

Library & Knowledge Services

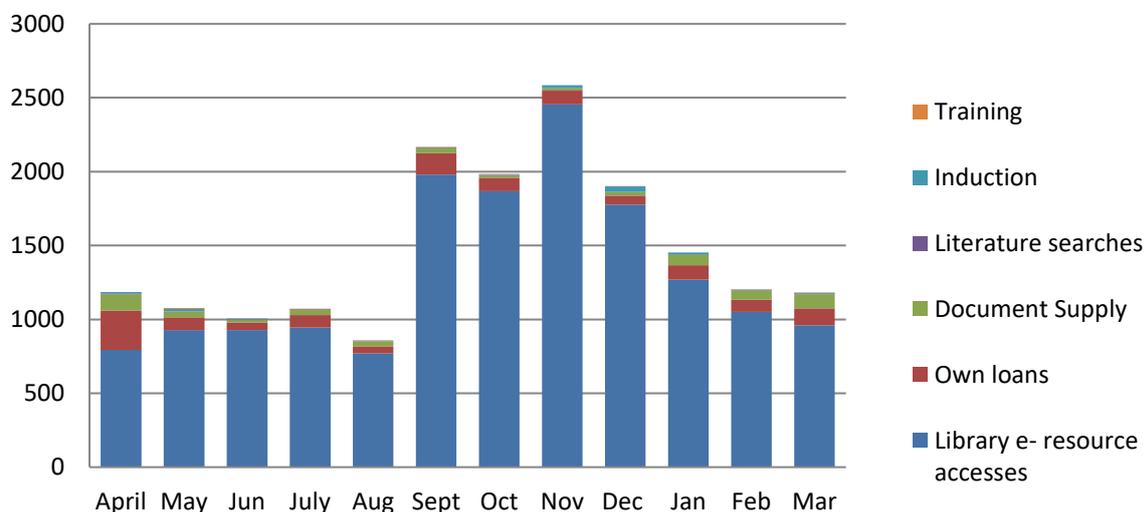
Annual Report 2021/22

We began the year with the Library & Knowledge Services (LKS) staff largely working from home, providing and promoting our ‘virtual’ service. In August we were finally able to move back on to the St Mary’s site and begin to plan more effectively for the future. The wider department was renamed as ‘Learning Education and Development’ (LEaD), and ‘agile working’ became the norm, with a mix of home and on-site working. With the requirement to submit our first self-assessment against the Quality and Improvement Outcomes Framework to Health Education England (HEE) in September our focus was steered by the priorities set out in the framework under the headings used in this report, alongside those of the Trust, and the ever-changing pandemic situation through the year.

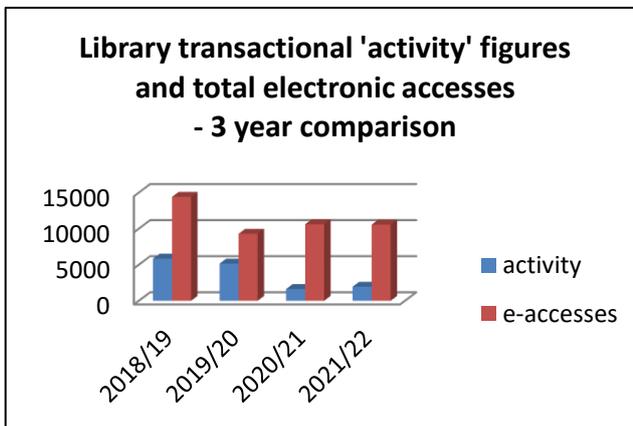
All NHS organisations enable their workforce to freely access proactive library and knowledge services that meet organisational priorities within the framework of Knowledge for Healthcare.

The graph below shows **usage** of LKS dipped considerably during peak episodes of the pandemic and was lower than normal whilst based off site and largely running services ‘virtually’ to July. Print book loans were kindly supplied, as the previous year, from our network of libraries throughout the Southwest and beyond, with only a few of our own stock available.

Routine library activity episodes and e-accesses
April 2021 - March 2022



However the return to in-person support and a more visible presence on the Trust site has begun to revive use of both electronic and other library services usage.



Promotion has been largely via induction sessions with new employees, and items in the Trust's weekly e-bulletin, with some use of social media – the Trust staff Facebook account being particularly useful for communicating with a wide and varied audience.



Feel uplifted with our new books

Our Oliveira Library have received some lovely books from Health Education England. They were chosen by NHS as part of the "Uplifting" Collection.

