



Oxford Health
Libraries

ANNUAL REPORT APRIL 2017 - MARCH 2018 AND SERVICE OBJECTIVES APRIL 2018 - MARCH 2019

Our Vision...

Effective, Efficient, Innovative

Providing quality information services, creating a knowledge base to support:

- Personal and professional development,
- Evidence-based practice,
- Research and innovation.

Sarah Maddock
Library Services Manager
June 2018




Oxford Health
NHS Foundation Trust

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CONTENTS

Section		Page	Section		Page
1	INTRODUCTION	3	3.2.2	Enquiries	12
2	ACHIEVEMENT HIGHLIGHTS 2017-18	3	3.3	L & D. Courses	12
2.1	Library Strategy	3	3.4	Outreach Services	13
2.2	Working in partnership: KfHC	4	3.4.1	Inductions	13
2.3	Quality assurance: LQAF	5	3.4.2	Training: Personal sessions	13
2.4	Library Membership	5	3.4.3	Training: groups, visits	13
2.5	Service Level Agreements	6	3.4.4	Supporting OHFT CAMHS –SW MOU	13
2.5.1	Commissioners	6	3.4.5	Supporting ward rounds	14
2.5.2	HETV – CPD Primary Care	6	3.4.6	Supporting reading groups	15
2.6	Marketing and promotion	7	3.4.7	Repository for Trust Publications	15
2.6.1	Library Website	8	3.4.8	Community of Practice OTs	15
2.7	OpenAthens registrations	9	3.4.9	GDPR	15
2.8	Collections management	9	4	FACILITIES	16
2.8.1	Books & other media	9	4.1	Supporting e learning	16
2.8.2	Journals and subscriptions	9	4.2	Warneford Library	16
2.9	Current Awareness	10	4.3	Littlemore Library	16
2.9.1	KnowledgeShare	10	4.4	Whiteleaf Library	16
2.9.2	Other alerting services	11	5	STAFFING	17
2.9.3	Resource guides	11	5.1	Library Establishment	17
3	ACTIVITY DATA	11	5.2	Staff training/development	17
3.1	Borrowing and lending	11	5.2.1	Network participation	17
3.1.1	Book loans	12	5.2.2	Statutory/mandatory training	18
3.1.2	Document supply	11	5.2.3	Other training and development	18
3.2	Literature Searches/Enquiries	11	6	FINANCIAL REPORT	18
3.2.1	Literature Searches	12	7	CONCLUSION	19
				Bibliography	19
APPENDICES					
1	Membership	20	4	Library Staffing organization chart	24
2	Activity trends - Loans	21	5	Service objectives	25
3	Enquiries/Literature Searches	22			
FIGURES					
1	Library members 2017-18	6	6	Literature searching stats 2017-18	12
2	OHFT OpenAthens registrations	9	7	Group Inductions 2017-18	13
3	National & Regional e resources 2017-18	10	8	Teams/events attended 2017-18	14
4	Items supplied	11	9	Room bookings 2015-18	16
5	Literature searches	12	10	Activities summary 2016-17	18

1.0 INTRODUCTION

The following report aims to inform Library stakeholders about the past year's activities and achievements and sets out objectives for 2018-19.

2.0 ACHIEVEMENTS/HIGHLIGHTS 2017-2018

2.1 Library strategy

A new Library Strategy was published covering 2017-2021:

<https://www.oxfordhealth.nhs.uk/library/about-us/library-reports/>



"This document outlines our strategy for the years 2017 – 2020. It is informed by a wide range of national, regional and local drivers discussed in a variety of documents.... It will be reviewed annually and re-shaped to take account of changing directions. The document explains how OHFT Libraries will support the vision of our core stakeholder OHFT to deliver excellent patient care, being **'caring, safe and excellent' so that** "no matter who you are or where you are, you will tell us that you receive: **'outstanding care delivered by outstanding people'** and supports the aims of other key stakeholders including Health Education England (HEE), NHS England (NHSE), Oxfordshire Commissioning Group (OCG), South West and Central Commissioning Support Unit (NHS SWCSU) and Public Health England (PHE).

It is closely aligned to the **Knowledge for Healthcare Development Framework for NHS Library and Knowledge Services (KfHC)** which affirms the **"Pivotal role of healthcare library and knowledge services"** **"which underpin all aspects of the NHS"**. The framework aims to "articulate the direction of travel for healthcare library and knowledge services, to inform priorities and decision-making" (**Knowledge for HealthCare 2014**). (Oxford Health NHS FT (OHFT) Libraries Strategy 2017-20, p1)




The key objectives of our strategy are to:

1. Maintain access to the knowledge base of evidence; providing a high quality library & knowledge service
2. Enable effective use of the knowledge base; mobilise knowledge to deliver on NHS priorities, supporting lifelong learning and wellbeing of NHS staff and facilitating the dissemination of research and innovation.
3. Deliver a cost effective service; collaborating with other providers, improve the patient experience.
4. Develop the knowledge and skills of library staff.
5. Improve the user experience.

Current progress and targets for the coming year are included in Appendix 5.

-  Overall progress has been good, continuing with the trend of high demand for specialist library services including literature searching, knowledge skills training/support and provision of high quality information resources.
-  Significant achievements include maintaining a high level of LQAF compliance (**95%**); doubling the number of literature searches delivered; maintaining 6 external SLAs, considerably increasing both the uptake of the KnowledgeShare tailored alerting service to **1548** members

and adding many new recipients to existing and new specialist evidence bulletins; continuing valued outreach activities, including providing librarian support for a ward round at the Highfield Adolescent Unit, supporting a reading group for inpatients at Cotswold House, Warnford Hospital and initiating a new reading group for the Bucks Recovery College in Aylesbury.

-  There has also been a notable increase in use of e books and continuing high level of provision of quality evidence resources to users from own stock and other libraries.
-  Additional high quality online resources have been provided in response to user requests. This year access has been provided to the HSI for the whole Trust, though a South-wide library collaborative agreement. We have also subscribed to Clinical Key, Psychiatry and Infectious Diseases Collection, Wiley Nursing and Medical Journals Collection, Stahl Online and PepWeb.
-  The Library has facilitated and funded with the support of Learning and Development, the procurement of an externally hosted system for the provision of a Repository for Trust publications. This aims to provide a showcase for Trust authored research and enable sharing of Trust projects and service improvements. Library staff are setting up the repository structure and adding locally authored publications before launching this in the summer of 2018.

2.2 Working in partnership: Knowledge for Healthcare.

OHFT library staff continued to support the Health Education England (HEE) sponsored [Knowledge for Healthcare](#) work programme. Published in 2015 this strategic development framework for NHS library and knowledge services in England highlights the pivotal role of healthcare library and knowledge services (LKS) in delivering HEE's vision: "to ensure that all staff and learners, patients and the public, have access to and can use the best knowledge and evidence available for learning, research, innovation, clinical and organisational decision-making and critical thinking in health and healthcare, wherever and whenever they need it, thus reducing the gap between evidence and practice".

This year we have focussed on developing skills around mobilising evidence and organisational knowledge to underpin productivity, quality, safety and efficiency gains across the NHS. The role of library and knowledge specialists is to help healthcare organisations: apply and use evidence in decision making, build know-how and continue to learn. The library team participated in a series of webinars on knowledge management intended to support libraries in local knowledge management activities, <http://kfh.libraryservices.nhs.uk/knowledge-management/> and aim to use this knowledge to support OHFT activities.

