

Library & Knowledge Services



Annual Report 2018-19

Vision

Promote and widen access to the right knowledge and evidence-based resources at the right time, in order to aid clinical decision making and improve patient care and safety, and support high-quality research, study and learning

Aims & Objectives

- 1) To support staff development and decision-making in the Trust through learning and highly visible access to evidence-based resources
- 2) To develop innovative ways of working and apply Technology-Enhanced Learning (TEL) systems to improve services
- 3) To enhance library facilities and resources in line with stakeholder and user needs, and deliver improvements within a sound financial framework
- 4) To support staff in the local health economy by working together with partner organisations
- 5) To deliver key services in line with the HEE Knowledge for Healthcare framework priorities

Partner organisations

- *Public Health teams in East Berkshire*
- *Defence Medical Group South East*
- *South East Coast Ambulance Service NHS Foundation Trust*
- *Surrey & Borders Partnership NHS Foundation Trust*
- *CCGs in East Berkshire*
- *CCGs in Surrey and North East Hampshire*

- *American University of the Caribbean*
- *Bucks New University*
- *Imperial College London University*
- *Oxford Brookes University*
- *St Georges Medical School*
- *University of Southampton*
- *University of Surrey*
- *University of West London*

Feedback

"The staff are welcoming and know where to point people to the right information and resources... I use the literature in the library to support writing my research paper."

AHP

"Excellent service when enquiring for a paper required for a review; the paper was sought from another library quickly."

Medic

"I am currently studying for my masters and required some articles... The assistance from the library staff in accessing these hard to find articles was invaluable."

Nursing/Midwifery staff (FPH)

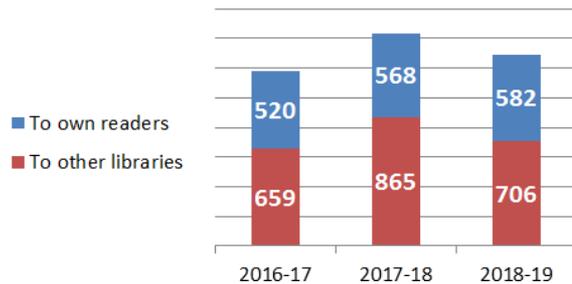
"I booked a session with the librarian to go through how to do a literature search... Now I am confident ... I can use the skill for research and also for teaching."

Medic (FPH)

Services

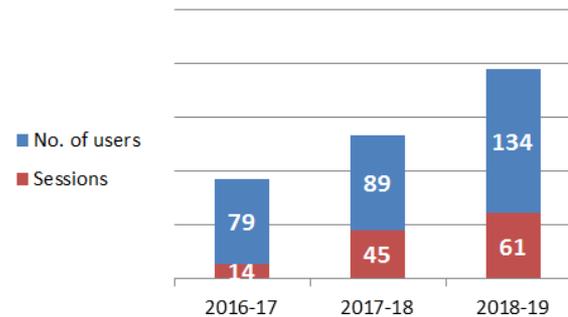
Document Supply

Articles provided on request from own stock to users and other libraries



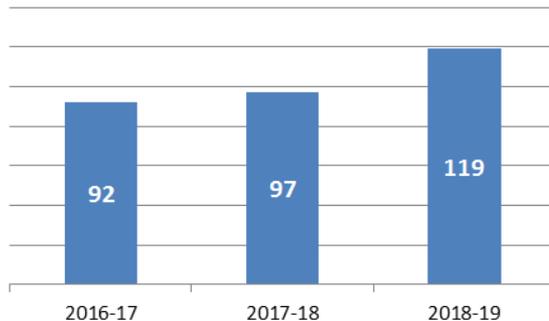
Training Sessions

Information skills training for Trust staff



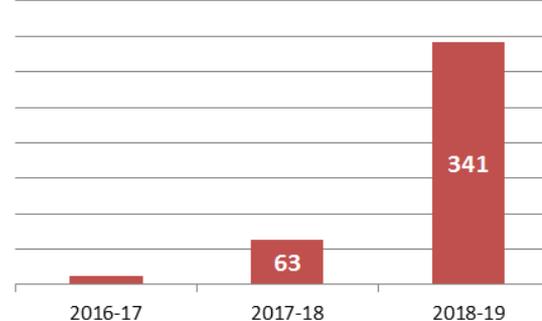
Literature Searches

In-depth evidence searches to support patient care, education and research



Current Awareness

New members on KnowledgeShare receiving evidence update email alerts



LQAF compliance

In 2018 we achieved **95%** compliance in the Library Quality Assurance Framework (LQAF) return to Health Education England. Areas for improvement are:

- Communication with the Board
- Demonstrating positive impact
- Supporting clinical and management decision making
- Knowledge mobilisation

Footfall

At FPH, total footfall for the year was **71,000**.

