://jmla.mlanet.org/ojs/jmla/article/view/842>

Pratchett, T (2020) Delivering search skills training for healthcare staff in England: A collaborative approach to developing e-learning. Library and Information Research 43 (127) <https://www.lirjournal.org.uk/index.php/lir/article/view/811>

Pratchett, T (2020) Looking to the future: Learning from the response to Covid.

<https://www.lksnorth.nhs.uk/blog/posts/looking-to-the-future-learning-from-the-response-to-covid/>

Thackeray, E (2020) Adapting to virtual delivery - training course report.

<https://www.lksnorth.nhs.uk/blog/posts/adapting-to-virtual-delivery-training-course-report/>

Strategic Objectives 2021-2022



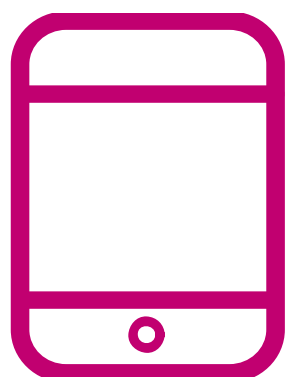
Spaces: we will reinstate our redesign plans to create varied study zones at Preston, install more PCs at Chorley and introduce charging stations for personal devices.



Mobilising evidence: we will improve access to publications and trust documents, conduct Randomised Coffee Trials, increase outreach activity and tailored service offers.



Staff and Patient Health: we will grow our collections, partner with trust events and public libraries, scope a patient information service and support Schwartz Rounds.



Resources, evidence and training: we will develop our print and ebook collections, re-launch training, improve access to our electronic collections and integrate new search tools.



Quality: we will submit the Quality and Improvement Outcomes Framework focussing on continuous improvement and identify opportunities to streamline and improve services.