

Library & Knowledge Services



Annual Report 2020-21

Committed to excellence

Working together

Facing the future

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

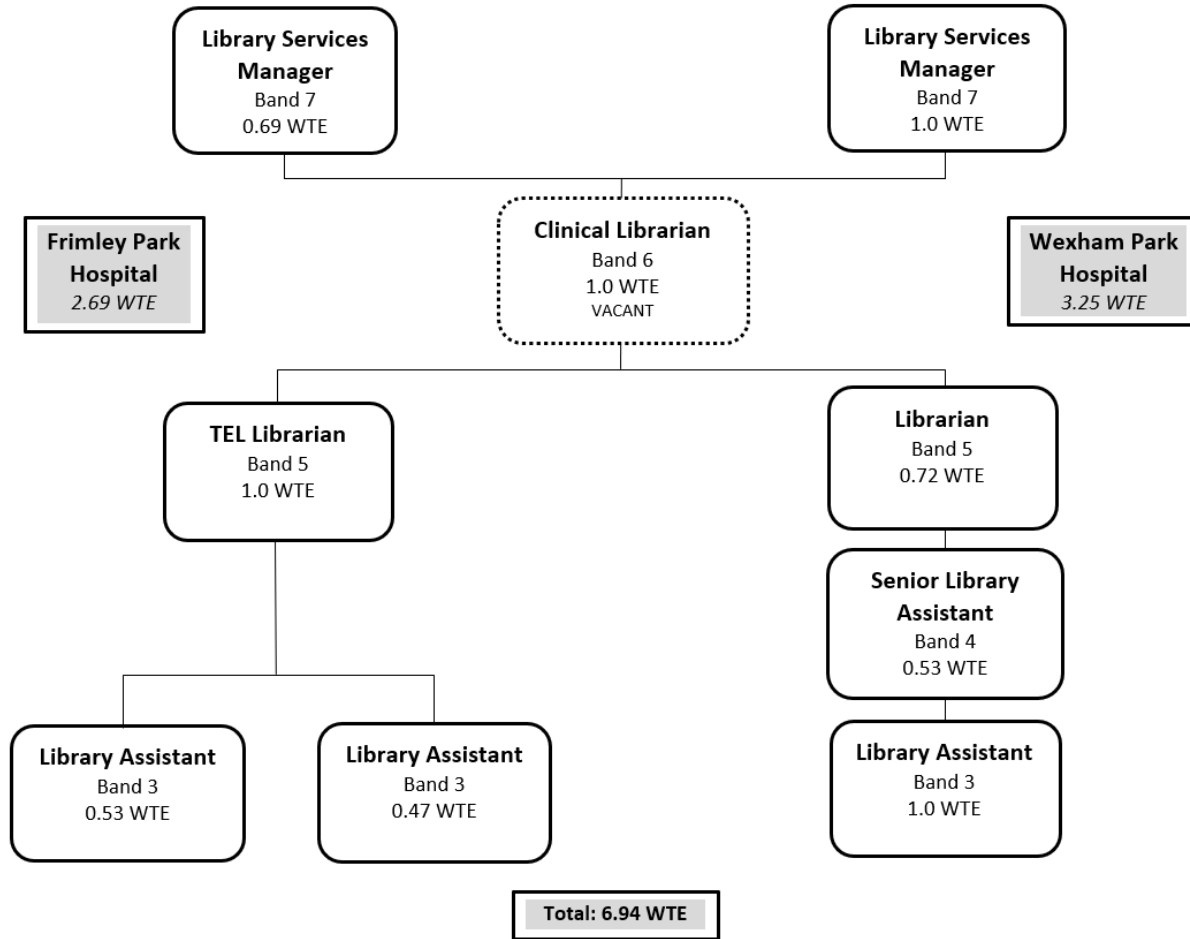
- 1) To support decision-making and continual staff development in the Trust through learning and highly visible access to evidence-based resources
- 2) To develop innovative ways of working, applying Technology-Enhanced Learning (TEL) systems to improve services, and expand the range of online resources available to users
- 3) To deliver excellence and enhance library facilities and resources in line with stakeholder and user needs
- 4) To deliver improvements and efficiencies within a sound financial framework
- 5) To support staff in the local health economy by working together with partner organisations
- 6) To deliver key services in line with the HEE Knowledge for Healthcare framework priorities, the Quality Improvement Outcomes Framework and the Trust's quality improvement culture

Partner organisations

- Public Health teams in East Berkshire
- Joint Hospital Group South East
- South East Coast Ambulance Service NHS Foundation Trust
- Surrey & Borders Partnership NHS Foundation Trust
- Frimley CCG

- 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

Departmental Structure



(as at 31st March 2021)

Pay Expenditure

Total expenditure on pay in 2020-21 was **£230,429**.