Sarah Maddock continued to work with 3 other regional library managers and the Knowledge Services Development Lead in the KfHC South Engagement Group, with the aim of helping NHS Libraries to work towards embedding the principles of KfHC in their Trusts. We organised and ran a South wide NHS Libraries study day in April 2017 which focussed on how libraries can use skills to:

- enable patients and the public to access high quality information at the point of need.
- enable all staff to apply and use evidence in their decision-making.
- demonstrate the value and impact of our libraries.

This resulted in an action plan which identified key priorities for NHS Libraries in the South for collaboration.

Sally Hernando Innovation Awards. Sarah Maddock participated as a judge for the 2017 Sally Hernando Innovation Awards. This was an interesting and useful process which enabled us to identify innovations in other libraries that we could use locally. For example the 2nd placed entry The Online Research @ Derby Archive (ORDA) enabled us to identify a supplier for our OHFT Repository. Another finalist, provided the Awards Bulletin that we now send to selected Trust staff and there were further potentially useful innovations that we plan to explore with a view to implementing in OHFT in future.

Making Every Contact Count (MECC). Mark Bryant has begun working with the Health Promotion Unit and Public Health Staff in Oxfordshire to design and deliver a training programme (online module & workshop) for around 70 public library staff, in Oxford/Banbury to introduce MECC. It aims to build upon online HEE training with team focused workshops to allow staff to have a go at, and become more confident with, conversational MECC intervention techniques. It will support staff teams to work out how MECC can be embodied within the delivery of health promotion campaigns as well as in their day to day interactions with service users. It will have the potential for some staff to be trained using the Wessex model/upskilled to be able to train others, with the further aim of producing a replicable model for MECC training and quality assurance for front line staff that can be used in other areas

2.3 Quality assurance: NHS Library Quality Assurance Framework (LQAF).

The LQAF is the national quality assurance tool for NHS library/knowledge services and specifies 49 quality criteria annually audited using a Standards Assessment Tool. We have continued with our partial/full compliance rating of 95%, remaining well above the acceptance threshold of 90%. This year we were required to submit evidence of compliance for 5 criteria. Of these we achieved full compliance for 3 criteria and partial compliance for 2 criteria. We expect to be able to achieve full compliance for these same criteria in 2018 although one of the criteria for which evidence needs to be submitted has changed. A new system of Quality Assurance is due to be implemented in 2019-20. For 2018 we are expected to provide evidence for the following criteria:

- 1.1a There is a designated board member accountable for the library/knowledge service with a clear two-way communication process with the library/knowledge service manager
- 1.3c The positive impact of LKS can be demonstrated
- 5.3h LKS support clinical and management decision making.
- 5.3l LKS are developed to support information provision for patients and/or the public
- 5.4 Members of the LKS team are actively involved in the creation, capture, sharing, utilisation, or reuse of knowledge in the organisation served.

2.4 Library Membership

Total membership reduced slightly to 3669(3831) members although new registrations was still high: 792. OHFT still comprise the majority of library members (77%). 17% of members were students including those studying on Trust courses such as the Oxford Doctoral Course in Clinical Psychology (ODCCP), IAPT (Talking Space/ Healthy Minds), on external courses via Oxford Brookes University and

the University of Bedfordshire; and Medical Students; the remaining members included, Oxford University staff, staff working for external organisations through Library SLAs including Public Health Staff (Aylesbury and Oxford), Commissioning staff (Central Southern and West Commissioning Support Unit Clinical Effectiveness team and the NHS England South Central, Medical Directorate), staff of the Oxfordshire Clinical Commissioning Group and Oxfordshire GPs. *See Appendix 1a*

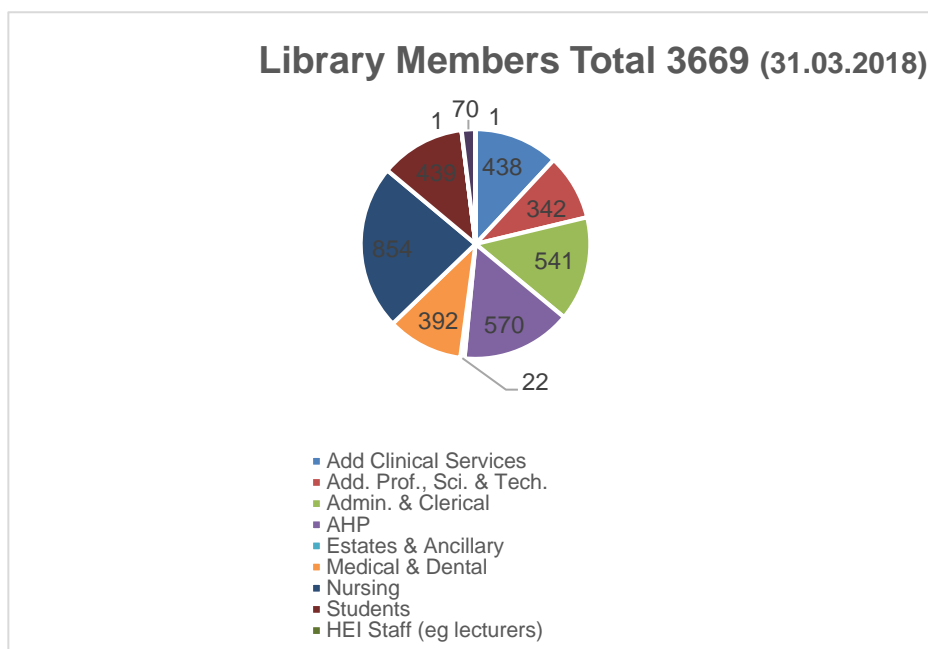


Figure 1 Library Members 2017-18

2.5 Service Level Agreements and partnerships.

2.5.1 Commissioners

We continued to provide library services via SLAs with commissioning staff working in the Central South and West Commissioning Support Unit, Oxfordshire Clinical Commissioning Group, NHS England South Central Medical Directorate and Public Health staff working within Buckinghamshire and Oxfordshire County Councils. Commissioners and public health practitioners have continued to be provided with current awareness alerts including Knowledge alerts for CCGs and Commissioners and the Public Health Bulletin. They have used OHFT Libraries for document supply, loans, literature searching/evidence reviews, and library staff have supported them with OpenAthens administration and information skills training. All feedback provided has been positive. OHFT libraries will continue to provide library services to these organisations in 2018-19.

2.5.2 HETV – CPD Primary Care

OHFT Libraries continue to deliver information services through an SLA with HETV to support CPD of Primary Care staff by:

- Horizon scanning of key evidence resources for delivery of 2 monthly specialist bulletins: Reshaping Clinical Care (covering dementia, long-term conditions, integrated care) and Future-proofing General Practice (covering skill mix, telehealth, workforce planning, innovation).

- Hosting of the 'CPD Zone' (within the library website) for primary care staff.

Key statistics: the CPD Zone contains 79 pages (February 2018). Between 9 November 2015 (when data became available) and 31 January 2018, 1156 users have visited the site

initiating 1,842 sessions and resulting in 3,846 unique page views. Of these visitors 22.6% have visited more than once. 27 Primary Care bulletins were published and these were downloaded 2205 times in total. As well as being able to download these documents 308 individuals and 19 Library Knowledge Services receive these automatically by email.

Future Development. It is recognized that the CPD Zone contains a wealth of specialist resources which have a wider application than the current area served ie Thames Valley. The CPD Zone Steering Group which includes representatives from HETV, Practice Managers, local CEPNS already carries out promotional activities using social media and regional events to increase awareness and usage of the resources. It is also hoped that in future it may widen usage of the CPD Zone across other HEE areas thereby reducing duplication and effecting cost savings. The CPD Zone will also be simplified in structure to improve navigability and reduce effort in keeping pages up to date. The aim of making the site usable in other regions will also be considered in the restructuring.

