

Library Services

Annual Report

April 2021 – March 2022

Author:	Rob Kelly, Library Manager
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Introduction

This report outlines our services and provides an overview of activity during 2021/22 and sets out some of our plans for 2022/23.

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 in-depth 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 2021/22 the library received funding from:

- Health Education England
- Norfolk and Suffolk NHS Foundation Trust

Staffing

There are four members of staff in the library team (3.00 WTE's)

- Library Manager (1 WTE)
- Electronic Resources Librarian (0.8 WTE)
- Electronic Resources Librarian (0.4 WTE) - Vacancy
- Senior Library Assistant (0.8 WTE)

Library users

Our user base consists of staff employed by 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 2022 there were 2,391 registered library users.

Key Activity Statistics

In 2021/22 there were:

- 3,828 loans from stock
- 56 in-depth literature searches conducted by library staff
- 50 new eAudiobooks added to the collection

Activity statistics overview

Library activity	All Organizations 2018-19	All Organizations 2019-20	All Organizations 2020-21	All Organizations 2021-22
Book loans from stock	8,888	7,819	2,368	3,828
Inter library loans received – books and articles	912	824	909	850
Registered Athens users - active	1,482	1,568	1,600	1,692
Mediated literature searches	61	76	79	56

The Coronavirus pandemic continued to have an impact on library activity during 2021/22, books loans from stock did increase although there is some way to go to reach pre-pandemic levels. Usage of online resources has largely been maintained.

Performance

The 2020/21 annual report identified areas for development and activity, this is how we performed:

We said	We'd roll out our revised current awareness service.
We did	We're now using KnowledgeShare to provide tailored current awareness updates and journal table of contents alerts for our users.
We said	We'd Extend our range of eBooks and eAudiobooks.
We did	50 new titles added to the collection
We said	We'd Revise the training we offer in line with the launch of new Health Education England information systems.
We did	Library staff have received training on new systems and are passing on this knowledge in tailored training sessions to NSFT staff.

Comments from users regarding the impact of the library service:

"I am so grateful that you have made such a wide range of audiobooks available to staff, it really helps to make us feel valued and as though our learning and personal development are important"

Peer Support Worker

"I think it is a fantastic resource. There is a good range of books available. Audiobooks are great for me because I can listen while I am driving or getting other things done so it feels like being able to do 'CPD' without adding to the workload."

Mental Health Nurse

"The library is amazing. So responsive to enquiries around literature and helping to find research papers."

Mental Health Practitioner

"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

"The support from the library has been extremely helpful and this has been very welcome in my experience as someone who has been worried about the demands of academic work on top of working full time."

Mental Health Practitioner

Looking forward

For 2022/23 the main areas of development and activity will be:

- To launch and implement the new Koha library management system in collaboration with NHS library services across the East of England.
- To deploy the LibKey Nomad browser extension across the trust, this will automatically provide full-text links to NHS-subscribed/licenced ejournal articles, will streamline access to evidence and save staff time.
- To work towards addressing areas for improvement as recommended by Health Education England in their Baseline Validation Review of NSFT Library Services.