Island Trust and CCG staff can borrow the books by email: iownt.library@nhs.net or by direct messaging on Facebook. Alternatively you can give them a call: 01246 373333

Learning, Education and Development January - March 2022

Welcome to the launch of the new LEaD newsletter

The team is excited to be back in its home on the St. Mary's Hospital Site and looks forward to welcoming you there!

The launch of the newsletter also introduces our new themes and logos, voted for by the staff of the LEaD department.

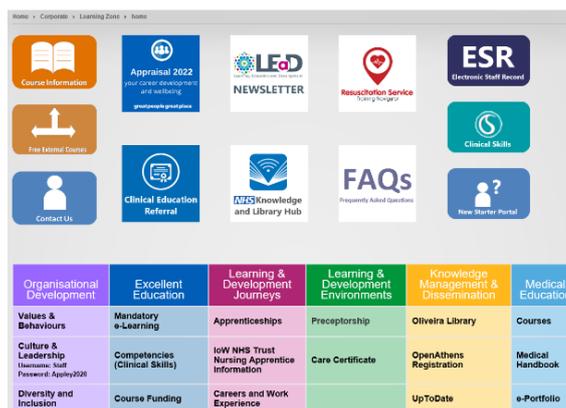
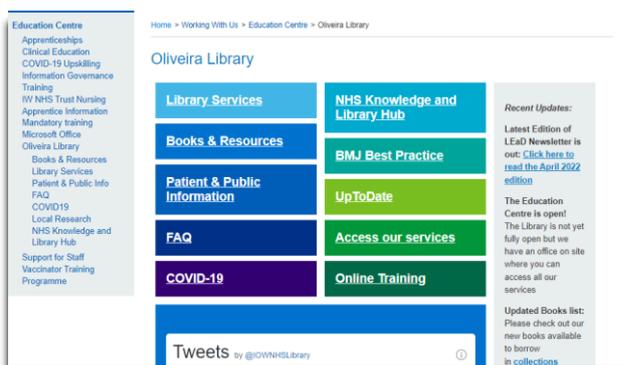
This fresh new look publication will be issued quarterly and will bring to you any training opportunities and news for the coming quarter. We really hope you enjoy this as much as we have enjoyed contributing to it!

In This Issue:

- Introducing the new LEaD themes
- Excellent Education
- Learning & Development Journeys
- Learning & Development Environments
- Knowledge Management & Dissemination
- Medical Education
- Organisational Development
- Contact us

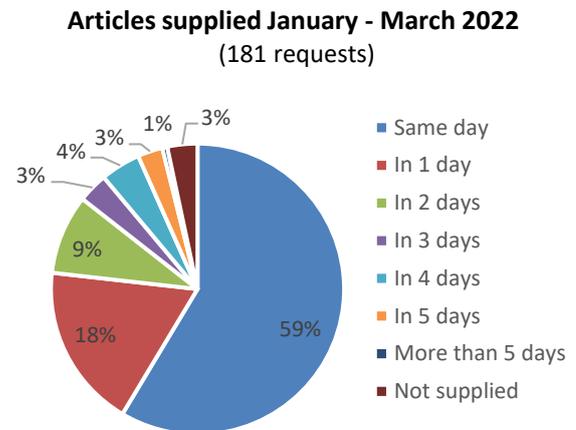
In addition the LKS has been responsible for establishing quarterly LEaD department-wide **newsletter** with updates, course dates and news from all areas, to raise our profile and get our messages out. Items have also been submitted to the wellbeing internal publication 'Thrive'.

Both the LKS **website** and the LEaD intranet pages have also been updated to a more modern look, and providing more direct links to the most used pages as requested by team members, to ease identification for users and improve workstreams within the department.