2.6 Marketing and Promotion

Library services are promoted via:

...library guides which advertise specific services and resources...

...librarian attendance at and provision of library materials for Corporate Inductions, Junior Doctors Inductions, Student Inductions, Course inductions...

...tailored inductions/induction packs provided to all new library members.

...attending or providing library promotional materials at Trust events.

...collaboration with trust departments and teams

...the Library User Committee – targeted emails to user groups via LUC members

...regular intranet announcements included in the weekly all Trust email.

....supporting Awareness days: Autism, Mental Health, Mentoring, and Libraries Week with Exhibitions in the Warneford Library Corridor and title lists and displays in the libraries.

... Social Media via Twitter. Library staff tweet regularly and have increased followers to 370(259). Library staff have found Twitter useful as a source of knowledge and news. Twitter widgets on the library website provide news feeds on relevant topics such as Nursing Revalidation.

...Yammer, set up a Library Group to promote services and resources

....**This year we also ran our first Summer Fete.** It all started with a Randomised Coffee trial held by the OHFT Improvement and Innovation team as part of NHS Fab Change day in 2016. The library pledge "To hold an event in Health Information Week (3-9 July) in our three OHFT libraries at Littlemore, Warneford and the Whiteleaf Centre" was selected as one of the standout pledges made on the day to be shared with Roy Lilley and Helen Bevan, the national leads, forming part of a national programme of improvement of patients' experience and outcomes. We voted to pool our Staff Recognition Fund award (offered to all OHFT staff to thank them for support with the recent CQC inspection) to arrange a lunch in the Whiteleaf café following a team meeting to discuss how to meet our pledge and at the lunch – possibly inspired by a little cake – the team invented a Health Information Week Summer Fete! We planned some innovative games designed by library staff to convey messages about how library services can improve patients' experience and outcomes. Aware that the LKS offer is not fully

understood by either NHS staff and patients, we hoped to improve knowledge by promoting interaction and awareness through fun activities. The games would get people engaged, but would also deliver core messages on the value and benefits of libraries, on the need to get the right

information to support appropriate treatments and improve patient outcomes, and support NHS quality initiatives such as prevention, self-help and integrated care.

The games included a treasure hunt for a £25 Amazon voucher (with a bespoke Treasure map, covered in evidence-themed locations), a Lucky Dip (filled with small boxes of chocolates and literature search strategies, with more chocolates for better searches – one for asking Google about SSRIs, up to a “jackpot” of a librarian-run search!), and a multiple choice quiz for patients or staff, with cakes as prizes!

We provided leaflets and information for patients from PALs and MIND, enlisted support from Wiley, and Medhand who provided Amazon vouchers, pens, colouring postcards, crayons, posters, bags and other gifts. We ran three fetes across the three Trust sites with libraries: Whiteleaf on Monday, Warneford on Wednesday, & Littlemore on Friday. At Warneford the Medhand rep also provided a stall offering information about the Medhand App.

The most successful events were at Whiteleaf and Littlemore, mainly because they were located near cafes and were held at lunchtime. They were enjoyed by at least 70 patients and staff and we received many favourable comments! We were able to make contact with staff and patients who had never used the library service and who hopefully went away with some understanding of what NHS libraries can offer to support health information and knowledge needs. It also allowed us (with the help of the Communications Team) to launch our new Information leaflet “How to find good quality health information on the internet”. (available via the OHFT website - <http://www.oxfordhealth.nhs.uk/support-advice/getting-help>).

The library team all took part in planning and running the fete and all said they enjoyed the experience although it was quite challenging to manage on top of existing work! They used examples of our many searches for the lucky dip game and their expert knowledge to design the quiz questions and treasure map. Funding required was minimal as we obtained all leaflets from voluntary organisations such as MIND free of charge, used freely available materials for creation of the games where possible and prizes were donated by library suppliers (apart from the cakes and sweets).

We advertised via the intranet (several announcements), Twitter and Yammer; emailed many contacts; designed a poster to send out/ put up wherever possible; created a smaller version as a leaflet and went around sites on several days to deliver by hand to wards, departments and anyone passing by! The design of the games was documented and we have also created a very brief questionnaire which was sent out to attendees (where known) to derive some measure of impact.

2.6.1 The Library Website

The layout of the Library Website has changed this year in line with the other OHFT Websites. The website forms are increasingly being used by library members to request services including Inter-Library Loans, Literature Searches and Current Awareness services. We used Google Analytics to obtain statistics of use, finding continued good levels of use. From 1 April to 31 March there were 4,276 sessions, with 11,510 page views. An average of 2.69 pages was viewed in each session. There were 2,651 users and 18% were identified as new visitors, and 82% returning. The Home page, Join the Library, Current Awareness bulletins, Literature Searching, Athens, Library Locations, Contact us, Training, Resources pages were the most visited pages of the website, but it is clear from the ‘Behaviour Flow’ patterns that a large number of pages within the website receive visits.

2.7 OpenAthens Registrations.

OpenAthens is an Access Management System that enables those who register to view information resources which include national, regional and locally purchased collections/databases/journals/electronic books. OpenAthens usage statistics indicate an awareness of these evidence-based resources and are a measure of the success of library services in encouraging usage. NHS Librarians are responsible for administering NHS OpenAthens accounts, providing advice and support. OHFT Libraries administer 4 NHS OpenAthens groups – OHFT staff and placement students, Commissioning organisations in Thames Valley, Public Health Providers in Thames Valley and GPs and Practice Staff in Oxfordshire. As part of this we also administer the local link resolvers for these organisations, ensuring that access to nationally, regionally and locally purchased resources is maintained for all users.

We have maintained a high level of OpenAthens registrations for OHFT. This year, figures show another significant increase with 31% of Trust staff now registered. This reflects the considerable efforts of Library staff to promote NHS OpenAthens resources.

	OHFT OpenAthens Registrations	OpenAthens registrations as % of workforce
March 2015	1358	24%
March 2016	1544	28%
March 2017	1551	29%
March 2018	1616	31%

Fig 2 OHFT OpenAthens Registrations

Usage statistics showed that there were **13206** OHFT accesses to all online resources – journals, databases and ebooks via OpenAthens from April 2017 - March 2018. This has increased from 2016-17 (13079).

2.8 Collections management.

2.8.1 Books and other media

We have continued to increase our stock to meet the information needs of stakeholders. We used the NICE Electronic and Print Content Framework Agreement, securing considerable discounts to purchase print books (£4035) and e books (£3194). It includes a subscription to the Medhand App with access to 3 e books, including the Maudsley Prescribing Guidelines for mobile devices. Medhand was accessed 294 times with 3477 page views.

The number of additions to print stock in 2017-18 totalled 158. We now provide access to 193 electronic versions of key texts for both primary care and mental health available via NHS OpenAthens. All books are available via the SWIMS catalogue, and lists of New Titles are regularly published. All are promoted via the all Trust weekly email and are available via the library website at http://www.oxfordhealth.nhs.uk/library/resources/key_resources/new-titles-lists/

We continue to order items in response to users' requests, in accordance with Trust priorities and regularly review the Collection Management policy, to plan and develop collections which reflect users' needs.

2.8.2 Journals and subscriptions

Journals usage is continually monitored and actions are taken to ensure that titles available reflect customer requirements. Library funding also supports access to regional and national resources.

