



Library Highlights 2016/17



This leaflet gives a summary of highlights from the Library & Knowledge Services annual report for 2016/17. The full report is available in the Library Services section of the ELHT Evidence Hub.

Highlights from the 2016/17 annual report



- **98%** compliance achieved against the Library Quality Assurance Framework for NHS libraries (LQAF) in 2016, our highest score yet.



- We have added 2 new online journal resources this year: *MAH Complete* and the *Wiley Medical & Nursing Collection*. The *UpToDate Anywhere* app was launched, and use of this decision support tool continues to increase.



- We have developed a series of 'Hot Topic Boxes' (including books, articles and other resources) which can be lent to teams/departments or students on a particular course. These currently include Revalidation, Coaching and Study Skills.



- We worked with Louise Bardon, Bereavement Support Midwife, to compile a selection of books on bereavement for parents and siblings. These are available to view in the Birth Suites, with the aim of providing families with a personal copy of their preferred book (funded by the Serenity Charity).



- Library training sessions continued to receive very positive feedback with **92.1%** saying 'I learnt a lot'. Attendance at library training and induction sessions in 2016/17 decreased by **46.5%** and **17.0%** respectively.



- We have continued to refresh and develop the ELHT Evidence Hub, with a new look using icons, Help and Study Skills pages, and new Knowledge Centres. We also now have links to Library Services and study skills from within the Trust's Learning Hub portal.



- The Clinical Outreach Librarian service is still proving very effective, contributing to a further **57.6%** increase in articles downloaded for users. Searches are becoming more complex and time-consuming, and a number of training sessions have been replaced by 1:1 'Assisted Searches'.



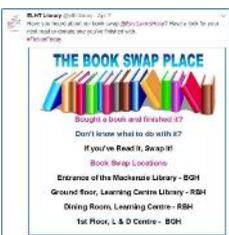
- Thanks to bid funding from the Health Care Libraries Unit North (HCLU), we were able to replace our computer chairs. When a new IT Training Room was created in the Mackenzie Centre, this also released some colourful chairs for library use.



- We also had a successful bid for marketing materials, purchasing books bags, earphones and pens (all with the library logo). We also picked up on a useful range of study skills pamphlets, which are on sale in the libraries.



- Our use of social media continues to grow, with 2370 Tweets being sent by the end of June 2017. Georgina (our skeleton member of staff) and Lola (our library bear) have been popular on both Facebook and Twitter. They have helped to promote library events, services and resources, including our 'App of the Month'.



- We continue to offer a Pop-Up Library service to departments and teams, where we take a selection of print and online resources to their work areas, and encourage them to sign up to library resources. We've also introduced some 'Book Swap Places' around the Learning Centres for free book exchange.

Quality monitoring



- LQAF: Increased compliance to **98%** (Green RAG rating against Learning Development Agreement)
- Enquiries: **64.9%** of email enquiries were responded to within 30 minutes
- Literature searches: **100%** completed within agreed timescale agreed
- Articles requests: **93%** processed on the same working day; **84%** are satisfied the same day, **99%** within 5 working days; **99%** are supplied electronically.

Customer service activity



- **57.6%** - increase in articles downloaded for readers
- **5.4%** - decrease in loans of printed books
- **25.6%** - increase in book & article requests from North West NHS libraries
- **56.9%** - decrease in requests from British Library and related libraries (cost saving)
- **28.1%** - Library membership per Trust headcount
- **£4.82** – cost per section request in Oxford Specialist Handbooks, compared with £5.31 in 2015/16
- **£0.92** – cost per topic hit for *UpToDate* (£1.43 in 2015/16)
- **32542** - topic hits in *UpToDate* (excluding Oct 16; 21034 in 2015/16)
- **46.5%** - decrease in staff attending library & information skills training sessions
- **17.0%** - decrease in staff attending library induction sessions
- **92.1%** - staff who said 'I learnt a lot' after training sessions