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

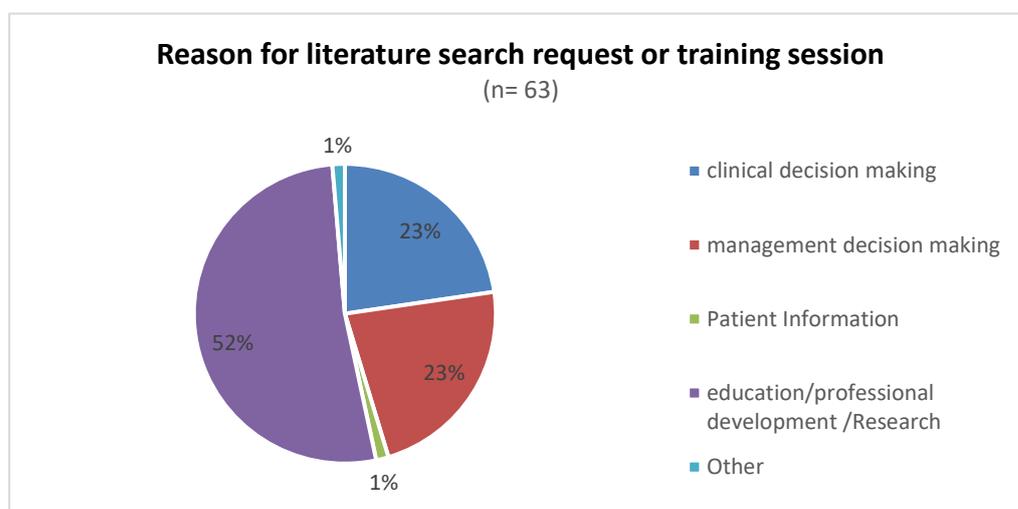
Supplying **full text of journal articles** is a large part of the Library Assistant role, and we have a set standard to initiate supply within 3 days and to return the item within 5 or a maximum of 10 days (if lengthy lists of requests, or difficult to obtain). As the diagram shows, in this sample 97% were supplied within 5 days.



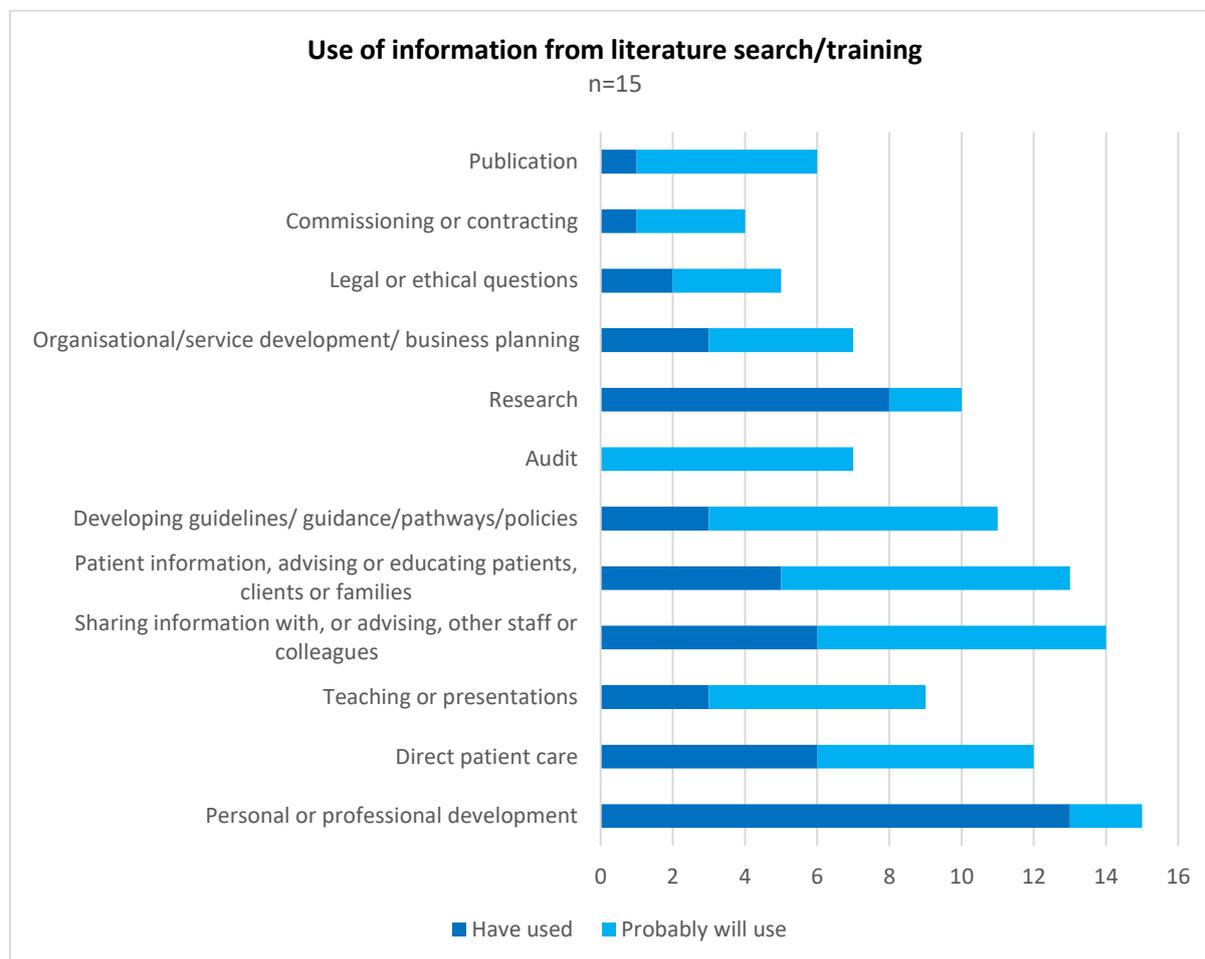
Of these 74% had been actioned on the day of request, and 95% by the third day.

