

Library Services

Annual Report

April 2018 – March 2019

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Introduction

This report outlines our services and provides an overview of activity during 2018/19 and sets out some of our plans for 2019/20.

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 articles and books
- Current awareness services
- Table of contents alerts

Funding

In 2018/19 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

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

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 2019 there were 2379 registered library users.

Key Achievements

The library achieved a RAG (Red/Amber/Green) rating of Green (91%) as part of the peer reviewed Health Education England Library Quality Assurance Framework (LQAF) 2018.

Key Activity Statistics

In 2018/19 there were:

- 387 new user registrations
- 8,888 loans from stock
- 2152 articles and books provided to staff via our document delivery service
- 54 users received training in literature searching skills
- 61 in-depth literature searches conducted by library staff
- 486 new books added to stock

Activity statistics overview

Library activity	All Organizations 2015-16	All Organizations 2016-17	All Organizations 2017-18	All Organizations 2018-19
Book loans from stock	8,785	9,531	9,059	8,888
Inter library loans received – books and articles	659	1,132	1,242	912
Items downloaded for users	932	934	906	1,240
Registered Athens users - active	1,654	1,348	1,393	1,482
Mediated literature searches	52	81	84	61
New users	394	333	347	387

Performance

The 2017/18 annual report identified areas for development and activity, this is how we performed:

We said	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.
We did	Books purchased and prominently displayed, promotional leaflets purchased and distributed to clinical teams.
We said	Work with 'library champions' to develop services and resources in line with the information needs of NSFT staff.
We did	Library Champions initiative successfully piloted in Suffolk resulting in increased engagement with clinical staff and teams.
We said	Supporting NSFT guideline policy revision and development
We did	Literature searching and document supply support provided to individuals engaged in guideline work.
We said	Improve our outreach to AHPs in Suffolk by developing embedded library services.
We did	Work carried over to 2019/20.
We said	Develop closer ties with the Recovery College and support their information needs when updating and devising course content.
We did	Key contacts established, support from library has helped inform Recovery College courses.
We said	Identify heavily requested titles from our book collection, supplement with ebook versions where possible to meet demand.
We did	Ebook collection enhanced specifically study and research skills, EMDR and DBT.

Comments from users regarding the impact of the library service:

"Excellent service from the staff who were very helpful, I would not have been able to complete my dissertation without them."

Community Mental Health Nurse

"The library service has been essential in being able to support my ongoing development."

Non-medical Prescriber

"Massively helpful in helping me create a framework for my research to ensure it was systematic and thorough."

Occupational Therapist

“Library support has been critical to the writing of two publications in high impact peer reviewed journals.”

Clinical Psychologist

“I was able to access articles I otherwise could not and feel more confident in delivering CBT”

Doctor

“I found the library service very helpful during the last four years when doing my studies. I felt strongly supported by the library staff – always available to help with access to the various resources and offering advice when required”

Assistant Practitioner

Looking forward

For 2019/20 the main areas of development and activity will be:

- Improving the visibility and accessibility of our services in Suffolk.
- Extending the ‘library champions’ initiative throughout Norfolk following success of Suffolk pilot.
- Commissioning a self-issue system to enable library users to borrow items 24/7.
- Improving the scope and frequency of information searching skills training to library users.
- Increased engagement with partners within NSFT and the wider health economy.