

Introduction

During this year the results of the many working groups within the Knowledge for Healthcare (KfH) national programme came to fruition, with various tools and resources for library staff to implement the recommendations being created and shared - all launched in September at the annual CILIP Health Libraries Group conference, which I was able to attend. The keynote speaker from Health Education England (HEE), Patrick Mitchell, is not only the HEE South Regional Director, but also HEE lead for Library & Knowledge Services, focussing on implementation of KfH. With the problems facing the NHS, two priorities have been set for library & knowledge services (LKS) development : upskilling patients and the public with quality information, to encourage self care and reduce demand; 'mobilising evidence' to ensure it is used to inform all decisions - clinical and managerial/strategic.

These are, of course, in addition to our more traditional roles supporting education and research, all of which contribute to the ultimate achievement of excellent healthcare and health improvement.

Staffing

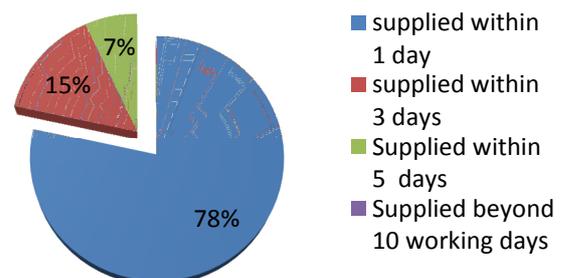
After a long vacancy in the Library Assistant post we were able to recruit to a trial post of Graduate Trainee Library Assistant in July. This type of post is offered usually for a year to provide experience prior to undertaking a (postgraduate) degree in library/information studies, and it has been very successful for us in that the usual Library Assistant role has been extended substantially to enable us maintain our basic library work and standards during a second long vacancy in the Clinical Outreach Librarian post! However, this second vacancy has substantially limited our progress with the 'mobilising evidence' priority, as the focus for this post is engagement with clinical staff, and ensuring the right knowledge and evidence is in the right place at the right time. It is hoped that our successful applicant will be in the Clinical Outreach Librarian post in May 2017 to resume and extend our support to all Trust staff involved in innovation, improvement in quality care.

Facts, figures and outcomes

Partly due to the lack of outreach during the vacancy, our overall activity figures are slightly down on last year, and the trend continues to be for online access to resources, and fewer library requests. Overall 11,500 bits of evidence were accessed online and 4881 items loaned from library resources. A sample audit of our response time for supplying requested books and articles shows the majority can be supplied within a day, and very often this is the same day.

Document supply:

Standard: supplied within 10 working days
1 month sample = 102 Nov 2016



However, use of electronic resources is not always intuitive and can be time consuming. Over the year library staff spent 195 hours searching the literature in response to requests. When measuring the impact of our literature search and training services ‘time saved’ continues to be highly valued and it is good to see responses in our sample indicating new ideas being generated, collaborative working facilitated, potentially money saved and risk reduced as well as more informed decision making, new skills learnt and new knowledge gained.

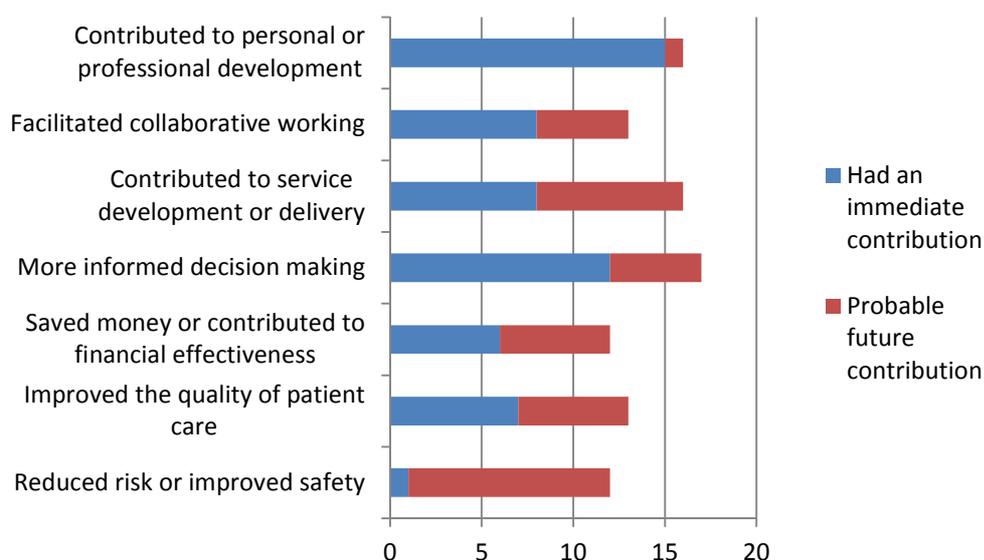
Impact from the training or a literature search provided by the library staff