The LKS staff spent 90 hrs undertaking **literature searches** requested by a Trust staff, so saving them, at a minimum, this amount of time out of their own working days. Of the 42 searches 15 were for clinical work, 15 for managerial decision making, 1 for patient information and 19 for educational/continuous professional development (CPD) or research requirements, with 1 systematic review supported. 85% of the searches were started within our 5 day standard, with 32% being returned completed within 1 day, and 94% within our standard of 10 days.

In addition 24 hours were spent providing 21 **training sessions** (total 26 staff trained) of which 20 were for educational assignments, 2 related to clinical questions, 2 to management subjects and 1 was for interview preparation. However, most often the trainees coming for help with dissertation or other assignments will be relating their subject, and the findings, to a current workplace issue.



Following literature search requests and training sessions we continued to send a survey to **evaluate** the usefulness and impact of the findings. The return rate was only 26% this year, but some very useful information was elicited even so, as shown in the chart below, confirming a wide variety of direct clinical and managerial applications as well as for research and sharing of knowledge / personal development:



Some examples of feedback from training and searches show the value:

This has helped me promote ideas in my meetings and presentations

I am amazed at how precise the searches were considering how woolly my request was! Thanks

The training was really helpful in undertaking my practitioner training and in future use

Very useful and helpful toward searches for my dissertation module, easy to use once explained!

I really love this service, these skills of finding research are extremely valuable. Big thank you

This session was really useful for my upcoming assignment

Promoting **electronic resources** was a priority during the year, particularly as Health Education England have funded and introduced a new **NHS Knowledge & Library Hub**, replacing our previous Oliveira Discovery resource. The new hub collates many resources together in one single search, including thousands of e-journals, several collections of e-books (including the **Royal Marsden Manual** online and **Oxford Handbooks and Textbooks**), our print book catalogue and other Open Access and freely available, evaluated sources, as

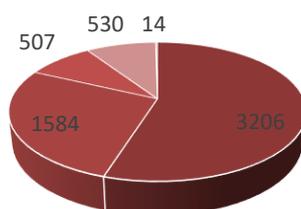


well as signposting and linking to the **BMJ Best Practice** point-of-care tool and the **major databases** for searching health and social care literature. Launched via our website in December 2021 usage has gradually increased, and additional resources have been added both by HEE - the **Maudsley Prescribing Guidelines** - and ourselves adding

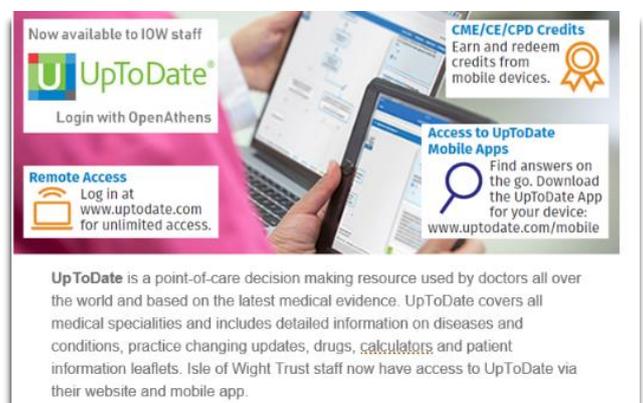
and extra bundle of nursing and midwifery journals, and an additional powerful facility to improve the return of full text articles and allow browsing of the journals in the collection through **Browse**.

In addition, by request of consultants, the Medical Education Department purchased **UpToDate**, replacing the LKS subscription to Dynamed. Alongside BMJ Best Practice, this gives an invaluable range of point-of-care information available from any device at any time, including mobile phone, and both offer the facility to track personal searches for CPD recording.