There were **20,500** visitors at WPH during open hours, and out-of-hours there was an average of **470** accesses per month.

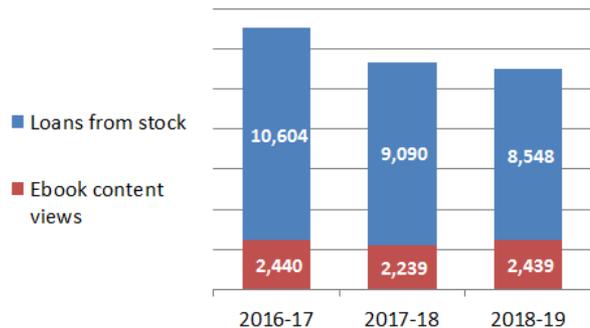
KnowledgeShare

After launching this current awareness resource across both sites in 2017-18, we have seen a huge increase in members, from 63 to **341**.

Resources

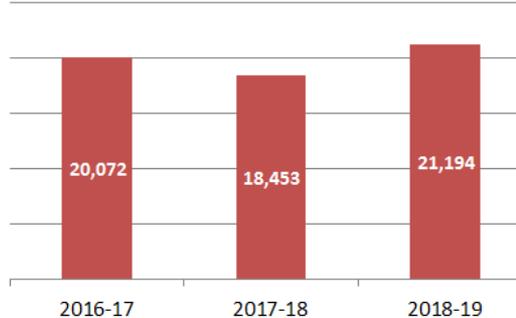
Books

Books loaned or renewed from library stock, and eBook accesses



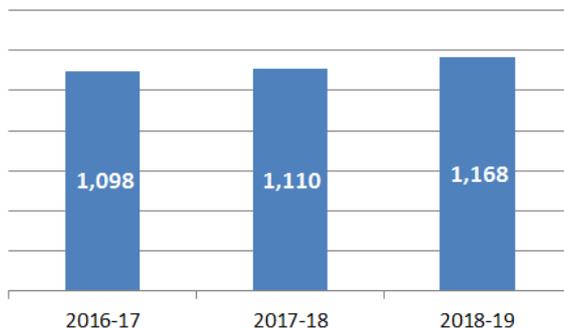
OpenAthens Logins

OpenAthens logins by Trust staff to access online resources



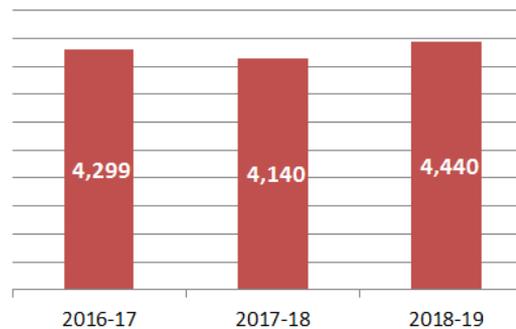
Journal Subscriptions

Online journals purchased for Trust staff



Registered Library Users

Total number of registered library members



Expenditure

Total non-pay expenditure across all sites for the Library & Knowledge Service (LKS) during 2018-19 was **£185,221**. This included key online resources such as:

- **UpToDate**
- **ClinicalKey** and **Wiley** Collections
- Individual eJournals such as the **New England Journal of Medicine**
- **Anatomy.TV** - anatomical database
- **BMJ Learning** and **BMJ Case Reports**
- **OVID Discovery**
- **Royal Marsden Manual Online**

Marketing Events

WPH library held its **Macmillan Coffee Morning** on 21st Sep, and ran its first **Living Library** event on 30th November. FPH had a display in the library during **Learning@Work Week** in May 2018 and it was moved to the Atrium for the **Clinical Skills Blitz Day**; we manned a stand with the public libraries and Dietetics department in the hospital foyer on 4th July 2018 for **Health Information Week** and organized Randomized Coffee Trials for the national **Knowmber** event.

Usage

eResources 2018	Cost per download
Local ejournal subscriptions 16 titles	£13.55
ClinicalKey eJournals & eBooks bundle	£9.86 <i>(incl. eBook accesses)</i>
Wiley Medical & Nursing Collection eJournals bundle	£3.21
UpToDate point-of-care clinical support tool	£1.62 <i>(cost per topic hit)</i>

Renewals

Both **ClinicalKey** and the **Wiley** collections continue to offer excellent value for money, in terms of cost per download/access, and were renewed for 2019.

The trust also renewed its subscription to **UpToDate**, which is extremely well-used.