Databases	Journals/Collections
Amed	31 BMJ Journal Titles
BNI	14 AMA Journals (back files)
CINAHL with Full Text	PsycArticles
Embase	Proquest Hospital Collection
Health Business Elite	
HMIC	
Medline	
Psycinfo	

Fig. 3 National and Regional electronic resources 2017-18

From March-December 2017 we subscribed in total to 135 online, print and online or print only titles. We were able to provide access to the HSJ via for all Trust staff via the South-wide regional subscription by making a contribution to the total cost. We continued with the subscription to the Emerald Health and Social care collection (32 titles) took out new subscriptions to PepWeb, a database providing access to 59 psychoanalytic journals and 96 e books and Stahl online which includes all 6 Stahl neuropsychopharmacology e books.

We continued to fund 20 online licenses to RCPsych CPD online for OHFT SAS Drs.

From January to March 2018 (and continuing to December 2018) we have subscribed additionally to the Wiley Medical and Nursing Collection (400 journals) and the Clinical Key Psychiatric and Infectious Diseases collection (62 journals and 36 e books). These have enabled us to cancel some single subscriptions since the titles are included in these collections. We therefore now have access to 553 titles during 2018.

2.9 Current Awareness

The library service provides current awareness resources and tools via the OHFT intranet, within the library services page, via announcements posted in weekly Trust emails and via the Library Website. Lists of new titles are published monthly.

2.9.1 KnowledgeShare

We continued to subscribe to KnowledgeShare from the University of Brighton and Sussex, enabling us to offering targeted bulletins and notifications of the latest high level research and publications in members' fields of interest. We also use KnowledgeShare to record literature searches carried out by librarians and send out reports to the requestor. We carried out 204 literature searches this year and by March 2018 there were 1548 OHFT users.



2.9.2 Other Alerting Services

There has been an increase in the number of bulletins and alerts supplied to customers this year particularly owing to the additional alerts delivered by the new outreach librarian, Mark Bryant who joined us from Southern Health in July. In March 2018, 654 Customers now receive 142 bulletins compiled by librarians including 85 Tables of Contents alerts, 2 fortnightly Primary Care Bulletins, 49 highly specialist Learning Disabilities alerts, and 8 bulletins supplied through collaboration with other

libraries: Public Health Update, Knowledge Alerts for Commissioners and CCG's, and Bulletins covering Education, Forensic Mental Health; Health Awards, Health management and Infection Control. The keeping up to date pages on the library website

<http://www.oxfordhealth.nhs.uk/library/services/specialist-services/keeping-up-to-date/>

include links to current awareness bulletins from other NHS library services and organisations.

2.9.3 Resource Guides/Title Lists.

Librarians work with clinical and non-clinical teams to produce resource guides in areas which are of current concern as identified by OHFT and the wider NHS. Guides include links to useful websites, professional organisations and lists of key journals, books and e books. Guides are produced to support Trust events or training days, courses and Trust priority areas. This year we have also provided Title lists in areas of key Trust Priorities including Apprenticeships, Leadership and LGBT.

3.0 ACTIVITY DATA

3.1. Borrowing and lending

Participation of OHFT libraries in the SWIMS network allows members access to over 100,000 items covering health and related disciplines. This illustrates the excellent value for money offered by NHS Libraries' working co-operatively to control costs and reduce duplication.

3.1.1 Book loans

Loans from own stock for 2017-18 **4666** (4678) including an increase in E book usage of (457) and a decrease in loans to other libraries (547). Courses supported included students from the Oxford Doctoral Course on Clinical Psychology, Oxford Cognitive Therapy Centre (Diploma), Medical Students, Minor Illness, IAPT, and students on placement or secondment undertaking nursing, Occupational Therapy and Social Work mainly through the University of Bedfordshire and Oxford Brookes University. This year we have also supported Apprenticeships: Business Administration, Health Care Assistants, Leadership and staff undertaking Mentorship training. Other borrowers included staff from Oxford County Council and the South, West and Central Commissioning Support Unit. (See Appendix 2).

3.1.2 Document supply

The total number of items supplied from external sources to local users and to other network libraries slightly decreased. Copies supplied from stock does not include e books read online in 2017-18 turns. Items supplied to external libraries increased owing to new inter-lending networks.

Items supplied	2017-18	2016-17
Items (books and copies) supplied to users from external sources	1148	1181
Items (books and copies) supplied to other libraries	1116	1174
Copies supplied from stock to own users	762*	1440**

Fig. 4 Items supplied summary. (See Appendix 2 for full breakdown)

3.2. Literature Searches/Enquiries

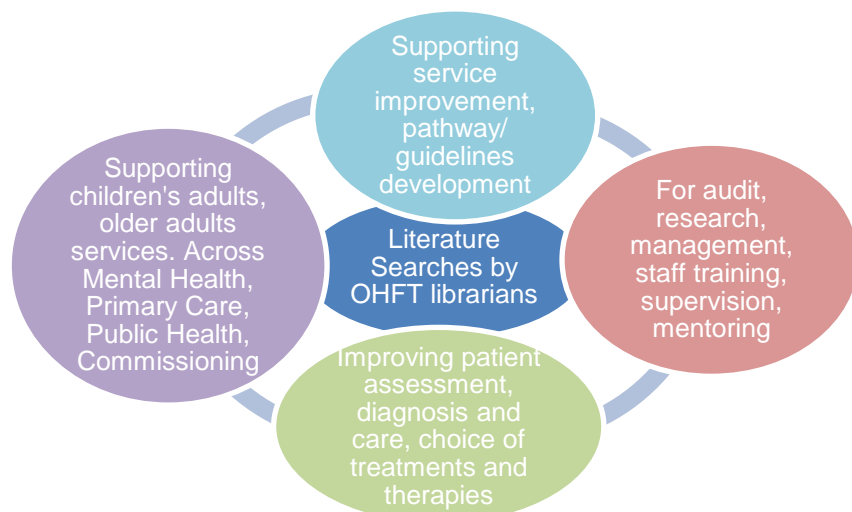


Fig 5. Literature searching

3.2.1 Literature Searches

There has been a continuing high demand for literature searches by librarians confirming the value that librarians can add to the work of the Trust and its partners, by saving time and offering information skills expertise.

Literature Searches provided by Librarians 2017-18			
Number of searches	Time taken (hours)	Average time(hours)	Time saved for clinicians days (time taken/time taken*2)
203	543	2.67	217

Fig. 6 Literature searches statistics 2017-18 (See examples of literature searches Appendix 3).

Librarians spent 543 hours altogether on searches averaging 2.67 hours per search. Assuming that librarians, as expert searchers are likely to take much less time to search than non-experts, the time saved may be double that actually taken - 217 days.

We also offer opportunities for customers to undertake bespoke training in information retrieval techniques to enable them to undertake their own literature searches.

3.2.2 Enquiries

The results of our survey of enquiries, recorded during one week in March 2018 and collating data from three libraries are included in Appendix 3a. The results resemble last years' and demonstrate the range of activities that are undertaken.

3.3 Learning & Development. Courses

Library members undertaking courses remained similar at 571 library members. Courses taken covered a variety of disciplines and levels of study, including in Medicine, Nursing Occupational Therapy and Cognitive Therapies at Doctorate, Diploma and Certificate levels comprise the majority. Minor Illness, IAPT and Social Work students are also significant users of library services. As already advised (3.1.1) we are now supporting an increasing number of Apprentices. Support for inductions, information skills training and supply of articles and books are the main activities delivered.

(See Appendix 1b).

3.4. Outreach Services

3.4.1 Inductions

Library staff have promoted library and information services and delivered training at inductions for Junior Doctors, the Oxford Doctoral Course in Clinical Psychology, medical students, nursing and OT students from the University of Bedfordshire and Oxford Brookes University, and students enrolled on in-house courses for Minor Illness, IAPT and Apprenticeships, clinical and non-clinical including Business administration, Health Care Assistants, Nursing Associates and Leadership, mentorship and preceptorship.