Electronic resource usage 2021-22
(topic hits/item requests)



■ UpToDate ■ BMJ BP ■ Oliveira Discovery ■ Marsden ■ E-books



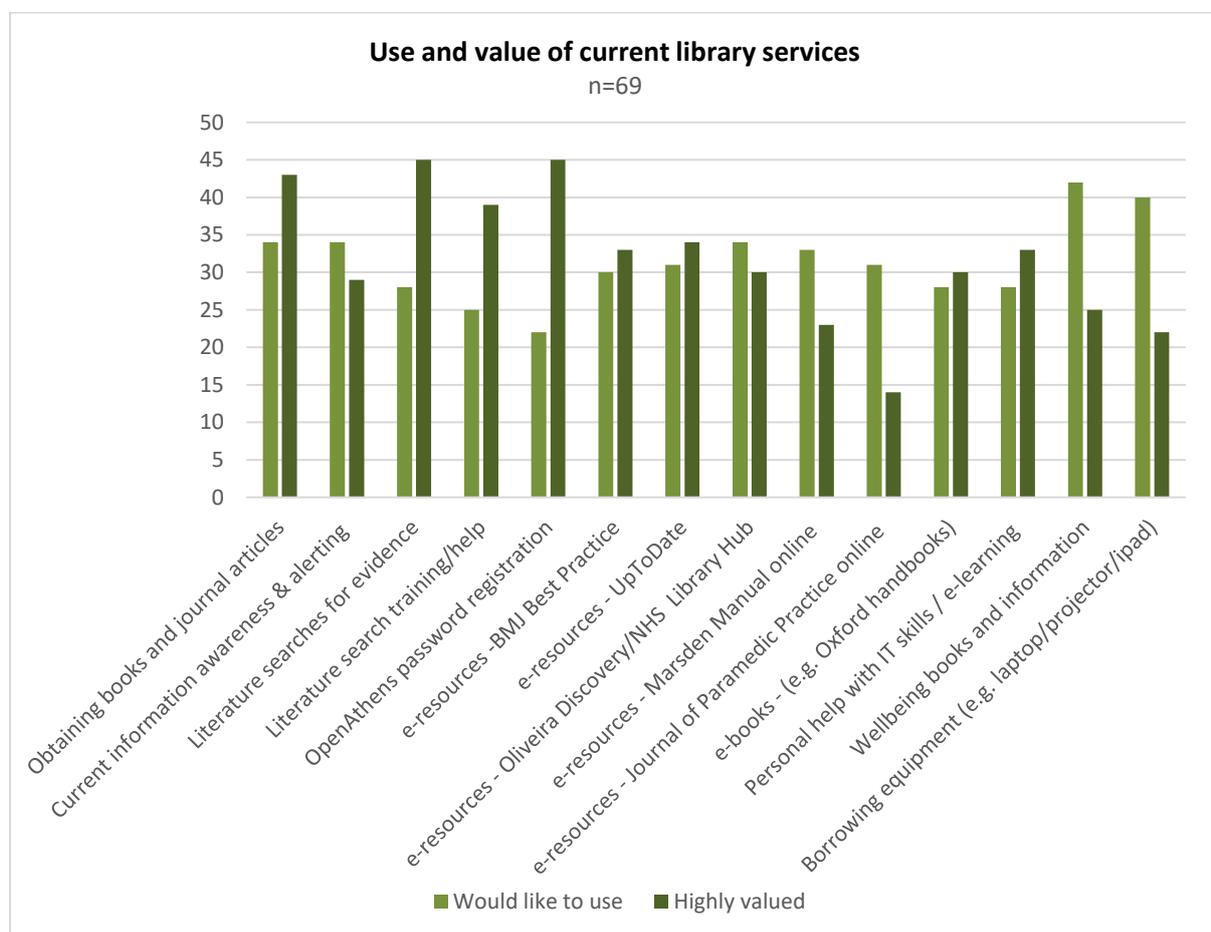
Library and knowledge specialists identify the knowledge and evidence needs of the workforce in order to deliver effective and proactive services.

An additional key performance indicator (KPI) was added this year to improve the uptake of our **current awareness/alerting services**. Promotion of KnowledgeShare, a resource which sends a fortnightly email of recent relevant updates matched to individual's selected subjects, was particularly discussed at inductions, increasing membership by approximately 17% from October to March, with a total of 344 recipients now signed up. Alongside this, other additional bulletins and updates created by librarians in other services

continue to be sourced and sent on request, with three bulletins also being collated by the Clinical Outreach Librarian in house in response to local request.

Study skills support was offered through the year, for students and return to practice staff, but with other KLS issues requiring priority this will need more promotion. IT upskilling and support for e-learning was however given through the year by the Electronic Resources Assistant, and appreciated, the ITSkills Pathway continuing to be recommended for the Microsoft applications.