sample = 23



The immediate and potential impact of results of a literature search

sample = 18



Achievements

UpToDate Anywhere: With additional HEE funding we have been able to purchase the new version of UpToDate which includes the app for mobile devices. Staff can now conveniently check this point-of-care decision-support tool without having to access a computer, and with a personal registration can maintain a record of all their usage for continuing professional development (CPD) purposes.

HSJ access: We are pleased to be part of a regional collaborative purchase enabling us to access the online HSJ site, as the print copy has ceased. This allows other departments in the Trust to discontinue their subscriptions, and enables keeping up to date with health news via Twitter also.

Staff WiFi: In April 2016 we commenced registering Trust staff to use the new Guest WiFi with their own devices, to encourage access to UpToDate and other clinical decision tools, online mandatory training, student portfolio completion and much more in support of work and CPD. There are now around 950 staff and students registered, but with the UpToDate app now available we are expecting that to increase.

Technology Enhanced Learning (TEL): With the emphasis on CPD and revalidation for professionals, LKS resources are increasingly integral to training and development. We are now becoming more involved with the regional HEE TEL group, so ensuring we as a Trust are maximising opportunities for collaborative sharing of expertise and resources for e-learning and use of relevant technology. A start to advancing this area of work has been made in training on new software for creating e-learning modules, and promoting the collection of e-learning for Health modules. In addition the WiFi availability has encouraged the use of the ipads by trainers, to access online training sites as well as to include interactive quizzes and voting in sessions. With more apps now loaded it is hoped these will increasingly be useful.

Health research: A listing of all published research by local Trust and allied health researchers on the Isle of Wight has been compiled ready to be placed on the website. This is in support of other initiatives to increase the profile of research, which include a research interest group which we attend, and also discussions around the forming of an Island-wide research hub.

Library facilities and IT training: With the loss of the IT training room the library computers have been used by Care Certificate and Overseas nurses groups to undertake online training and familiarise themselves with online resources, while other groups are also needing to use them for systems training at times. Fortunately we are usually able to offer alternative quiet computer areas for those wishing to study. In addition our loan laptops /ipads and other equipment have been much in demand this year with 477 loans, may long term whilst awaiting procurement via IT / for temporary staff and secondments and education. The Electronic Resources Assistant is also now offering basic personalised IT training in the library on request.

Library Quality Assurance Framework (LQAF) After peer-review of our self- assessment submission for our LQAF our compliance was raised from 91% to 96%. However, not only have we had the long librarian vacancy since submission, there are also some changes in the requirements for the coming year, particularly focussing on the patient /public information and 'mobilising evidence' priority areas.

Looking forward:

- With our new Clinical Outreach Librarian in post we are hoping to be able to move forward quickly with the '**mobilising the evidence**' priority, within clinical teams and supporting other staff in the difficult time of rapid change and improvement necessary to get the Trust out of 'special measures'.
- We will pursue further the promotion of **health information** literacy and signposting for public and patients with other Trust departments and with other Island organisations, particularly the public library and Isle Help, as well as improve our own website page using the excellent resources provided by LKS colleagues.

- With the planned move to ESR for our learning management system, and working more closely with the Learning Technology Specialist, we will be increasingly involved with the HEE **TEL** group for support and forward planning. There is much to promote and facilitate with the electronic resources we already have, and potential for a wider portfolio and innovative use of technology, particularly with our trial of the Ebsco Discovery Service platform which we are preparing to launch.

To support the KfH agenda a high level 'Million Decisions' campaign has been launched by HEE and CILIP encouraging senior and other managers and clinicians within the NHS to enlist the local NHS LKS to support and inform all their decision making. This is a big opportunity for us, and we are ready to take on the challenge in the coming year.

*Anne Lancey, Library & Knowledge Services Manager
May 2017*