They have attended 14 Corporate Trust inductions for 800 staff in Oxford, Aylesbury and Wiltshire during this period. This high figure demonstrates the increasing user base served.

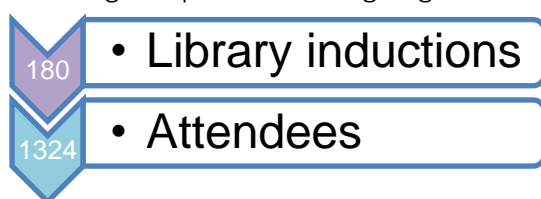


Fig. 7 Library inductions 2017-18

3.4.2 Training Sessions: personal

Library training sessions are offered on site or in libraries. The most popular training provided is for literature searching, which includes planning a search (PICO, keywords, truncation, wildcard, phrases, Boolean, limits) and running a search on selected database(s).

Other frequent training delivered includes Critical Appraisal, Endnote /referencing, Cochrane, setting up and running journal clubs.

3.4.3 Training: groups, visits, events

... Julia, Kate, Katie, John, Mark and Mpilo have delivered training for OHFT teams, at a variety of training events in locations in Buckinghamshire and Oxfordshire. They have provided group training in Critical Appraisal skills, advanced literature searching and referencing. (See Fig 8 for teams and events visited). Julia has analysed responses from participants and made recommendations for improvements to training which will be actioned as required.

OT Skills Development Day. John Trevor-Allen, Sarah Maddock and Kate Worrall supported this day, held at Unipart Conference Centre, attended by around 60 Occupational Therapists from across the Trust. Prior to the meeting we took out a subscription to the British Journal of Occupational Therapy. On the day, we provided a rolling 6 minute presentation on library services to 8 groups of Occupational Therapists and attended three sessions on research areas of interest to occupational therapists. To help maintain interest in research we subsequently set up a weekly journal club for Occupational Therapists in Warneford Library and have supported this with sessions on referencing, critical appraisal and writing for publication. See also 3.4.8.

3.4.4 Supporting OHFT CAMHS staff working in the South West.

We continue to support these staff through a regional Memorandum of Understanding with library and knowledge services in Bath and Wiltshire (at the [Avon and Wiltshire Mental Health Partnership Trust](#), [Royal United Hospital, Bath](#) and [Great Western Hospital, Swindon](#)), who have agreed to provide access to their libraries for OHFT CAMHS staff working locally.



Figure 8 Teams & events 2017-18

3.4.5 Support for Ward Rounds

We have continued to attend a monthly ward round at the Highfield Adolescent Unit. This has allowed librarians to provide support for clinicians by carrying out literature searches and supplying articles to inform current and future treatment of individual patients. It has been a rewarding experience for librarians who have begun to feel part of the clinical team and have so far have attended 5 Rounds and provided 10 literature searches. We still hope to extend this service to other Trust wards.

3.4.6 Support for Reading Groups

We have continued to support the Reading Group for in patients at Cotswold House, Warneford Hospital. Outreach librarians regularly supply books to inpatients via Oxfordshire Libraries. This service has now also been provided to the Buckinghamshire Recovery College and we hope to extend it to other teams in future.

3.4.7 Repository for Trust Publications

Originally proposed in 2015, we are delighted to have finally managed to facilitate the setting up of a Repository for Trust publications. The Library has arranged and funded with the support of the Learning and Development Department external hosting for the Repository through KnowledgeArc, who we became aware of through the Sally Hernando Innovation Awards as a supplier of repositories for Derbyshire Hospitals and Nottinghamshire Healthcare.

Librarians are working to create the structure of the repository and will be adding Trust authored publications, poster presentations, local projects and other suitable resources. The repository will be available on the OHFT website and will act as a showcase for Trust research as well as facilitating the sharing of local service improvements and other achievements.

3.4.8 Community of Practice for Occupational Therapists.

We have worked with Occupational Therapists and the Learning and Development Department to design and create an online research area in the Moodle L&D Portal. The purpose of the site is to **provide a community of practice and to open dialogue between practitioners across different sites and settings.** It aims to **provide an opportunity for Occupational therapists to keep up to date with evidence-based practice and discuss it amongst each other; to support the development of a training programme on sensory approaches for Occupational therapists in Oxford Health and to develop a research project on sensory approaches with Occupational therapists, colleagues from Oxford Brookes University, Centre for Movement, Occupational and Rehabilitation Sciences (MORes) and Library services staff.** This online facility is also intended to act as an extension of the weekly journal club held for Occupational Therapists at Warneford Library by making papers discussed at the journal club available to Occupational Therapists across the Trust. A discussion forum will enable all to participate. Literature searches carried out to support Occupational Therapists and other resources provide by the library will also be made available on the site. If successful we hope that this may act as an example for other teams to follow, enabling research and innovations to be shared and used in practice.

3.4.9 General Data Protection Regulation

Changes in legal obligations around personal data are being addressed in accordance with Trust requirements and legal obligation. We have reviewed our systems, developed a [privacy notice](#) and procedures to ensure compliance. As part of this we are carrying out a survey of our current awareness services (June 2018) and a report will be issued when this has been concluded.

4.0 FACILITIES

4.1 Supporting e learning

Libraries continue to offer facilities including headphones and pcs for e learning and enable users to complete mandatory, statutory and other e learning courses. Library staff regularly support staff undertaking e learning in the libraries.

4.2. Warneford Library

We operate a booking system for the upper library rooms which has continued to be popular for tutorials and group sessions. Junior Doctors have continued to hold regular weekly sessions for clinical supervision in addition to the regular bookings for Junior Doctors Education and Training. The number of rooms booked and users have again increased this year, demonstrating the continuing value of the library as a resource for individual and group study and research activities. It again reflects an increasing pressure on office/meeting space in the Trust which we have helped to alleviate by providing space for management meetings where appropriate.

Warneford Library Bookings Upper rooms					
2017-18		2016-17		2015-16	
Rooms	Users	Rooms	Users	Rooms	Users
***467	***1809	***433	***1791	***427	***1536
*** includes increased bookings for JDRS learning support and OCTC course		*** includes booking by OCTC course - 2-3 rooms/8-10 users		***includes booking by OCTC course – 1-2 rooms; 6 users; JDR bookings; 1 room.	

Fig. 9 Room Bookings Warneford Library 2015-18

4.3. Littlemore Library

In April/May 2017 we were required to reduce the space occupied by Littlemore Library to accommodate the Health Promotion Unit. This unfortunately resulted in disruption to library services for several weeks. In July 2017 further changes were imposed following the Trust's acquisition of the Learning Disability services from Southern Health. This included the transfer of the Learning Disability Specialist Outreach Librarian, Mark Bryant as well as the book and to journal stock of the Dermot Rowe Library. This took several weeks since the stock had to be initially transferred to Warneford Library owing to the lack of space in Littlemore Library following previous reductions. The stock was gradually transferred to Littlemore Library, also accommodating shelving from the Slade site where possible. The resulting library space is far from ideal since there has been a reduction in the workstations available as well as study space but it is expected that this may improve when the HPU moves elsewhere (expected to take place in the coming year).

4.4. Whiteleaf Library

The library is heavily used by staff based at the Whiteleaf Centre, students and visitors to the site, despite continuing environmental issues. Pressure on office space has resulted in increasing use of the library for clinical and administrative work and this generally works well. However, in view of the

recurrent comments in the library survey about quality and lack of study space and since it is difficult for library staff to provide training and maintain confidentiality in the current space we aim to rearrange the existing layout.