Changes to team

Following the departure of the cross-site Band 6 **Deputy Library Services Manager** at the end of 2020, the role has been rewritten as a new **Clinical Librarian** post. This is still awaiting job matching and recruitment, but we hope to see someone in post during 2021-22.

Redeployment

Following lockdown in March/April 2020, library services were significantly reduced to allow staff to be redeployed to other areas in the trust.

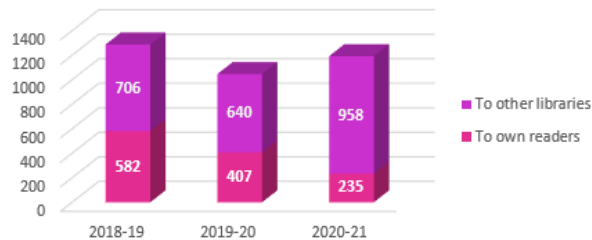
We moved to a range of different roles throughout the trust to support frontline services, working in departments such as **Research & Development, Stores, the Stroke Unit, Wellbeing, AMU, MADU, Clin Ed and e-Rostering**; and various wards were covered as **Ward Ambassadors**.

The library service meanwhile continued with a member of staff working from home, and the physical libraries were staffed 1 – 2 days per week.

Services

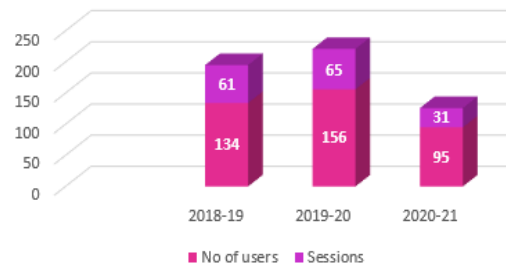
Document supply

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



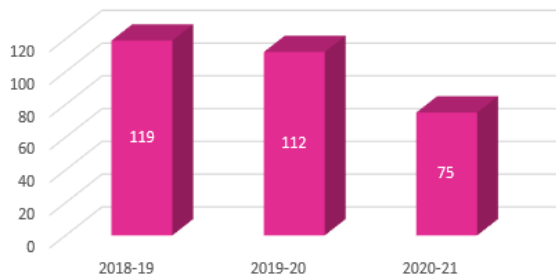
Training sessions

Information skills training for Trust staff



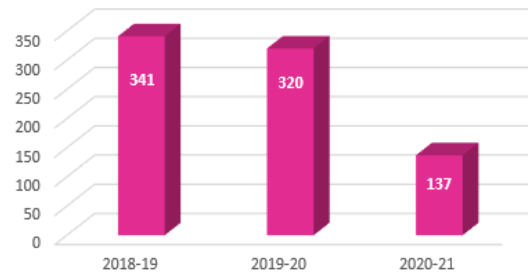
Evidence Searches

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



Current Awareness

New members on KnowledgeShare receiving evidence update email alerts.



Footfall

At FPH, total footfall for the year was **72,403***. Even during the pandemic the space was being used for personal study - although courses had been suspended, users were still attempting to maintain some form of CPD whenever possible; and it was a place of retreat away from the pressures and distress on the wards. Footfall at WPH was **18,152**, reflecting the reduction in services and opening hours.

Training

The Trust's in-house modules have been run virtually via MS Teams since June 2020, including the libraries' 'Literature searching and Study Skills' session. This has allowed the Library Managers to share the workload as they can now be run cross-site, rather than simultaneously on both sites, but the downside is that course participants do not have the same opportunities for hands-on practice.

