

Library Services

Annual Report

April 2019 – March 2020

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Review date:	April 2021

Introduction

This report outlines our services and provides an overview of activity during 2019/20 and sets out some of our plans for 2020/21.

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 2019/20 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 2020 there were 2,328 registered library users.

Key Activity Statistics

In 2019/20 there were:

- 338 new user registrations
- 7,819 loans from stock
- 64 users received training in literature searching skills
- 76 in-depth literature searches conducted by library staff
- 390 new books added to stock

Activity statistics overview

Library activity	All Organizations 2016-17	All Organizations 2017-18	All Organizations 2018-19	All Organizations 2019-20
Book loans from stock	9,531	9,059	8,888	7,819
Inter library loans received – books and articles	1,132	1,242	912	824
Registered Athens users - active	1,348	1,393	1,482	1,568
Mediated literature searches	81	84	61	76
New users	333	347	387	338

Performance

The 2018/19 annual report identified areas for development and activity, this is how we performed:

We said	Improving the visibility and accessibility of our services in Suffolk.
We did	Increased our visibility at UoS induction for mental health nursing students and took library promotional stand to Non-medical Prescribing Conference.
We said	Extending the 'library champions' initiative throughout Norfolk following success of Suffolk pilot.
We did	25 champions appointed in Norfolk in 2020.
We said	Commissioning a self-issue system to enable users to borrow items 24/7.
We did	Work carried over to 2020/21.
We said	Improving the scope and frequency of information searching skills training to library users.
We did	20% increase in the number of people who received literature searching skills training during 2019/20.
We said	Increased engagement with partners within NSFT and the wider health community
We did	Library promotional stand at the Allied Health Professionals, Nursing Students and Non-medical Prescribing Conferences in 2019.

Comments from users regarding the impact of the library service:

"Just wanted to say a big thank you for pulling this [current awareness bulletin] together each week – I really appreciate it as an easy way to help me stay up to date on the most recent research."

Clinical Psychologist

"It has a really big impact on my professional development and is definitely one of the things I think NSFT has got right. The people working for the library are very efficient and I never have to wait long for a journal or a book."

Psychological Wellbeing Practitioner

"Without the library services we could not develop high quality research applications and publications."

Research Development Programme Lead

"Having access to the library services essentially enabled me to pass my masters."

Recovery College Locality Lead

“Resources in the library help me to have great understanding dealing with people who have complex and acute enduring mental health problems.”

Assistant Practitioner

“The library staff would send me new studies and supported me greatly with my dissertation. This has helped shape my practice and implement change with service users.”

Community Mental Health Nurse

Looking forward

For 2020/21 the main areas of development and activity will be:

- Providing clear information to NSFT staff about the range of library services and resources on offer to support them.
- To develop more equitable services for Suffolk-based staff.
- To promote a culture of continual quality and improvement.
- Reviewing and developing our services to ensure maximum efficiency.