5.0 STAFFING

5.1. Library Establishment

The library was fully staffed for most of 2017-18 though the following changes took place so that by the end of March 2018 there were 6.88 fte library staff.

- **John Trevor Allen**, Outreach/Reader Services Librarian, left in December 2017 to take up a post at Public Health England.
- **Mark Bryant** transferred back to OHFT Libraries following the transfer of Learning Disability Services from Southern Health to Oxford Health in July 2017;
- **Mpilo Siwela** joined us as Outreach/Reader Services Librarian, in January 2018.
- **Maeve Ladbroke**, Library Assistant in Oxford, reduced her hours to part-time in September 2017;
- **Katie Treherne**, re-joined the staff as a sessional Outreach Librarian working two half days per week from July 2017.

5.2 Staff training and Development and collaborative working.

5.2.1. Network participation

Library staff have represented the service and contributed to the following meetings regionally and locally:

Thames Valley and Wessex (TVW) Strategic Management Network Meetings

South Region Strategic Management Network Meetings

...Sarah Maddock continued to represent Thames Valley on the SWIMS Network Board and the South Electronic Resources Collaborative.

...Sarah Maddock continued as a member of the PLCS (Psychiatric Libraries Co-operative Scheme) Committee, helping to organise the PLCS biennial Conference.

...John Trevor-Allen attended a Demonstrating Impact workshop.

...Sarah Maddock attended the CPD Zone steering group meetings.

...Maeve Ladbroke and Sheila Jordan attended the regional library assistants meeting and library assistant's webex training.

...Kate Worrall attended NHS South KnowledgeShare Webex meetings.

... John Trevor-Allen attended the CILIP Conference.

...Sarah Maddock,, Katie Treherne, Mark Bryant, Julia Hallam and Kate Worrall attended 'MEOK' webex sessions to support users to mobilise knowledge and deliver evidence based practice.

...Sarah Maddock attended the TVSCN Health Literacy Webinar.

...Sarah Maddock has attended L&D Team Meetings, SMT meetings, Apprenticeship Provider Meetings and L&D Strategy meetings.



...Sarah Maddock and John Trevor Allen represented the Library at the L&D Team Development Day.

5.2.2. Statutory/Mandatory Training

The library team attended statutory/mandatory training or completed the classroom, virtual classroom or e-learning assessments for Health and Safety, Fire Awareness, Manual Handling, Equality and Diversity and Information Governance.

5.2.3. Other training and development

...Kate Worrall has attended the OHFT Linking Leaders Carer's conference.

... Sarah Maddock and Mark Bryant attended Linking Leaders OHFT Making Research a Reality conference.

...Kate Worrall attended webex demonstrations of Dynamed Plus, Ovid Discovery and the Ovid Link Resolver.

...Sarah Maddock attended the OHFT BRC Open Research Day.

...Mpilo Siwela and Katie Treherne attended the Synthesising Evidence refresher training.

...The Library Team, led by Kate Worrall took part in the Trust Pedometer Challenge in May 2017 and won an award for the most improved team!

6.0 FINANCIAL REPORT

The main challenges were presented by increases in publications costs – particularly cost of journals which necessitates difficult decisions to be taken about continuation of existing, or adding new subscriptions. We carefully consider factors such as usage, regional availability, user requirements and balance these against costs when making purchasing decisions.

The Trust's policy of limiting spend in various categories continues to require us to submit additional approval requests for all purchases of books and publications. Although all were approved the process has again added a considerable amount of time to the process of procurement and delayed supply of items for users.

We will continue to work to manage resources efficiently and effectively over the coming year. It is hoped that this will be possible by continuing with existing careful financial management and taking opportunities for collaboration with other libraries. We are of course dependent on the continuance of existing sources of income from external funding and SLA's.

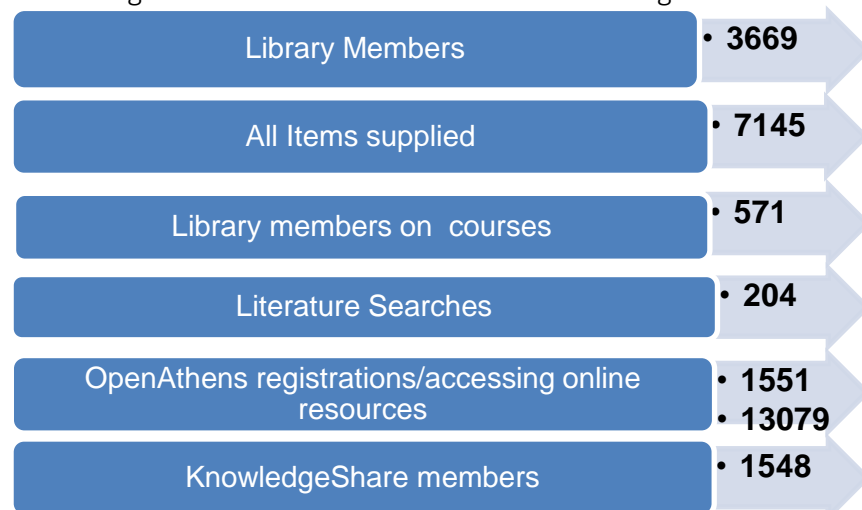


Fig. 10 Activities summary 2017-18

7.0 CONCLUSION

This year has again been a busy time for our library services with high levels of activity as shown in Fig 10. Usage clearly demonstrates the value of library services to OHFT staff and stakeholders who make use of physical and remote library services, supporting them to deliver high quality, evidence-based care for their patients despite their increasing work pressures. The 100% increase in Literature Searches provided and increasing numbers of those receiving current awareness services and signing up to NHS Open Athens are particularly encouraging.

The high quality of library services is evidenced by the 95% LQAF compliance achieved and the continuing agreements to provide services to external customers through funded SLAs.

...This year we will continue with our strategic objectives of further developing library services for new and existing customers. We will continue to ensure that services are delivered to meet quality standards of the LQAF and the Trust's Strategic Framework, focusing on traditional activities as well as seeking innovations in outreach, promotion, marketing and delivery of services to remote users.

...we will continue to promote awareness of how skilled library staff may support busy NHS staff and students. Library services are uniquely positioned to help to manage knowledge, offering solutions to busy clinicians, administrators and managers.

.....Financial pressures and changing needs of users mean that we will continue to re-evaluate our resources provision and seek greater efficiencies and new revenues. We will meet these challenges with our usual professionalism and enthusiasm whilst continuing to maintain high standards.

