

Library Services

Annual Report

April 2017 – March 2018

Author:	Rob Kelly, Library Manager
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Introduction

This report outlines our services and provides an overview of activity during 2017/18 and sets out some of our plans for 2018/19.

Library services and staffing

The library provides a multidisciplinary service to support staff and students with the knowledge and evidence they need to provide excellent healthcare.

The library supports the work of the NHS by:

- Supporting decision making on treatment options, patient care and safety
- Informing policy, service redesign and pathway development
- Enabling lifelong learning, research and promoting innovation

We achieve this through the services and support we offer to NHS staff and students including:

- Literature searching skills training
- Conducting thorough literature searches for evidence
- Facilitating access to online journals and resources via the OpenAthens access management system
- Supplying copies of research papers and books
- Current awareness services
- Table of contents alerts

Funding

In 2017/18 the library received funding from:

- Health Education England – under the Learning & Development Agreement (allocations for NSFT and NCH&C)
- Norfolk and Suffolk NHS Foundation Trust
- Norfolk County Council Public Health Department – Service Level Agreement for provision of library services (April – June; payment by activity thereafter)

Staffing

There are 5 members of staff in the library team (3.13 WTE's).

- Library Manager (1 WTE)
- Electronic Resources Librarian (0.53 WTE)
- Electronic Resources Librarian (0.53 WTE)
- Senior Library Assistant (0.67 WTE)
- Senior Library Assistant (0.53 WTE)

Library users

Our user base is made up of staff from the following organizations:

- Norfolk and Suffolk NHS Foundation Trust
- Norfolk Community Health and Care NHS Trust
- Public Health Department, Norfolk County Council

Medical, nursing and AHP students from the University of East Anglia, University of Suffolk and City College Norwich may also use the library.

At the end of March 2018 there were 2299 registered library users.

Key Achievements

The library achieved a RAG (Red/Amber/Green) rating of Green (90%) as part of the peer reviewed Health Education England Library Quality Assurance Framework (LQAF) 2017.

Key Activity Statistics

In 2017/18 there were:

- 347 new user registrations
- 9,059 loans from stock
- 2148 articles and books provided to staff via our document delivery service
- 63 users received training in literature searching skills
- 84 in-depth literature searches conducted by library staff
- 485 new books added to stock

Activity statistics overview

Library activity	All Organizations 2014-15	All Organizations 2015-16	All Organizations 2016-17	All Organizations 2017-18
Book loans from stock	10,034	8,785	9,531	9,059
Inter library loans received – books and articles	540	659	1,132	1,242
Items downloaded for users	837	932	934	906
Registered Athens users - active	1,875	1,654	1,348	1,393
Mediated literature searches	85	52	81	84
New users	432	394	333	347

Performance

The 2016/17 annual report identified a number of areas for development and activity, this is how we performed:

We said	To launch and promote the new library website.
We did	Website launched in August 2017.
We said	Develop closer links with, and provide dedicated support to, the Research Development Programme workstreams.
We did	Contributed to work to secure research grants; literature searching and document supply services have supported NSFT staff publishing in journals.
We said	Introduce Browzine as a resource for staff to discover online journal content.
We did	Further promotional work is required but Browzine is increasing in popularity, particularly the app for smartphones and tablets.
We said	To improve the quality of our literature searching service and presentation of results to users.
We did	Improved literature search request form available via website, work to enhance presentation of results to be carried out in 2018/19.
We said	To conduct a survey of users' library and information needs.
We did	Survey conducted in September 2017, 264 responses received, action points raised and are being addressed.

What our users said about us

"The library staff are extremely helpful in sourcing journal articles for me, e.g. when I contact them they source it speedily. I am most grateful for this service."

NSFT Psychologist, Central Norfolk

"I have used the service thrice in the last year or so – once for a journal search and twice for borrowing books. On all occasions, the service was excellent. There was excellent support via e-mail."

Consultant, East Suffolk

"The facility you offer to find journal papers has been invaluable to me in developing a new service and teaching students."

NSFT Psychologist, Great Yarmouth and Waveney

Every contact I have had with any member of staff has been very positive, extremely helpful and knowledgeable. Wish I worked/lived nearer to spend more time there!"

Social Worker, West Suffolk

“Very helpful staff. Best part for me is that I can request a book and it will be delivered to my work base so I can use the books even though I am in West Norfolk. This is very useful”

Psychologist, West Norfolk

“Great resources and knowledgeable staff.”

Primary Mental Health Worker, East Suffolk

Looking forward

During 2018/19 the main areas of development and activity will be:

- To support locally the launch of the 2018 Reading Well for Mental Health book collection and raise awareness among health care staff of the scheme.
- Work with ‘library champions’ to develop services and resources in line with the information needs of NSFT staff.
- Supporting NSFT guideline policy revision and development
- Improve our outreach to AHPs in Suffolk by developing embedded library services.
- Develop closer ties with the Recovery College and support their information needs when updating and devising course content.
- Identify heavily requested titles from our book collection, supplement with ebook versions where possible to meet demand.