* Data is based on footfall counter figures, some of which may be users travelling through the library to another area in the hospital.

Feedback

"They've helped me financially and really helped to improve my knowledge. Feeling more confident in my clinical knowledge has meant I can provide better care."

"Because of the training sessions I've attended at the library, I've developed skills needed to better care for patients."

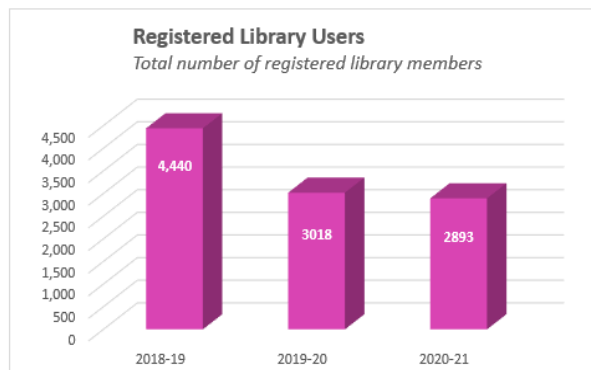
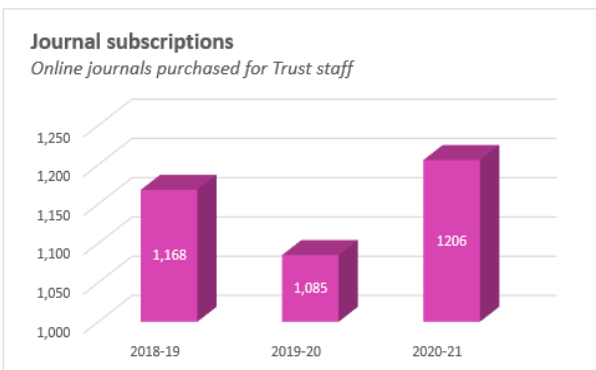
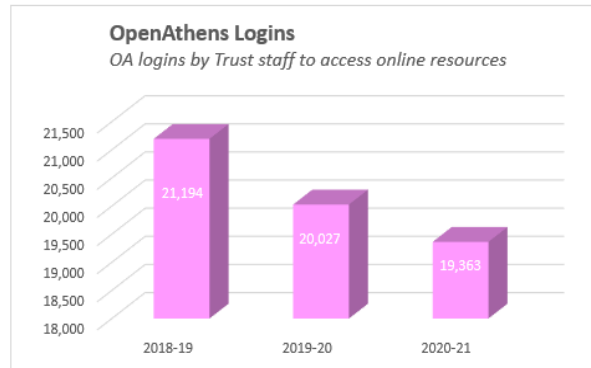
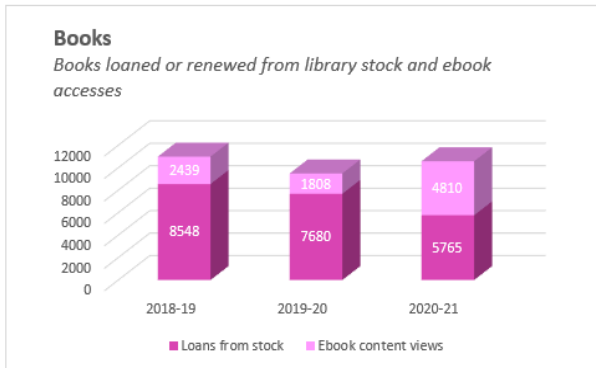
"Provided a quiet workspace for multiple quality improvement projects and for personal work/admin."

"Quiet space away from the wards where I'm not interrupted with a 'can you just' or 'I know you are not the on call but...'"

"The emailed updates have been brilliant at staying on top of current research"

(from the 2020 library user survey)

Resources



Expenditure

Total non-pay expenditure across all sites for the Library & Knowledge Service (LKS) during 2020-21 was **£213,601**. This included key online resources such as:

- **UpToDate Anywhere**
- **ClinicalKey** and **Wiley** Collections
- Individual eJournals such as the **New England Journal of Medicine**
- **Anatomy.TV** anatomical database
- **BMJ Learning** and **BMJ Case Reports**
- **Royal Marsden Manual Online**
- **Citethemrightonline** referencing tool
- **Springer Tailored Collection** of eJournals and ebooks

Marketing Events

Due to the pandemic and the departure of the Deputy Library Services Manager, marketing events have been limited this year.