While the overall cost-per-download (cpd) figure for locally-subscribed journals was good (£13.55), individual figures ranged from £5 up to £85, and several journals at the upper end of the range were therefore cancelled at the end of 2018:

- Otolaryngology & Neurotology (£85 cpd)
- Clinical & Experimental Rheumatology (£70 cpd)
- JAMA (£34 cpd)

Feedback

"The library always has been an essential part of my professional experience. It offers a quiet space to complete things away from the hustle and bustle of the busy hospital. The staff has been excellent in helping me search and find evidence, most helpful in assisting in guideline writing as well as in direct clinical care."

Medic (WPH)

"I enjoy the summer reading scheme; it challenges me to choose books that are different to my normal choices thus broadening my reading experience (mainly for pleasure/de-stress)"

Admin staff (FPH)

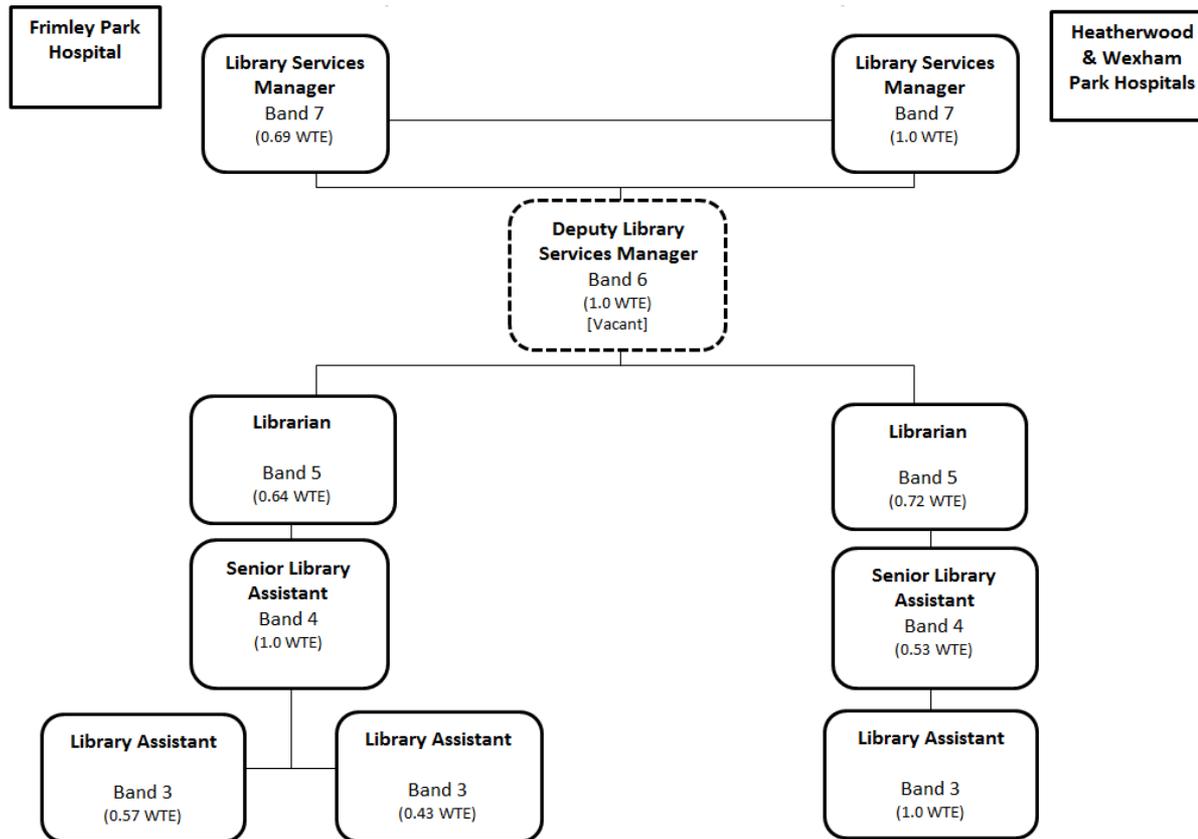
"[I] use the library for advice on sources to search for a systematic review. Use the library to get mobile device access to UpToDate, which enables me to use evidence based practice in real clinical practice."

Medic (WPH)

"Whether it is [to] develop state of the art diagnostic services or to provide up to date advice on management of complex infections ... I rely on information on [the] most relevant and up to date evidence. The library has been a most useful resource in making this available."

Medic

Departmental Structure *(as at 31st March 2019)*



Pay Expenditure

Total expenditure on pay in 2018-19 was **£208,858**.

Changes to team

The FPH team welcomed two new members in 2018-19: a new full-time **Senior Library Assistant** and a part-time **Library Assistant**.

In addition, it was agreed to merge the vacant Band 6 and Band 5 posts to form a new full-time, cross-site **Deputy Library Services Manager** post. Interviews were held towards the end of 2018-19.

