

Library Services

Annual Report

April 2020 – March 2021

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Introduction

This report outlines our services and provides an overview of activity during 2020/21 and sets out some of our plans for 2021/22.

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 2020/21 the library received funding from:

- Health Education England – under the Learning & Development Agreement
- Norfolk and Suffolk NHS Foundation Trust

Staffing

There are four members of staff in the library team (3.36 WTE's)

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

Library users

Our user base is made up of staff from Norfolk and Suffolk NHS Foundation 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 2021 there were 2,289 registered library users.

Key Activity Statistics

In 2020/21 there were:

- 244 new user registrations
- 2,368 loans from stock
- 23 users received training in literature searching skills
- 79 in-depth literature searches conducted by library staff
- 130 eAudiobooks added to the collection

Activity statistics overview

Library activity	All Organizations 2017-18	All Organizations 2018-19	All Organizations 2019-20	All Organizations 2020-21
Book loans from stock	9,059	8,888	7,819	2,368
Inter library loans received – books and articles	1,242	912	824	909
Registered Athens users - active	1,393	1,482	1,568	1,600
Mediated literature searches	84	61	76	79
New users	347	387	338	244

The Coronavirus pandemic severely impacted library activity, particularly book loans and information skills training sessions. Access to the book collection was closed for browsing from April until mid-July, several academic courses were suspended which affected demand and all items on loan at the start of the pandemic were given extended return dates meaning no renewal figures were recorded.

Performance

The 2019/20 annual report identified areas for development and activity, this is how we performed:

We said	Providing clear information to NSFT staff about the range of library services and resources on offer to support them.
We did	Regular communications sent to Library Champions and articles in Trust Update highlighting library services and resources.
We said	To develop more equitable services for Suffolk-based staff.
We did	Work on hold because of the Coronavirus pandemic.
We said	To promote a culture of continual quality and improvement.
We did	Provided literature searches and document supply services to support several NSFT Quality Improvement projects.
We said	Reviewing and developing our services to ensure maximum efficiency.
We did	Current awareness services reviewed and plans in place for a more efficient offering in 2021/22.

Comments from users regarding the impact of the library service:

“The ease of accessing literature and books is second to none. The staff are always willing to help and always go above and beyond expectations.”

Community Mental Health Nurse

“The library service is integral to the work we do clinically. By using the library service, we are able to directly improve our knowledge which in turn influences best practice and leads to clinical improvements for our patients and wider communities.”

Clinical Psychologist

“Without the service I would be in a muddle on where to access information so easily and quickly.”

Mental Health Nurse

“The team are always so helpful and interested in projects being undertaken. They work efficiently and quickly to provide the support required. They are a truly wonderful team and my role would be much harder without their support.”

Trainee Clinical Psychologist

“Compliments to the library team, they are fantastic. A superb resource for the Trust’s staff.”

Pharmacist

Looking forward

For 2021/22 the main areas of development and activity will be:

- Rolling out our revised current awareness service.
- Extending our range of eBooks and eAudiobooks.
- Revising the training we offer in line with the launch of new Health Education England information systems.