However, the library service held a cross-site, virtual Randomized Coffee Trial during November-December 2020 for the national **Knowvember** event and a **Festive Read**, promoting relaxing, seasonal reading over the Christmas period to the Clinical Education Directorate and the whole of the Trust.

Usage

eResources 2020	Cost per download
Local ejournal subscriptions 11 titles	£9.97 <i>(on average)</i>
RCNi Collection 10 titles	£15.23
Mark Allen Group Collection 26 titles	£4.31
ClinicalKey eJournals & eBooks bundle	£10.69 <i>(incl. eBook accesses)</i>
Wiley Medical & Nursing Collection eJournals bundle	£11.22
Springer Tailored Collection eJournals & eBooks bundle	£0.71 <i>(incl. eBook accesses)</i>
Royal Marsden Manual Online	£45.96
BMJ Learning E-Learning platform	£16.02 <i>(cost per login)</i>
UpToDate Point-of-care clinical support tool	£2.02 <i>(cost per topic hit)</i>

Value for Money

While some of our individual online resources saw a significant drop in usage during the pandemic, the larger bundles continued to provide value for money, such as **ClinicalKey** and the **Wiley** collection. **UpToDate** also continued to be extremely well-used during the year.

The new **Springer Tailored Collection** was also very well-used, especially eBooks, which contributed to an excellent 71p cost per access.

Renewals

Overall, it was decided to renew all our resources for 2021, since it was not possible to draw definite conclusions about usage trends during this unprecedented year.

Quality Improvement & Outcomes Framework (QIOF)

Outcome 1

- All NHS organisations enable their workforce to freely access proactive library and knowledge services that meet organisational priorities within the framework of Knowledge for Healthcare

Outcome 2

- All NHS decision making is underpinned by high quality evidence and knowledge mobilised by skilled library and knowledge

Outcome 3

- Library and knowledge specialists identify the knowledge and evidence needs of the workforce in order to deliver effective and proactive services

Outcome 4

- All NHS organisations receive library and knowledge services provided by teams with the right skill mix to deliver on organisational and Knowledge for Healthcare priorities

Outcome 5

- Library and knowledge specialists improve the quality of library and knowledge services using evidence from research, innovation and good practice

Outcome 6

- Library and knowledge specialists demonstrate that their services make a positive impact on healthcare

QIOF Baseline Submission

QIOF is a new approach to library service improvement aligned to Health Education England's Knowledge for Healthcare strategy and Quality Framework. Each NHS organisation with an Education Contract with Health Education England needs to carry out and submit a QIOF self-evaluation.

The submission date for the baseline self-evaluation has been rescheduled for **September 2021**.

We have continued using our QIOF summary spreadsheet to collate evidence for each of the outcomes, and to identify areas that need work via action plans.

Each outcome is evaluated using a scale of 0 to 4, with Low/Medium/High subdivisions. Our current predicted ratings range from Level 2 (Low) to Level 3 (Low), providing a clear framework for improvements over the next few years.

Looking Ahead

- FPH library will be migrating its **Library Management System** to the **SWIMS Network** Infor system in 2021. WPH library is already a part of the network, which covers NHS libraries in the South and South West.
- We hope to recruit a new cross-site **Clinical Librarian**, with a view to embedding the role in clinical teams and delivering high quality information at the right time, at the point of need.
- We will continue working with the Trust's **Policy & Guidelines** team to embed the library in the writing and review of policy documents, ensuring evidence-based practice and decision-making informed by the latest research.
- There are also plans to engage with the **Research & Development** team.
- In response to feedback from the 2020 library user survey, WPH library is planning to install **study pods**, providing quiet spaces for library users to work alone or join virtual meetings without disturbing other users.
- A new **National Discovery System** is set to be launched in 2021, providing a single platform for users to access online resources.

Acknowledgements

Thanks to library staff on both sites for your achievements, contributions and hard work over a very challenging year.

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

<https://forms.office.com/r/BFXt73iRkE>

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