To inform the layout and provision within the new library space, a survey at the end of the year sought to understand which of the current services are **most valued**. 69 responses give us a clue, but we did not collect data relating to job role or other means of ensuring that the needs of all staff groups are served - there is much to do to clarify this, but it is good to have confirmation that the current services are all valued within this survey cohort:



This example feedback adds context to the value:

The library has helped me with literature searches, obtaining journal articles, buying essential / getting books from other libraries when needed. This has reduced my stress and time considerably when undertaking studies to enhance my knowledge and further my career!

This library was invaluable to me as a nursing student. The Oliveira library always had the resources I needed. It never failed me.

I've had amazing support from the Library team whilst on my current Level 7 course and it's been really reassuring to have a service that is easily accessible, especially with Covid restrictions and the library relocating.

I do not believe that I would have passed my master's degree if it hadn't been for the help and support of the library services. Accessing articles and books from other libraries was paramount to my needs and nothing was ever too much trouble for them.

If I come across a clinical condition which I'd like to understand more, the librarians have been very reactive - and proactive - in finding appropriate resources/literature.

During the time we have not had access to our book stock a small selection of self-help and **wellbeing** books has been available, and appreciated. Further wellbeing support,,, in the way of a quiet space to relax and read, has been mentioned on many occasions as missed, and the return of personal face-to-face help and an LKS presence on site has been very positively received.

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

During the year the post of Learning Technologist returned to be managed within the Education team due to the ongoing need to focus this role on ESR and mandatory training. At the same time a valuable secondment opportunity was taken up by the Electronic Resources Assistant, which was a loss to the KLS. Subsequently this post was filled temporarily providing a very useful resource for website/intranet updating, amongst many other tasks.

Considering the known national difficulty in recruiting librarian staff, we were pleased to be able to support a second member of the current library staff to undertake the degree course in Information and Library studies by distance learning from Aberystwyth University. Once qualified this will allow expansion of our resource for outreach and possibly 'embedded' librarian support within departments as practiced elsewhere, as outlined in the HEE Staff Ratio Policy.

The new resources provided by HEE have come with many training opportunities, and we are very fortunate to have so many continuing development opportunities provided through the NHS Knowledge for Healthcare Learning Academy.

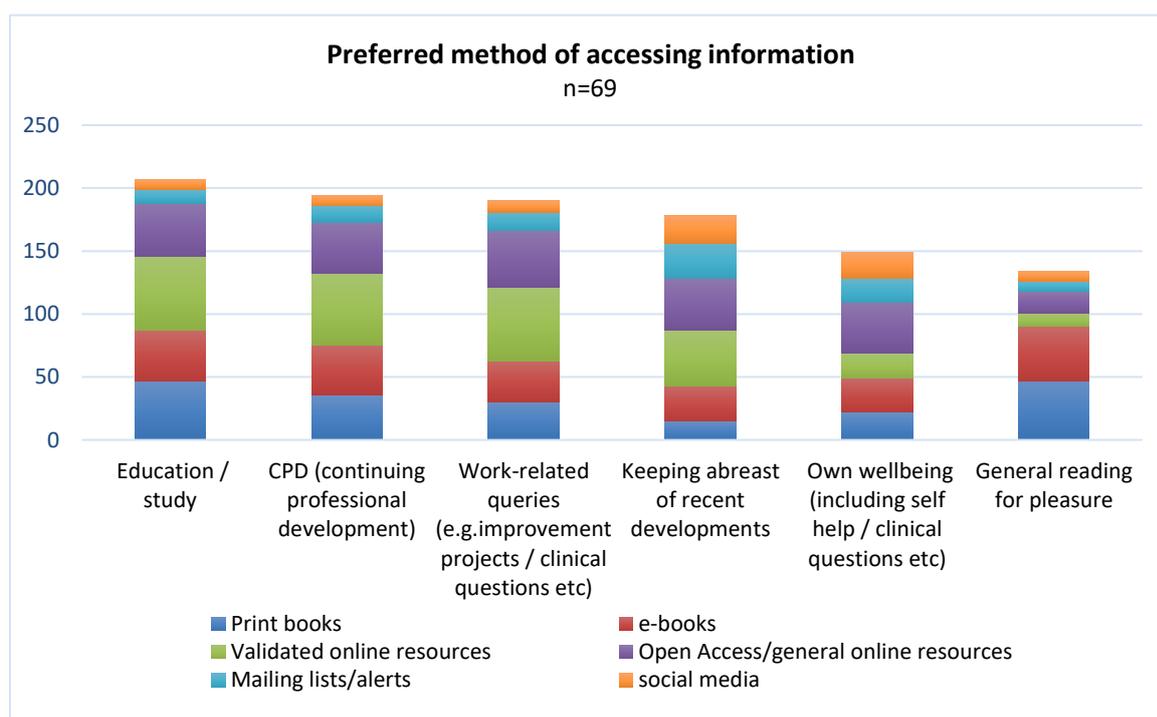
Preparation for the submission of the Quality Improvement Outcome Framework in September highlighted how the pandemic time and library space closure had undermined the development of our various LKS workstreams. This Framework aims to stretch the LKS offer beyond the basics, and this year's submission was labelled a baseline. The subsequent report largely agreed that our self-assessment was fair and our Improvement Plan showed