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Appendix 1: Membership

1a. Membership by Stakeholder 2015-2018

Stakeholder group	2017-18	%	2016-17	%	2015-16
Oxford Health Staff – Mental Health	1774	48	1844	48	1925
Oxford Health - SWCAMHS	98	3	107	3	97
Oxford Health Staff – Primary Care	993	27	1022	27	1090
GPs in Oxfordshire	15	0	13	0	12
Oxford Health –Talking Space/Healthy Minds	149	4	128	3	109
Oxford Brookes University	115	3	110	3	115
University of Bedfordshire	107	3	95	2	106
ODCCP	61	2	64	2	65
Commissioning/Public Health Staff	120	3	129	3	48
Oxford University Staff	38	1	43	1	49
CBT Students	16	0	50	1	50
Medical students	167	5	165	4	167
Other(partners, other Trusts/NHS personnel)	8	0	36	1	32
Other Students (includes OT, Social Work)	8	0	25	1	15
	3669	100	3831	100	3880

1b Oxford Health Library Members – Courses Supported by OHFT Libraries 2017-18

Subject	Appren-tice 2	Appren-tice 3	Found. Degree	Diploma	Degree	Certificate	Doc./Masters	In house	Other	TOTAL
Nursing		3		4	179	1	22			209
Nurse Associate			3							3
CBT						10				10
OT					12					12
Medicine					173					173
HCSW	3	13								16
Bus. Admin	2	6								8
ODCCP							62			62
IAPT				7		24				31
Minor illness									5	5
Other							24		4	28
Mentorship								9		9
Leadership								5		5
Totals	5	22	3	11	364	35	108	14	9	571

Appendix 2: Loans & document supply

2a Loans by Stakeholder April 2015- March 2017

Total Loans 2017-18 = 4666 (389/month average); 2016-17 = 4678(390/month average)

OHFT Loans by Stakeholder 2016-18	2017-18	%17-18	2016-17	%16-17
Oxford Health FT & Partners	2963	64	2615	56
Talking Space/Healthy Minds	128	3	120	3
OU Staff	7	0	16	0
Medical Students	102	2	121	3
ODCCP	250	5	256	6
OCTC – Cognitive Therapy Courses	29	1	377	8
Commissioners/Public Health	15	0	25	1
OBU students	65	1	34	1
U Beds Students	52	1	63	1
Ext users	48	1	41	1
Other students	3	0	5	0
Network Libraries	547	12	706	15
Ebooks (loans or sessions)	457	10	269	6
TOTAL LOANS	4666	100	4648	100

2b Inter-Library Loans, articles and books received 2016-18

Total articles and books received **2017-18= 1148**; 2016-17 = 1181

Items (copies & books) received from other libraries 2016-18						
	2017-18			2016-17		
	Copies	Books	Total	Copies	Books	Total
Local networks	556	210	766	412	312	724
National networks	138	2	140	82	0	82
British Library	218	24	242	300	75	375
Total	912	236	1148	794	387	1181

2c Photocopies supplied to members

Total photocopies supplied from stock to members **2017-18= 762** (e books not included); 2016-17 = 1440(includes e books read online)

2d. Total items supplied to other libraries **2017-18 = 1116** ; 2016-17 = 1174

Oxford Health Libraries - Items (copies & books) supplied to other libraries 2016-18						
	2017-18			2016-17		
	Copies	Books	Total	Copies	Books	Total
Local networks	409	547	956	330	705	1035
National networks	160	0	160	138	1	139
Total	569	547	1116	468	706	1174

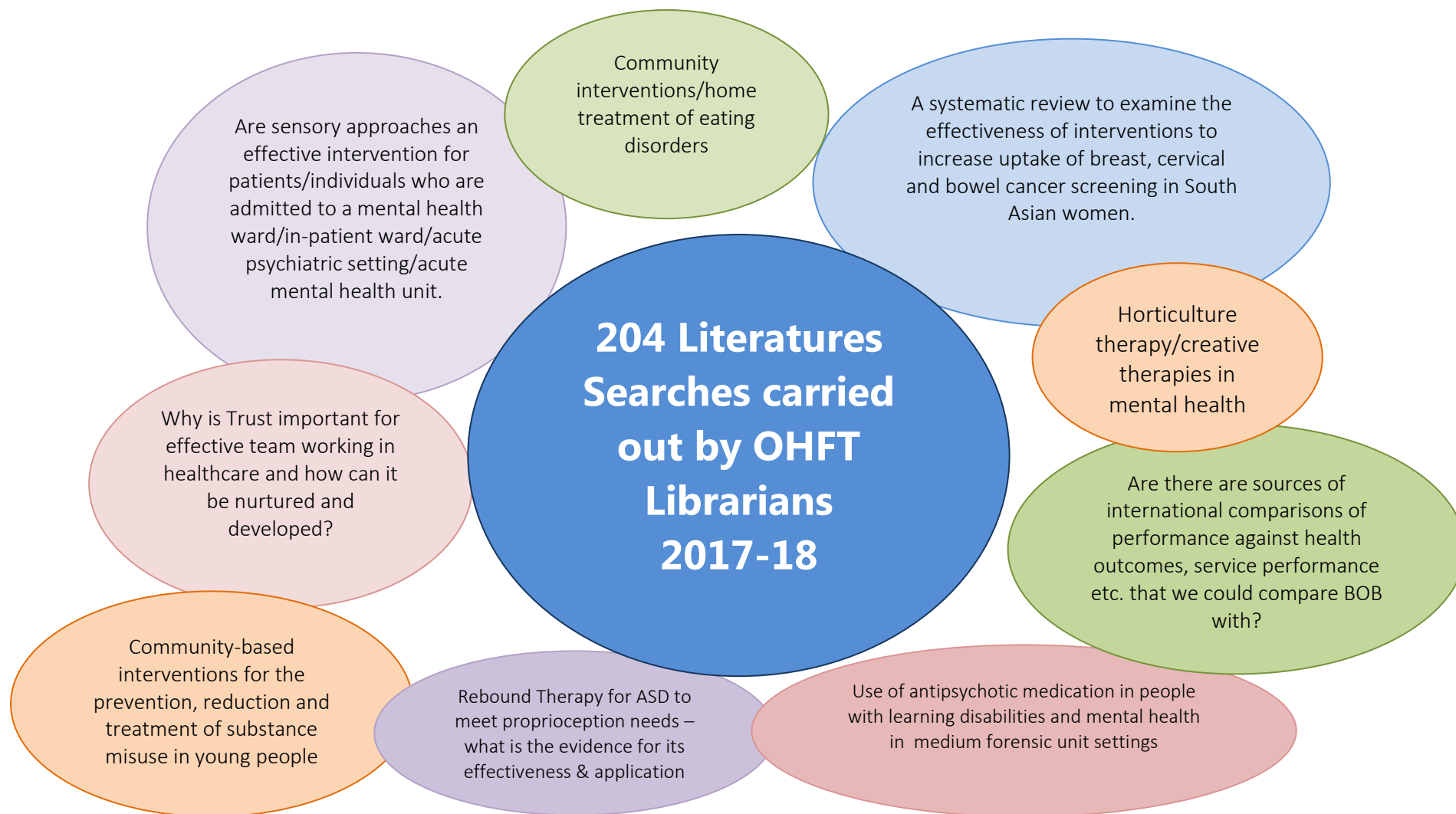
Appendix 3: Enquiries, Literature Searches