Impact assessment

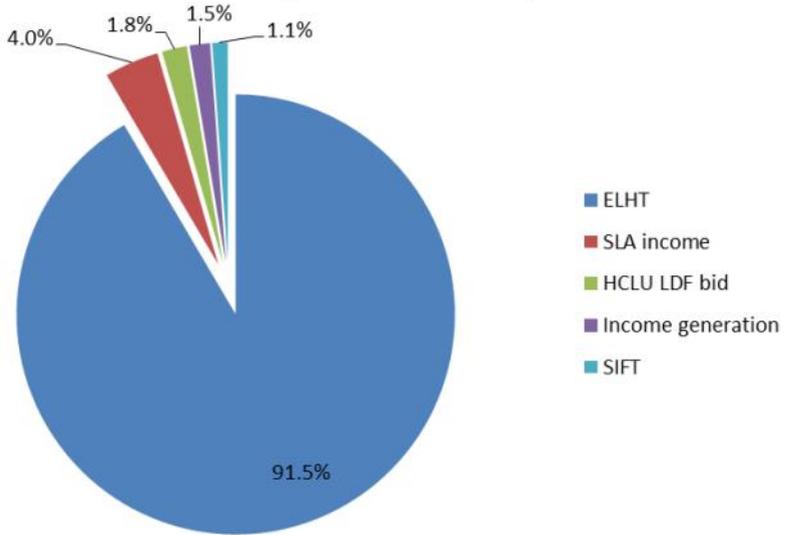
"I couldn't do my job without the library services. The library services enable me to provide the information required ... which subsequently has a positive impact on patient care and enables us to meet Trust objectives."

- **50.2%** of respondents to the '#A Million Decisions' survey in Mar-May 2017 used libraries, resources and services either occasionally or regularly
- **35.4%** of respondents were aware of library services, but not using them, and a further **2.7%** were not aware of their availability to all staff
- Awareness of the Evidence Hub had decreased to **66.5%**, but of those using it, **64.5%** rated this portal as 'Good' or 'Outstanding'
- **92.7%** of respondents using our services said they helped them keep up to date
- Library services were used most frequently in the context of continuing professional development (**85.7%**). They also made a considerable impact on Improving Patient Care (**47.8%**), Improving Patient Centred Care and Improving Clinical Decision Making (both **45.3%**)
- Work time pressures (**59.5%**) and distance from work-base to libraries (**15.9%**) were perceived as the main barriers to library access.

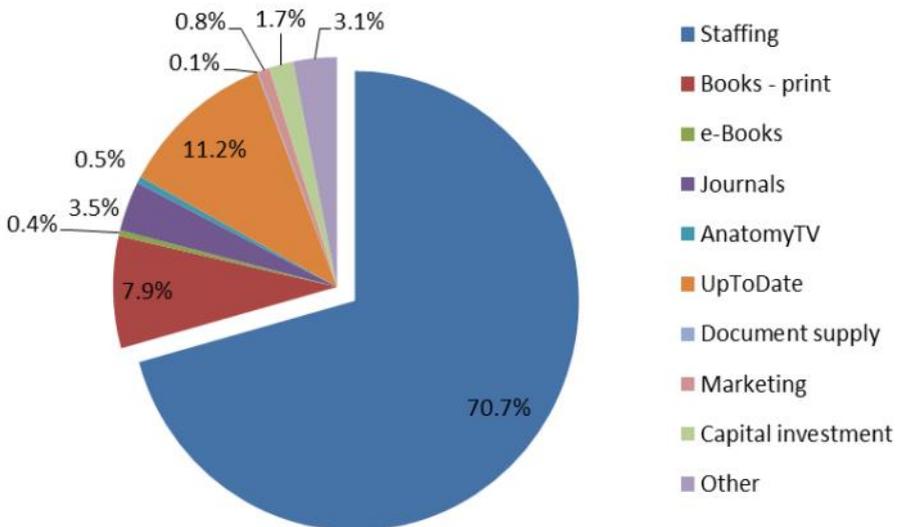


Financial summary

4.1 ELHT library income 2016/17



4.2 ELHT library expenditure 2016/17



Library & Knowledge Service objectives for 2017/18

Embedded in Education

- Extend LKS participation in Education Boards
- Increase direct input of information skills in induction and training programmes
- Increase training & awareness sessions, e.g. for educational leads
- Complete e-learning materials on essay writing and academic referencing.