an understanding of the areas needing development. Evidencing the impact of such developments must always be a major focus in our planning, to fulfil the next submission.

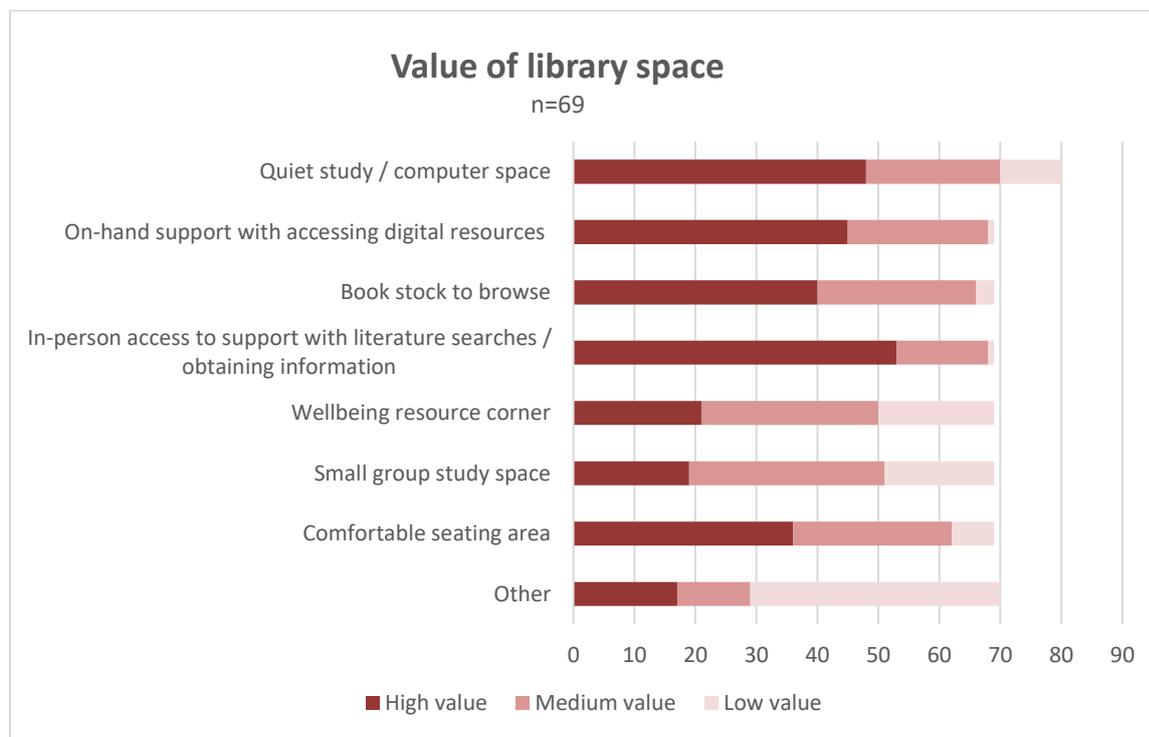
Library and knowledge specialists improve the quality of library and knowledge services using evidence from research, innovation, and good practice

As discussed above we evaluate our literature searching and training sessions though impact during the year, collecting information on the use of the information found (p4), the value to the individual staff member (p6), and on page 10 below, the value of this use to the organisation. In this year responses were received from nurses, AHPs, Healthcare Scientists, Administration and Public Health staff, showing a good cover of professions reached, but no evidence from doctors. This reinforces the value found pre-pandemic of the visibility and a accessibility of the **clinical outreach / embedded librarian** in a department amongst a clinical team, and the need to reinstate and expand this.