3a Enquiries sample week March 2018

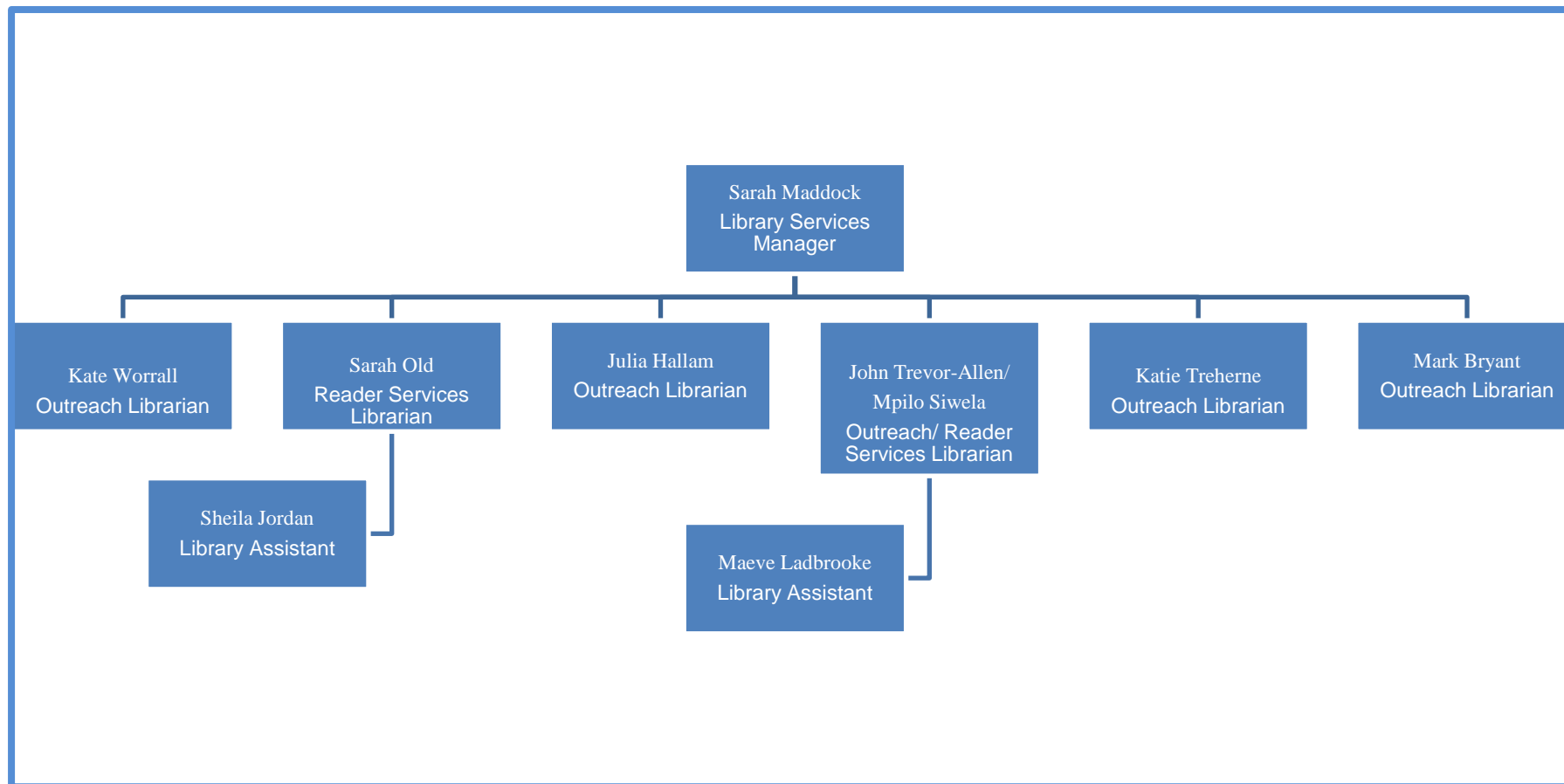
Enquiry type	Procedural*	Resource related**	Total	*Procedural includes: library and Athens registrations, enquiries about opening hours, Inter-library loans, renewals, answering videx, requests to exit, the library catalogue, photocopier assistance.	**Resource related includes: locating books and journals, help with searching, Athens registrations, assistance with copying, IT, study, subject resources.
Warneford	84	21	105		
Littlemore	8	13	21		
Whiteleaf	20	12	32		
Total	112	46	158		



3b Literature Searches –Topics 2017-18



Appendix 4 Library staffing structure April 2017-March 2018








Appendix 5: Service Objectives 2017-18 (progress report); Service Objectives 2018-19

5.1 Service Objectives 2017-18 (progress report);







Progress	2017-18 Analysis: ☺ =14; wt= 5	☺ =objective achieved; wt= working towards(partially achieved)
	Objective 2016-17	Key Deliverables
☺	Δ Inform stakeholders of 2016-17 achievements/ progress.	<input type="checkbox"/> Annual Report for 2016-17 circulated/on Library Website.
☺	Δ Library Strategy –new strategy consultation	<input type="checkbox"/> New strategy agreed with stakeholders/approved Board level Approved August 2017
☺	Δ Improvement in activity stats	<input type="checkbox"/> Increase activity levels particularly lit searches, current awareness (Lit Searches KShare, other bulletins)
☺	Δ Manage collections effectively and efficiently	<input type="checkbox"/> Evaluation of purchasing/usage demonstrates value for money <input type="checkbox"/> Statistics show effective use of new purchases. (Comment: cannot demonstrate – change)
☺	Δ Services are developed according to customer needs	<input type="checkbox"/> Survey(s) services. Action plan developed/implemented. (Comment: developed and actioned)
☺	Δ Develop/renegotiate SLA's	<input type="checkbox"/> Current SLA's with all stakeholders. (all achieved- renegotiated)
Wt ☺ Wt	Δ Support Trust clinical staff to provide the highest standards of patient care	<input type="checkbox"/> current awareness services provided, evaluated (Survey to be evaluated) <input type="checkbox"/> outreach/remote services awareness/usage increased. (increase in many areas/some new services) <input type="checkbox"/> Impact of library services on patient care can be demonstrated. (survey competition; impact cases)
Wt wt	Δ OH staff /stakeholders can access library services regardless of location	<input type="checkbox"/> 50% of Trust staff are library members <input type="checkbox"/> outreach/remote services awareness/usage increased. (Annual survey –awareness could be improved)
☺	Δ Support the information needs of all courses undertaken by stakeholders.	<input type="checkbox"/> Appropriate stock(print and electronic media) acquired in relevant areas, Additional funding secured as required.
☺	Δ Quality of services maintained or improved.	<input type="checkbox"/> Continued compliance with LQAF requirements.
☺	Δ Library staff are able to deliver information services which meet user needs	<input type="checkbox"/> Opportunities for appropriate training are available, accessible and affordable. (Training survey results)
wt	Δ Increase Trust OpenAthens accounts	<input type="checkbox"/> 32% OH staff registered for OpenAthens accounts by April 2017. (31% achieved)
☺ ☺	Δ Finances – ensure current financial levels can meet service objectives	<input type="checkbox"/> Monitoring of expenditure; take actions to resolve issues, eg reducing expenditure, increase income. <input type="checkbox"/> Efficiency improvements.
☺ ☺	Δ ICT - Increase the use of ICT to improve service performance	<input type="checkbox"/> Maintain availability of electronic journals and books (reduced/increased as required) <input type="checkbox"/> Effectiveness of ICT equipment available in/outside libraries (less complaints)
	Δ Increase % of OH staff using e learning for mand/statutory training	<input type="checkbox"/> increase in # of Trust staff using e learning (impossible to tell – omit/change)

5.2 Service Objectives 2018-2019

Implement the new Library Strategy by focusing on key objectives:

-  Maintain access to the knowledge base of evidence; providing a high-quality library & knowledge service.
-  Enable effective use of the knowledge base; mobilise knowledge to deliver on NHS priorities, supporting lifelong learning and wellbeing of NHS staff and facilitating the dissemination of research and innovation.
-  Deliver a cost-effective service; collaborating with other providers, improve the patient experience.
-  Develop the knowledge and skills of library staff.
-  Improve the user experience.

Key Activities will include:

-  Implementing the Trust Repository and ensuring widespread awareness and usage.
-  Setting up additional Reading Groups, book exchange facilities and creating Health and Wellbeing areas in the Libraries to support improved well-being for staff and patients.
-  Supporting the Trust to deliver Apprenticeships through appropriate library services and resources.
-  Support Trust teams at all levels to manage knowledge, deliver the highest quality of care through evidence based practice eg. by facilitating communities of practice, providing literature searches and other knowledge management activities.
-  Working to achieve full compliance with new Quality Standards.
-  Improving the Library Space at all locations.

Achievements against key deliverables will be evaluated according to targets identified in the Strategy Implementation Plan and reported in the 2018-19 Library Annual Report.