Active in Knowledge Management

- Expand 'Knowledge Sharing' section of the Evidence Hub, to include Share2Care and other 'Lessons Learned' material, and a new 'ELHT Improvement News' section
- Develop tailored and personalised current awareness services through the use of *Automate* software
- Establish clear role for Outreach Librarians in identification of evidence for policy and procedure review
- Develop an evidence service and related resources for business management and leadership within the Trust
- Work with Quality Improvement team on 'Decision Support Project'
- Work with Informatics on embedding '*UpToDate*' into Trust clinical portal.

An evidence base for Service Transformation

- Develop resources and training for new workforce roles, e.g. Nursing Associates, Apprenticeships
- Negotiate with stakeholders re provision of LKS to all health & social care staff in Lancashire/S Cumbria.

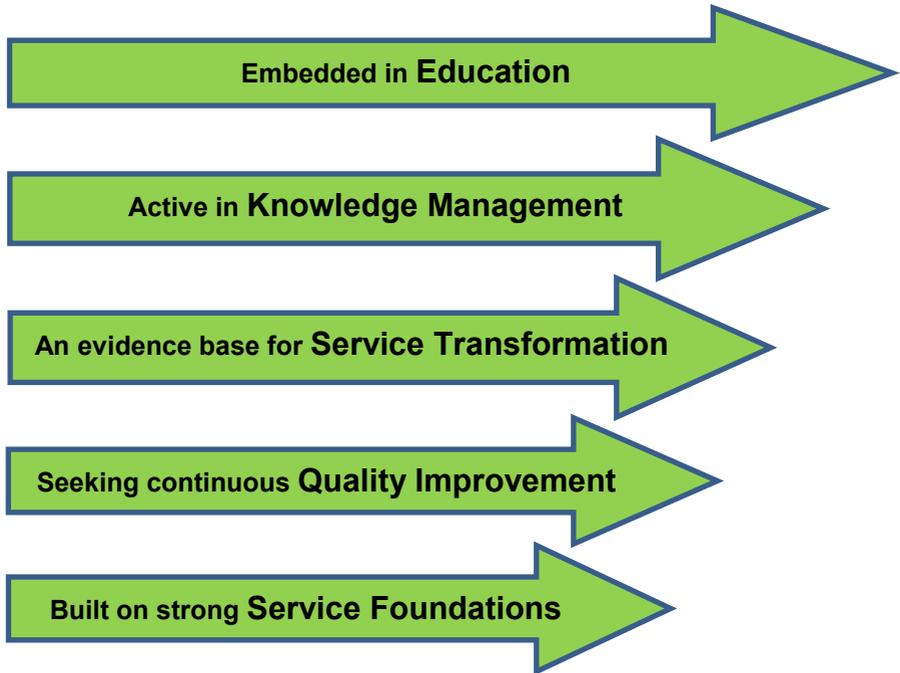
Seeking continuous Quality Improvement

- Complete, circulate and publicise LKS Strategy for 2017-2020
- Submit LQAF self-assessment, with target of 96%+ compliance
- Work with QI team on 'Knowledge Sharing' and Decision Support Project.

Built on strong Service Foundations

- Submit business case for additional staffing
- Negotiate revised budget to meet additional resource requirements
- Negotiate introduction of a card payment system
- Enhance Heritage Cirqa interface and introduce Cirqa app.

**The 'ExL Strategy' 2017-2020:
Extending the scope of Library & Knowledge Services**



The full version of the Library & Knowledge Services Annual Report for 2016/17 and the 'ExL Strategy' are available on the **ELHT Evidence Hub** under [Key Library Documents](#)

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