One question in our survey this year was used to gauge the preferred media for accessing various types of information, with a particular interest in comparing preference for **print books or e-books**, especially when undertaking educational study. Our daily experience would indicate a majority preference for print books whilst studying, such that we have not so far replaced print books with electronic, but these results would suggest e-books are/could be used more than we know. In addition, the results point to the popularity of **social media** for keeping up to date, which we could also pursue more seriously.



The value of a library space is a contested issue in many Trusts, where office and meeting space is at a premium, but with the advocacy of the HEE 'Library learning space policy' the LKS has been able to return to the Education Centre with sufficient space for all the library services and a computer/quiet study area. The survey was used to help define the preferences for use of the new space, with room for personal support /training and study space being most valued:



Free text fields allowed further detail, many focussing on a relaxing and quiet atmosphere whether to relax or study:

A comfy area to just sit read, and chill

Calm study spaces are most important

More cubicles

Access to high value books from my specialty

Some available desks or group project spaces could be highly valuable.

A nice environment to relax away from the ward area to train and research, and good knowledgeable and helpful staff

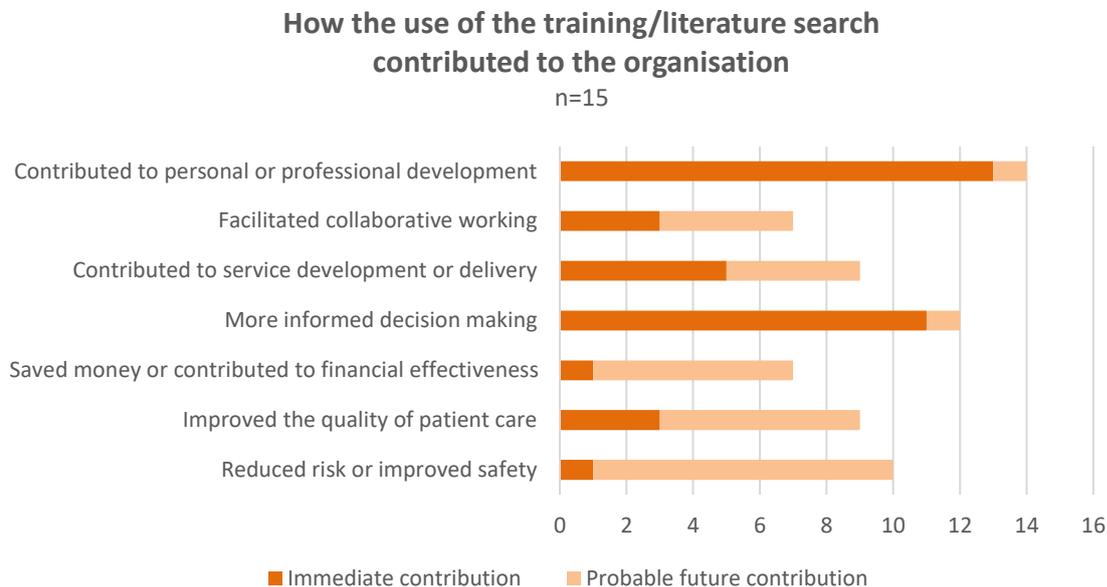
Private spaces for supervision and mentoring

The library used to feel like a respite from the bustle of the rest of the hospital

The challenge will be to try and enable as many of these as possible in the new design.

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

The impact surveys again show us how the recipients of a literature search or training session feel the outcomes contribute to the organisation, particularly highlighting the impact of the LKS in informing decision making:



Equally the results confirm that those undertaking training or requesting a literature search feel that they are gaining new knowledge, developing new ideas and updating their skills, alongside improving confidence and saving valuable time.

These results are from a small sample, but overall the comments and other results included above give an indication that at least for the section of the staff completing our surveys and evaluations the LKS has been effective, responsive and valuable, despite the difficulties encountered over the year.

Personal benefit of the information/knowledge gained

n=15



The challenge for the next year is to return to more proactive initiatives in response to the learning from this data, the feedback from the Quality and Improvement Outcomes Framework submission and the opportunities arising with the new resources and technology available to us all.

Anne Lancey
Library & Knowledge Services Manager

References:

- [Quality and improvement framework | Knowledge and Library Services \(hee.nhs.uk\)](https://www.hee.nhs.uk/quality-improvement-framework)
- [Staff ratio policy | Knowledge and Library Services \(hee.nhs.uk\)](https://www.hee.nhs.uk/staff-ratio-policy)
- [kls space policy | Knowledge and Library Services \(hee.nhs.uk\)](https://www.hee.nhs.uk/kls-space-policy)