Courses & Regional Activities

The cross-site team went on the **Clinical Education Directorate Away Day** in Bracknell (Sep), while the WPH library team attended a **LKS conference** in Swindon (Sep). In November, the WPH manager visited London for a **UHMLG conference** and the FPH Manager attended a **LKSS HEE Conference**, as well as **Summarizing & Synthesizing** and **Introduction to Critical Appraisal** courses. The FPH Librarian also attended an **LKSS Coaching** course.

Looking Back

- The remodelling of FPH library went ahead as planned, including the construction of a new teaching room, bank of iGel computers and study spaces. We believe that these modifications have increased footfall into the library.
- The new *OVID Discovery* site was finally launched, after significant technical issues; we will be reviewing usage ahead of the end of our subscription in Aug 2019
- The cross-site Clinical Librarian trial was launched; outcomes so far include participation in an Emergency Department journal club (WPH) and attendances at EM department's board round meetings (FPH)
- Study skills & literature searching training sessions for new in-house modules have proceeded as planned, as seen in the session statistics (slide 4)
- The Summer Reading Challenge was rolled out on both sites for the first time; however, uptake was low, and we're reconsidering whether to run it again in 2019
- The Evidence Search module of KnowledgeShare is being trialled when conducting literature searches

Acknowledgements

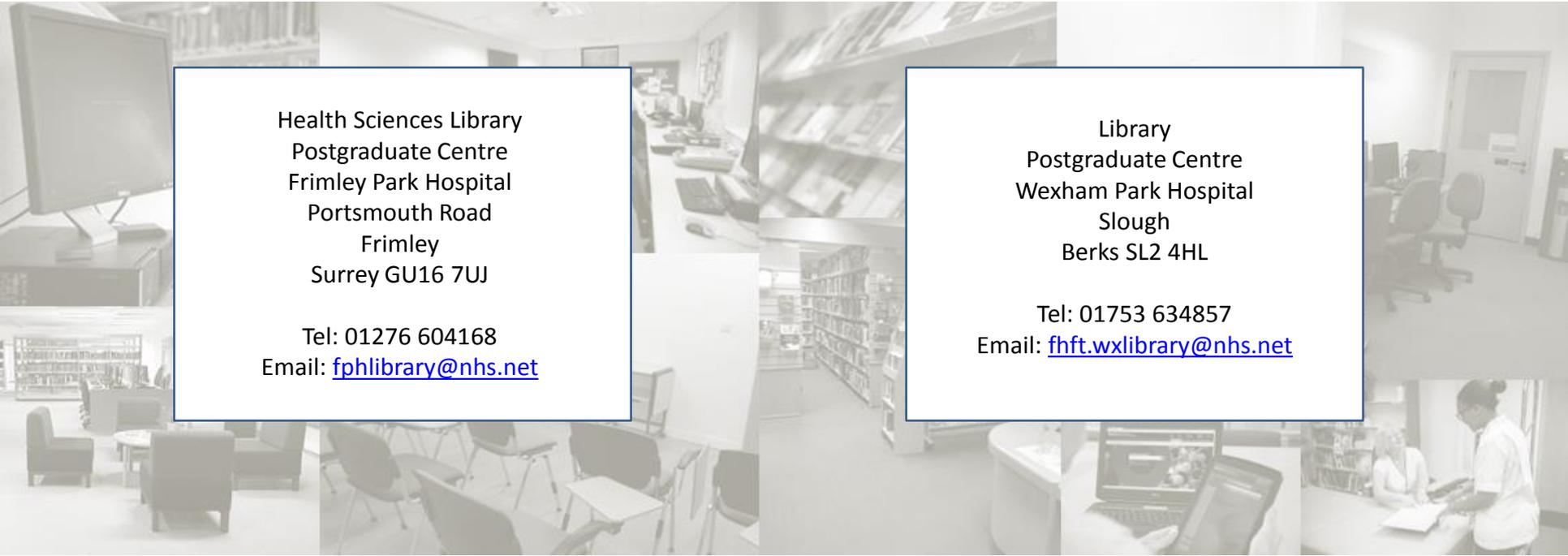
Thanks to library staff on all sites for your achievements, contributions and hard work over the year.

Many thanks also to our library users throughout numerous changes to our facilities and resources! Please keep your feedback coming in...

Future Plans

- Continue with the **Clinical Librarian** trial
- The Deputy Library Services Manager is working on a new **Marketing Strategy**, and delivering on key **Knowledge Mobilisation** targets, such as the development of a research repository
- A renewed focus on **Impact**, ahead of the new HEE **Quality & Improvement Outcomes** framework
- Major changes to the **Library Management System** in the South will affect the online catalogue and workflows at WPH in 2019/20
- A concerted promotion campaign for the **literature searching** service

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